



# Quality Quest

[www.asqtampabay.org](http://www.asqtampabay.org)

June 2011 Volume 52 Issue 10

## ASQ St. Petersburg-Tampa Section 1508

### Dinner Meeting Monday, June 13, 2011

**Speaker: Jennifer Stepniowski**  
*Special Projects Manager, Pro QC International – Adjunct Instructor,  
Hillsborough Community College*

#### **Topic: Spreading the Word – Contributing as a Global Voice for Quality**

As a kick-off to World Quality Month in November, ASQ urged members to join in “raising the voice of quality.” As part of that initiative, ASQ’s CEO Paul Borawski started a blog ([www.asq.org/blog](http://www.asq.org/blog)) and recruited several people in the industry to be Influential Voices and respond to posts on various quality related topics with knowledgeable and personalized feedback. The organization has also overhauled their participation in other social media outlets such as Twitter, LinkedIn and Facebook. The objective is to get people talking about quality and starting meaningful discussions that both educates and connects members, as well as those that may not be directly related to the industry.

As an Influential Voice and someone active in social media marketing and development, I’ve seen first-hand how spreading the word through online activity is the single most effective way to get people talking. This presentation will include proven strategies that each ASQ member can incorporate into their professional and personal lives that will update and develop their networking skills and get them participating as a global voice for quality. Join in the conversation!


*Speaker: Jennifer Stepniowski has worked with Pro QC International, a third-party quality control and engineering firm, for over eleven years. In that time, she has helped lead the marketing and operations initiatives that developed Pro QC into the global success it is today. As a community leader, blogger, industry content contributor, marketing specialist and college instructor, Jennifer is passionate about sharing successful strategies and ideas with others in a hands-on and interactive way. Jennifer can be reached via email at [jenn@proqc.com](mailto:jenn@proqc.com) or 813-428-3277.*

#### **Pre-Dinner Speaker: Robert M. Mendenhall**

#### **Topic: Creating Perfect Harmony – How to Solve the Discords of TOC and LSS**

Bob is a senior consultant with the Avraham Goldratt Institute. He has worked directly for the Institute for the past six years. This has given him an extensive track record implementing AGI solutions in Production, Distribution, and Program Management. As a team member, he helped to verbalize the best way to combine TOC, Lean and Six Sigma to provide a fully aligned and integrated methodology for Continuous Systems Improvement.





His professional experience includes technical and management leadership roles with high technology, DOD suppliers. He is a Multi-Project expert with successful implementations of enterprise resource planning using Theory of Constraints Program Management and BaaN ERP. As team lead he achieved the first successful multi-project implementation of TOC PM in an aerospace company.

Bob is an AGI trained Facilitator in the TOC Thinking Processes for Leadership Strategy Development and an ASQ Certified Black Belt. He earned a BS degree in Aeronautical Engineering and an MS degree in Controls and Dynamics from Purdue University.

## **Creating Perfect Harmony – How to Solve the Discords of TOC and LSS**

**To quote Thomas Edison** “Opportunity is missed by most people because it is dressed in overalls and looks like work”.

In an era of continuous improvement with overlapping methodologies it is important to understand where there is agreement and where there are differences. A seamless, mistake proof approach is what the customer desires for sustained bottom line improvements.

A deep understanding of the methodologies and the specific environments in which they are being applied is essential sort out what it takes to Sustain the Gain. It is essential to have an understanding of key differences between TOC and Lean Six Sigma and the negative effects that can exist when misalignments are not recognized. You will learn the process for ensuring each improvement is aligned for sustainment.



## Message from Chair

We have reached the end of the 2010 - 2011 Program Year. There are many people to thank for their contributions to the Section's success this year. Before I get started, there is one person in particular that I need to recognize for her many years of service to the Section.

**Heike Johnson**, currently, Audit Chair and Recertification Chair, is resigning from the Board after 20 years. During that time, Heike held virtually every position on the Board, generally two or three positions at a time. I've had the pleasure of knowing and working with Heike since I joined the Section after moving to Tampa in 1999. She was the first person I met. She has been a wealth of information and insight over the years. I, for one, am going to miss her contributions. She has started a new business, check out her website: [www.HeikeKnits.com](http://www.HeikeKnits.com). Happy Trails, Heike!

