



Quality Quest

www.time2meet.com/asq1508/index.shtml

December 2009 Volume 51 Issue 4

ASQ Section 1508 St. Petersburg/ Tampa
DINNER MEETING Monday, December 14, 2009

**Speaker: Tonya L. Pate MT (ASCP) Six Sigma Master Black Belt
Quest Diagnostics, Florida**

**Topic: *LEAN/Six Sigma in Healthcare:
The Quest Diagnostics Experience***

In this meeting, our speaker will present Lean/Six Sigma initiative at Quest Diagnostics and provide an overview of the use of process improvement tools. Tonya will discuss one of Quest's Lean/Six Sigma projects –

Improving Turn-Around Time in Histology Using the Lean/ Six Sigma Methodology

The Quest Diagnostics Histology Department in South Florida needed to improve the time it took to process, read and release results on Biopsies. The Six Sigma team implemented a Kaizen approach, using Lean and Six Sigma tools to understand, analyze and improve the processes. The result was a 31% improvement, meeting Customer expectations and reducing costs.

Tonya graduated from the University of Florida with a bachelor's degree in Medical Technology in 1984 and began working for Quest Diagnostics the same year. She spent the next 14 years working in various technical and operational positions, such as Bench tech, Hematology supervisor, Client Services manager, Compliance Officer, and Lab Operations Manager (overseeing logistics, Patient Service Center's, processing and lab). In 1998, she became the project manager for the ISO9002 project, and upon completion was invited to train as a Black Belt.

After 7 years working Black Belt projects, she was promoted to the Master Black Belt position for Florida in 2008. This position encompasses the Tampa, Deerfield and Miramar labs, overseeing the activities of 4 Black Belts and 94 Green Belts.

***Pre-dinner Topics: Results of Section Operation Survey and
Update on Section Website Redesign***

Julia Sennikovski, Our section's Voice of the Customer (VOC Chair) will share results of the recently conducted section operation survey. Julia is the Quality Assurance Manager at Fidelity Information Services, ASQ certified Six Sigma Black Belt, and a Project Management Professional.

Bill Hauver is heading our section's website redesign committee and will give us an update on redesign plans that he has been working with the team. Bill is the Director of Architecture/Quality Assurance/E-Delivery Card North America Information Technology.

See you all at the meeting.

Haroon Abbu, ASQ Section 1508 Programs & Publicity Chair





Message from the Chair

Tempus fugit indeed! Can you believe that it is almost Christmas? So, another year went by... make some time during the holidays to reflect on your achievements for the year and goals for the next. Write them down and review them often throughout the year. Check them off as you achieve them – it will give you a sense of accomplishment and it will help you keep on track towards your own personal growth.

2009 has been a challenging year for me as I serve my second year as the section's Chair. A few of our board members left, creating a vacuum that was not easy to fill. Fortunately, others have stepped-up to help carry the torch. Yes, just like most of you, at first, I also did not feel comfortable volunteering with the society. It is that fear of the unknown that humbles us all. The question is not whether fear (or uneasiness) is present or not – it is! Fear or that uneasy feeling when facing the unknown is a normal and necessary human emotion. The real test is how we react to it. We can either face it, understand it, and find ways to conquer it and grow from the experience or we can freeze and watch the world pass us by. In the end, whether we grow or not are personal choices. As for me, I know that I have benefited from serving as Chair; I know that the next person to take this task will also. The question is who will he or she (hint, hint) be? Who will accept the reins of this great section and work to improve it?


If you were not at our November dinner/meeting, you missed Jack Lynch's presentation on how to achieve more productive meetings. Jack, an award winning speaker who served as an Area Governor for Toastmasters International, delighted and educated the audience with his well prepared presentation and great sense of humor.

2010 is fast approaching. Our section will offer great speakers, educational courses, job and networking opportunities, a newly redesigned website and more. I invite you to increase your level of involvement with our great Tampa-St. Petersburg section and help us make it even better!

With you on the quality journey, I wish you all a very merry Christmas.


