



# Quality Quest

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

November 2009 Volume 51 Issue 3

**ASQ Section 1508 St. Petersburg/ Tampa  
DINNER MEETING Monday, November 9, 2009**

**Speaker: Jack Lynch  
Director of Project Implementations, PSCU Financial Services**

**Topic: Achieving More Productive Meetings**

Have you ever said I spent all day in meetings and nothing was accomplished!

You and your organization have suffered enough. Now is the time to lead by example and improve the quality of your meetings thereby improving the productivity of your organization. Join us on November 9th as Jack Lynch provides tools and techniques to help you achieve more productive meetings.

Jack is Director of Project Implementations at PSCU Financial Services, the nation's largest credit union service organization, providing credit, debit, prepaid, contact center, and eCommerce solutions. He brings over twenty years of experience and a proven track level of success in project management, process re-engineering, and leadership positions. His organization is responsible for client implementation projects utilizing both project management best practices and six sigma quality methodologies consistently delivering high client satisfaction survey results.

Prior experience includes Vice President of Business Development responsible for implementing software products and services, and eighteen years with NCR Corporation in a variety of technical, project management and client account support management positions. This included managing nationwide ATM deployments, process re-engineering initiatives, bank automation projects, and strategic project recoveries.

He also served as an Area Governor for Toastmasters International, a world leader in developing communications and leadership skills and is an award winning speaker.

Jack holds a Bachelor and Masters Degree in Business Management, an Applied Science Degree in Electronic Technology, and a Masters Certificate in Project Management. He is also a certified Project Management Professional (PMP®), and holds an Advanced Communications Certification from Toastmasters International.

See you all at the meeting.

**Haroon Abbu, PMP, Six Sigma Master Black Belt**

**ASQ Section 1508 Programs & Publicity Chair**





## Message from the Chair

“How to find your dream job” could have been another title of the presentation (Job Search Guidance for the Quality Professional) brought to us by James Moore, Vice President of Membership and Director of Career Services for the Florida West Coast Chapter of APICS. I believe that the experiences that James shared with us, his practical advice, and list of resources will prove fruitful to many of us in the future. For those members who were unable to attend our section’s meeting, I encourage you to look at our website in the near future, for a copy of James Moore’s presentation. I am convinced that you will find it to be a valuable resource.


As you are aware, this year, our section is undergoing a transition of leadership. We have a few vacancies in our board and some replacements will be forthcoming, as well. None of these positions require much time. However, they require a commitment and willingness to serve. As a voluntary force in a non-profit organization, our board is quite dynamic. So, I continue to encourage you to think of ways that you may want to serve and to inquire about the duties for specific board positions. With that I want to welcome Sam Falco who has volunteered to serve as our new Historian. Thank you Sam! For those who may be contemplating the WIIFM (what's in it for me), perhaps you can think of serving on the board as an educational opportunity; in the words of our last speaker, imagine the experience and knowledge that you could gain, if you served in every position of our section’s board. Keep in mind that in addition to the experience, you may qualify for additional recertification units and it is a great way to build your professional network.

If you came to our last meeting, you noticed that we did not have a pre-dinner speaker. Please contact Haroon Abbu, our Programs Chair, to let him know that you would like to share a quality related topic of interest to the group. Haroon will be glad to schedule you into one of our future meetings.

In closing, I wish you all a very Happy Thanksgiving!


## *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

<b>Date</b>	<b>Event</b>
December 5, 2009	Calibration Technician
December 5, 2009	Pharmaceutical GMP Professional
December 5, 2009	Quality Auditor
December 5, 2009	Quality Engineer
December 5, 2009	Quality Improvement Associate
December 5, 2009	Quality Process Analyst
December 5, 2009	Six Sigma Green Belt
December 5, 2009	Software Quality Engineer
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](http://www.asq.org/certificate/dates.html)



## FROM YOUR EDUCATION CHAIR

Thank you all for your continued support for the St. Petersburg / Tampa section's education program over the past three years! In 2008 - 2009 we provided 6 courses to 97 participants, which was an increase in participation of 21% from the previous year. The reviews were excellent and our training customer satisfaction scores were significantly better than other sections as well as ASQ as a whole! We plan to continue this successful trend in 2009-2010 and hope to reach even more people with this year's training program while maintaining our high standards for the courses offered. As always, we will need your continued support to ensure enough participation to keep all of these courses alive, so please tell your friends and co-workers about them. Everyone is welcome to attend but ASQ section members will continue to pay a lower price as a benefit of membership. (Of course we hope this will encourage others to join our section!)

Thank you also to all of you who provided input about what you'd like to see in this year's selection of courses. I have done my best to put together a program that addresses as many of your requests as possible. This year we will offer at least 8 courses, many of which are new! The following table shows the courses currently scheduled and their target dates (or months). As you can see, our focus this year is on ASQ certification exam preparation and other foundation topics. Other courses are still in the works and I'll get the information out to you as soon as it is available. If you have any requests in the meantime, just let me know.

