



Quality Quest

www.asqtampabay.org

March 2015 Volume 56 Issue 3

ASQ St. Petersburg-Tampa Section 1508

Dinner Meeting Monday, March 9th, 2015

Speaker: Robert Meisel

Topic: “Communication Styles ”

Main Speaker: Robert Meisel, RMM Quality Consulting

Summary & Speaker Bio:

Bob Meisel is Principal Consultant at RMM Quality Consulting, providing training and consulting in Lean Six Sigma, problem solving, and process improvement. Clients include large and small manufacturing, not-for-profits, government, financial services, and health care.

Bob’s prior career was spent at Eastman Kodak Company in a variety of quality-related positions, including Quality Manager of the Equipment Manufacturing Division. His last position was Director of Lean Six Sigma University. In that role he was responsible for the development and delivery of an overall quality training strategy, as well as the global Lean Six Sigma Black and Green Belt initiatives.

Bob is a certified Six Sigma Master Black Belt. He is an ASQ elected Fellow and past Chair of the Lean Six Sigma Technical Committee for the Quality Management Division. He is co-author of The Executive Guide to Understanding and Implementing Lean Six Sigma, published by the Quality Management Division.

We will look at the 4 different communication styles - Driver, Analytic, Relater, Expressive. We will discuss characteristics of each, including strengths and pitfalls along with some tips to address the pitfalls. We’ll see how to identify the different styles, and how to use that knowledge to improve our communication.

**Pre-Dinner: Ryan Buckthorpe, Business & Professional Development Officer
Institute for Corporate and Continuing Education at HCC**

Topic: “ Continuing Education ”



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 Activity
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: 6oz Boneless Braised Short Ribs
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

“Coming together is a beginning; keeping together is progress; working together is success.”

Henry Ford

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

This is our 3rd meeting of 2015.

Please join us on March 9th, our next meeting for 2015 to hear;

Dinner Speakers:

Robert Meisel, RMM Quality Consulting.

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: **Institute for Corporate and Continuing Education at HCC**

Topic: **“Continuing Education ”**

What's in Store for the 2015 World Conference on Quality and Improvement?

Annually, the World Conference on Quality and Improvement brings together the top quality professionals around the globe to network, learn, and share best practices. How can you use quality tools to create, innovate, inspire, and lead your organization? Find out at the 2015 World Conference on Quality and Improvement.

Yeah, Team

I look forward to seeing you all on Monday, March 9th at the Marriott Hotel, St Petersburg, FL

Bob Mendenhall, ASQ Tampa Bay Chair
rmendenhall@novaces.com



Jobs

Jobs

Jobs

Local Career Opportunity – Core RX Inc in Clearwater, FL has an opening for:

Quality Control inspector

Roles & responsibilities: Adherence to all company procedures. Perform sampling of in-process and raw materials. Release of materials. Manage the retain program. Perform weekly cycle audits. Check in-process work. Oversight of environmental monitoring and water systems. Perform cleaning verifications.

Qualifications: Proficiency in MS Office Applications; Word, Excel. Strong organizational skills. Proof reading skills. Modest physical demands.

Work experience requirements: 1-2 years quality control experience in a GMP regulated industry

Education Requirements: BS or BA preferred

Please send resumes to Kyle.Brinkman@corerxpharma.com


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. 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: voiceofthecustomer@asqtampabay.org 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 1508 Article - Leadership from the “Newbie” Perspective

Grace Fletcher

It's ironic I was asked to write an article on “leadership” for our section's newsletter, considering I can still count the number of dinner meetings I have attended on two hands, and my (apparent) still confusion over inner workings of the section. That said, leadership is sometimes less about what you know, and more about the ability to admit you know very little, and are willing to roll up your sleeves and learn. I believe ultimately that learning and leadership serves two goals.

The first goal is to profit personally by furthering your career. The networking and certification opportunities help us reach the next rung of the career ladder. I doubt any of us study and take tests for the pure joy of it. We certify with an end goal in mind. And though we love the food at the Marriott, that's not what brings us to the meetings. Whether you seek to network towards a new job, or learn from the speakers to bring new knowledge to your current job, we are there for career fulfillment. Along those lines volunteer leadership activities in the section help you understand how the section functions, help you meet people in the section, and help you gain visibility. My co-worker and I recently volunteered to help and have not regretted a single moment so far.

The second goal of learning and leadership is to “give back” (or “pay it forward” if you prefer). This brings me to why I was asked to write. Many of us recognize we have been fortunate in our careers, and loved our specialty of “quality”. Leadership sometimes means taking what you have learned and giving back to the specialty to help others, and our “quality” community.

I recently studied for the Six Sigma Green Belt examination. Some of the study materials I purchased were great, some were not, and some were mixed. But I passed, and I have bragging rights to more initials after my name. When I saw an ASQ e-mail asking for subject matter experts to help re-write the course study material I volunteered. Not for “points”, but to give back. I joined the writing team so that future test takers can benefit from improved study materials. I remember times during my preparation where the course content was daunting, confusing, frustrating.

