



# QUALITY QUEST

Dinner Meeting - Monday, Sept. 12, 2016

September 2016

Volume 57, Issue 1

**Main Speaker:** Tony Santarsieri

**Topic:** Listening, A Silent Skill

**Speaker Bio & Topic Summary:**

Tony Santarsieri is a public speaker, coach and facilitator. He earned the highest level of achievement from an organization that prides itself in communication and leadership development. With that achievement, he has presented over 100 times and conducted several training sessions on topics such as listening, coaching, and leadership. He's also facilitated discussions with professional and non-professional speakers and with the unemployed, for the purpose of finding employment. Tony, along with two colleagues is in the developmental stages of creating a not-for-profit organization called Confidence Builders America to help veterans and others find employment. Listening plays a major role.

**Pre-Dinner Speaker:** Ken Rosenthal II

Co-Founder and Head Brewer from Pair O' Dice Brewing Company

**Topic:** "The Brewing Process from a Quality Perspective"  
(includes brewery tour)

## ASQ now has Computer-Based Certification Testing

Effective October 2016, all certifications will be offered via CBT. Check out the details online: <http://asq.org/cbt/>

**Newsletter Highlights:**

- New Location:  
Pair O' Dice Brewing Co.  
September Dinner Meeting
- ASQ Certification:  
CBT Testing
- New Acting Chair:  
James Troeger
- Volunteer Opportunity:  
Call for Nominations - 2017
- Member Stats

**Upcoming Events:**

**Monday, September 12**

ASQ Dinner Meeting  
Pair O' Dice Brewing Company  
5:30 p.m.

**Monday, October 10**

ASQ Dinner Meeting  
Bay Harbor Hotel  
5:30 p.m.





ASQ Section 1508  
Dinner Meeting

Monday, September 12<sup>th</sup>

- 5:30 pm Registration and hors d'oeuvres – *Mini Caprese*
- 6:00 pm Pre-dinner Speaker **Topic: The Brewing Process from a Quality Perspective**  
(includes Brewery Tour)  
Ken Rosenthal II  
Co-Founder and Head Brewer from Pair O' Dice Brewing Company
- 7:15 pm Main Speaker **Topic: Listening, A Silent Skill**  
Tony Santarsieri  
Tony is a public speaker, coach, and facilitator. He is currently in the developmental stages of creating a not for profit organization called Confidence Builders America to help veterans and others find employment.

Pair O' Dice Brewing Company

4400 118th Avenue North ♦ Suite 208 ♦ Clearwater, FL 33762 ♦ [Map/Directions](#)

Dinner Menu

Choice of:

Cuban Roast Pork with Rice and Black Beans *OR*

Citrus and Herb Roasted Chicken over Rice with Vegetables *OR*

Spinach and Ricotta Stuffed Shells with Garlic Bread (Vegetarian Option)

All entrees served with Tossed Salad with House Vinaigrette, Cupcakes, Water, Tea & Coffee Service

Registration

(Registration deadline is Wednesday, September 7<sup>th</sup> at 4pm)

To Register for Dinner, click [HERE](#)

To Cancel an existing Dinner Registration, click [HERE](#)  
(Cancellation deadline is Wednesday, September 7<sup>th</sup> at 4:30pm)

ASQ Dinner Meeting Policies

Reservations must be made by 4:00 PM on the Wednesday before the monthly meeting. If you have a special dietary request (vegetarian, low fat), please indicate this when making the reservation.

Effective October 10, 2011, the price for the meeting with the meal is \$30.00 with advanced reservation or \$35.00 for walk-ins. The price for the meeting without dinner is \$10.00. Cash and check payments are accepted during the check-in from 5:30 pm to 6:00 pm.

Only two additional meals will be reserved by the Section for walk-ins. We urge those who desire to attend the meeting and reserve a meal to register on the website before the reservation deadline, thus guaranteeing your meal.

