



Quality Quest

www.time2meet.com/asq1508/index.shtml

June 2010 Volume 51 Issue 10

**ASQ Section 1508 St. Petersburg/ Tampa
DINNER MEETING Monday, June 14, 2010**

Speaker: Jim Thornton, Success Strategist

Topic: *Using Personality Profiles to Improve Quality*

Bio for ASQ Presentation “Using Personality Profiles to Improve Quality”



Using Personality Profiles to Improve Quality

Did you know that you can use personality profiles as a tool to promote quality and communication with new and existing teams? Have you seen organizations that seem capable but lack consistency? Personality profiles may provide insight into this and other baffling human behaviors. The goal of this talk is to share secrets for working and communicating effectively with all types of people to achieve your quality goals.

Jim Thornton

Jim Thornton is a Success Strategist who has a BSEE, MBA, and a Six Sigma Black Belt. He also holds certifications as a Behaviors Coach, a hypnotist, and a Master NLP Practitioner. Jim uses his diverse education and experience to develop customized success strategies for his personal and business clients through his business, the Catalyst Clinic located in Saint Petersburg.

Pre-dinner Topic: “Advantages of Gamma Sterilization and the Importance of Having an ISO Registered Gamma Sterilizer Here in Florida” by Jim Jones

GO GAMMA!

Jim Jones, Vice President of Sales and Marketing for FTSI, will discuss the advantages of Gamma Sterilization and the importance of having an ISO registered Gamma Sterilizer here in Florida . Jim will describe how contract sterilization services work including validations, dose audits, and research runs for Florida 's Medical Device Industry.

Jim is a 25 year veteran of Sales and Marketing, and will share his strategy and success in re-branding FTSI in becoming Florida 's leading sterilization company. Jim is also a member of the Board of Directors for the Florida Medical Manufacturers Consortium (FMMC) and works with industry companies to advance medical device manufacturing in the State of Florida .





Message from the Chair

As I am writing this message for our June Newsletter, I caught myself saying June - already?! Fortunately, we have had a constant stream of speakers for our dinner/meetings, which has both enlightened us and allowed us to continue to earn points towards our ASQ recertifications.

At our last meeting, our main speaker was Bill Cook, a Lead Auditor with UL-DQS, one of the world's leading registrars and former Chair of our section, highlighted changes in the ISO 9001:2008, ISO/TS 16949:2009 and TL 9000 Release 5.0. Bill, emphasized that nowadays, we should be looking for healthy interactions among the different functions and not just for compliance. I was glad to hear that auditors are becoming significantly more interested in continuous improvement.

Our well received pre-dinner speaker, Sean Hägen, founder and Director of Research & Synthesis at BlackHägen Design, spoke about the state of the art in processes used to collect Post Market Use Error and how it is cycled back to R&D. Sean encouraged us not to depend on instructions and training for the proper use of our products, but instead to build error mitigation into the design through the use of Human Factors.

Now, I wonder, with my term as Chair of the St. Petersburg-Tampa Section coming to an end, who will continue to lead this group through the next fiscal year? Now, more than ever, we need you! It is time for you to step into this leadership role and contribute to our next year's success.

I am eagerly waiting to hear from you.

With you on the quality journey,

Victor

Victor Martins, CRE
Chair, ASQ St. Petersburg/Tampa, Section 1508





Career Page

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*“So Why Should We Hire You?”*

If you are currently in a job search chances are you've been asked that question already. Undoubtedly, it is the most feared interview question, but one of the most common. It pays to be ready to answer it. helps to understand that the question is an invitation for you to sell yourself. This is a good thing. No one is going to hire you until they have been sold on you. This is your chance to state your value to the prospective employer. The best way to answer this question is to prepare for it like a sales person. There are three steps to selling yourself with confidence.

### 1. Know your product “YOU.”

Every successful salesperson knows their product inside and out. They understand the benefits of each product feature. In like manner, you must be able to articulate your transferable skills. First, take inventory of your skills. Make sure the skills you focus on are in demand for the position you seek. Next, take stock of the times of crisis when you've used those skills to solve problems. Finally, ask yourself what your employer got out of your successes on the job. Did you save time or money, increase revenue, improve service or increase productivity? Your success stories carry more weight when you can quantify the results. These success stories make up your selling points.

### 2. Know the challenges of the position.

Before you can tell them why they should hire you, you must understand their current challenges. After all, you couldn't sell a car unless you knew understood how it was to be used. Until you know what challenges go with the position you won't know which of your selling points to talk about. To learn about their challenges you must ask them.

In the beginning of the interview ask your interviewer, “What challenges do you see as most significant for this position in the first six months?” Take careful note of his/her response. You will learn the “hot button” issues that you must sell you.

### 3. Match your skills to their challenges.

Here is where you get to sell yourself. Once you understand the critical skills they need for the job you simply share with them your success stories of when you have faced similar problems and how you solved them. Be sure to include the all-important benefit your company received. Start off your value statements with phrases like:

“I found a significant savings opportunity when...”

