



Quality Quest

www.asqtampabay.org

March 2013 Volume 54 Issue 7

ASQ St. Petersburg-Tampa Section 1508

Dinner Meeting Monday, March 11, 2013

Speaker: Warren Alford

Manager of Quality Assurance, CAE USA

Topic: “ Is Quality Management just an expense?”

Main Speaker: Warren Alford, Manager of Quality Assurance

Summary: Companies with an effective QMS may still experience external failures. The Law of Averages will certainly play a part however, when an external failure does occur, the entire company fails at the endeavor of producing defect-free products for public use and consumption. If you do not build quality into the product, every step of the way, no amount of inspection will compensate.

The company will be scampering to meet their budget, laying off employees and sacrificing quality even more to meet their financial bottom line. Quality must be built into the product...period. An effective Quality Management System is not only the quality department, it is the entire company.

Speaker Bio: Warren holds ASQ certifications in Quality Management, Software Quality Engineer, Quality Auditor, and PMI Project Management Professional. He is a hands-on business leader and solutions-driven manager with a strong commitment to quality, efficiency and performance. He has written multiple publications in quality auditing and quality management integration. Earlier in his career he was a Pilot for ATA Airlines and Pilot instructor for Jet Blue Airways.

He holds a BA degree in Legal Studies and General Law from Canyon Collage, and a Masters in Management from Columbus University.





Pre-Dinner Speaker: Tamela Serensits
Minitab Commercial Sales Representative

Topic: Minitab Customer Success Stories

Tammy Serensits is a member of the Minitab Commercial Sales Team. She is actively involved in developing new and managing existing Minitab customer relationships. Previously, Tammy worked as a Product Manager for a start-up software company, creating innovative data analysis solutions for DNA researchers and scientists. Tammy earned a BS from Penn State University and is a former US Navy Lieutenant.

Minitab Customer Success Stories works through real-world examples from case studies submitted by Minitab's customers. Using the premise of each story, we will learn many helpful features and functions in Minitab Statistical Software including Graphing, Control Charts, Capability Analysis, the new "Assistant" menu, and automation of routine tasks.

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: 6oz. Top Sirloin
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

"If you don't know where you're going, you might end up somewhere else." – Yogi Berra

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

Although I was unable to attend last month's meeting, I heard that I missed two great presentations, and want to extend thanks to the following speakers;

- Jaime Villafuerte, Lean Six Sigma Director of Jabil, Inc . who presented Lean Six Sigma Transformation: Making it to stick
- Dr. Marcy Smurthwaite of Rosenthal Chiropractic, who presented Controlling and Setting the Quality Standard for the part of the body that heals itself

Please join us again on March 11th to hear;

- Warren Alford, Manager of Quality Assurance / Continuous Improvement / Financial Business Systems Audit / Safety at CAE USA, who will present : "Is Quality Management just an Expense?"
- Tamela Serensits – Minitab Commercial Sales Representative, who will present: "Minitab Customer Success Stories"

We will also continue to add quality and/or management related books to our monthly raffle. Two titles are carried over from the last meeting, as well as two new titles as listed below;

- Supplier Certification; A Continuous Improvement Strategy by R. Maas, J. Brown and J. Bossert
- Applying the Science of Six Sigma to the art of Sales & Marketing by M. Pestorious
- Superior Customer Satisfaction and Loyalty; Engaging Customer to Drive Performance by Sheldon D. Goldstein
- Defining & Analyzing a Business Process; A Six Sigma Pocket Guide by Jeffrey N. Lowenthal

I look forward to seeing you all next month.

Kim Dixon, Chair

kim.dixon@hsn.net

ASQ Section 1508 St. Petersburg/ Tampa EDUCATION INITIATIVES SURVEY - February 11th, 2013

*Thank you all that participated on our last survey for Education initiatives.
We are glad to present the survey results to you.
Results will be discussed in our March 11th ASQ meeting.
Thank you for your support .*

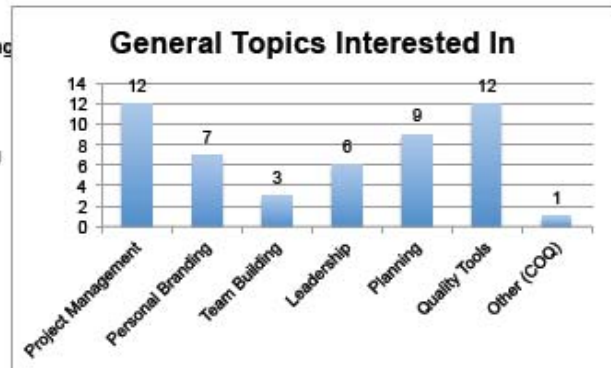
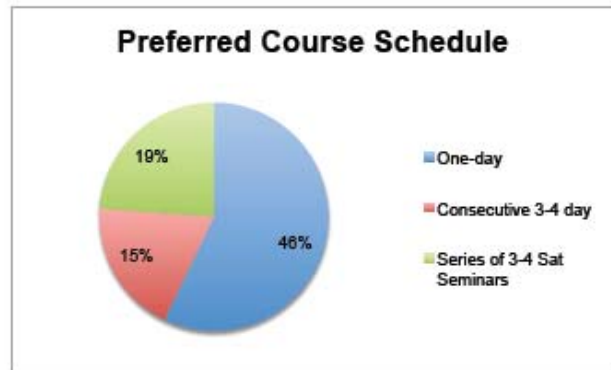
ASQ Tampa-St. Pete
Education Initiatives Feedback (2/12/13)

