

Quality Quest

Quality Professionals, Systems, Concepts, and Practices

Volume 43 Issue 9

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

May 2002

May Speaker

Presenter: James B. Spigener
Vice President of Performance Improvement Technology
Behavioral Science Technology, Inc.

James presentation will outline the next frontier in quality management. It will define how to identify what behavior is critical to achieve the outcome measures necessary for success. It will also outline how to systematically use these critical behaviors as an upstream measure, from which to initiate system improvements. The presentation will also reveal the factors critical for viewing behavior management, as a positive initiative.

James has presented at hundreds of national, and international conferences on the subject of behavior-based performance improvement. He has co-developed many BST seminars, and have contributed to the following books: *Employee-Driven Systems for Safe Behavior*, 1995, and *Current Issues in Behavior-Based safety*, 1999.

James is a very dynamic, and entertaining speaker, and has presented at several ASQ chapter meetings in the past year, including the Greensboro, NC Chapter, Newport News, VA Chapter, and the Irvine, CA Chapter. the presentations are strictly educational.

ASQ Section 1508 St. Petersburg/Tampa
Next Meeting: *Monday, May 13, 2002*
Embassy Suites Hotel Tampa Westshore

Menu: Bowtie Pasta with Garlic, Olive Oil & Sun Dried Tomatoes, Salad, Fresh seasoned vegetables, Chef's choice of starch, rolls.

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](mailto:sophie.glen@weiquality.com) 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://weiquality.com/1508res>

Message from the Chair

We held elections for three Executive Board positions at the April section meeting and all three positions had just one candidate each so the three candidates were elected by acclamation.

Mark Puetz, Section Chair, **Heike Johnson**, Treasurer, **Glen Cavanaugh**, Secretary,

Please join me in congratulating all three as they continue their hard work on your behalf.

No candidates have yet come forward for the two other elected positions: Section Chair-elect and Section Vice-chair, however, we are fortunate that many members of the Executive Board have already agreed to continue in their positions next year: **Camie Williams**, Newsletter Editor, **Carl Wilkerson & Dave Kusza**, Program Co-chairs, **Sophie Garancher**, Arrangements, **Ed Pagnott**, SMP Co-chair and myself as Internet Liaison.

I will be working with Mark and the other board members to ensure that the Board is in place ready for a smooth transition on July 1st. Guerry Thode will not be continuing as Examining Chair and Paul Racine will not be continuing as Recertification chair but we are still negotiating with other board members! We are definitely looking for volunteers for the Education Chair and Publicity but we can never have too many volunteers. If you are interested in serving your section in any capacity just let me or Mark know.

On a different topic: Have you visited the Section website recently? It isn't a very dynamic site and it doesn't have many bells and whistles but it does have some useful information for both newcomers and old-timers. It always has information about the next scheduled meeting but there are other things as well, including information on all the courses that the Section is putting on, along with a few courses put on in the Tampa Bay area by other organizations. Job information is in great demand due to the current problems with the economy. If you are out of work send us your resume and we will post it for employers and headhunters to find. I regularly get calls from headhunters looking for quality professionals and I always point them towards our website.

The Message Board is a "secret" feature of which most of our members are completely unaware. It is a standard message board that allows anyone to post a message, preferably about a topic of interest to quality professionals. I am the moderator for the board but I review it so rarely that I forget how to delete messages - fortunately we get very few inappropriate messages. The topics are wide-ranging and as a result there are a few gems among the run of the mill entries. I recommend that you take a look now and then and, who knows, maybe you will want to add your opinion to one of the discussions or perhaps you will want to post a message extolling the virtues of your (quality related) business.