“My team gained efficiency when I discovered how to...”

“My boss achieved his quarterly objective when I...”

Remember, even if you don't get asked “why should we hire you” it is the underlying question and the point of the whole interview. Job interviews are your chance to sell your skills, talents and expertise. Before your next interview practice good salesmanship and prepare to sell yourself like a pro.

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Deborah Walker, Certified Career Management Coach

Read more career tips and see sample resumes at:

www.AlphaAdvantage.com



Announcing New Location for ASQ Testing for St Petersburg/Tampa ASQ Section 1508

Beginning June of 2010, our division will hold testing at the HSN campus in the auxiliary building directly across the street from HSN's main campus.

Signs will be posted at the entrance on 118th Avenue, just off of 28th Street in St Petersburg and at the front door where test takers can enter.

The proctor will check them in and direct them to where the test will be taken. Parking for test takers will be marked directly in front of the building. Please park just past all of the reserved parking.

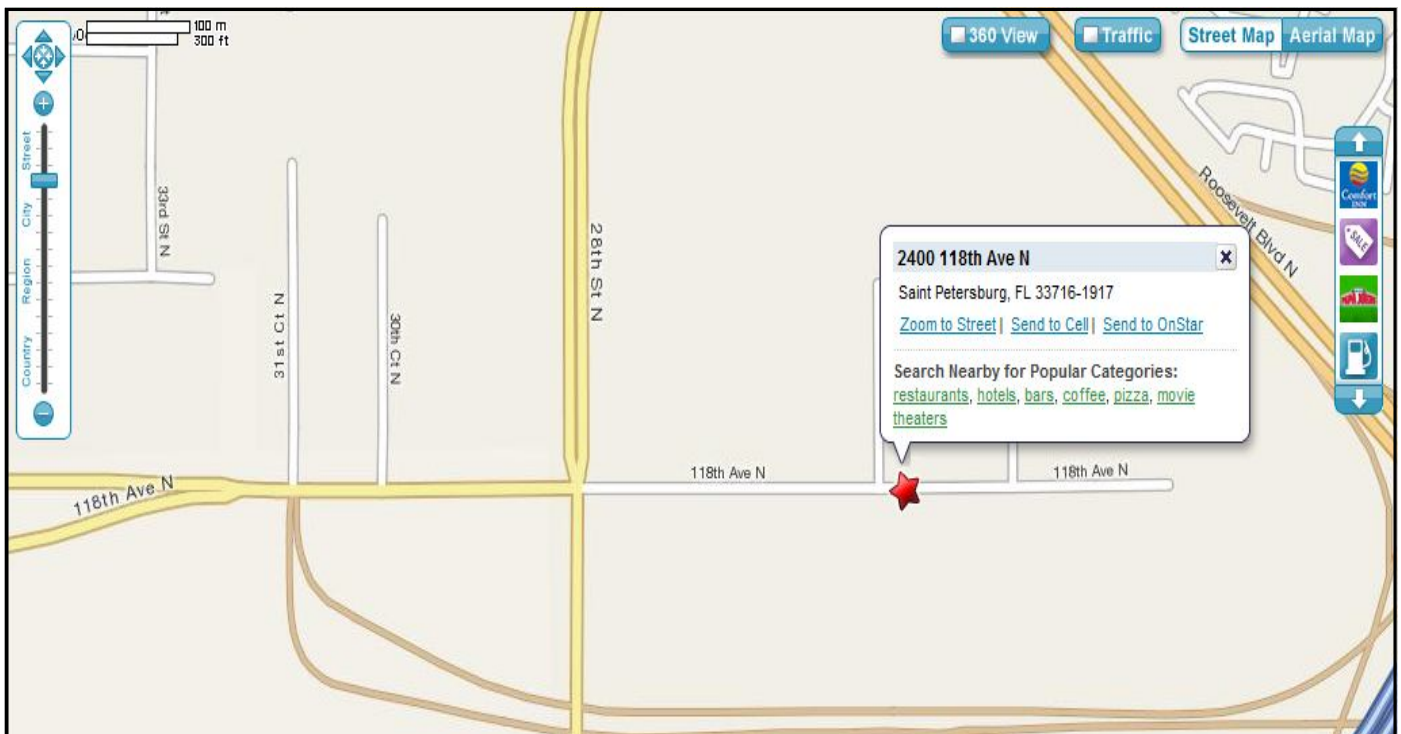
If you have any questions or concerns, please feel free to email or call me. My contact information is below.

Wendy M Williams
Certification Chair
Wendy.williams@hsn.net
727-872-5850

Address to HSN-Soho Building
2400 118th Ave. N.
St. Petersburg, FL 33716-1917

Directly across the street from the HSN main campus

MAP link: ==>>> http://www.mapquest.com/mq/1-jzp4*jJnDvZesymN6ewN





**Announcing
ASQ Section 1508 (St Petersburg/Tampa)
Group on LinkedIn**

ASQ Section 1508 (St Petersburg/Tampa) is now part of the well known professional online networking community: **LinkedIn**. With **65** million plus members and growing every day, it has become the best place to establish new contacts, stay connected with business partners & co-workers, and reconnect with old colleagues. Now you can expand your professional network by joining the ASQ St Petersburg/Tampa LinkedIn Group.

