



# Quality Quest

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March 2014 Volume 55 Issue 6

**ASQ St. Petersburg-Tampa Section 1508**

**Dinner Meeting Monday, March 10th, 2014**

**Speaker: Jaime Villafuerte  
Jabil Inc**

**Topic: “Myths of Lean Six Sigma Implementations ”**

**Main Speaker: Jaime Villafuerte, Lean Six Sigma Director, Jabil Inc**

**Summary:** Despite the fact that many companies around the world implement Lean or Six Sigma, the vast majority of these deployment efforts failed. Studies show that only about 3 to 5 percent of Lean/Six Sigma deployment efforts are successful. What causes these efforts to fail? What makes well intentioned managers and teams fail? What did they miss? What can we learn from these efforts to increase our odds of success implementing Lean/Six Sigma? Today there is no shortage of books, certifications and consultants to aid in the learning and application of Lean/Six Sigma.

Most leaders are aware of their benefits and many have or will start their deployment. Yet very few companies have sustained the initial gains they made, much less built upon their early successes. 95 to 97 percent failure rate is a problem but it is also a massive opportunity to learn from these experiences and build up our own Lean Six Sigma efforts to harvest great rewards.

In this session, we will start by identifying several common warning signs of Lean/Six Sigma deployment efforts going in the wrong direction and then evaluate for possible causes using a practical, but effective model to understand interactions within a Lean/Six Sigma. This is a critical step, as most practitioners not only confuse symptoms with causes but they also have little understanding of the dynamics that make or break a Lean/Six Sigma deployment.





**Speaker:** Jaime Villafuerte  
Jabil Inc

**Topic:** “Myths of Lean Six Sigma Implementations ”

**Speaker Bio:** Jaime Villafuerte has 20 years of experience in continuous improvement in over 20 countries. He is a Lean Six Sigma Director at Jabil, Inc. where he leads the development and deployment of Lean Six Sigma transformation reaching 165,000+ employees in 27 countries.

Jaime is an ASQ Certified Six Sigma Master Black Belt and Silver Lean Certified. He has served as a Baldrige National Award Examiner in 2010.

He is currently enrolled at Massachusetts Institute of Technology (MIT) Executive MBA program and he is the author of two books: "The Lean Six Sigma Deployment Memory Jogger" and "Creating a Kaizen Culture" published last November by McGraw-Hill Professional.



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

**Topic:** “Portfolio Management, What is it? What does it look like?”

**Summary:** Whether your Organization manages standalone or multiple projects. Your customers are internal or external; the nature of the work performed is Product development, construction, design, IT or service. Most projects are difficult to manage because of two things:

- ◆ They involve uncertainty, and
- ◆ They involve three different and opposing commitments:
  - ◆ Due Date
  - ◆ Budget, and
  - ◆ Content

How do we manage all four?

**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 Senior Business Consultant with NOVACES, LLC, in Toms River, New Jersey. 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

*“Age is an issue of mind over matter. If you don't mind, it doesn't matter.” — Mark Twain*

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

Please join us on March 10th, our third meeting for 2014 to hear,

Dinner Speaker:

- ◆ **Jaime Villafuerte, Director, Lean Six Sigma at Jabil, Inc.** 20 years of experience in continuous improvement in over 20 countries. He leads the development and deployment of Lean Six Sigma transformation reaching 165,000+ employees in 27 countries. He is the author of two books: "The Lean Six Sigma Deployment Memory Jogger" and "Creating a Kaizen Culture" published last November by McGraw-Hill Professional.

### “Myths of Lean Six Sigma Implementation ”

Pre-Dinner Speaker:

- ◆ **Bob Mendenhall, Senior Business Consultant, NOVACES, Inc.**  
Bob Mendenhall's career spans 30 years. He has held positions as Department Manager and Director in Project Engineering, Program Management and TOC Consultant. He is currently Chairman of the ASQ Tampa Bay Section.

### “Portfolio Management, What is it? What does it look like?”

**We will continue to add quality value for our section members by providing additional education and networking luncheons in 2014. In February, we conducted our first study session of the year for section members taking the CQE exam. Be sure to watch for the upcoming schedule for these events.**

Yeah, Team

I look forward to seeing you all on Monday, March 10th at the Marriott in St. Petersburg.

