

# Quality Quest

[www.time2meet.com/asq1508/index.shtml](http://www.time2meet.com/asq1508/index.shtml)

February 2006 Volume 47 Issue 6

## ASQ Section 1508 St. Petersburg/Tampa

### FEBRUARY MEETING Monday, February 13, 2006

Speaker: Dr. Bruce Waterman, D.M.D.  
"Applications of Quality Management Tools in Dentistry"

Wouldn't it be nice to know that some of the same quality principles and tools you use and trust every day make sense for your dental care, too? Dr. Bruce Waterman will show us how Total Quality Management (TQM) is revolutionizing dentistry.

Dr. Waterman will show us practical and current applications for:

- Patient-focused Tools
- Information-driven Tools
- Teamwork Dependent Tools
- Continuous Improvement

Get set for a fascinating 'look into the mouth' of modern dentistry! Some of our members have heard Mr. Waterman speak before, and I am told this is one presentation you will want to be sure to see.

*Bruce D. Waterman D.M.D. is a private dental practitioner, an author, speaker, cofounder of Direct Assignment (DA) insurance, and pioneer in the application of dental lasers to general dental practice. He has written articles for multiple publications, including Dental Economics, about applications of TQM (Total Quality Management) in dentistry. Dr. Waterman has been a featured speaker on this topic to various study groups, corporate organizations and educational institutions. As cofounder of Direct Assignment insurance concept, he has written articles in FDA (Florida Dental Association) publications and been a guest speaker at workshops around Florida. Dr. Waterman received a Special Recognition Award in 1997 from the FDA for his efforts. Currently he serves as a delegate to the FDA and ADA. In 2001, Dr. Waterman was honored by the University of Florida College of Dentistry (UFCD) with the Outstanding Alumnus Award. On the local level, he is President Elect of the Hillsborough County Dental Association, member of the Hillsborough Community College (HCC) Dental Advisory Board, and a Ronald McDonald Care Mobile dental consultant. Additionally he has served as the liaison between Hillsborough Kids foster children program and the HCC/UFCD clinic. The practice of Bruce D. Waterman D.M.D. was recognized by the Brandon Chamber of Commerce as the 2000 Small Business of the Year. His practice is one of the first in Florida to feature dental lasers for diagnosis, restorative and periodontal therapies.*

Submitted by Steve Babb, ASQ Section 1508 Programs Chair

## **A MESSAGE FROM YOUR CHAIR**

“Extremism in the defense of liberty is no vice,  
Moderation in the pursuit of justice is no virtue”  
- Barry Goldwater

Our local Education Chair, Alain Gaumier has attempted several initiatives over the past couple of years to address the educational needs of the section. Up until now, these have met with little success. The latest attempt, a series of workshops, seems to be moving in a very positive direction. The workshops are described in the “News Flash” area of our web site and are included in this edition of the newsletter. (We also provided the schedule in the January newsletter). We have 15 people signed up for the January Project Management Basics workshop and look forward to good participation in following workshops to include Lean Manufacturing and Six Sigma. (see page # 7 of this newsletter for the full schedule)

We conducted another survey during the January 9 meeting. The results of the survey are summarized elsewhere in this newsletter. Your section 1508 board considers the surveys taken at the meetings to be an important part of our section function. The surveys provide a major source of information on our member’s desires and have resulted in changes such as the recent change in the meeting location.

Once again, we are seeking new board members and have updated the position descriptions on the web site under Governance. We will be electing a new slate of officers (Chair, Treasurer and Secretary) in the next couple of months so now is a great time to get involved and become familiar with the operation of the section by joining our board. The board meets each month at 4:30 prior to the regular meeting.

No reservation for the Board meeting is required.

Our thanks to Alain Gaumier our Education Chair, Steve Engleman the Section 1530 Chair and Bruce Edgar from Sparta Systems Inc. for an interesting and informative evening. We try to provide a variety of speakers at the meetings and if you have a suggestion for a speaker or subject, or would like to assist with the meeting programs, contact Steve Babb our programs chair.