Also, leaving the Board after 2 years as Historian is **Sam Falco**. Among other things, Sam was responsible for making sure the presentations got posted after each meeting. Sam always offered interesting suggestions and insights that got the rest of Board to the edges of the box, if not out of the box. Thanks Sam for all your help.

Thank you to all of our speakers this year, Dan Munson, Mark Rudacille, Julia Sennikovski, Dr. Mike Larocca, Gary Dolgin, Phil Thomas along with Bill Giambra and Rob Wolf for two different presentations. And thank you to Bob Mendenhall and Jennifer Stepniowski for their presentations planned for the June meeting.

### Your Board for 2010 - 2011

Here are the individuals who were approved at the May meeting. They will be serving you next year. Continuing on the Board are Arrangements Chair is **Marguerite Jensen**; Certification Chair and Secretary, **Wendy Williams**; Education Chair, **Lois Jordan**; Internet Liaison and Voice of the Customer Chair, **Julia Sennikovski**; Newsletter Editor, **Keith Duncan**; Placement Chair, **Bart Powell**; Treasurer, **Brad Near**; **Victor Martins**, Past Chair. Thank you for all of your hard work this past year! I will continue as Chair.

Volunteering to join the Board are **Nancy Duarte** as Audit Chair, **William Cameron** will be Membership Chair, and **Richard Wong** along with **Sara Kaplan** will take on the Recertification Chair. Please welcome them to the Board.

We still have three open positions: 1) Chair-Elect/Vice Chair to step into the Chair position a year from now, 2) Program Chair to assure that we continue to have educational programs each month and 3) Historian to organize our documents for the reference in the future. Please consider volunteering for one of these positions.

### Upcoming Strategy Meeting

The Board will be holding a Strategy Meeting sometime in the next couple of months. Please send me your thoughts on what we should include in the Section Management Plan for next year.

Greg Strohm, Section Chair  
[gstrohm@verizon.net](mailto:gstrohm@verizon.net)



## ASQ Recertification Process

To maintain the integrity of your certification ASQ requires that you recertify every three years, either by journal or by exam. The purpose of recertifying is to ensure that as an ASQ-certified quality professional you maintain the same level of knowledge originally demonstrated when you passed the written examination. If you do not recertify, your certification will lapse and ASQ will no longer recognize you as “certified.” For members who hold ASQ certification(s), which they wish to recertify, the following details the process of recertification.

*Where do I get a journal to complete?*

A journal was sent to you with your original certificate. If you no longer have it, you can download a new journal form the ASQ website at this address: <http://www.asq.org/certification/recertification/rucredits/index.htm>

Or you may call ASQ: 800-248-1946

Monday-Friday: 7:00 a.m. to 5:00 p.m. Central time

*Where do I send my journal?*

Please submit your completed journal, payment and a copy of all required supporting documentation to:

Heike B. Johnson  
ASQ Section 1508 Recertification Chair  
2106 Climbing Ivy Drive  
Tampa, FL 33618-1709  
813-963-3222 (Direct)  
[ASQ1508@tampabay.rr.com](mailto:ASQ1508@tampabay.rr.com)

*How shall I submit my journal?*

Please send your completed journal, payment and a copy of all required supporting documentation via US Postal Service, Federal Express, or UPS. Please make sure you release the packet without signature to avoid delays in receipt. You may also hand deliver the journal to me at a local section meeting, but please check first to make sure I will be attending the meeting. E-mailed applications are not acceptable.

*Do you prefer a check or credit card?*

You may use whichever form of payment is most convenient for you. If a credit card is used, processing of payment is generally faster as a physical check does not have to be mailed to Milwaukee. All documents are shredded within one year for security.



*What do I include with my recertification journal packet?*

Remember to include copies of documentation supporting your RU credits claimed, the completed recertification application form, and any/all corresponding completed pages summarizing your activities from within the recertification journal.

Please do not send pages that you are not completing, and please do not send the intact journal, remove the pages that are relevant to your application and submit only those.