Victor

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



Effective March 1, 2009 there will be a \$10.00 charge to members who attend the meeting only (no dinner). Payment is due at the meeting and may be made by cash or check.

If a member is unable to attend, the cancellation policy will be the same as for those not having dinner. Cancellations must be made by noon of the Friday prior to the meeting. Further details and instructions for payment for missed reservations can be found at <http://time2meet.com/1508res/> as well as in the Reservations section of this Newsletter.





Schedule of Upcoming Exams Currently Posted on ASQ Website

Date	Event
March 6, 2010	Biomedical Auditor
March 6, 2010	HACCP Auditor
March 6, 2010	Mgr. of Quality/Organizational Excellence
March 6, 2010	Quality Inspector
March 6, 2010	Quality Technician
March 6, 2010	Reliability Engineer
March 6, 2010	Six Sigma Black Belt

Refer to the National ASQ website for the exam application
deadlines: www.asq.org/certificate/dates.html



2009 – 2010 TRAINING SCHEDULE

NOTE: Details for courses after February may change as plans are finalized.

<u>COURSE</u>	<u># OF DAYS</u>	<u># OF RU'S</u>	<u>DATES</u>	<u>SECTION MEMBER / NON-SECTION MEMBER PRICE</u>	<u>INSTRUCTOR</u>
Certified Quality Auditor (COA) Exam Prep COMPLETED	2	1.4	November 12 – 13, 2009	\$250.00 / \$275.00	Dr. Lois Jordan
Blueprint Reading and Introduction to Geometric Dimensioning and Tolerancing (GD&T)	3	2.1	January 14, 19 & 21, 2010	\$400.00 / \$450.00	Don Patz
Certified Manager of Quality and Organizational Excellence (CMQ/OE) Exam Prep	4	2.8	January 25 – 28, 2010	\$500.00 / \$575.00	Debra Owens
Systematic Problem Solving with Root Cause Analysis for Sustained Improvement	1	0.7	January 29, 2010	\$150.00 / \$175.00	Debra Owens
Certified Quality Technician (CQT) / Certified Quality Inspector (CQI) Exam Prep	3	2.1	February 2 – 4, 2010	\$400.00 / \$450.00	John Conte
"How <i>Not</i> to Implement Lean Six Sigma: Lessons Learned from the Trenches"	1	0.7	February 9, 2010	\$150.00 / \$175.00	Tom Kubiak Co-author of <i>The Certified Six Sigma Black Belt Handbook</i>
Certified Quality Process Analyst (CQPA) Exam Prep	3	2.1	April 2010	\$400.00 / \$450.00	Dr. Lois Jordan
Certified Quality Improvement Associate (CQIA) Exam Prep	2	1.4	May 4 & 5, 2010	\$250.00 / \$275.00	Debra Owens
Process Failure Mode Effects Analysis (PFMEA)	1	0.7	May 6, 2010	\$150.00 / \$175.00	Debra Owens
Advanced Reliability Engineering / Certified Reliability Engineer (CRE) Exam Prep	3	2.1	August 2010	\$400.00 / \$450.00	Dr. Mark McComb



“CERTIFIED MANAGER OF QUALITY AND ORGANIZATIONAL EXCELLENCE (CMQ/OE) EXAM PREP”

(4 days / 28 hours / 2.8 RU's)

This four day training course is designed to help students prepare for the ASQ Certified Manager of Quality and Organizational Excellence (CMQ/OE) exam by reinforcing current knowledge, re-introducing and explaining the rationale for the use of applications that may not be used every day, and highlighting both multiple-choice and constructed response sample questions. The objectives of this course include:

- Practice test testing skills and receive test preparation and test taking tips
- Review the Body of Knowledge for the ASQ Certified Manager of Quality/Organizational Excellence examination
- Refine their writing skills in preparation for the 'constructed response' section of the examination
- Understand the overall information on the examination process
- Provide optionally scheduled time for those interested, for a one-on-one time session with the instructor

Note: In order to be able to review the extensive Body of Knowledge for this exam in the time available and to ensure that everyone receives the greatest possible benefit from attending, participants will be asked to complete study assignments prior to the start of the first class. These study assignments will be the basis for portions of the class work so it is important that they be completed.