Ed Pagnott  
Section 1508 Chair for 2005 / 2006

**ASQ Section 1508 St. Petersburg/Tampa**  
**Next Meeting: *Monday, February 13, 2006***  
***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 – Registration**

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

**6:00– 6:30 - Pre-Dinner Topic**

**6:30pm –7:30 - Dinner**

**Dinner Menu:** Hearts of Palm Salad

Stuffed Chicken breast with Boursin Cheese and Artichokes

Double Chocolate Cake with Raspberry Sauce Hearts

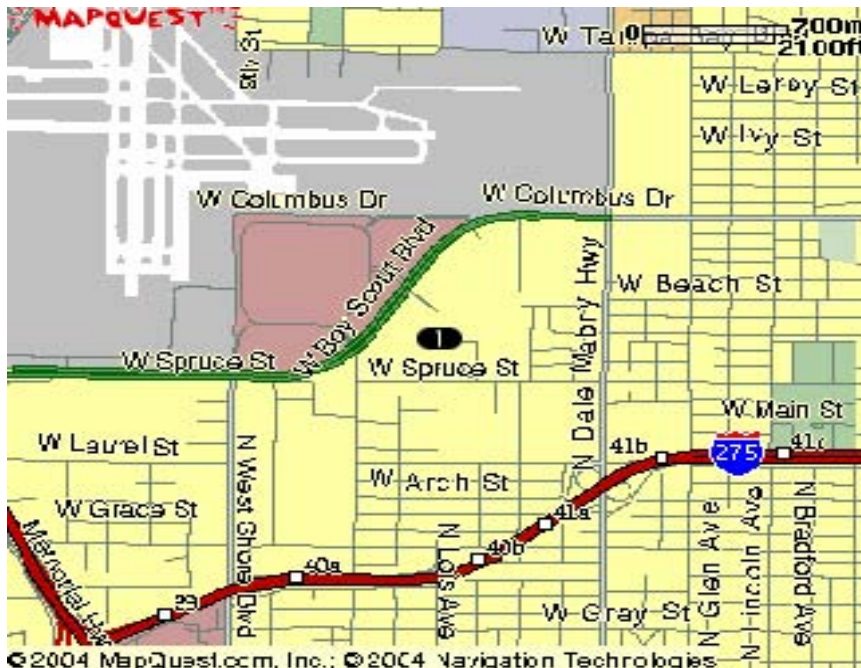
**7:30pm-8:30 – Speaker**

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

**Directions :**

.FROM 275 NORTH TAKE EXIT 40B/LOIS AVE. WHEN EXITING TURN LEFT ONTO LOIS AVE. HILTON IS LOCATED 1/2 MILE ON RIGHT.

FROM TPA - FOLLOW AIRPORT EXIT TO SPRUCE STREET TO THE THIRD LIGHT- LOIS AVENUE. TURN RIGHT AND THE HOTEL IS ON THE LEFT.



**Notice: Our website location has changed.**

**On-line Reservations: [www.time2meet.com/asq1508/index.shtml](http://www.time2meet.com/asq1508/index.shtml)**

**Reservations should be made by 4:00PM, Thursday, February 9, 2006**

**If you prefer you can still e-mail your reservations, with your phone number ,company name and address to Heike.  
[Heike @ e-imagestudios.com](mailto:Heike@e-imagestudios.com)**

Cancellations should be made by noon on the Friday before the meeting but every effort will be made to accommodate late cancellations. If you have a special dietary request - vegetarian or low fat. - please indicate this at the time you make your reservation. \$20.00 per member with a reservation or \$25.00 at the door for guests and members without a reservation. **Only cash or check accepted at the door.**

If you make a reservation and do not attend, the section must still pay for your meal.