**Do not enclose original documentation—copies only.**

*When do I need to submit my recertification journal?*

Recertification journal packets may be submitted up to six months before and after your certification expiration date. If you submit your journal after the six-month period you will have to recertify by exam, unless special arrangements were made before your certification expiration date.

Early submittal of your recertification journal does not change your original expiration date. For example, if your CQA expires June 30, 2009, and you submit your packet in March 2009, your new expiration date will be June 30, 2012, not March 2012.

*I am unable to obtain past employers' employment verification documentation. What other means of documentation may I use?*

If you are unable to obtain past employers' employment verification documentation (because an employer is no longer in business, has moved away, or you are not able to reach an appropriate contact), you may use old pay stubs or W2 tax forms as an alternative for employment documentation. You may obscure any personal information where necessary. However, you **MUST** include your name, company name, and **BEGINNING** and **END DATES** for that particular employment period as it relates to your current three-year recertification period. Please also include an old business card, if you have one.


*What are the dates I can include completed activities from?*

If you are recertifying for the first time, you may use completed activities from the date you initially passed your ASQ certification exam to the ending date on your wallet card/certificate that states 'recertify by', which is your expiration date.

*How do I know if a course, conference, or training qualifies for RU credits?*

As long as the program lies in at least one area of your certification(s) Body of Knowledge (BOK) OR is job enhancing, then you may use that toward your recertification period.

*I do not have enough RU credits to recertify by my expiration date. What are my options?*



If you do not have enough RU credits by your expiration date, you must recertify by exam. You are allowed up to one year before and after your certification (s) expiration date just to recertify by exam.

If there are extenuating circumstances (i.e., health, unemployment, family or personal emergency, military involvement, etc.) you may qualify for a waiver. You must contact the recertification coordinator at ASQ directly for details before your certification expiration date, either by phone, e-mail, or written letter.

*How do I synchronize my certifications?*

To initially synchronize two or more certifications that have differing expiration dates, all you need to do is include documentation and the 18 RU credits required to recertify the certification that is currently due. On the front cover of the recertification application form, list what other ASQ certifications you wish to have synchronized with the certification that is currently due along with their current expiration dates. You are not required to provide evidence for any of the other certifications when initially synchronizing.

Once the certification that is currently due is approved, then all other certifications, as indicated on the application form, will be revised to expire at the same time as the certification that is most currently due. Then for future recertifications you will only need to provide a total of 18 RU credits for all synchronized certifications, one application form, and one set of documentation relating to all certifications being recertified that fall within each body of knowledge (BOK) or that are job enhancing.

***Remember:***

1. Sign the recertification journal
2. List the various certifications that you have and their expiration dates
3. Indicate whether you wish to synchronize two or more certifications
4. Check to make sure you have at least 18 RU credits
5. Include payment—either credit card or personal/company check
6. ***Attach only the documentation for the sections where you claim credit***

ASQ Section 1508 Members,

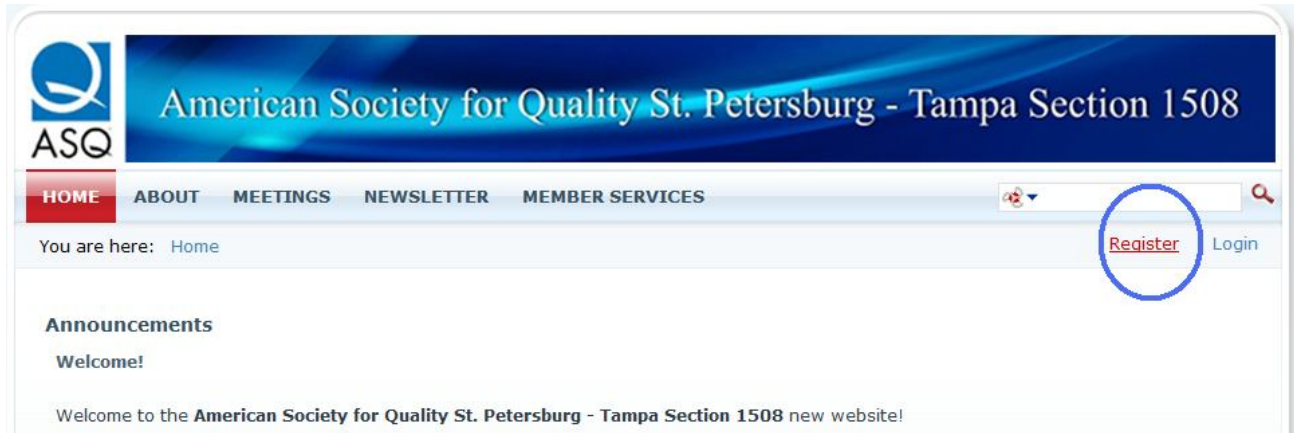
Allow me to introduce the new Section 1508 website! The website address is <http://asqtampabay.org/>. On the website, you can

