



Quality Quest

<http://www.weiquality.com/asq1508/>

October 2004 Volume 47 Issue 2

**ASQ Section 1508 St. Petersburg/Tampa
OCTOBER MEETING
Monday October 11, 2004**

**** Please check the website for Speaker information**
(This information was not available at publishing time)**

***Enzo's Restauarant
1469 South Belcher Rd.
Clearwater, FL.***

Directions to Enzo's:

From Tampa, go over the Courtney Campbell Causeway to your 7th traffic light, this is Belcher Road, make a LEFT, go 3/4 of a mile. Restaurant is on the left in the strip plaza before Nursery Road traffic light. (if you pass Nursery Road or Bellaire Road you went too far).

From St. Pete., take US19 North to Nursery Road at this traffic light you make a Left, go to your first traffic light make a Right onto Belcher Road, then make a Quick Right into the strip-mall parking lot.

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
7:30pm-8:30 Speaker

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

IMPORTANT:

Please review the No-Show policy for meeting reservations on pg # 3

September's Speaker Summary

Mr. Jim Triller
Quality Manager/ Consultant
Quest Services, Inc.

"ISO 9000: 2000 Compliance Without the Pain"

By presenting his unique and innovative strategy to ISO 9000: 2000 documentation, Jim Triller demonstrated to our Section that compliance doesn't have to be messy and expensive. Jim has already helped more than twenty clients achieve registration with this approach. In fact, he originally used the same methods to achieve registration for his own consulting practice.

Compared to volumes of documentation with lots of hidden costs for an organization, Jim's approach is radically different. He starts by using readily available web tools and dispenses with paper and binders. Then, Jim works with clients to carefully limit the content of each document to the essential points. The documents are linked to avoid duplicate and inconsistent information.

The web tools allow any information to be found within Jim's rule of "two-clicks", and revision control problems are eliminated. Interactive and graphical aids allow anyone to use the system, with no prior experience or training required.

As promised, Jim demonstrated a two-page Quality Manual, a Policy of twenty-two words, eight one-page procedures, liberal use of flowcharts, and intelligent use of web links. Each supporting document is itself a lesson in simplicity, making full compliance much easier to achieve.

Lean thinking provides part of Jim's inspiration. Though the Quality Management System (QMS) Jim demonstrated is a simple result, it takes a lot of thought to reduce complicated requirements to just the essentials. However, the effort ultimately makes Jim's method incredibly effective.

Jim suggests we ask six questions about the effectiveness and efficiency of our own QMS:

- Is the QMS user friendly?
- Can people find needed information quickly?
- Does the system meet "5 S" principles (i.e., is it well organized, neat, clean, standardized and maintained)?
- Does the QMS take advantage of visual displays of information (i.e., flow charts, color coded indicators, pictures, etc.?)
- Does the QMS make efficient use of technology?
- Does the QMS effectively meet the intent as defined by management?

Jim has served as a quality manager and self employed management consultant specializing in ISO 9001 implementation for the past 12 years. His clients range from Fortune 100 companies to small, family owned businesses. Jim is an ASQ Certified Quality Auditor and a Certified Quality Manager. He holds a BA from Syracuse University and an MBA from Western Washington University.

Thank you on behalf of the ASQ Section, Mr. Triller, for enlightening us on how to relieve our collective documentation headache!

Submitted by Steve Babb – ASQ Programs Chairman

A MESSAGE FROM YOUR CHAIR

Imagination is the eye of the soul.

- Joseph Joubert

We finally held our September meeting a week late on September 20.

Your Section 1508 board addressed several issues.

We recognized the need to update our E-Mail meeting notification list. We can download the list from ASQ national but we must purge those people who have indicated that they do not wish to receive E-Mails from ASQ. We are working to resolve the issue.

I'm not sure that everyone knows that the newsletter is available on our web site. We sometimes have been notified that the newsletter arrives late to some of our members. All newsletters are mailed at the same time and once they are in the mail delivery is beyond our control. We publish ten newsletters a year and if you have not received one by a week before the meeting please check the web page <http://weiquality.com/asq1508/index.shtml>.

This month we welcomed Steve Babb as our new programs chair. Anyone who has a potential speaker for our meetings or who would like to make a short (15 minute) pre-dinner presentation on their company or some other subject of interest please contact Steve at (qdemand@tampabay.rr.com).

Once again thanks to Carl Wilkerson for his service as programs chair for the last three years.

The board has approved the new ASQ Section Operating Agreement and we will transmit the approval to ASQ National. The Section Operating Agreement replaces the section bylaws.