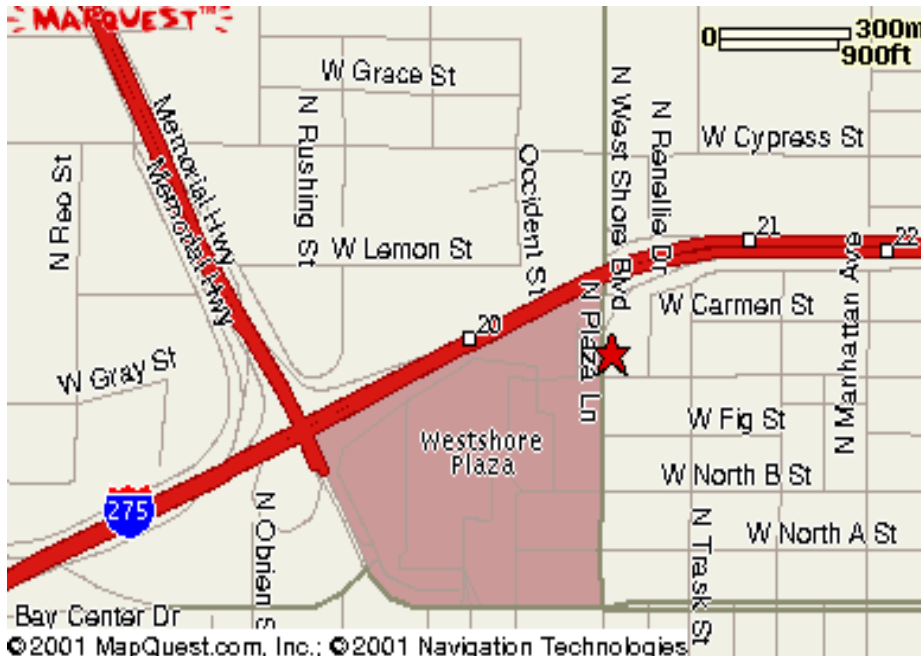
The section website belongs to you, so use it and let me know if you would like to see any new features. The internet offers many opportunities for improved communication among our section members but we sometimes need prodding a little to take advantage of these opportunities.

Have a good month!

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://weiquality.com/1508res> 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 5557

Before 5:00PM, Friday, May 10, 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.

April Speaker Summary

Bucky Jones

Quality Management Coordinator Moffitt Cancer Center and Research Institute

Health Care Quality Assurance

Bucky is an active Florida healthcare Risk Manager, who is involved in the investigation of patient related incidents, and risk reduction activities that promote patient safety. She asks the question, “Why be concerned about Quality?”

She notes two reasons for being concerned about Quality in Healthcare.

They are as follows:

(1) Protect patients

- Reduce injury to lowest possible level.
- Predict/minimize errors/complications
- Improve patient satisfaction.

(1) Standardization of care/technique

- Establish policies, protocols to guide practitioner care.
- Bucky also mentioned two staggering statistics : (1) The Institute of

Medicine estimates 98,000 deaths occur annually as a result of errors. And

(2) An American College of Surgeons estimate that complications occur in 40% of surgeries, but only 20% of these are ever discussed in M&M conferences.

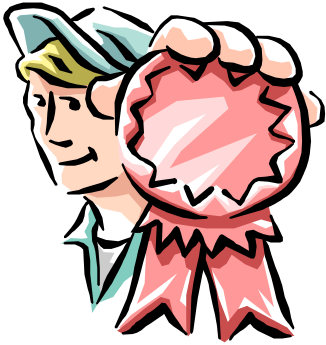
It is organizations like JCAHO (Joint Commission on Accreditation of Healthcare Organizations) that through root cause analysis have determined the understanding that most errors are the result of system failures, not human culpability.

The ASQ chapter would like to thank Bucky for bringing to our attention this important topic.