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



**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: [brgcorp@gmail.com](mailto:brgcorp@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!!!!**

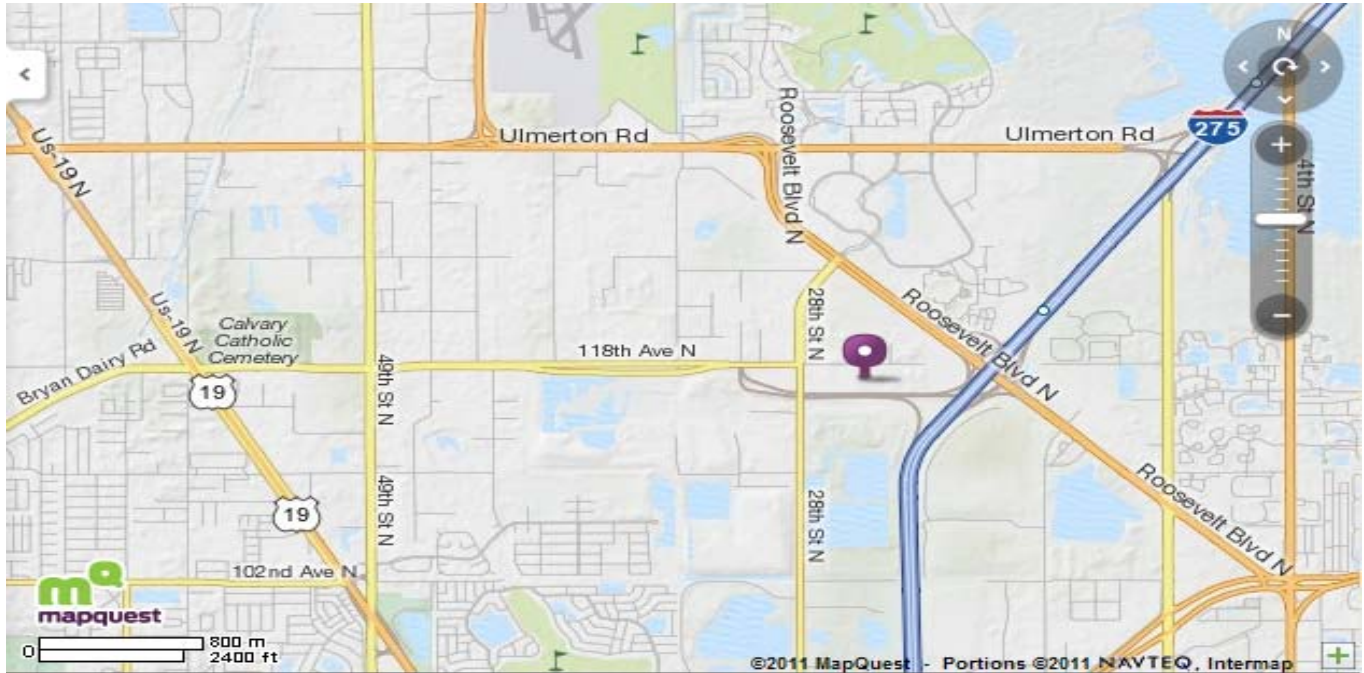


## ASQ Certification for St. Petersburg/Tampa Section 1508

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.

***We will have a study session offered coming soon. Watch for our notices by your Education Chair, Jennifer Stepniowski. Study sessions will be held at this same location.***

We look forward to seeing those who will take their exams on June 7th. Registration for these exams ends on April 18th, so hurry and submit your application before the cut-off date!

### **Exams being offered in June are as follows:**

- Calibration Technician
- Quality Auditor
- Quality Improvement Associate
- Six Sigma Green Belt
- Pharmaceutical GMC Professional
- Quality Engineer
- 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: **Robert Mendenhall**  
rmendenhall@novaces.com

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

Arrangements Chair,  
Treasurer: **Karen Workman**  
Karen.workman@hsn.net

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

Internet Liaison: **Julia Politowicz**  
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Program Chair:  
**Rick Black**  
rblack1121@aol.com

Certification Chair,  
Secretary: **Wendy Williams**  
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Placement Chair: **Reuben Barker**  
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Audit Chair: **Nancy Duarte**  
albona20032003@yahoo.com  
**Brad Near**  
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Voice of Customer Chair  
Membership Chair  
Newsletter Editor: **Luz Bueno**  
voiceofthecustomer@asqtampabay.org

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

2014 - Chair Elect, Secretary:  
**Vacant**

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### Membership Statistics (as of February 2014)

Regular	266
Fellow	4
Senior	179
Associate	17
Student	26
Org Member	2
Site	6
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	Total 500