Participants will receive a copy of the instructor's PowerPoint presentation as well as several other handouts that include a Founding Fathers' Fact Sheet, a Course Preparation Check List, and sample exam questions with answers.

The instructor also strongly recommends that participants purchase *The Certified Manager of Quality/Organizational Excellence Handbook: Third Edition*, Russell T. Westcott, Editor, 2006 (ISBN 978-0-87389-678-8) as an optional supplemental reference. This book is available through ASQ for \$83.00 (member price, Item number H1264). If you buy this book, be sure to bring it to class so that you can begin study from it and “tab” the topics as they are covered.

DATES: Monday through Thursday, January 25th - 28th, 2010

TIME: 8:00 AM – 4:30 PM

LOCATION: Young - Rainey STAR Center, 7887 Bryan Dairy Road, Suite 120, Largo, FL 33777, (727) 541-8942

ROOM: The Planning Center (1st Floor)

INSTRUCTOR: Debra Owens, CQM/OE, CQIA, BMM, BB, GB and top-rated ASQ National Instructor (Debra presents this course, and others, for ASQ on a national basis.)

COST: \$500.00 for Members (you must have an individual ASQ member number if you are an Enterprise / corporate member); \$575.00 for Non-Members

DEADLINE FOR REGISTRATION: Wednesday, January 6th, 2010 (This deadline is firm so that the instructor can make travel arrangements at a reasonable price.)

DEADLINE TO RECEIVE PAYMENT or PO: January 25th, 2010 (at the seminar)

PLEASE NOTE THAT PAYMENT MUST BE MADE PRIOR TO THE START OF THE SEMINAR EITHER BY CASH, CHECK, APPROVED COMPANY PURCHASE ORDER, OR CREDIT CARD (THROUGH PAYPAL). MAKE CHECKS OR PURCHASE ORDERS PAYABLE TO: ASQ SECTION 1508

CANCELLATIONS MADE AFTER FRIDAY, JANUARY 6th, 2010, WILL REQUIRE PAYMENT OF \$150 FOR LATE CANCELLATION. YOU MAY MAKE SUBSTITUTIONS AT ANY TIME WITH NO PENALTY.

For more information, please contact Lois Jordan at: loisjordan@transformationtech.com ? (813) 835-5529

To register: E-mail your name, ASQ member number and telephone number to Lois at the above e-mail address.





“BLUEPRINT READING AND INTRODUCTION TO GEOMETRIC DIMENSIONING & TOLERANCING (GD&T)”

(3 days / 21hours / 2.1 RU's)

This seminar covers blueprint reading and GD&T concepts applicable to most industries that manufacture mechanical components and assemblies. Included are the following topics:

- Engineering drawing format
- Drawing views
- Drawing line types
- Detail and assembly drawings
- Drawing symbology
- GD&T symbology
- GD&T terms and rules
- Datums and datum reference frames
- Basic application of geometric tolerances
- Calculating position/bonus tolerances

Participants will receive a workbook / reference manual and exercise materials.

Prerequisites: Participants should have work exposure to drawing blueprints (including GD&T applications).

NOTE: This course covers all of the Blueprint Reading and GD&T topics included in the ASQ Certified Quality Technician (CQT) and Certified Quality Inspector (CQI) exams. We will be offering a CQT / CQI Prep in February, but these topics will NOT be covered in the CQT / CQI Prep course since they are being covered here. If you plan to take the CQT or CQI exam, and would like help with Blueprint Reading and/or GD&T, this is the course to take!