In this event you should reimburse the section by sending a **check**, payable to ASQ, for \$20.00 to our treasurer,  
**Glen Cavanaugh, 9212 Rustic Pines Blvd. W, Seminole, FL. 33776**

## **Recertification**

### **Recertification Chair: Heike Johnson**

Please send all recertification packets to:  
Heike B. Johnson, ASQ 1508 Recertification Chair  
e-image Digital Studios, Inc.  
2106 Climbing Ivy Drive  
Tampa, FL 33618-1709

To contact Heike for questions, her e-mail address is as follows: [Heike@e-imagestudios.com](mailto:Heike@e-imagestudios.com)

## **CERTIFICATION EXAM DATES 2006**

<b><i>EXAM</i></b>	<b><i>EXAM DATES</i></b>	<b><i>APPLICATION DEADLINE</i></b>
SSBB, CBA, CRE, CQT, CMI, CHA, CMQ/OE	March 4, 2006	Passed
CQE, SSGB, CSQE, CQA, CQIA, CCT, CQPA	June 3, 2006	April 7, 2006
SSBB, CBA, CRE, CQT, CMI, CHA, CMQ/OE	October 21, 2006	August 18, 2006
CQE, SSGB, CSQE, CQA, CQIA, CCT, CQPA	December 2, 2006	October 6, 2006

CBA - Biomedical Auditor Certification  
CCT - Calibration Technician Certification  
CHA - HAACP Auditor Certification  
CMI - Mechanical Inspector Certification  
CMQ/OE - Manager of Quality / Operational Excellence  
CQA - Quality Auditor Certification  
CQE - Quality Engineer Certification  
CQIA - Quality Improvement Associate  
CQPA - Quality Process Analyst Certification  
CQT - Quality Technician Certification  
CRE - Reliability Engineer Certification  
CSQE - Software Quality Engineer Certification  
SSBB - Six Sigma Black Belt Certification  
SSGB - Six Sigma Green Belt Certification

## January Speaker Summary

### Pre-Dinner Speaker, Alain Gaumier, Education Chair ASQ 1508

Our Section Education Chair, Alain, Gaumier, presented an overview of the Member Value Leadership Summit, which was in Milwaukee October 17-18. We also had the pleasure of having Mr. Steve Engelman, Section Chair of ASQ Fort Myers, accompany Alain in reviewing the Summit.

Originally, the summit was triggered by the sharp and rapid decrease in membership (about from 100,000 to 90,000). Across nearly all Sections, the needs of 90% of members are unheard because they do not attend Section meetings. The ASQ Headquarter wanted to make local and division leaders aware of the trend, have them listen to what was done at the HQs for the past two years to reverse the trend, and energize these leaders so that they would provide more value to the membership. The discussion that turned out was quite passionate and creative! You may read more about the results and ASQ's plans to follow up in last month's newsletter.

### Dinner Speaker, Bruce Edgar, Account Manager, Sparta Systems 727-789-3260 [www.sparta-systems.com](http://www.sparta-systems.com) Achieving Compliance and Efficiencies Using a Holistic Approach to a Quality Management System

On behalf of the Section, I have the pleasure of thanking Mr. Bruce Edgar of Sparta Systems for summarizing how to effectively manage Corrective Action and Preventive Action (CAPA). For most of us this is the engine that keeps improvement going and gains trust in our quality management system from our customers, government regulators, registrars, etc....and yes our own management teams!

Bruce started by describing the great need for CAPA in all kinds of compliance processes that need to be managed correctly, starting with change control and continuing through deviations and non-conformances, regulatory reporting, Sarbanes Oxley, audit findings, and of course much, much more. Bruce pointed out that our quality system environment is becoming more integrated and harmonized, and prevention is replacing the emphasis on incident investigation and follow-up. As Bruce put it, there is a "shift from a 'compliance mindset' to a 'quality design' mindset." More than ever before, metrics are vital.

A holistic approach, such as Bruce showed us, is comprehensive and includes any process that affects product quality, even indirectly. But achieving this presents many challenges, including paper systems, Excel- and Access-based systems, multiple homegrown systems, etc. They all do their standalone job, but are rarely linked together. This is a tremendous inefficiency, and more to the point important trends can be missed. Things are lost...quality systems are seen as non-value-added... what a HEADACHE!