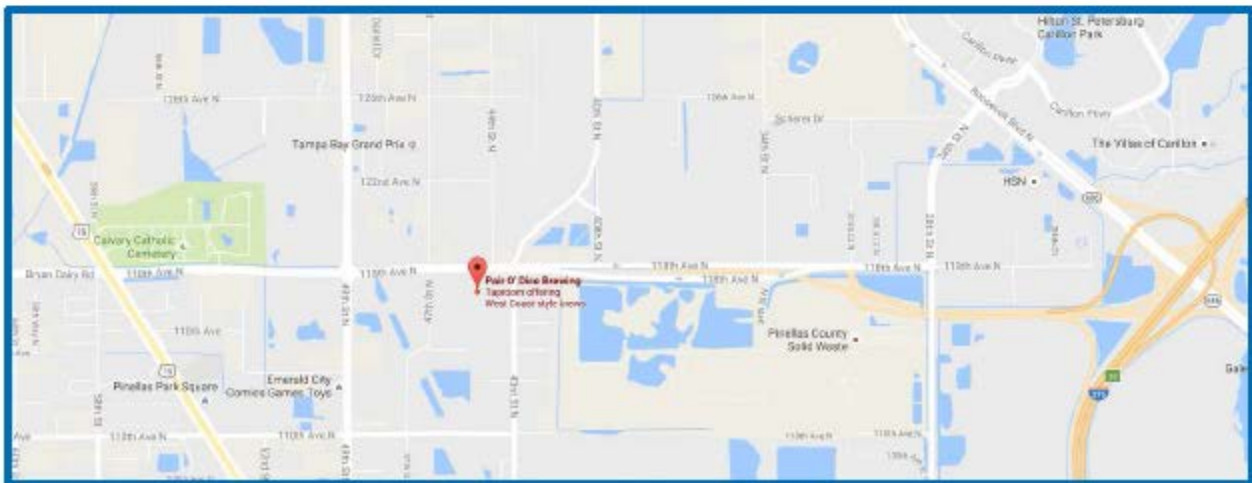
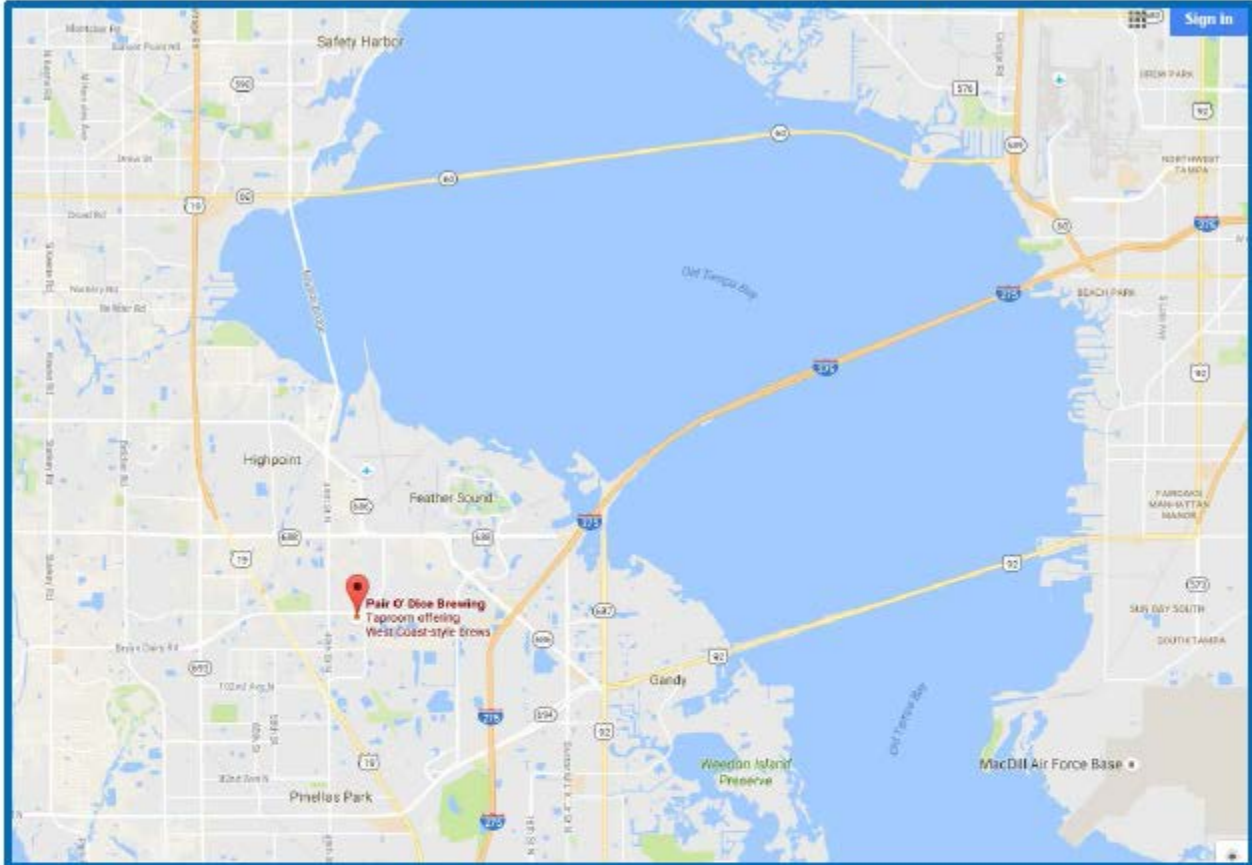
Cancellations will be honored by 4:30 PM on the Wednesday before the meeting.