DATES: Thursday, January 14th, Tuesday, January 19th, and Thursday, January 21st, 2010
TIMES: 8:00 AM – 5:00 PM
LOCATION: Young - Rainey STAR Center, 7887 Bryan Dairy Road, Suite 120, Largo, FL 33777, (727) 541-8942
ROOM: The Planning Center (1st Floor)
INSTRUCTOR: Don Patz, Patz Technical Services. Don is GDTP Certified in the Senior Level by ASME in accordance with the qualifications of ASME Y14.5.2.
COST: \$400.00 for Members (you must have an individual ASQ member number if you are an Enterprise / corporate member); \$450.00 for Non-Members

DEADLINE FOR REGISTRATION: Wednesday, January 6th, 2010
DEADLINE TO RECEIVE PAYMENT or P.O.: January 14th, 2010 (at the seminar)

PLEASE NOTE THAT PAYMENT MUST BE MADE PRIOR TO THE START OF THE SEMINAR EITHER BY CASH, CHECK, APPROVED COMPANY PURCHASE ORDER, OR CREDIT CARD (THROUGH PAYPAL). MAKE CHECKS OR PURCHASE ORDERS PAYABLE TO: ASQ SECTION 1508

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For more information, please contact Lois Jordan at: loisjordan@transformationtech.com • (813) 835-5529

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“HOW NOT TO IMPLEMENT LEAN SIX SIGMA: LESSONS LEARNED FROM THE TRENCHES”

(1 day / 7 hours / 0.7 RU's)

Lean Six Sigma has been widely recognized and practiced by major corporations for more than a decade. Yet implementations continue to fail and projects go astray. This course is designed to provide the participant with a detailed understanding of why and how this happens and what they can do to prevent it. In particular, failure modes associated with both the implementation process and tool usage will be examined. The following topics will be covered:

- A. DMAIC Review
- B. Implementation Failure Modes
 1. Reporting to whom
 2. Training the many
 3. What support system
 4. Using Green Belts
 5. Un-SMART project selection
 6. Use of project Management versus Lean Six Sigma
 7. The 3-year itch
 8. How do I get certified
 9. Cultures, subcultures, and the downright mean
 10. Replicative degeneration
 11. Participation – optional, mandatory, or somewhere in between
- C. Tool Failure Modes
 1. Chartering to fail
 - a. Battling metrics
 - b. Goals, pain points, and benefits oh my!
 - c. Lean versus Six Sigma
 - d. Project sponsors and process owners – “Who’s on first?”
 2. Process and Value Stream Maps - Changing streams in the middle of a map
 3. Developing meaningful operational definitions
 4. Selecting the proper SPC charts
 5. MSA, of course, but what about data integrity
 6. FMEA's – shortcuts to failure
 7. Control Plans – resistance is futile

Pre-requisites: Participants are assumed to have at least a Lean Six Sigma green belt knowledge level.

DATE: Tuesday, February 9th, 2010 / 8:00 AM – 4:30 PM
LOCATION: Young - Rainey STAR Center Planning Center, 7887 Bryan Dairy Road, Suite 120, Largo, FL 33777, (727) 541-8942
INSTRUCTOR: T. M. Kubiak, TK Performance Improvement Solutions, co-author of *The Certified Six Sigma Handbook* and speaker at our February 8th dinner meeting.
COST: \$150.00 for Members (you must have an individual ASQ member number if you are an Enterprise / corporate member); \$175.00 for Non-Members

DEADLINE FOR REGISTRATION: Friday, January 22nd, 2010
DEADLINE TO RECEIVE PAYMENT or P.O.: February 9th, 2010 (at the seminar)

PLEASE NOTE THAT PAYMENT MUST BE MADE PRIOR TO THE START OF THE SEMINAR EITHER BY CASH, CHECK, APPROVED COMPANY PURCHASE ORDER, OR CREDIT CARD (THROUGH PAYPAL). MAKE CHECKS OR PURCHASE ORDERS PAYABLE TO: ASQ SECTION 1508. CANCELLATIONS MADE AFTER FRIDAY, JANUARY 22nd, 2010, WILL REQUIRE PAYMENT OF \$75 FOR LATE CANCELLATION. YOU MAY MAKE SUBSTITUTIONS AT ANY TIME WITH NO PENALTY.

