



# Quality Quest

[www.asqtampabay.org](http://www.asqtampabay.org)

April 2013 Volume 54 Issue 8

## ASQ St. Petersburg-Tampa Section 1508

### Dinner Meeting Monday, April 8, 2013

#### **Speaker: Dr. Wende Huehn-Brown**

Researcher, Consultant & Academic at  
St. Petersburg College (SPC)

#### **Topic: “Quality Management Simulation”**

**Main Speaker:** Dr. Wende Huehn-Brown , St. Petersburg College Academic

Summary: W. Edward Deming designed the Red Bead table top experiment over 30 years ago to demonstrate the 14 points for management. Yet here we are continuing to repeat the same mistakes. Everything is a process or operation we must manage that is filled with variation that can cause quality issues. Many times systemic issues are exasperated by the inability to control the various decisions in our operations. At this month’s program, we will be reminded of the 14 points recognizing that poor quality is often not the fault of labor as Dr. Deming stated, but the result of poor management of the system for continual improvement.

This program will give attendees some pragmatic tools and real-world ideas that can be applied at the tactical level within their own organizations to help them be more productive and competitive.

Our speaker Dr. Wende Huehn-Brown is going to lead us through the Red Bead experiment. Wende uses this experiment as an active learning activity in the classes she teaches regarding the concepts of operations and quality management. When Wende last spoke at our professional development meeting in October of 2008, she shared with us her research on connecting the culture to quality improvement.





As past attendees may recall, a vital need is for organizations train their people to extend managerial thinking that will better enable a culture for improvement. This program provides everyone with the opportunity to experience and consider these fundamental management concepts using this historical experiment.

Speaker Bio: Dr. Wende Huehn-Brown is a practitioner in the field whom possesses a Ph.D. in Engineering Management from the University of Missouri-Rolla, as well as an M.E. and B.S. in Industrial Engineering from the State University of New York at Buffalo. Currently she is a researcher, consultant and full-time academic at St. Petersburg College (SPC). Prior to joining SPC, she spent almost 18 years working in engineering, management, and consulting positions for over 100 different organizations in a variety of industry and service organizations.





**Pre-Dinner Speaker: Bob Mendenhall  
ASQ Tampa Bay Program Chair**

**Topic: Process Capability, What it is and how to get it where you want it.**

Process capability is a measure of what the process is capable of producing when in statistical control. If your data is not from an in-control process, your capability indices are not valid. So how do we get where we want to be? In this presentation we will discuss the options.

Speaker Bio: Bob Mendenhall's career in Aviation and Aerospace spans 30 years. He has held positions as Department Manager and Director in Project Engineering, Program Management and TOC Consultant. He currently is an associate consultant with Avraham Goldratt Institute, in New Haven, Connecticut. Bob holds a Masters Degree from Purdue University in Controls and Dynamics. He is an expert in Multi-Project Critical Chain Management, Drum Buffer Rope, Market Demand Pull, TOC Thinking Processes and the integration of TOC and Lean Six Sigma. He is a certified Jonah's Jonah, and ASQ Certified Lean Six Sigma Black Belt.

## ASQ Section 1508 St. Petersburg/ Tampa DINNER MEETING

***St. Petersburg Marriott Clearwater  
12600 Roosevelt Boulevard,  
St. Petersburg, FL. 33716***

Due to the board meeting running from 4:30-5:30, Registration for the meeting will not start until 5:30.

- 5:30 pm-6:00 pm Registration  
5:30 pm-6:00 pm Appetizers/Networking \*\* (Before meeting) are provided at no cost to members by the section. \*\*  
\*\* Appetizers :Appetizers Cheese Display garnished with Vine Fruit and Served with Crackers\*\*
- 6:00 pm-6:30 pm Pre-Dinner Topic  
6:30 pm-7:15 pm Dinner  
Salad: Garden Green Salad with Tomatoes, Cucumbers, and House Champagne Vinaigrette or Ranch Dressing . All served with Rolls and Butter  
Entrée: Chicken Marsala topped with a Marsala Wine & Mushroom Sauce  
Vegetable/Starch: Chef's Selection of Vegetable, Starch and Dessert  
Note: Vegetarian Meals available for vegetarian and low fat requirements.  
Water and Regular and Decaffeinated Coffee also served.
- 7:15 pm-8:15 pm Main Speaker

### **Directions:**

**From St. Petersburg:** Take I-275 N/SR-686/Roosevelt Blvd exit 30, toward Largo. Merge onto Roosevelt Blvd. N/FL-686W toward Largo-Clearwater/St. Pete-**CLWTR INT'L** Airport. Turn slightly right on Roosevelt Blvd. The Marriott is at the light.

