

Quality Quest

Quality Professionals, Systems, Concepts, and Practices

Volume 43 Issue 7

<http://www.weiquality.com/asq1508/>

March 2002

March Speaker

Presenter: Alain Gaumier

Auditing for compliance or to help managers improve efficiency?

We will go over a number of topics such as:

- How to interpret the latest trends in quality auditing, internal auditing, and external auditing?
- Is there a conflict of interest between auditing and consulting?
- What are the limits or the boundaries of the quality profession?

Alain Gaumier is a quality professional who manages his consulting firm in Orlando, FL, and is a member of our ASQ section 1508.

Until 1989, he held a variety of top executive positions in the insurance industry in France. As an actuary, he started his career in the statistics department and wrote a book about financial mathematics. Then he had the opportunity to manage operational functions where he set up several experimental units such as Self Managing Work Teams.

From 1989 to 1994, as the CEO of an insurance company in Canada, Alain continued to support and implement Self Managed Work Teams in his organization while inspired by the Quality Circle movement.

Throughout his career, as a systematic user of statistics to interpret the facts, a persistent advocate of empowerment through quality circles and SMWT, Alain became a quality champion.

In 1994, for personal reasons he chose to settle in Orlando, FL while maintaining a network of business relationships in France. More recently, he became a quality professional recognized by several certifications by ASQ (certified quality manager, certified quality engineer, certified quality auditor) and the RAB QMS PA certification.

Alain is a graduate of a well renowned university based in Paris, the "Conservatoire National des Arts et Métiers", from which he obtained a doctorate in the administration of insurance companies, and where he still teaches as a professor of management.

ASQ Section 1508 St. Petersburg/Tampa
Next Meeting: *Monday, March 11, 2002*
Embassy Suites Hotel Tampa Westshore

Menu: Tortellini with pine nuts, mushroom, garlic, basil and Feta cheese, seasoned vegetables, & Chef's choice of starch.

Dessert & coffee, tea.

5:30pm – Networking

**6:00pm – Special
Feature**

6:30pm – Dinner

7:30pm – Speaker

Please make your reservation by e-mailing Sophie [and](#) Glen so that if one of them is out of the office the reservation can still be processed... or try our new on-line service at <http://weiweb.com/reservations>

Message from the Chair

I would like to share a story with you that I think illustrates that small businesses have many of the problems that plague big businesses.

As most of you know I work from home under the grand title of Windsor Engineering and the company offers part time work to my wife, Carol, and stepson, Kevin. I am in charge of the Marketing, Engineering and IT Departments. Carol is the Chief Financial Officer and in charge of Facilities. Kevin just gets to do the work.

The Facilities manager recently decided, for environmental reasons that were not entirely related to ISO 14000, that the company needed to expand, as the one office was no longer big enough for the whole management team. The Marketing, Engineering and IT departments were to be relocated to an under-utilized facility behind the garage near the restroom. The Finance and Facilities departments would continue to occupy the prestigious corner office, with the nice view, near the main entrance. Office politics are alive and well!

The IT manager decided he could handle the move even though there were no voice lines in the new office and it meant extending the computer network between rooms. Planning was considered an unnecessary luxury so one morning we shutdown the computers and started moving furniture.

The move went smoothly and all departments like the new spacious arrangements. The move was accomplished without impact on our customers but there is one small problem remaining. The IT manager has been too busy to permanently install the new voice and network cables so the company is operating with temporary cables strung across the floor of the hallway and living room. Some people see this as a major problem, others see it as a minor one as the phones and network are operating just fine.

Some of the unintended consequences are now beginning to be appreciated. The printer always runs out of paper when it is out of sight in the other office. You always chose to answer the phone in the office without a fax machine when an incoming fax arrives!

I keep telling myself change is good. Carol keeps telling me to get those @\$*!! cables out of sight NOW!!

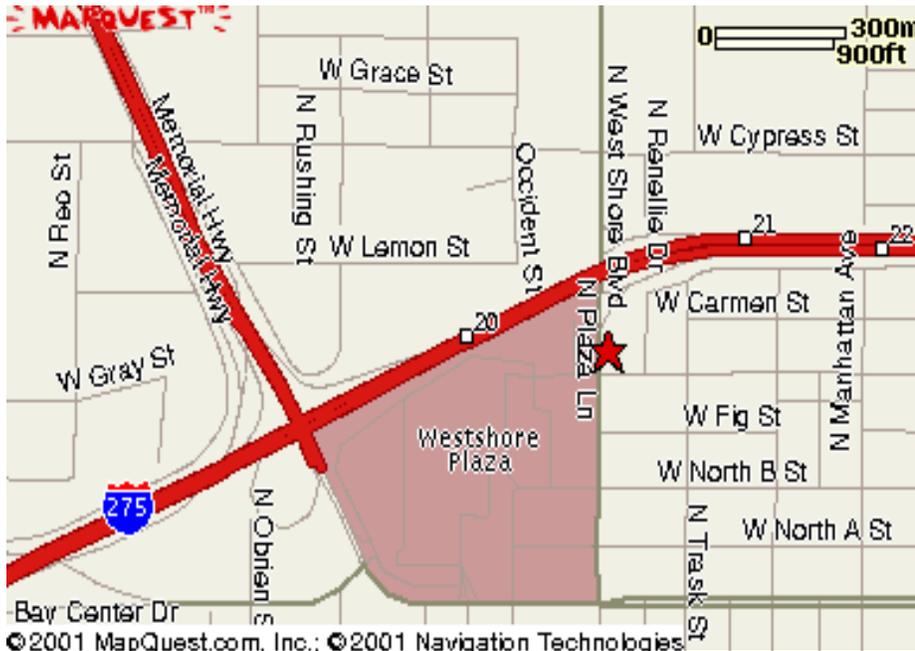
Windsor Engineering is a strong and vibrant company.

