



# Quality Quest

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

February 2003 Volume 45 Issue 06

**ASQ Section 1508 St. Petersburg/Tampa  
FEBRUARY MEETING  
Monday, February 10, 2003**

**"IMPLEMENTATION OF ISO 9001:2000 AND THE LOOMING DEADLINE"  
STEVE PEARSON  
PRESIDENT  
INTERNATIONAL MANAGEMENT SYSTEMS, INC.**

Mr. Steve Pearson is President of International Management Systems, An RAB accredited registrar. Steve has over 30 years of hands-on experience in manufacturing, management, auditing, supplier quality assurance, and quality management systems development. Steve has been an RAB Certified Quality Systems Lead Auditor since 1992, an AIAG recognized QS-9000 Assessor since 1994, and teaches AS-9000 and AS-9100 auditing techniques. Mr. Pearson has taught the refresher course for aspiring Certified Quality Auditors, and is a Certified Tutor for the Supplier Quality Systems RAB approved 36-hour ISO 9000 Registered Lead Auditor Training course.

Steve is recognized by IATCA and RAB as a "Competent Person" qualified to review the performance of aspiring quality systems auditors for certification purposes. He has been a member of the board of Examiners for the Florida Sterling Award for Quality, and was manuscript reviewer for the ASQ book "*The Quality Audit Handbook*"

Steve has a B.S in Industrial Technology from the University of Massachusetts Lowell, studied in the MBA program at Worcester Polytechnic Institute, and has a Master of Science degree in Management from National-Louis University.

Carl G. Wilkerson  
ASQ Programs Chairperson

**See page # 3 for Reservation details & Directions to the Restaurant.....**

# Message from Your Chair

Mark E. Puetz

The Editor's Note in January's issue of "Quality Progress" got my attention. Basically, she notes there are several folks out there who are tired of all the hype around Six Sigma, some even referring to it as a "false god." In the end she seems to agree that it is overdone a bit in many cases, but that it has been shown to generate results. Her last comments, that anything bringing such results should be recognized for doing so, have merit.

What got my attention, though, has to do with how this squares with some of my own experience when commenting about Six Sigma in various venues. Before going too far, it should be noted that my knowledge of Six Sigma, specifically, comes largely from my own reading and whatever osmosis has occurred as being a member of ASQ. I am hardly an expert. Even so, I believe it can be a powerful way of thinking for those who employ it correctly. And my comments are usually limited to saying so.

That being said, I was in a meeting recently where committees of the St. Petersburg Area Chamber of Commerce and the Clearwater Regional Chamber of Commerce have teamed together to provide seminars and workshops on issues important to manufacturing and technology businesses in our area. The next workshop is scheduled for the morning of April 25<sup>th</sup> and will address "Cost Reductions in Business." As we sat around the table and brainstormed possible workshop topics or a direction to take as we planned the event, we considered tax benefits and credits available, technology and software tools, lean manufacturing, and a few other ideas.

When I suggested Six Sigma as a possible topic the reaction was mixed. One person at the table let us all know that Six Sigma is a massive and holistic effort. Most others seemed to know little or nothing about it, no name recognition. Ultimately, we agreed at least to list it as a possible topic for a workshop as there are businesses out there that may have a great interest in learning more.

Back to the idea that any idea, tool, or set of ideas and tools, any methodology and so on that can bring improvements to business and life should be recognized ... and considering that Six Sigma, one of the largest initiatives that seems to have taken hold in the last few years has so little name recognition (almost hard to imagine) among those groups whose purported *raison d'être* is to encourage and support business growth and economic development ... it seems to me that we have more work to do in sharing the power of what "quality" is and what it can do for businesses. Also considering, though, the concerns expressed about all of the hype around many of these ideas, notably Six Sigma as noted above, it seems to me that we may have more work to do on presenting the substance of the power of those ideas.

In that one of our section goals is to improve our position in the community and strengthen relationships with other organizations, I volunteered ASQ as a resource for this workshop. It seems to me that "quality" has a lot to offer the topic of "Cost Reductions in Business." I offered the expertise of our members on possible topics such as Six Sigma, Cost of Quality, and others. You will see a comment from me elsewhere in this newsletter asking for presenters. We already have a pretty good response just from an e-mail I sent around to our board members earlier in the month, but more are certainly welcome.