- register for monthly meetings
- download presentation slides from past meetings
- view current and past newsletters
- obtain Member Leaders contact information
- learn more about other member services offered by the Section

The website features enhanced security for storing member information, streamlined navigation and data organization.

**To access the meeting registration features, first please create an account on the website.**

1. Click on *Register* link



2. Supply information to create new account. Click *Register* link.

3. Your account will be created, and you will be logged into the website.

Once you are logged in, you will have access to additional content, available to registered members only. In the future, please remember to log in with the username and password by clicking *Login* link from any page.

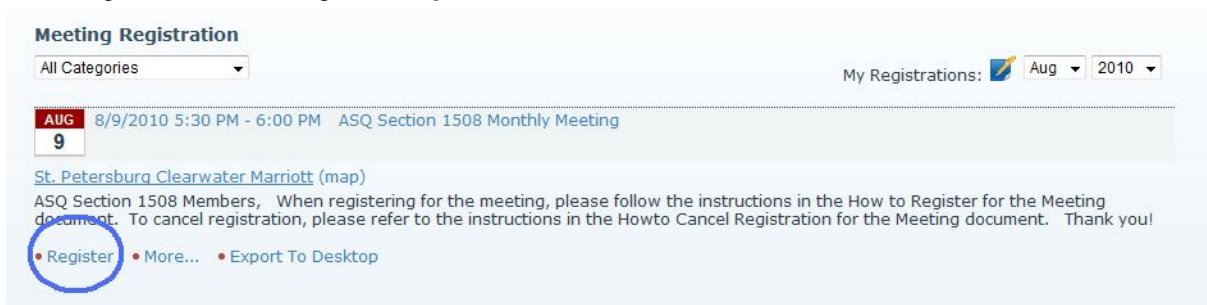


Meeting registration can be done either from *Home* page or *Meetings* page. Please follow these instructions to register for the meeting. These instructions are also available in the How to Register for the Meeting document.

1. To view more details about the meeting, click *More...* link.



2. To register for the meeting, click *Register* link.



3. Provide required information in the *Attendee Information* section. The information you provided at the time of the website account creation is filled in automatically. If you would like to save your Phone, Company and Dinner Preferences, please check *Remember this attendee* checkbox. Complete registration by clicking *Complete Registration >>* link.

The screenshot shows the 'Attendee Information' form. The 'Event Information' section at the top contains: Event Title: ASQ Section 1508 Monthly Meeting, Event Date: 8/9/2010 5:30 PM - 6:00 PM, and Venue: St. Petersburg Clearwater Marriott. The 'Attendees Information' section includes input fields for First Name, Last Name, Email, Phone, and Company, a dropdown for Dinner Preference (set to 'Regular Dinner'), and a dropdown for Speaker or Speaker Guest. A checkbox labeled 'Remember this attendee' is checked. At the bottom of the form, there are three links: 'Cancel', 'Add Another Attendee', and 'Complete Registration >>' (circled in blue). A 'Cancellation Policy' link is also visible at the bottom left.

4. If you would like to add another attendee, please click *Add Another Attendee* link. Your registration will be saved, and the *Attendee Information* fields will be cleared so that you can add another attendee.

**If you need to cancel the registration**, please follow the instructions below that are also provided in the How to Cancel Registration for the Meeting document.