If you make a reservation and do not attend, the Section must still pay for the meal and administrative costs. Therefore, you will be required to reimburse the Section by sending a check, payable to ASQ for \$30.00 (\$10.00 for reservation with no meal) to Joy Spiegel at Vital Care, Inc., 2645 Westchester Drive North, Clearwater, FL 33761.





4400 118th Avenue North ♦ Suite 208 ♦ Clearwater, FL 33762 ♦ 727.755.3423





ASQ Section 1508 St. Petersburg - Tampa  
Letter from the Chair



**Fellow members of ASQ St. Petersburg-Tampa Section 1508,**

It is a true privilege to have been bestowed the honor of serving as your acting chair for the balance of the 2016 calendar year. I look forward to serving you for the balance of this year and contributing to a number of exciting initiatives and changes we have planned in the coming months. I would also like to thank Juneau Colleur for her contributions to the Section as chair until now and wish her the absolute best of success in her future endeavors.

The balance of 2016 and first half of 2017 are already taking shape as an exciting time for ASQ Section 1508! As we prepare to return from our summer hiatus, we find our first exciting change with our September meeting combining dinner, business, and pleasure as we head to Pair O' Dice Brewing Company. In addition to a top-notch catered meal, we will have the opportunity to learn about the brewing process from a quality perspective as our pre-dinner educational topic. This amazing member opportunity also includes a factory tour of Pair O' Dice Brewing Company's brewing operations!

In addition to adding this exciting new venue to our meeting schedule, we will also continue to alternate meeting locations between Tampa and St. Pete. Feedback regarding this format has been overwhelmingly positive and the Section Leadership Committee is excited to keep this in place for the 2016-2017 meeting season. Watch our website, Facebook page, and email communications for details. A huge thank you to our arrangements chair, Joy Spiegel, for all of her hard work on pulling this together. Thanks also to Gil Pinney, our programs chair, for going above and beyond to ensure we have excellent learning topics and presenters in place to further enhance member value within Section 1508.

Over the next couple of months, the Section Leadership Committee will be focusing on establishing key objectives for 2017 as well as identifying specific goals and metrics that will help us strive to achieve those objectives. As we are first and foremost here to serve you, our members, please do not hesitate to share any thoughts or comments you might have with regard to ways the section can better serve your needs or offer continually increasing member value. I am easily reached via email at [chair@asqtampabay.org](mailto:chair@asqtampabay.org).

Finally, a significant component of our planning process is identifying potential volunteers who wish to serve their fellow section members in a leadership capacity. We are currently in an open Call for Nominations period with regard to the elected positions of chair, secretary, and treasurer. Volunteers who are passionate for specific aspects of section leadership and/or have a desire to fulfil any role for which they may be called upon are also needed. For 2017, we are especially seeking interested candidates for the elected position of secretary as well as the appointed position of arrangements chair and several others. If you've never given consideration to serving your section in this manner, please consider throwing your hat in the ring for 2017; it is a very rewarding experience. Please view our website or Facebook page for further details. To express interest in a role, please contact our nominating committee chair, Wendy Byrd, at [wmbis1bigmom@yahoo.com](mailto:wmbis1bigmom@yahoo.com).

I look forward to meeting as many of you as possible at our monthly dinner meetings over the next several months and beyond as we all work together to accomplish great things!