For more information, please contact Lois Jordan at: loisjordan@transformationtech.com • (813) 835-5529

To register: E-mail your name, ASQ member number and telephone number to Lois at the above e-mail address.





“SYSTEMATIC PROBLEM SOLVING WITH ROOT CAUSE ANALYSIS: FOR SUSTAINED IMPROVEMENT”

(1 day / 7 hours / 0.7 RU's)

All continuous improvement (CI) programs, such as Lean Six Sigma and many QA / QM standards, require knowledge and use of a problem solving process and quality tools. This one-day seminar, designed for both novices as well as those who want to brush up on their problem solving and quality tools skills, uses the DMAIC problem solving model and provides basic quality tools needed to identify and solve problems. The seminar's primary focus is on solving *repetitive* problems, rather than performing investigations for major incidents/accidents. The seminar's emphasis is not on high-level statistical tools but on the logic behind the problem solving process and on the quality tools that are most widely used. The objectives of this course are to:

- Promote a common problem solving method and tools language.
- Demonstrate when and how to use the 5-step DMAIC process and basic quality tools to improve work processes and performance.
- Demonstrate when and how to apply the following quality tools: brainstorming, multi-voting, Pareto analysis, force-field analysis, tree diagrams, affinity diagrams, selection matrices, data and information collection plan, check sheets, run and control charts, flowcharting, process maps, Gantt charts, cause-and-effect fishbone diagrams, histograms, and scatter diagrams.
- Enable attendees to transition their classroom experience to on-the-job applications

Pluses:

- Flowing through the seminar is a mini-case study that follows and makes use of the problem solving steps and tools.
- Checklists for “gate keeping” are provided for each of the DMAIC steps.
- The Participant Manual pages are split into two halves: the top half presents copies of the instructor's PowerPoint slides and the bottom half uses text information to explain or reinforce learning, and for your notes. It is a useful tool to help review and recall the material presented.

This is must-have foundation training for quality professionals from mid-level management, line and staff employees to new hires. The seminar will be useful to anyone whose organization complies with any QA/QM system or employs a CI program, and can be very useful if you are preparing for an ASQ certification exam.

NOTE: The instructor will reference *Memory Jogger II* during the course. Copies will be available for participants to use during class if you do not have one, and will also be available for optional purchase after the class for \$10 each.

DATE: Friday, January 29th, 2010 / 8:00 AM – 4:30 PM

LOCATION: Young - Rainey STAR Center, 7887 Bryan Dairy Road, Suite 120, Largo, FL 33777, (727) 541-8942

ROOM: The Planning Center (1st Floor)

INSTRUCTOR: Debra Owens, CQM/OE, COIA, BMM, BB, GB and top-rated ASQ National Instructor (Debra presents this course, and others, for ASQ on a national basis.)

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For more information, please contact Lois Jordan at: loisjordan@transformationtech.com • (813) 835-5529

To register: E-mail your name, ASQ member number and telephone number to Lois at the above e-mail address.





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 50 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 Sec-

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

Professional Development

- Congratulations to **Julia Sen-
nikovski** for receiving her
CSSBB Certification in
10/09!

Welcome New Members!

Share Your Quality Topics!

Please email the newsletter editor at [kdun-
can48@yahoo.com](mailto:kdun-can48@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 Milano-Pesto, Mozzarella, Marinara, and Prosciutto
With Penne Pasta and chef selection of vegetable**

Desert: **Cheesecake**

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.

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

Reservations should be made by 4:00 PM, Thursday, December 10, 2009

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. **\$25.00** per member with a reservation (**\$10.00** if you are not eating) or **\$30.00** at the door (**\$10.00** if you are not eating) 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 **\$25.00** (**\$10.00** if not eating) to our treasurer, **Glen Cavanaugh, 12520 Rustic Pines Blvd. W, Seminole, FL. 33776**



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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 November 2009)

Regular	258
Fellow	3
Senior	227
Associate	10
Student	17
Sustaining	4
Forum	2
Org Member	2
	=====
Total	523