**From Clearwater:** Take SR-686 E ramp toward I 275 S/St. Petersburg. Turn slightly right on Roosevelt Blvd. N/FL-686 E. The Marriott is on the right at the light.

**From Tampa:** Merge onto I-275 N toward St. Petersburg. Take the Roosevelt Blvd/SR 686, EXIT 30, turn right at the bottom of the ramp onto Roosevelt Blvd. Turn left at the first traffic light on to 28th St, the hotel is on the right.

### **Reservation Policy**

**On-line Reservations:** <http://asqtampabay.org/Home/tabid/38/Default.aspx>

**Reservations must be made by 4:00 PM on the Wednesday before the monthly meeting.** If you have a special dietary request (vegetarian or low fat), please indicate this when making the reservation. The price for the meeting with the meal is **\$30.00 with advanced reservations** or **\$35.00 for walk-ins**. The price for the meeting without meal is \$10.00. Cash and check payments are accepted during the check-in from 5:00 pm to 6:00 pm.

### **Cancellations Policy**

**Cancellations deadline is Wednesday before the meeting at 4:30 PM.** Since we cannot guarantee cancellations made after the deadline, you may still be charged for late cancellations.

**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 our Treasurer, **Brad Near, 9355 92nd Ave, Seminole, FL 33777.**



## Message from Chair

*"Be a yardstick of quality. Some people aren't used to an environment where excellence is expected." Steve Jobs*

Greetings Section 1508 - Tampa, St. Petersburg, Clearwater ASQ members.

Please join us again on April 8th to hear;

- Dr. Wende Huehn-Brown, who holds a Ph.D. in Engineering Management, who will present "Quality Management Simulation".
- Bob Mendenhall, ASQ Tampa Bay Program Chair and System Improvement Consultant with Avraham Goldratt Institute, who will present "Process Capability, "What it is and how to get it where you want it".

We will also continue to add quality and/or management related books to our monthly raffle. Titles to be raffled this month include;

- Dare to Be Different; Reflections on Certain Business Practices by Lamprecht and Ricci
- The Making of a World-Class Organization by Spong and Collard

I look forward to seeing you all on Monday, April 8th.

Kim Dixon, Chair

kim.dixon@hsn.net



**Jobs**

**Jobs**

**Jobs**

### **From The Placement Chair**

Our tool for helping members find jobs has been picking up momentum. You can see jobs that are currently available on our website: [asqtampabay.org](http://asqtampabay.org). When on the site, go to the Member Services tab, and click on Career Development. There you will see listings of [Jobs Available](#) as well as [Members Who are Seeking Jobs](#).

### **Please Help us with both categories:**

If you know of openings in your company, please ask your Human Resources to send me a description of the job to: [brtpwll161@gmail.com](mailto:brtpwll161@gmail.com) along with an e-mail contact for candidates to send their Resume. Also if you know of a Job that fits one of our members that is looking, please send them that knowledge through their email address.

