



Quality Quest

www.time2meet.com/asq1508/index.shtml

March 2010 Volume 51 Issue 7

—-IMPORTANT ANNOUNCEMENT—-

Dear ASQ Section 1508 Member,

In support of the ASQ initiative of social responsibility, our Section elected to make a positive environmental impact by reducing the number of printed newsletters.

If you would like to continue receiving **the printed newsletter** via USPS, by 04/01/2010 please either

1. send an e-mail with your ASQ member number to voiceofthecustomer@asqtampabay.org,
2. respond to the Newsletter Opt-in Survey distributed via e-mail,
3. or provide your ASQ member number to me during the March or April section dinner meeting.

Please note that the printed newsletter will be sent to your preferred mailing address, as indicated in the "My Contact Information" at <http://www.asq.org>.

Starting with the May 2010 newsletter, only the members who opted-in and provided the ASQ member number will continue receiving the newsletter via mail. The Section 1508 monthly newsletter will continue to be distributed via e-mail as well as on the website to all members.

To continue receiving communications from the Section, please ensure that you either opted-in for the printed newsletter or have a valid e-mail address on record in "My Contact Information" at <http://www.asq.org>.

We would like to learn your ideas on how our Section 1508 can further fulfill the ASQ initiative of social responsibility. Please provide your suggestions to voiceofthecustomer@asqtampabay.org.

Thank you for your support!

Julia Sennikovski
Voice of the Customer Chair
ASQ Section 1508





ASQ Section 1508 St. Petersburg/ Tampa
DINNER MEETING Monday, March 8, 2010

Speaker: Kevin Gerrish
Director of Operations, Conax Florida Corporation

Topic: *Change Management - Bringing LEAN into an Organization*

Come out to hear this great speaker and topic - Kevin Gerrish will be our main speaker. He will be speaking on how to bring Lean (6-sigma) principles into an organization from strategic direction to tactical implementation. He will share with us stories and results from the, currently in-process, Lean transformation of Conax Florida Corporation. He will provide insight on setting up value streams, integrating Supply Chain, Manufacturing, Engineering, Quality, Finance and Business Development.

Kevin Gerrish is currently the Director of Operations, Conax Florida Corporation. His education credentials include BSEE from Rochester Institute of Technology and MBA from Pepperdine University. He has 14 US Patents to his credit. He is also the member IEEE and Tau Beta Pi Nat'l Engineering Honor Society, served on Board of Directors for Arnold Electronics, Electrical Engineering Department Advisory Board for RIT, Professor for a Day Program CA State Univ at Fullerton, and Officer at Christ the King Lutheran Church.

His Professional Focus and interests include Forecasting / Modeling, LEAN (front/back office, manufacturing, supply chain, etc.), and Electronics / Embedded Control Systems.

Pre-dinner Topic – *How Social Networking can drive Innovation & Improvement in an Organization by Patricia Farley*

Patricia Farley has recently relocated from Chicago, where she was an ASQ section board member and earned her CQIA. Patricia graduated from Kent State University with a BS degree in biology and completed the Lean Master Facilitator certification from the Milwaukee School of Engineering. She began work as a production chemist in an environmental laboratory owned by Corning and learned TQM. Later, Patricia worked in a diversity of manufacturing environments in quality control, quality assurance and quality engineering. Patricia helped implement ISO 9001:2000 at the Ace Hardware Corp. Paint Division plants and most recently, Patricia served as the Sears Region Quality Manager overseeing the QMS ISO 9001:2000 for 10 product repair service centers coast to coast.

Patricia will discuss what social networking is, provide evidence why social networking is an important consideration, share a case study and finally some topics to consider as a company embraces such technology.

See you all at the meeting.

Haroon Abbu

ASQ Section 1508 Programs & Publicity Chair





Message from the Chair

Once again, Guerry Thode, our Placement Chair, shared with us a few of his job hunting/career choosing techniques that he has gained from many years of personal experience. Guerry challenged us to answer the following questions, before we embark on a career quest: who am I, what are my skills, what are my gifts, what is my personality, and what value can I bring to an organization. Guerry told us to focus on what we like to do and what fulfills us; he also encouraged us to develop our personal brand and to write it down in seven words. With many other nuggets, Guerry's speech on the "Ten Job-search Tips for 2010," was well received and right on point for the current job climate.