1. Click *My Registration* icon.



### Registration and Cancellation Tips

#### Title

[How to Register for the Meeting](#)  
[How to Cancel Registration for the Meeting](#)

#### Owner

Julia Sennikovski  
Julia Sennikovski

#### Modified Date

5/3/2010  
5/3/2010

#### Size

112.50 KB [Download](#)  
110.00 KB [Download](#)

### Meeting Registration

All Categories

My Registrations

My Registrations  Aug 2010

**AUG 9** 8/9/2010 5:30 PM - 6:00 PM ASQ Section 1508 Monthly Meeting

[St. Petersburg Clearwater Marriott](#) (map)

ASQ Section 1508 Members, When registering for the meeting, please follow the instructions in the How to Register for the Meeting document. To cancel registration, please refer to the instructions in the Howto Cancel Registration for the Meeting document. Thank you!

[Register](#) [More...](#) [Export To Desktop](#)

- In the Status column, click *Cancel Registration* icon.

### Registration Manager

From: 7/14/2010 To: 9/14/2010 Overview Legend: ● Pending ● Confirmed ● Cancelled

#	Event Date	Event Title	Event ID	Member ID	Email	Registration Date	Paid?	Amount	Status
40	8/9/2010	ASQ Section 1508 Monthly Meeti	10	43	YourE-mail@Address.com	7/14/2010 7:37:40 PM	<input type="checkbox"/>		<span style="color: green;">●</span> <span style="color: red;">✖</span>

1 [Cancel Registration](#)

- Click *OK* button on the dialog.

#	Event Date	Event Title	Event ID	Member ID	Email	Registration Date	Paid?	Amount	Status
40	8/9/2010	ASQ Section 1508 Monthly Meeti	10	43	YourE-mail@Address.com	7/14/2010 7:37:40 PM	<input type="checkbox"/>		<span style="color: green;">●</span> <span style="color: red;">✖</span>

The page at <http://asqtampabay.org> says:

Cancel this registration? An email may be sent out to inform the user about the registration status.

- Verify that the *Status* column displays the cancelled icon for your registration.

### Registration Manager

From: 7/14/2010 To: 9/14/2010 Overview Legend: ● Pending ● Confirmed ● Cancelled

#	Event Date	Event Title	Event ID	Member ID	Email	Registration Date	Paid?	Amount	Status
40	8/9/2010	ASQ Section 1508 Monthly Meeti	10	43	YourE-mail@Address.com	7/14/2010 7:37:40 PM	<input type="checkbox"/>		<span style="color: red;">●</span>

1 [Return](#)

If you have any technical questions during the registration, please e-mail Julia Sennikovski, the Internet Liaison, at [voiceofthecustomer@asqtampabay.org](mailto:voiceofthecustomer@asqtampabay.org). For organizational questions about the meeting, please e-mail Marguerite Jensen, the Arrangements Chair, at [margueritejensen@tampabay.rr.com](mailto:margueritejensen@tampabay.rr.com). For questions on the Reservation Policy or Cancellation Policy, please e-mail Robert Jacobec, the Treasurer, at [Robert.Jacobec@ge.com](mailto:Robert.Jacobec@ge.com).