	<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	2	1.4	November 12 – 13, 2009 (Deadline to register is October 23 <sup>rd</sup> !!)	\$250.00 / \$275.00	Dr. Lois Jordan
Certified Manager of Quality and Organizational Excellence (CMQOE) Exam Prep	3	2.1	January 25 – 27, 2010	\$375.00 / \$415.00	Debra Owens
Ensuring Root Cause Corrective Action (RCCA)	1	0.7	January 28, 2010	\$150.00 / \$165.00	Debra Owens
"How <i>Not</i> to Implement Lean Six Sigma: Lessons Learned from the Trenches"  <b>JUST ADDED!</b>	1	0.7	February 9, 2010	\$150.00 / \$165.00	Tom Kubiak Co-author of <u>The Certified Six Sigma Black Belt Handbook</u>

Advanced Reliability Engineering / Certified Reliability Engineer (CRE) Exam Prep	3	2.1	February 2010	\$375.00 / \$415.00	Dr. Mark McComb
Certified Quality Technician (CQT) Exam Prep	3	2.1	February 2010	\$375.00 / \$415.00	John Conte
Geometric Dimensioning and Tolerancing (GD&T) – Fundamental and Advanced Concepts	3	2.1	March, 2010	\$375.00 / \$415.00	Don Patz
Certified Quality Process Analyst (CQPA) Exam Prep	3	2.1	April 2010	\$375.00 / \$415.00	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 / \$165.00	Debra Owens

Finally, we have two important Education policy changes to share with you:

1. Most of our participants have been great about paying on time with no problems. Thank you!! Unfortunately, we have a few people who still owe the section money, despite repeated requests for payment, some for as long as two years. To encourage payment from those who owe us, our section board has adopted a new policy will allow us to post the names of those people who owe us money for training courses in the section's newsletter (something we already do for people who owe for dinner meetings). In order to ensure that sufficient advance warning is provided to those who owe, we will follow this procedure:

After each education class, the Education Chair will:

1. E-mail the list of people who owe money to the Treasurer
2. Contact each person on the list via email or phone
3. Wait at least one week for a response
4. E-mail again (if available) and leave a phone message
5. Wait at least one more week for a response
6. Call them again and send a letter to ASQ mailing address
7. Wait at least two more weeks for a response
8. Publish name as delinquent in the following month's newsletter

Note: No new training reservations will be accepted until the balance due is paid. Also, this does NOT in-



clude payments outstanding on Purchase Orders unless the P.O.'s are not paid within a reasonable time period.

2. Many companies now have Enterprise or Site memberships with ASQ. With these corporate memberships, our section does not receive the share of the membership fees that it does with Individual memberships. However, individuals from companies with Site or Enterprise memberships can become members of a local section for only \$20, and the section they join will then receive a portion of the \$20 as we do with Individual memberships. In the past, we have accepted people from companies with Site or Enterprise memberships as ASQ members for training price purposes and charged them the member price. In order to ensure that our section members are rewarded for their membership and support of our section, we will now require everyone to have an individual ASQ member number (preferably with our section!) in order to obtain the member pricing.

Please let me know if you have any questions, and be sure to pass this information along to anyone you think might be interested in attending. Your support is critical for us to be able to continue offering programs of this caliber at these prices. And don't forget that the RU's you receive from attending these courses will help you maintain those valuable certifications!

Thanks again for your support and I look forward to seeing you all again this year!

Lois

Dr. Lois A. Jordan, Education Chair  
loisjordan@transformationtech.com  
(813) 835-5529






## Free Local ASQ Job Placement Services

As a public service to Section 1508 members and local employers, we will post job openings and resumes on our website for three months at no cost. Resumes and job openings should be submitted in MS Word format to the Placement Chair (GuerryThode@gmail.com). In addition to new relevant job openings, job search tips, job fair information, etc. will be emailed to those on a *Confidential Email Job-Blast List*. Candidates interested in being on the list should email their request to the Placement Chair. Job postings must meet the guidelines shown below:

### Ground rules for Web Site Job Postings

1. The standard web posting period is 3 months from the initial posting date.
  2. Postings may be extended after 3 months if approved by the Placement Chair.
  3. The posting employer or agency should notify the Placement Chair via phone or email **as soon as postings are filled or cancelled**.
  4. Generally, cancelled postings will be removed from the web site within 2 weeks of notification (4 weeks, maximum).
  5. Postings must be submitted electronically in Microsoft Word or RTF format.
  6. Postings should be less than 1 page long.
  7. Postings must provide contact information for those interested in the job.
  8. Job postings are public/community service of ASQ Section 1508 and the Section accepts no liability and make no claims regarding the content, accuracy or results of such postings.
  9. Initial posting dates and posting periods are not guaranteed.
  10. Postings must be for actual current job openings in the Tampa Bay area.
  11. Free placement agency postings are allowed for actual current job openings and must be accompanied with hiring company contact information to allow verification of opening. Company name and contact information will remain confidential (not published or communicated) if so requested by the agency.
  12. Companies/agencies may also place printed ads in the Section 1508 newsletter, *The Quality Quest*, at regular advertising rates.
  13. For job openings to be posted free on the web site, these ground rules must be agreed to by an employer or agency representative and such agreement shall be mailed, emailed, or delivered to the Placement Chair.
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## 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 17 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](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 Section 1508

### Looking For Presentation Files??

Electronic copies/slideshows of past presentations are now available online through a link on our website homepage – [www.time2meet.com/asq1508](http://www.time2meet.com/asq1508)

<http://www.time2meet.com/asq1508/index.shtml>

## St.Petersburg/Tampa Section 1508



THEY ARE THE UNIVERSAL PRINCIPLES  
THAT DEFINE SUCCESSFUL INDIVIDUALS.



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Date of Next Meeting: **Monday, April 13, 2009** [On-line reservations](#)



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:** Caesar Salad

**Entrée:** Roast Loin of Pork, served with Mojo and Sour Orange Demi Glace  
Served with rice and chef selection of vegetable

**Desert:** Flan

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

**Reservations should be made by 4:00 PM, Thursday, November 5, 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**



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

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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 October 2009)

Regular	258
Fellow	3
Senior	224
Associate	9
Student	16
Sustaining	4
Forum	2
Org Member	2
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Total	518