LinkedIn Group is a simple way for you to identify yourself as a member of a specific organization on LinkedIn so that other members within your organization can easily find and connect with you via your LinkedIn account. Once you become a member of a particular LinkedIn group, you will have access to identifying other LinkedIn members who are also members of the group to make a new connection.

LinkedIn has a very strict privacy policy, which you can read for yourself using this link http://www.linkedin.com/static?key=privacy_policy&trk=hb_ft_priv. You can join LinkedIn for free by using the link <http://www.linkedin.com/home>

Also, once you become a member of LinkedIn or already a member, you must request to be added to the ASQ St Petersburg/Tampa LinkedIn Group. Only current members of the section will be allowed to join this group. Here is the link to join ASQ St Petersburg/Tampa group on LinkedIn <http://www.linkedin.com/groups?gid=816317>

As with any third party tool, use of LinkedIn is not an endorsement. If you have more questions, please visit the FAQ section on the LinkedIn Groups page. We hope this will enhance your professional networking and career opportunities. For more information, contact Haroon Abbu, Programs Chair, ASQ Section 1508

Looking For Presentation Files??

Electronic copies/slideshows of past presentations are now available online through a link on our website homepage:
<http://www.slideshare.net/asq1508/slideshows>

Members Corner

Welcome New Members!

The Tampa Bay/St. Petersburg Section of ASQ would like to welcome our newest members! We look forward to meeting you and welcome your participation in chapter meetings and events.

New Members

Eugene Givens, III
Nicholas A. Coblio
Palaton Dunn
Cristiana Ghiazza
Monica Gobeli
Eric J. Hall
Mary W. Thorne
James J. Thornton
Robert Williams
Dave Wilson
John A. Gasparine
Julie Griswold
Martha A Hackett
Cynthia L. Lambert
Gale A. Leonard
Olga L. McLaughlin
Pinak A. Nanavaty
Lynn Perry

**Share Your
Quality Topics!**

Please email the
newsletter editor at:
kduncan48@yahoo.com



ASQ Section 1508 St. Petersburg/ Tampa
DINNER MEETING

Hilton Tampa Airport Westshore
2225 North Lois Ave
Tampa, FL.

Due to the board meeting running from 4:30-5:30, Registration for the meeting will not start until 5:30.

5:30pm-6:00 **Registration**

5:30-6:00pm **Appetizers/Networking ****

**** Appetizers are provided at no cost to members by the section. ****

6:00– 6:30 **Pre-Dinner Topic**

6:30pm –7:15 **Dinner**

Salad: House Salad

Entrée: Chicken Marsala with Chef's Selection of Starch and Vegetable

Desert: Key Lime Pie

Directions :

From St. Petersburg: Take I-275/ Howard Franklin Bridge and exit at Lois Ave (before Dale Mabry). Take left onto Lois Ave (north); Hilton is 3/4 mile on right.

From Clearwater: Take SR60 Courtney-Campbell Pkwy towards Tampa Airport. Turn south on Memorial Highway, then exit right onto Spruce Street exit. Follow Spruce St. 1 mile to N. Lois. Take a right on N. Lois. Hotel is 0.2 miles on left.

From Tampa: Take I-275 westbound past Dale Mabry and exit at Lois Ave. Take right onto Lois Ave (north); Hilton is 3/4 mile on right.

Reservation Policy

On-line Reservations: www.time2meet.com/asq1508/index.shtml

Reservations must be made by 4:00 PM on the Thursday before the monthly meeting. If you have a special dietary request (vegetarian), please indicate this when making the reservation. The price for the meeting with the meal is **\$25.00 with advanced reservations or \$30.00 for walk-ins.** The price for the meeting without meal is \$10.00. Cash and check payments are accepted during the check-in from 5:00 pm to 6:00 pm.

Cancellations Policy

Cancellations will be honored by noon on the Friday before the meeting. Since we cannot guarantee cancellations made after the deadline, you may still be charged for late cancellations.

If you make a reservation and do not attend, the Section must still pay for the meal and administrative costs. Therefore, you will be required to reimburse the Section by sending a **check**, payable to ASQ, for **\$25.00 (\$10.00 for reservation with no meal)** to our Treasurer, **Robert Jacubec, 12561 92nd Way, Largo, FL 33773.**

American Society for Quality



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Milwaukee, WI. 53201-3005

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Quality Quest is published monthly by the
Tampa/St. Petersburg Section of the
American Society for Quality.

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Membership Statistics (as of May 2010)

Regular	256
Fellow	3
Senior	231
Associate	7
Student	22
Sustaining	3
Forum	3
Org Member	4
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Total	529