Should you have ideas or concerns, please feel free to contact me at [1508asq@tampabay.rr.com](mailto:1508asq@tampabay.rr.com)

## WELCOME NEW MEMBERS:

Tom Conradi  
Daniel Donnelly  
Richard Kent  
John Lennex  
Robert Stover

Chris Niederhauser  
Guillermo Ruiz  
Michelle Shapiro  
Robert Stevenson

**ASQ Section 1508 St. Petersburg/Tampa**  
**Next Meeting: *Monday, November 11, 2002***  
***Tutto Favoloso Restauarant***  
***1469 South Belcher Rd.***

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 – Hordorves/Networking  
6:00– 6:30 - Pre-Dinner Topic  
6:30pm –7:30 - Dinner

### Directions to Tutto Favoloso:

**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 if you pass Nursery Road or Bellair Road you went to far.

**From St. Pete.**, take US19 North to you see 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.

**On-line Reservations**    <http://weiquality.com/1508res> to make a reservation

Please e-mail your reservations, with your phone number and company name to Sophie and Heike.

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

[Heike@tampabay.rr.com](mailto:Heike@tampabay.rr.com)

If you prefer you can still call the ASQ Reservation Hot Line at:

(813) 872-1500 x 5557

**Before 4:00PM, Thursday, February 6, 2003**

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 \$25.00 to our treasurer, **Anthony Povio, 18008 Wynthorne Drive, Tampa, FL. 33647**

ASQ would like to thank **Electric Supply of Tampa** for their continued support providing the reservation hotline.

**January 2003 ASQ Activity  
Facilities Tour  
Constellation Technology**

Patrick Sterling, Account Manager at Constellation Technology, was very eager to have the ASQ chapter tour his facility located with-in the STAR Center.

Constellation Technology which is an analytical services laboratory specializing in Non Destructive Testing, Industrial Chemistry, Calibration Services, Quality Assurance Testing, Mechanical Testing, Indoor Air Quality and Environmental Chemistry, was well received by the ASQ members who attended. Due to the size of the ASQ group, Patrick divided the group into 4 sections, each one facilitated by a Constellation Technology expert which are mostly Phd's. The facility consist of over 60,0000 square feet of space, more that enough to perform failure analysis, defect identification, mechanical strength, and material analysis testing, in which some members were able to observe.

Patrick placed emphases on how analytical testing could help business increase profits, develop a quality assurance program, and provide documentation to prove the integrity of products. All of the labs are accredited by the American Association for Laboratory Accreditation (ASLA) for Chemical, Non-Destructive, and Mechanical Testing. Patrick explained the main mission of Constellation's Analytical Services Laboratories was to meet the customer's demanding laboratory needs with accurate analyses, rapid response time, competitive prices, and individualized support, and assistance.

Some process capabilities strengths witnessed during the tour were, Real-time/film x-ray radiography for component inspection, determination to trace metals in solids and liquids, chemical analysis for purity and composition, physical testing of material for strength or hardness, thermal characterization of polymeric material, alloy identification for quality certification and Ultrasonic inspection for adhesion and weld integrity.

ASQ would like to thank Patrick and all of the ASQ chapter members who attended this special event.

Submitted by: Carl G. Wilkerson  
ASQ Programs Chairperson

**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

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## 2003 CERTIFICATION EXAM DATES

<u>Exam</u>	<u>Exam Date</u>	<u>Application deadline</u>
CQT/CRE/CMI/HACCP Biomedical Certified Quality Manager Six Sigma Black Belt	March 1	(Passed)
ALL EXAMS OFFERED AT AQC Kansas City, MO	May 18	April 4
Exam Times: CQIA & ISTO 10:00 – 1:00pm CQE 10:00 am – 3:00 pm, rest are 10:00 am – 2:00 pm		
CQE/CQA/CSQE/CQIA CCT (Pilot)	June 7	April 4
CQT/CRE/CMI/HACCP Biomedical Certified Quality Manager Six Sigma Black Belt	October 18	August 22
CQE/CQA/CSQE/CQIA CCT	December 6	October 3



Attn: J. Conrad  
 19824 Wyndham Lakes Drive.  
 Odessa, FL 33556

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<b>Membership Statistics</b>	
Fellows	5
Members	615
Seniors	33
Students	16
Sustaining	3
	=====
Total	672