We are making progress on our Career Mentoring and our Contractor and Consultant Services posting initiatives. Please contact Alan Gaumier (Algaumier@AOL.com) if you have any questions or ideas on these subjects.

Once again I would like to invite anyone who is interested to volunteer for our section management team. There is a lot of work to be done but you will meet and work with some GREAT people.

A final note concerning meeting postponements or cancellations. We will try to E-Mail all those who had reservations if there is a meeting postponement or cancellation. We will also post a notice in the "News Flash" area of our web page so you can check there as well.

I look forward to seeing all of you on October 11 and at all of this year's meetings.

Ed Pagnott
Section 1508 Chair for 2004 / 2005

Purpose: To outline the procedure for making reservations and handling “no-shows”.

A “no-show” is a person who makes a reservation for a dinner meeting and does not show up.

All reserved meals are commitments to the hosting facility, so ASQ is monetarily responsible for any missed meals.

Reservation Procedure: In order to register, by email or phone, the person must provide:

1) name, 2) company affiliation, 3) phone number, 4) date for which reserving a dinner, 5) any special dietary requirements.

** if not an ASQ St. Petersburg-Tampa member, a mailing address is also requested **

Steps for collecting from No-shows: After each monthly meeting, the Arrangements chair will:

- 1) e-mail a list of the "No shows" to the Treasurer
- 2) contact each “no-show” via e-mail, or phone.
- 3) wait one week for “no-show” to respond.
- 4) e-mail again (if available) and leave a phone message, Note: Any future reservations will not be accepted until account is credited.
- 5) wait one week for “no-show” to respond
- 6) call them again and send a letter to ASQ mailing address
- 7) wait two weeks for “no-show” to respond
- 8) publish name as delinquent in the following month newsletter

After each monthly meeting, the Treasurer will:

- 1) maintain a current list of “no-shows” 2) e-mail the Arrangement chair when payment is received from a "no-shows"

On-line Reservations: <http://weiquality.com/1508res>

Reservations should be made by 4:00PM, Thursday, October 7, 2004

If you prefer you can still e-mail your reservations, with your phone number ,company name and address to Sophie and Heike.

[Sgarancher @ Transitions.com](mailto:Sgarancher@Transitions.com)

[Heike @ e-imagestudios.com](mailto:Heike@e-imagestudios.com)

The Reservation hotline phone number has been discontinued. If you do not have access to e-mail, you may phone Sophie with your reservation: (727) 545-0400 X2211

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**

Newsletter information:

The deadline for submitting any article or advertisement for the Newsletter is the Friday following the regularly scheduled meeting (2nd. Monday of every month). Please contact Camie Williams via e-mail at c4cwill@aol.com.

CERTIFICATION EXAM DATES 2004

<i>EXAM</i>	<i>EXAM DATES</i>	<i>APPLICATION DEADLINE</i>
CQT/CRE/CMI/HACCP Biomedical Certified Quality Manager Six Sigma Black Belt	October 16, 2004	passed
CQE/CQA/CSQE/CQIA CCT	December 4, 2004	passed

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



Attn: C. Williams
13463 Hacienda Dr.
Largo, FL 33774

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Board Members

Section Chair/SMP Chair

Ed Pagnott

E-mail: Epagnott@aaronmed.com

Treasurer

Glenn Cavanaugh

E-mail: glenc@tampabay.rr.com

Secretary

Robert Cavanaugh

E-mail: Robert.Cavanaugh@certegy.com

Programs

Steve Babb

E-mail: qdemand@tampabay.rr.com

Newsletter

Camilla Williams

E-mail: c4cwill@aol.com

Education Chair

Alain Gaumier

E-mail: Algaumier@aol.com

Arrangements Chairs

Sophie Garancher

E-mail: Sgarancher@Transitions.com

Re-Certification/Arrangements

Heike B. Johnson

E-mail: Heike@e-imagestudios.com

Examining Chair/Certification

Debbie Holt

E-mail: Debbie.holt@westpharma.com

Placement Chair

Guerry Thode

E-mail: Thode@knology.net

Audit Chair

Mark Anderson

E-mail: Manderson@gaf.com

Publicity Chair

Jim Triller

E-mail: Jimtriller@earthlink.net

Membership Chair/ Co Membership

Paul Racine

E-mail: Paul_D_Racine@raytheon.com

Co- Membership Chair

Christine Czedik

E-mail: Cristin.czedik@honeywell.com

Membership Statistics

Members	530
Fellows	3
Seniors	30
Students	12
Sustaining	2
	=====
Total	580