See you all on March 11th at the Embassy Suites.

John Conrad

location for Meetings:

Our meetings for the 2001/2002 year will be held at the Embassy Suites Hotel, 555 N. Westshore Blvd., Tampa. See Map below for directions.



Section 1508

Mission Statement

To serve our members and our community by providing:

- Current information on quality systems, concepts & practices
- Opportunity for networking
- Seminars & courses in quality related topics
- Assistance with professional certification
- Local connection to the ASQ National Organization

Directions

From St. Petersburg, Sarasota, Bradenton – take I-275N, crossing the Howard Frankland Bridge, take the first exit (20A), Kennedy Blvd., stay on Kennedy 5 lights to Westshore Blvd., turn left and go to the 2nd. Light and turn right. Embassy Suites Hotel 555 North Westshore Blvd. (813) 875-1555

On-line Reservations <http://weiweb.com/reservations> to make a reservation

Please e-mail your reservations, with your phone number and company name to Sophie and Glen.

SGarancher@Transitions.com

Gcavanaugh@essilorusa.com

If you prefer you can still call the ASQ Reservation Hot Line at:

(813) 872-1500 x 2555

Before 5:00PM, Friday, March 8, 2002

Cancellations should be made by noon on the Friday before the meeting but every effort will be made to accommodate late cancellations. If you have a special dietary request - vegetarian or low fat. - please indicate this at the time you make your reservation. \$20.00 per member with a reservation or \$25.00 at the door for guests and members without a reservation. **Only cash or check accepted at the door.** If you make a reservation and do not attend, the section must still pay for your meal. In this event you should reimburse the section by sending a **check**, payable to ASQ, for \$25.00 to our treasurer, **Glen Cavanaugh, Essilor 4900 Park St. N, St. Petersburg, FL 33709**

ASQ would like to thank **Electric Supply of Tampa** for their continued support providing the reservation hotline.

February Speaker
Fern A Cowen,
Regional Manager AOQC Moody International

Are you ISO certified? If so, why are you? Customer requirement? Competition? Or do you just like the buzz word, and can afford it? Whatever the reason, applied properly, hopefully it has affected your bottom line. Fern Cowen, a native of London England, gave the group some first hand experience on what it's like to be on the other side of the sweat curve, as a registrar. She immediately began to list some common registrar 9001 findings, her company, AOQC Moody International found. Among them, documentation headed the list. Not just the lack of documentation, but are companies actually using the vast amounts of documentation with-in their organizations. Lack of top management involvement was also an issue. Statistically, auditors spend only 35% of the process time with top management. This is not effective. Fern preached, that top level management should have more of a hands on approach during this process. Ineffective internal audit/management review process, was an issue with some businesses, in-addition to poor supplier management. Fern pointed out that a poor understanding of continuous improvement methods and techniques, has also caused some businesses brownie points. On the lighter side, Fern emphasized that a good relationship with your registrar is essential. Not just a casual one, but a more personal one. Ms. Cowen explained some basic rules, in reference to organizations demonstrating control of requirements spelled out in sections 4 through 8. Fern concluded, by stating that the job of a registrar, is to audit a company's quality policy manual, that's the driver of it all. The ASQ chapter thanks Fern for sharing something we all could relate to, and in some way, are affected by.

By: Carl G. Wilkerson, Programs Chairperson

CERTIFICATION EXAM DATES

<u>Exam</u>	<u>Exam Date</u>	<u>Application deadline</u>
CQT/CRE/CMI/HACCP Certified Quality Manager Six Sigma Blackbelt	March 2, 2002	
CQE/CQA/CSQE/CQIA	June 1	April 5
CQT/CRE/CMI/HACCP Certified Quality Manager Six Sigma Black Belt	October 19	August 23
CQE/CQA/CSQE/CQIA	December 7	October 4

Anyone interested in taking over as Exam Chair next year, please contact Guerry Thode or one of the other Board members.

Congratulations!!!!!!!!!!!!!!

The following 14 members of Section 1508 recently passed their certification/recertification exams for:

Certified Quality Auditor

Jessica Weston
John C. McLaughlin
Debbie Holt
Timothy Carlson

Certified Quality Engineer

Kenneth M. Culley

Certified Quality Improvement Associate

Bary E. Podschlne

Certified Software Quality Engineer

Bruce E. Redden

CQA-HACCP

Siegfried Pizano

Certified Mechanical Inspector

Michael G. Dwyer

Certified Quality Manager

Steve H. Thoma
D. Todd Humphrey

Certified Quality Technician

Jody Myers
Matthew D. Demers

Certified Reliability Engineer

Leslie L. Brewer

Recertification

Please call Paul Racine if you have questions pertaining to Recertification. ASQ certification information and Applications are available through ASQ, the link may be obtained through our website.

Paul Racine M/S 1171

Tel: (727) 768-8177

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Membership Statistics December 31, 2001

Fellows	4
Members	658
Seniors	36
Students	12
Sustaining	5
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Total	715