Thank you,

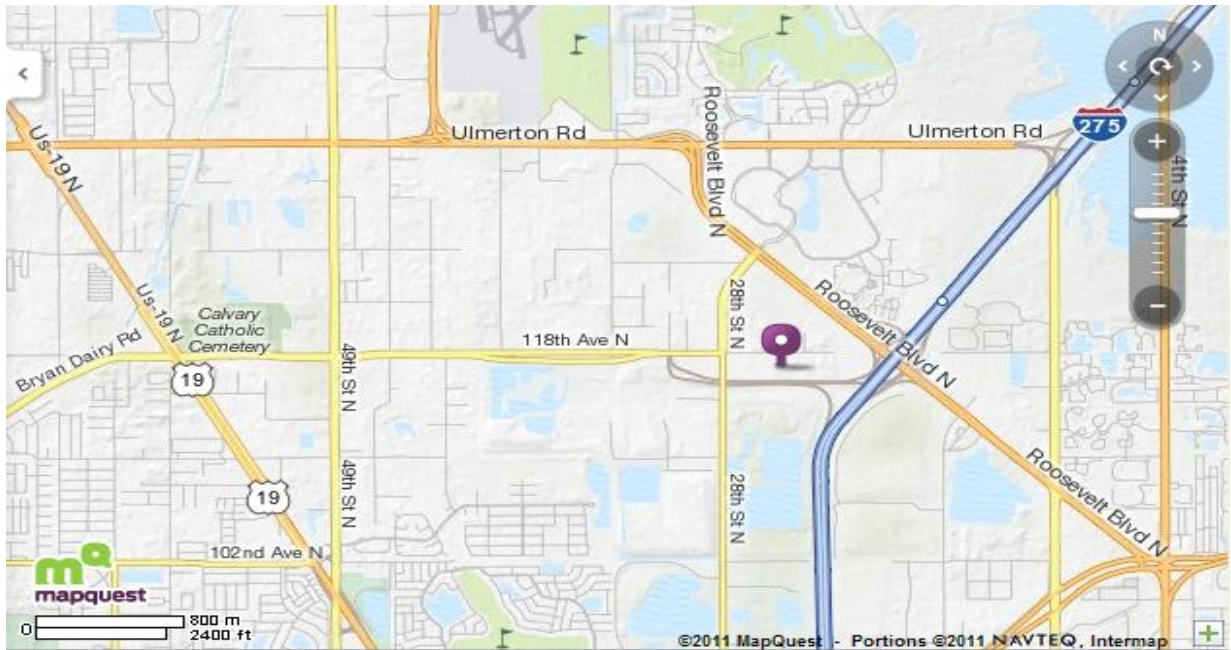
Julia Sennikovski, PMP, CBBSS, CMQ/OE  
Internet Liaison  
American Society for Quality St. Petersburg - Tampa Section 1508

## ASQ Certification for St Petersburg/Tampa Section 1508

ASQ Section 1508 testing is held on the HSN campus in the auxiliary building directly across the street from the main campus. Signs are placed at the edge of the property and directly in front of the entrance on the morning of each exam day. Parking is located in front of and to the side of the building.

**Address:**

2400 118<sup>th</sup> Street, N.  
St. Petersburg, FL 33716-1917



Registration begins at 7:15 AM. Please be sure to arrive by 7:50 AM to allow time for you to be checked in, your paperwork and books to be checked and for you to be seated to listen to instruction at 7:55 AM. **Exams begin promptly at 8:00 AM.**

Please be sure to remember to bring photo ID, pencils and approved calculator. Cell phones are **not** permitted, even in the off position, in the exam rooms.

June 4<sup>th</sup> exams are for the following areas:

- Calibration Technician
- Pharmaceutical GMP Professional
- Quality Auditor
- Quality Engineer
- Quality Improvement Associate
- Quality Process Analyst
- Six Sigma Green Belt
- Software Quality Engineer



## Schedule of Upcoming Exams Currently Posted on the ASQ Website

<u>Date</u>	<u>Exam</u>	<u>Application Deadline</u>
October 1, 2011	Biomedical Auditor	August 12, 2011
October 1, 2011	HACCP Auditor	August 12, 2011
October 1, 2011	Manager of Quality/ Organizational Excellence	August 12, 2011
October 1, 2011	Quality Inspector	August 12, 2011
October 1, 2011	Quality Technician	August 12, 2011
October 1, 2011	Reliability Engineer	August 12, 2011
October 1, 2011	Six Sigma Black Belt	August 12, 2011

\*\*\*Late Application date is August 17, 2011.

---

All of these exams have certification maintenance requirements. This requires the certified person to re-certify every 3 years by taking the exam again or by maintaining a re-certification journal and obtaining a minimum of 18 points and submitting the journal to the re-certification chair by the deadline indicated on his/her certificate.