**James Troeger, Acting Chair**

ASQ St. Petersburg-Tampa Section 1508

[chair@asqtampabay.org](mailto:chair@asqtampabay.org)



## ASQ Section 1508 St. Petersburg - Tampa 2017 Call for Nominations

Please submit names of nominated individuals to Grace (Fletcher) Baboukis, Secretary, via e-mail at [gletcher@vitalcareinc.com](mailto:gletcher@vitalcareinc.com) no later 12-SEP-2016. Nominations require the submission of a nomination petition signed by at least 10 Regular Members\*. Completed petition forms may also be submitted to the secretary or designee in person at the section's 12-SEP-2016 professional development meeting.

A nomination petition template is available directly from ASQ at the following url: <http://asq.org/2010/01/member-unit-nomination-petition-form.doc>

**Note: Eligible individuals must be Regular Members\* of the Society and have a membership in the St. Petersburg-Tampa Section.**

Below is a brief description of each position that is open for nominations. Each of these positions is for a one-year term though first-year incumbents are encouraged to run for a second term.

### **Chair**

The Chair provides leadership and oversight to the member unit, prepares meeting agendas, and is the presiding officer.

### **Secretary**

The Secretary documents member unit business and maintains the records. This position serves as the official correspondent of the member unit.

### **Treasurer**

The Treasurer oversees funds, maintains accurate financial records, and reports on financial condition as directed by the Society bylaws and applicable policies and procedures.

*\*Regular members are voting members of the Society: Full, Senior, Fellow, Honorary, and primary contact of Site/Enterprise/School/District memberships.*

For more information, please contact Wendy Williams, Nominating Committee Chair, at [wmbis1bigmom@yahoo.com](mailto:wmbis1bigmom@yahoo.com)





## Member Career Service

If you know of openings in your company, please ask your Human Resources to send a description of the job to:

**Placement Chair:** Deborah Holt, [placementchair@asqtampabay.org](mailto:placementchair@asqtampabay.org) along with an e-mail contact for candidates to send their resume.

If you know of a job that fits one of our members that is looking, please send them that knowledge through their email address.

Also, don't forget to check ASQ Career job link: <http://www.asqtampabay.org/MemberServices/CareerDevelopment.aspx>

*Thanks very much for your help!!!!*

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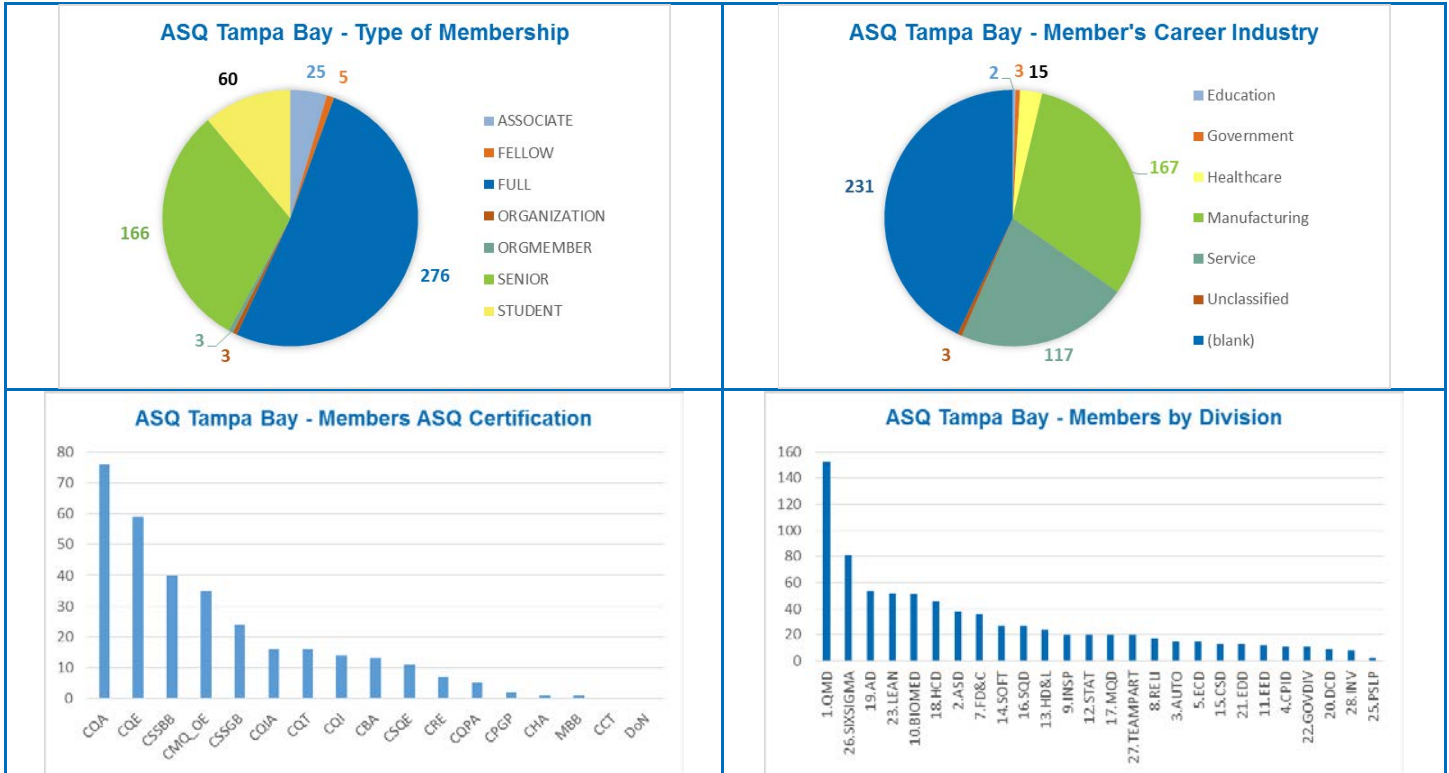
## Do You Get Our E-Mails?