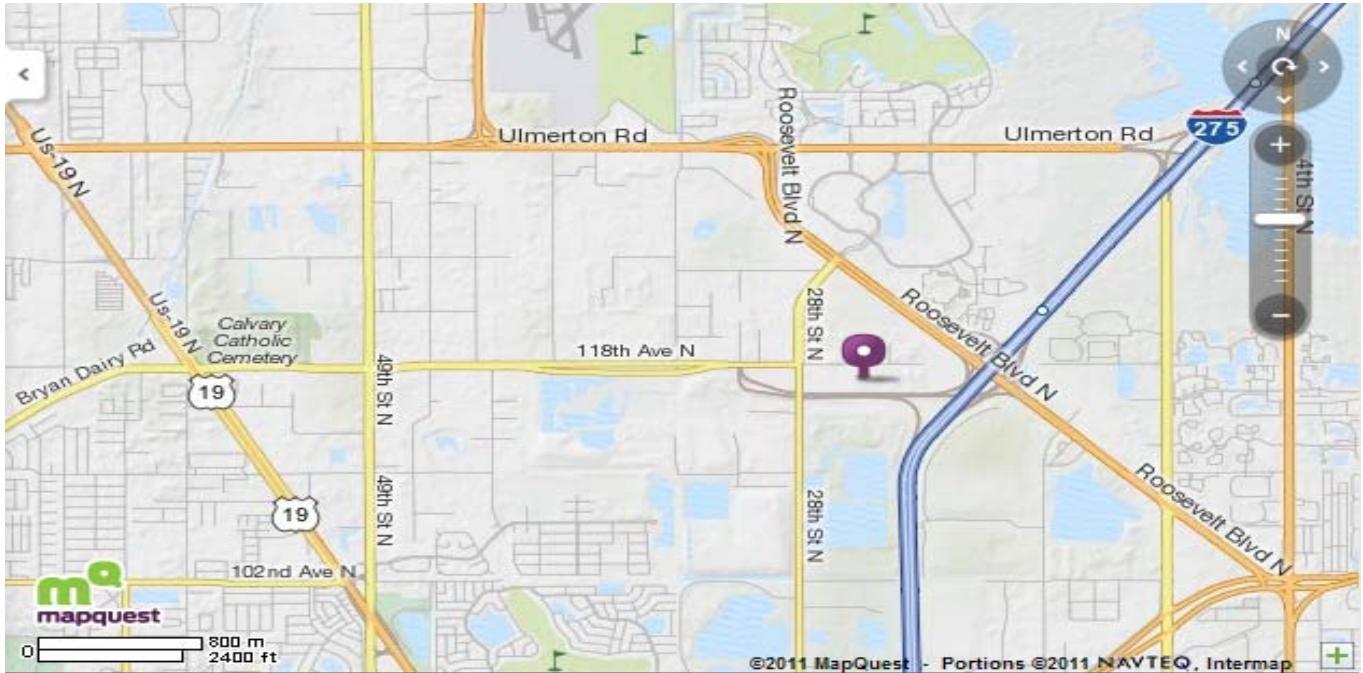
If I can help someone else get through that material by writing a case scenario, or clarifying the language, my volunteer time was worth every moment. Some leadership activities are more time consuming than others, and some are more suited to your skill set than others. So ask yourself, “How can becoming a leader help me, and help others?” “What am I comfortable doing?” Then talk to a Board member at a meeting, and take the plunge. Become a leader.

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 118th 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 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.

We look forward to seeing those who will take their exams on March 7th. Registration for these exams ended.

Exams being offered in March 7th are as follows:

- BioMedical Auditor
- Certified Manager of Quality
- Quality Technician
- Six Sigma Black Belt
- HACCP Auditor
- Quality Inspector
- Reliability Engineer
- Master Black Belt

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

Welcome New Member Leaders!

Section Chair: **Robert Mendenhall**
rmendenhall@novaces.com

Past Section Chair/Nominating Chair:
Kim Dixon
kim.dixon@hsn.net

Chair-Elect: **Juneau Colleur**
juneau_colleur@valpak.com

Arrangements Chair: **Joy Spiegel**
jspiegel@vitalcareinc.com

Treasurer: **Karen Workman**
Karen.workman@hsn.net

Recertification Chair:
Sara Kaplan & Richard Wong
recertificationchair@asqtampabay.org

Internet Liaison: **Julia Politowicz**
internetliaison@asqtampabay.org

Program Chair: **Gil Pinney**
gpinney@focalpointcoaching.com

Secretary: **Grace Fletcher**
qa@vitalcareinc.com

Certification Chair: **Wendy Williams**
wendy.williams@hsn.net

Audit Chair: **Nancy Duarte**
nancy.duarte@catalent.com

Brad Near
b.near@knology.net

Voice of Customer, Membership,
Newsletter Chair: **Luz Bueno**
voiceofthecustomer@asqtampabay.org

Historian: **Brad Near**
b.near@knology.net

Education: **Jennifer Stepniowski**
jenn@proqcna.com

Placement Chair: **Michael Rendas**
Michael.Rendas@I-3com.com

Quality Quest is published monthly by
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Membership Statistics (as of January 2015)

Regular	277
Fellow	5
Senior	162
Associate	17
Student	36
Org Member	2
Site	4

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Total 503