---

Exams for Section 1508 are held at the following location on October 1, 2011:

**Home Shopping Network, Inc.**  
**2400 118<sup>th</sup> Avenue, N**  
**St. Petersburg, FL 33716-1917**  
**(Directly across the street from the main campus—look for the large ASQ exam testing sign)**

---

Registration begins at 7:15 A.M. Please be sure to arrive by 7:50 A.M. at the latest so that instructions can be provided and the exam can begin promptly at 8:00 A.M.  
Please remember to bring photo ID, pencils, and an approved calculator.

Wendy M. Williams  
Certification Chair  
wendy.williams@hsn.net  
727.872.5850 (phone)  
727.872.6841 (fax)

**ASQ Section 1508 St. Petersburg/ Tampa  
DINNER MEETING**

***St. Petersburg Marriott Clearwater  
12600 Roosevelt Boulevard,  
St. Petersburg, FL. 33716***

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

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

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

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

**Appetizers (Before meeting): Fresh Sliced Fruit Display**

**6:00 pm-6:30 pm Pre-Dinner Topic**

**6:30 pm-7:15 pm Dinner**

**Salad: Garden Green Salad with Tomatoes, Cucumbers, Red onions, and Herb Balsamic Vinaigrette**

**Entrée: Chicken Cordon Bleu**

**Vegetable/Starch: Chef's Selection of Vegetables and Starch, Rolls**

**and Butter, with Coffee Service Included , Dessert: Chef's Selection**

**Note: A Chef's Choice Vegetarian Meal and Low Fat Version of the Entrée will be available for those desiring these selections**

**7:15 pm-8:15 pm Main Speaker**

**Directions :**

**From St. Petersburg:** Take I-275 N/SR-686/Roosevelt Blvd exit 30, toward Largo. Merge onto Roosevelt Blvd. N/FL-686W toward Largo-Clearwater/St. Pete-CLWTR INT'L Airport. Turn slightly right on Roosevelt Blvd. The Marriott is at the light.

**From Clearwater:** Take SR-686 E ramp toward I 275 S/St. Petersburg. Turn slightly right on Roosevelt Blvd. N/FL-686 E. The Marriott is on the right at the light.

**From Tampa:** Merge onto I-275 N toward St. Petersburg. Take the Roosevelt Blvd/SR 686, EXIT 30, turn right at the bottom of the ramp onto Roosevelt Blvd. Turn left at the first traffic light on to 28th St, the hotel is on the right.

**Reservation Policy**

**On-line Reservations: <http://asqtampabay.org/Home/tabid/38/Default.aspx>**

**Reservations must be made by 4:00 PM on the Wednesday before the monthly meeting.** If you have a special dietary request (vegetarian or low fat), 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 deadline is Wednesday before the meeting at 4:30 PM (only for the September 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, **Brad Near, 9355 92nd Ave, Seminole, FL 33777.**



P.O. Box 3005  
Milwaukee, WI. 53201-3005

**NONPROFIT ORG  
U.S. POSTAGE PAID  
PERMIT # 2292  
TAMPA, FL**

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

## Board Members

Section Chair

**Greg Strohm**

gstrohm@verizon.net

Past Section Chair

**Victor Martins**

victor4quality@gmail.com

Voice of Customer Chair/  
Internet Liaison Chair

**Julia Sennikovski**

Voicethecustomer@asqtampabay.org

Treasurer

**Brad Near**

treasurer@asqtampabay.org

Recertification Chair/  
Audit Chair

**Heike B. Johnson**

ASQ1508@tampabay.rr.com

Newsletter

**Keith Duncan**

kduncan48@yahoo.com

Historian

**Sam Falco**

stfalco@yahoo.com

Secretary

**Vacant**

Education Chair

**Dr. Lois A. Jordan**

loisjordan@transformationtech.com

Arrangements Chair

**Marguerite Jensen**

margueritejensen@tampabay.rr.com

Certification Chair

**Wendy Williams**

wendy.williams@hsn.net

Placement Chair

**Bart Powell**

bartp@floridamep.org

Membership Chair

**Vacant**

Vice Chair

**vacant**

### Membership Statistics (as of May 2011)

Regular	284
Fellow	3
Senior	218
Associate	16
Student	18
Sustaining	1
Org Member	4
	=====
<b>Total</b>	<b>544</b>