



# Quality Quest

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

November 2005 Volume 47 Issue 3

**ASQ SECTION 1508 ST. PETERSBURG/TAMPA  
NOVEMBER MEETING  
Monday, November 14, 2005**

**Speaker: Terrie Gilligan, President, Parking Area Maintenance, Inc.**

**USING QUALITY PRINCIPLES TO COMPETE AND GROW  
IN THE CONSTRUCTION INDUSTRY**

How do you create a full service asphalt paving and maintenance contractor from scratch, and in a short time grow it to be the area's most successful and reputable company of its type? Parking Area Maintenance, Inc. has an outstanding reputation for customer satisfaction stemming from quality service and professional work. This unwavering commitment has made Parking Area Maintenance, Inc. the leader in the local asphalt paving and maintenance industry. Parking Area Maintenance, Inc. has experienced tremendous growth, expanding from three employees and \$350,000 in revenue in 1984, to over 100 employees and over \$16,500,000 in 2005.

Terrie Gilligan and her team accomplished this by building a positive company culture that deeply values employee satisfaction, involvement, and pride, while using quality management principles to streamline the whole organization. Her unique use of TQM is almost unheard of in the light construction industry, but what a difference it has made!

Attend the November meeting and learn why sound management based on customer satisfaction, quality principles, and respect for employees have made Parking Area Maintenance so successful.

*Ms. Terrie Gilligan is the current President and part owner of Parking Area Maintenance, Inc. Terrie and a handful of family members moved from Omaha, NE to Tampa in 1984, and started up Parking Area Maintenance, Inc. Today, Terrie is a member of The Pavement Network, the Women Presidents' Organization (both Tampa and Platinum Chapters), and The Executive Committee. She has a Bachelor of Science degree in Business Administration from the University of South Florida. Terrie and Parking Area Maintenance reach out to the community by supporting the SPCA and Humane Society, The Children's Home, Metropolitan Ministries, and The Spring of Tampa Bay (an organization to eliminate domestic violence).*

Submitted by Steve Babb, Programs Chairperson

See page 3 for Pre-Dinner Speaker information

## **A MESSAGE FROM YOUR CHAIR**

“The smallest good deed is better  
than the grandest good intention”

- Duguet

Our attendance for the October 10 meeting was somewhat less than September with just over 40 people at the meeting. We are still experiencing some problems with the meeting notifications and are actively pursuing improvements in this area.

Your board voted to forego door prizes this month and we will donate the money to the Pinellas Humane Society to aid in relief for animals made homeless by the hurricanes.

Our speaker for this month provided us with ideas on utilizing Quality Systems to help maintain company performance and avoid continuously making the same mistakes. Too many times we are involved in “firefighting” to resolve issues that recur due to not enough effort being applied to maintaining processes that are well known. Thanks to Steve Babb for his great work in arranging for the presentation.

Our second October speaker, from the Pinellas Humane Society, was postponed until next month due to continuing rescue efforts in the hurricane affected areas.

We still have open positions on the board and we welcome volunteers who wish to contribute their time and talents to the section. All of our board members are volunteers and they are vital to the continued running of the section. If you feel that it is your time to contribute to the running of our section, contact Ed Pagnott ([epagnott@aaronmed.com](mailto:epagnott@aaronmed.com)), or any other board member. Without our board, the section could not exist.

We are looking to arrange and conduct tours of plants in the area. If you think we could arrange a tour at your company, please contact Steve Babb, our programs Chair, at ([qdemand@tampabay.rr.com](mailto:qdemand@tampabay.rr.com)).

**Thanks again to all of our Section 1508 board members who contribute so much time and talent to our Section.**

**I look forward to seeing all of you on November 14 and at all of this year’s meetings.**

**Our successes are due to the great team effort!**

Ed Pagnott  
Section 1508 Chair for 2005 / 2006

## **November Meeting Pre-Dinner Speaker: Rick Chaboudy**

### **Executive Director, Humane Society of Pinellas, Inc.**

We're going to have the honor of meeting Mr. Rick Chaboudy, Executive Director of the Humane Society of Pinellas, Inc. at our next meeting. Rick Chaboudy has been the Executive Director of the Humane Society of Pinellas for the past 18 years. He was born and raised in Cuyahoga Falls, Ohio and attended Akron University. He relocated to Dunedin, Florida in 1976, where he currently resides. During his 18 years at the shelter, over 70,000 animals have found homes and over 72,000 animals have been spayed or neutered. Rick is a veteran of disaster rescue work and has been involved in the relief efforts of almost every major disaster over the past fifteen years and has just recently returned from New Orleans. Rick is also a court appointed Humane Officer and has assisted in the prosecution of many animal cruelty cases.

The Humane Society of Pinellas, Inc. is a nonprofit organization dedicated to serving the community through the compassionate care of all animals. Founded in 1949, the animal shelter provides lifesaving services to our community's sick, injured, abused and abandoned pets and wildlife.

The Humane Society values respect, compassion, dignity, dedication, and individualism.

Pets are treated as individuals and their fates are not determined by rigid policies. Pets entering the adoption program remain in care until they find a loving home. Furthermore, the Humane Society is committed to treating most medical conditions, giving more pets the opportunity for life. The list of services is far too long to list here, whether it is providing primary services, adoption programs, medical care, or much more. Of course, there are many, many ways volunteers can help. We will hear about some of the most pressing needs.

ASQ Section 1508 is proud to host Mr. Chaboudy and honor the work that the Humane Society of Pinellas accomplishes every day. You may want to check out how far-reaching the Society's efforts have recently been in the hurricane Katrina relief.

Please see <http://www.humanesocietyofpinellas.org/news/katrina.cfm> for a day-to-day account of this work.