This item is for those of you that obtain the newsletter from our web site, but do not receive regular e-mails from Section 1508. We have approximately 80 members listed in our Section for whom we do not have an e-mail address. The cause of this is when the member indicates at the *national* ASQ website that they do not want to receive e-mails. That member's e-mail address is then blinded and we cannot see it at the local section-level. If you are interested in receiving regular emails from us regarding upcoming events, and other news, please contact [secretary@asqtampabay.org](mailto:secretary@asqtampabay.org) and provide your full name and preferred e-mail address.

We promise not to sell your e-mail address to any marketing lists!



ASQ St. Petersburg/Tampa Section 1508  
Updated Membership Stats (8/2016)



Board Members		
Acting Section Chair: <b>James Troeger</b> <a href="mailto:chair@asqtampabay.org">chair@asqtampabay.org</a>	Arrangements Chair: <b>Joy Spiegel</b> <a href="mailto:jspiegel@vitalcareinc.com">jspiegel@vitalcareinc.com</a>	Internet Liaison: <b>Julia Politowicz</b> <a href="mailto:internetliaison@asqtampabay.org">internetliaison@asqtampabay.org</a>
Past Section Chair/Nominating Chair: <b>Kim Dixon</b> : <a href="mailto:kim.dixon@hsn.net">kim.dixon@hsn.net</a>	Treasurer: <b>Karen Scangarello</b> <a href="mailto:kvscangarello@gmail.com">kvscangarello@gmail.com</a>	Program Chair: <b>Gil Pinney</b> <a href="mailto:gp1.integrity@gmail.com">gp1.integrity@gmail.com</a>
Audit Chairs: <b>Brad Near</b> <a href="mailto:b.near@knology.net">b.near@knology.net</a> & <b>Karen Workman</b> <a href="mailto:Karen.Workman@hsn.net">Karen.Workman@hsn.net</a>	Recertification Chair: <b>Sara Kaplan &amp; Richard Wong</b> <a href="mailto:recertificationchair@asqtampabay.org">recertificationchair@asqtampabay.org</a>	Secretary: <b>Grace Fletcher</b> <a href="mailto:qa@vitalcareinc.com">qa@vitalcareinc.com</a>
Education: <b>Vacant</b> Placement Chair: <b>Debbie Holt</b> <a href="mailto:dholt@halkeyroberts.com">dholt@halkeyroberts.com</a>	Voice of Customer, Membership, Newsletter Chair: <b>Luz Bueno</b> <a href="mailto:voiceofthecustomer@asqtampabay.org">voiceofthecustomer@asqtampabay.org</a>	Historian: <b>Brad Near</b> <a href="mailto:b.near@knology.net">b.near@knology.net</a> Chair-Elect: <b>Vacant</b>