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

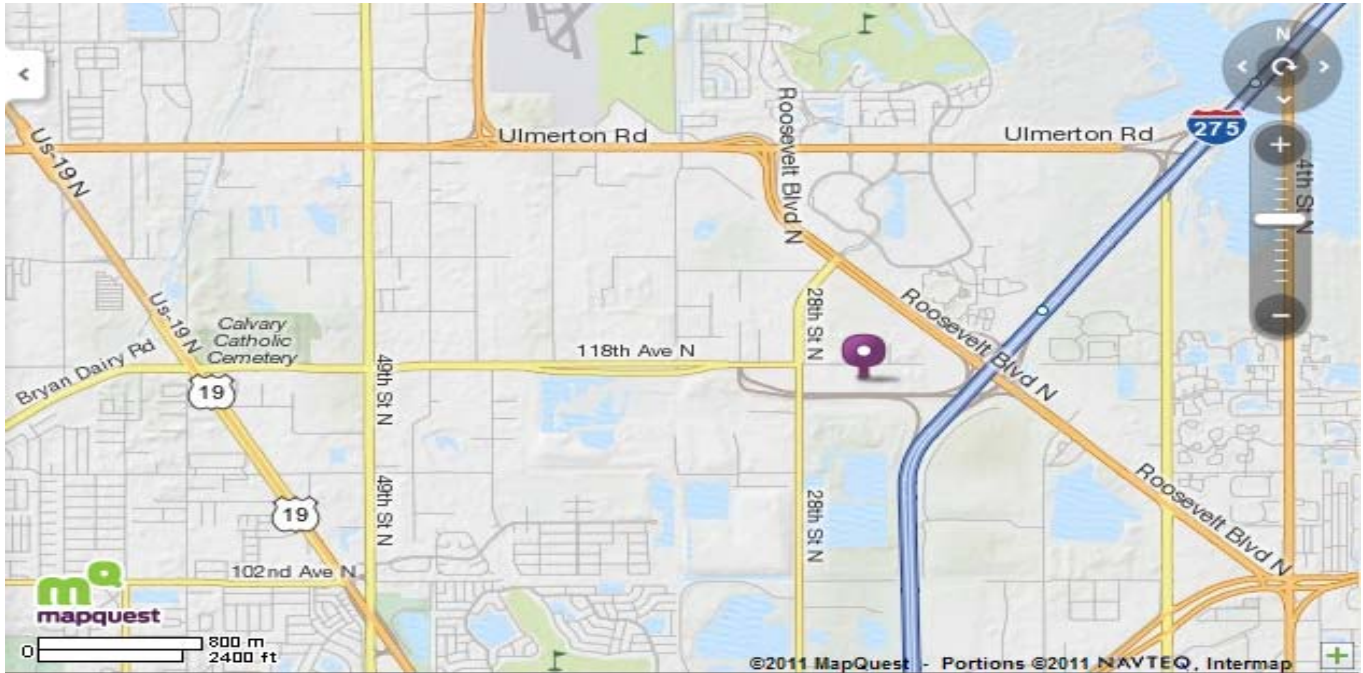


## ASQ Certification for St. Petersburg/Tampa Section 1508

ASQ Section 1508 testing is held on the HSN campus in the auxiliary building directly across the street from the main campus. Signs are placed at the edge of the property and directly in front of the entrance on the morning of each exam day. Parking is located in front of and to the side of the building.

### Address:

2400 118<sup>th</sup> Street, N.  
St. Petersburg, FL 33716-1917



Registration begins at 7:15 AM. Please be sure to arrive by 7:50 AM to allow time for you to be checked in, your paperwork and books to be checked and for you to be seated to listen to instruction at 7:55 AM. **Exams begin promptly at 8:00 AM.**

Please be sure to remember to bring photo ID, pencils and approved calculator. Cell phones are **not** permitted, even in the off position, in the exam rooms.

Prepare for your next exam now. The last date for registration is April 12th so don't miss registering for it.

### **June 1st exams are for the following areas:**

- Calibration Technician
- Pharmaceutical GMP Professional
- Quality Auditor
- Six Sigma Green Belt
- Quality Engineer
- Quality Improvement Associate
- Quality Process Analyst

Please be aware that HSN is a tobacco free facility. You will not be able to smoke nor chew tobacco on the premises.

## Board Members

Section Chair: **Kim Dixon**  
kim.dixon@hsn.net

Past Section Chair/Nominating Chair:  
**Greg Strohm**  
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Voice of Customer Chair/  
Newsletter Chair: **Luz Bueno**  
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Education Chair: Jennifer Stepniowski

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### Membership Statistics (as of May 2012)

Regular	259
Fellow	3
Senior	195
Associate	16
Student	28
Org Member	3
Site	3
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Total	507