Submitted by Steve Babb, Programs Chairperson

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

Reservations should be made by 4:00PM, Thursday, November 10, 2005

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)

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**

### Meeting Schedule

*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 – 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.**

#### Directions :

FROM 275 NORTH TAKE EXIT 40B/LOIS AVE.  
WHEN EXITING  
TURN LEFT ONTO LOIS AVE. HILTON IS  
LOCATED 1/2 MILE ON RIGHT.

FROM TPA - FOLLOW AIRPORT EXIT  
TO SPRUCE STREET TO THE THIRD LIGHT-  
LOIS AVENUE.  
TURN RIGHT AND THE HOTEL IS ON THE  
LEFT.



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## Employment Opportunities

Your local ASQ section is committed to helping connect our members seeking employment with employers seeking to hire quality professionals. If you are a paid member of ASQ, you may post a business card sized or 1/4 page description of the job you are seeking free of charge 4 times per year.

Also, please contact Guerry Thode, section Placement Chair. E-mail: [thode@knology.net](mailto:thode@knology.net)

**Precise** is now accepting applications for an experienced Quality Assurance Technician knowledgeable in the field of plastic injection molding. Applicants must have knowledge in Metrology, plastics attributes, all types of hand-held and automated Measuring equipment. A knowledge in statistics, sampling methods as well as advanced computer skills are required. ISO procedure writing, calibration, internal auditing, blue-print reading and First Article skills are required.

David Gunthrop  
Quality Assurance Manager  
Precise St. Petersburg  
2701 75th St. N.  
St. Petersburg, FL 33710  
727.302.4584  
727.347.4169 fax  
[gunthropdm@precisetech.com](mailto:gunthropdm@precisetech.com)

### Newsletter News

If you have an article you want published, please send it to Camie by the deadline, Friday following the regularly scheduled meeting. Camie's e-mail is: [c4cwill@tampabay.rr.com](mailto:c4cwill@tampabay.rr.com)

### CERTIFICATION EXAM DATES 2005

<i>EXAM</i>	<i>EXAM DATES</i>	<i>EXTENDED APPLICATION DEADLINE</i>
CQA, CQE, CSQE, CQIA, CQPA	December 3, 2005	Passed

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

## ASQ Sponsored Workshops for 2006

The following workshops are being offered free of charge to ASQ members.

Contact Alain Gaumier at [Algaumier@aol.com](mailto:Algaumier@aol.com) for more information or to sign up.

	<b>Workshop</b>	<b>Day</b>	<b>Date</b>	<b>Time</b>	<b>Deadline to Register</b>
1	Project Management Basics	Thursday	1.19.2006	5PM to 7PM	1.02.2006
2	Overview of LEAN Manufacturing	Thursday	2.23.2006	5PM to 7PM	2.06.2006
3	The Basic Concept of Six Sigma	Thursday	3.23.2006	5PM to 7PM	3.06.2006
4	How to Conduct an Internal Audit	Thursday	4.20.2006	5PM to 7PM	4.03.2006
5	PDCA & Other Methods of Process Improvement	Thursday	5.18.2006	5PM to 7PM	5.01.2006
6	Overview of Statistical Process Control	Thursday	6.22.2006	5PM to 7PM	6.05.2006

# October Speaker Summary

**Mr. Jim Kieffer**  
**Quality Lab Manager, Transitions Optical**

## **STABILIZING THE MANUFACTURING ENVIRONMENT**

Instead of constantly pointing out what is “wrong with production”, what can we quality professionals do to “sustain the game”?

Jim Kieffer posed this question at our last meeting and showed us his model of how to eliminate “firefighting” and get to the good preventive stuff. Do you feel the pain of firefighting.... solving the same problem over and over, unpredictable results, large variation in yields, sense of helplessness, inefficient use of time and resources....?

Jim suggested we get into trouble by putting too much of the attention on hitting the home runs rather than doing the less glamorous things every day. At Transitions Optical, Jim was able to stabilize the manufacturing environment by creating a straightforward system to get everyone involved and excited in the important *everyday* work.

For instance, he developed an Excel database including all of the detailed requirements for auditing and maintaining Transitions Optical’s quality management system. With some smart macros, the database is capable of printing a daily short list of tasks to keep the quality system tuned up. The items are selected randomly and typically cover the whole quality system as it relates to manufacturing every several weeks.

Jim points out that it takes less energy to maintain effective systems (e.g. to sustain quality) than it does to fix unexpected problems (fires). An organization must divide its resources to accomplish the three goals of moving forward with new things, sustaining effective systems, and firefighting. Jim believes that 50% of resources should be used to sustain effective systems, but many organizations apply far less than that.

So what do we have to do? As Jim summarized:

1. Drive operator engagement
2. Raise expectations for performance
3. Move the focus towards sustaining systems

Use *random* audits to measure the effectiveness of systems, and distribute this work to the team

Thanks for sharing your thoughts with the Section, Jim. We appreciated your way of looking at a problem we all face.

*Mr. Jim Kieffer is the Quality Lab Manager for Transitions Optical, and served previously as a Quality Engineer since 2001. Prior to Transitions Optical, Jim’s experience includes Process Engineering at Huntington Pacific (TX) and Florida Tile as both a an R&D Engineer and a Quality Engineer. He is a graduate of the University of Florida with a Bachelor’s degree in Material Science & Engineering, and is an ASQ Certified Quality Engineer (CQE) and Certified Quality Manager (CQM).*

Submitted by Steve Babb  
Programs Chairperson, ASQ 1508



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Milwaukee, WI 53201-3005

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## Board Members

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### Membership Statistics

Regular	418
Fellows	4
Senior	140
Associate	10
Student	12
Sustaining	3
Forum	3
	=====
Total	590