Respectfully Submitted,
David Kusza
Co-Chair Programs

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

The following members of Section 1508 recently passed the certification/recertification exams on March 2, 2002 for:



Certified Quality Manager

Anthony Povio

Certified Quality Technician

David P. VanOverbake

Duong T. Le

Certified Six Sigma Black Belt

William P Dorozenski

CQA-Biomedical

Timothy Carlson

Dante J. De Garmo

CERTIFICATION EXAM DATES

<i>Exam</i>	<i>Exam Date</i>	<i>Application deadline</i>
CQE/CQA/CSQE/CQIA	June 1	
CQT/CRE/CMI/HACCP Certified Quality Manager Six Sigma Black Belt	October 19	August 23
CQE/CQA/CSQE/CQIA	December 7	October 4

The hunt is off for another Exam Chair to replace Guerry Thode.
Guerry, Thank You for all of your contribution and good luck on the exams you take.
Debbie Holt from Baxter has agreed to be our Exam Chair next year. Welcome aboard Debbie!

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

**Raytheon Systems Co.,
7887 Bryan Dairy Road,
Largo, FL 33777**

**PROFESSIONAL DEVELOPMENT:
News from Your Education Committee**
Mark E. Puetz, Education Chair

**"Today, if you are not confused, you are just not thinking clearly."
-U. Peter**

If clear thought is the goal of our profession, then, as U. Peter suggests, we aim to be thoroughly confused before too long. Your Education Committee has gathered a collection of peer instructors and developed a rather wide ranging offering of professional development courses to just that end. As the Chair of this committee I can say with some authority that the planning and coordination of these courses has left me feeling more than a bit confused. Won't you join me?

- Application of Advanced Statistical Techniques
- Fundamentals of GD&T
- GD&T for Shop Operations
- Awareness and General Understanding of ISO 9000:2000
- Basic Auditing
- ISO 9000
- Implementing and Leading and ISO 9000:2000 Quality Management System
- Basic Benchmarking (tentative)
- ISO 9004:2000 Applied to Healthcare
- Tools for System and Process Continuous Improvement

For dates and a complete listing of courses offered through the rest of our program year, and a registration form and information, please visit our website at <http://weiquality.com/asq1508/images/Form020128.PDF>

We also hope to offer Certification/Recertification Refreshers for exams scheduled in the Fall of 2002. The planning process for this is just beginning, though, so we are very interested in gauging the interest of our membership in such courses before we devote a great deal of time to putting them together. If you are interested in any of the following, please let us know. Send an e-mail to me as your Education Chair at the following address: asq1508_ed@hotmail.com

Please let us know the certification which interests you, the one(s) you are very likely to attend if held. Also provide complete contact information for you. Even if we are not able to put together a course on our own, we would like to be able to refer you to other sources (such as fellow potential examinees). For our own planning, we would appreciate receiving your responses no later than **May 31, 2002**.

The exams scheduled at present are:

Exam	Exam Date	Application Deadline
CQT/CRE/CMI/HACCP/CQM/ Six Sigma Black Belt	October 19	August 23
CQE/CQA/CQSE/CQIA	December 7	October 4

Thank you for your interest in professional development opportunities provided by your local ASQ section.

Newsletter News

Please have any requests for publication in the Newsletter to me by the Friday following our scheduled meeting. E-mail to Camilla Williams at c4cwill@aol.com.

Melbourne - 15th Annual Quality Conference

When: Friday April 19, 2002

Where: Radisson Resort at the Port, Cape Canaveral Florida

Theme: "The Impact of September 11th Upon Quality, Security, Safety, and Operational Functions"

To Make reservations call:

Richard Flutie at (321)-727-3672 ext 3080

Paid in Advance: \$85 per person

At the door: \$125 per person

Recertification Credits = 1 CEU

Guest Speakers:

Doug Flutie, starting Quarterback for the NFL San Diego Chargers

Gregory H. Watson, current Chairman of the American Society for Quality

Dave Weldon, Florida U.S. Representative

James C. Johnson, Director of the Melbourne Florida Airport

Brent Braithwaite, Manager of Security, Nokia MobilPhones, Inc., Melbourne, FL

Paul Viollis, President & CEO of Corporate Risk Consulting, Inc



Attn: J. Conrad
 19824 Wyndham Lakes Drive.
 Odessa, FL 33556

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Membership Statistics March 31, 2002

Fellows	4
Members	685
Seniors	36
Students	12
Sustaining	5
	=====
Total	742