Preferred Course		
One-day	16	46%
Consecutive 3-4 day	6	15%
Series of 3-4 Sat Seminars	5	19%

Certification courses interested in:		
Manager	10	38%
Inspector	0	0%
Auditor	5	19%
Improvement Associate	2	8%
Technician	1	4%
Reliability Engineer	3	12%
Six Sigma	11	42%
Software	4	15%
Other (CQA 4, CBA)	5	19%

General topics interested in:		
Project Management	12	
Personal Branding	7	
Team Building	3	
Leadership	6	
Planning	9	
Quality Tools	12	
Other (COQ)	1	

Suggestions:
 Universal workshops, such as CAPA, Design Control, Risk Mgmt, Auditing
 Risk management, finance
 Seminar on entry level skills
 How to be an effective consultant
 Make sure to announce training with enough notice to plan on enrolling
 Discussions on how members are experiencing quality in business





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. 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 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!!!!

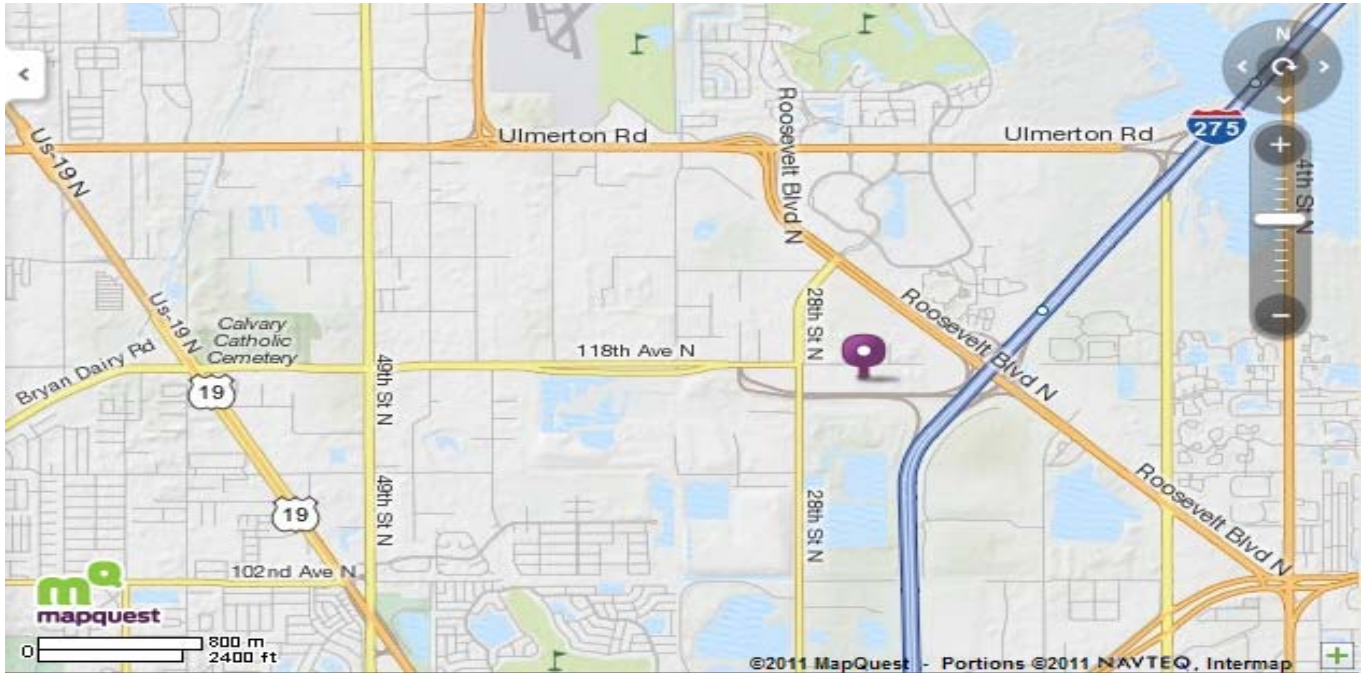


ASQ Certification for St. Petersburg/Tampa Section 1508

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 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 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
greg.strohm@gmail.com

Treasurer: **Brad Near**
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Audit Chair: **Nancy Duarte**
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Voice of Customer Chair/
Newsletter Chair: **Luz Bueno**
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Education Chair: Jennifer Stepniowski

Quality Quest is published monthly by
the Tampa/St. Petersburg Section of
the American Society for Quality.

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