Our main speaker of the night was Mr. Tom Kubiak, President and Founder of Performance Improvement Solutions. Mr. Kubiak, an experienced and well known educator in several quality related areas, delivered an enlightening presentation on "Developing Meaningful Metrics: Driving Action for Results!" Tom spoke about the difference between measures and indicators, pitfalls to avoid, and key characteristics of good measures. Tom's presentation was well illustrated with examples. My only disappointment, which was echoed by other members, is that we could not continue the night's presentation with the seminar entitled "How *Not* to Implement Lean Six Sigma: Lessons Learned from the Trenches," which Mr. Kubiak would be teaching on the next day; unfortunately, the course had to be cancelled prior his arrival.

Just in the last couple of months, Toyota recalled millions of vehicles due to gas pedal issues related to a potentially dangerous acceleration. Honda recalled several thousands of automobiles due to window switches that can overheat if exposed to liquid, causing smoke, melting or even a fire. Becton, Dickinson and Company's recalled certain Q-Syte Luers and Catheter Systems which may result in serious injury or death. Johnson & Johnson recalled several over-the-counter drugs including Tylenol, Motrin and St. Joseph's aspirin because of a moldy smell that has made people sick. These recalls intrigue me because they are all the result of defective products developed by great companies with many resources and armies of quality professionals. It appears to me that we don't need "more" quality, what we need is "better" quality. What do you think?

With you on the quality journey,

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.



QARA Compliance Connection, Inc.

P.O. Box 448 * Odessa, FL 33556 * (813) 784-8457 * www.qaracc.com

QMS REQUIREMENTS TRAINING for the Medical Device Industry

Date: April 28-29, 2010

Time: 8:30 AM to 5:00 PM

Medical device manufacturers looking to sell product in the U.S. are mandated to implement and comply with the FDA's Quality System Regulation (QSR) codified under 21 CFR Part 820. Further, manufacturers looking to remain competitive and/or expand their distribution into other countries such as Europe and Canada, are often required to comply with ISO 13485 requirements. This 2-day course provides an in-depth review and perspective of the FDA QSR and ISO 13485 requirements.

This class is ideal for individuals responsible for developing, implementing, complying, managing and auditing an organization's QMS. Interactive discussion and mock exercises will assist participants in understanding and applying the requirements.

Highlights

- ◆ QMS Introduction
- ◆ Benefits of Compliance
- ◆ ISO's Process Approach
- ◆ FDA's Quality System Inspection Technique (QSIT)
- ◆ Key Terms & Definitions
- ◆ QMS Requirements Review
- ◆ FDA 483 Observation Examples
- ◆ General Auditor/Inspector Questions
- ◆ Interactive discussion and real world application through mock exercises
- ◆ Tips for Compliance
- ◆ FDA Enforcement Actions

REGISTER NOW!

SAVE \$100 off the \$995 registration fee by registering before 3/28/2010

CONTACT:

QARA Compliance Connection, Inc.
Phone: 813-784-8457
Email: info@qaracc.com
Website: www.qaracc.com/reg.html



SEMINAR/HOTEL INFO:

The seminar will be held at the:
Hilton Tampa Airport Westshore
2225 North Lois Avenue
Tampa, FL 33607
Tel: (813) 874-5008 Fax: (813) 872-0603



**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 60 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!
Welcome New Members!**

*The Tampa Bay/St. Petersburg
Section of ASQ would like to
welcome our newest mem-
bers! We look forward to meet-
ing you and welcome your par-
ticipation in chapter meetings
and events.*

New Members

Barbara Adkins
Samantha Bailey
Gayle Bradford
Alexander Eastlick
Stephen Kryston
Peter O'Neal
John Reynolds
Patrick Shell
Holly Tasker
Sheri Walter
Wendy Williams

*For questions concerning
membership, please contact
Dionne Sanders at: 520-236-
8422 or 727-319-5703.*

**Share Your
Quality Topics!**

Please email the newslet-
ter 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: Caesar Salad

Entrée: Chicken Boursin-Chicken with asiago cheese and sundried tomatoes

Vegetable: Chef's selection of starch and vegetable

Desert: Key Lime Pie

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, March 04, 2010

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, **Robert Jacubec, 12561 92nd Way, Largo, FL 33773.**



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

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| Membership Statistics (as of February 2010) | |
|--|-------|
| Regular | 254 |
| Fellow | 3 |
| Senior | 230 |
| Associate | 9 |
| Student | 20 |
| Sustaining | 3 |
| Forum | 3 |
| Org Member | 4 |
| | ===== |
| Total | 526 |