A better way has to address at least the following challenges:

- Problem Identification/ Accountability
- Inadequate Investigation skills
- Planning and Change Control
- Review and Approval
- Project Implementation
- Following Up Effectiveness/ Metrics

Bruce demonstrated how Sparta Systems has a solution to address all these challenges in a sensible way. He spoke to us at length about the details behind the software and took us through several business cases. At the end of it all, Bruce convinced us that efficiency and compliance ought to go hand-in-hand.

Bruce spoke to us at length about the details behind software to address these challenges in a sensible way. At the end of it all, Bruce convinced us that efficiency and compliance ought to go hand-in-hand!

Bruce – thank you once again on behalf of the Section.

*Bruce Edgar is an Account Manager with Sparta Systems, Inc., the makers of TrackWise. Bruce first became involved in manufacturing in 1975 as an Engineering Project Aide for RCA's Space Systems Group on the development team for the Lunar Rover. Prior to Sparta Systems, Inc. he held positions of Vice-President Business Development, Executive Account Manager, and National Account Manager for several mid-size ERP and Business Intelligence vendors. He is a native of Boston and lived in San Diego, Charlotte and currently Palm Harbor.*

Submitted by Steve Babb, Programs Chair

## January Meeting Survey results

The surveys that were completed Monday evening January 9<sup>th</sup>, 2006 contained abundant information for the board to consider.

The satisfaction portion of the survey results for the speakers and topics ranged between 80% and 90%.

The meal and overall meeting experience received an 85% grade.

The top three reasons for attending are:

Recertification points (54.3%)

Networking (48.6%)

Topic (31.4%)

The top three benefits received are:

Education/Training (88.6%)

Recertification points (60.0%)

Networking (54.3%)

Suggestions for strengthening the Section and the Membership covered a quite a variety and here are some of recommendations:

1. Collaborate with other Professional Organizations such as ITF, AME, SME & BIOMED.

2. Mentoring Programs targeted to:

- Provide hands-on training/workshops
- Provide job/career assistance
- Train Section volunteers/potential Board Members

Report summary of activities and results

3. Provide more ASQ related information, organization, available resources, etc.

4. Plant tours that include information about the Company's Quality System and how it functions.

5. Celebrate the Members by:

- Recognizing Birthdays
- Members longevity

Ask for attending Members to provide a brief biography providing information about their Employer, the Company product, their job function or responsibilities.

We appreciate the sincere effort made to provide meaningful information for the Board. We wish to enhance the Membership experience of the Section.

Summary provided by  
Paul Racine  
Membership Chair

## ASQ Sponsored Workshops for 2006

The following workshops are being offered free of charge to ASQ members.  
Contact Alain Gaumier at [Algaumier@aol.com](mailto:Algaumier@aol.com) for more information or to sign up.

**All workshops will take place at the STAR Building,  
7887 Bryan Dairy Road, Suite 120, Largo, FL 33777.  
Tel: 727 541 8942.**

*People who would like to attend while not being ASQ members have a choice between joining ASQ prior to the workshop and attending for free, and being charged a \$25.00 fee at the door.*

Workshop	Instructor	Day	Date	Time	Deadline to Register
Project Management Basics	Erik Haas	Thursday	1.19.2006	5PM to 7PM	Passed
Overview of LEAN Manufacturing	Steve Engleman	Thursday	2.23.2006	5PM to 7PM	2.06.2006
The Basic Concept of Six Sigma	Alain Gaumier	Thursday	3.23.2006	5PM to 7PM	3.06.2006
How to Conduct an Internal Audit	Mick Howk	Thursday	4.20.2006	5PM to 7PM	4.03.2006
PDCA & Other Methods of Process Improvement	TBD	Thursday	5.18.2006	5PM to 7PM	5.01.2006
Overview of Statistical Process Control	TBD	Thursday	6.22.2006	5PM to 7PM	6.05.2006

## Newsletter News

If you have an article you want published, please send it to Camie by the deadline, Friday following the regularly scheduled meeting.  
Camie's e-mail is: [c4cwill@tampabay.rr.com](mailto:c4cwill@tampabay.rr.com)



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loisjordan@transformationtech.com

### Membership Statistics

Regular	419
Fellow	4
Senior	141
Associate	10
Student	11
Sustaining	2
Forum	3
	=====
Total	590