



Quality Quest

Quality Professionals, Systems, Concepts, and Practices

Volume 44 Issue 01

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

September 2002

September Meeting



Raytheon Six Sigma Champion

Bernie Saboe is currently the Raytheon Six Sigma Champion for C³S Operations, which includes the 350,000 sq.ft. Consolidated Manufacturing Center in Largo, Florida. Bernie was appointed as R6σ Champion in November 2000 and became the first R6σ Certified C³I Expert in April 2000. In November 2001, he became the first C³S R6σ Master Expert.

He joined the company in March of 1999 in support of the transition into the C³I consolidated manufacturing center and held multiple positions of increasing responsibility including Business Area Manager for Tactical Radios & Terminals.

Prior to joining Raytheon, he worked for AlliedSignal as the six sigma site manager. He also served as the product cell leader of the Electrohydraulic Servovalve operations. A

Lean manufacturing expert, he managed production lines to support fuels controls for such platforms as the F22 to the next generation Boeing 737 aircraft.

Bernie has been in aerospace industry for the last 20 years. Earlier experience included the research and development of gas turbine engines at Avco Lycoming. Experimental build and test of powerplants for the Army CH-46D, UH-1, M1-A2 as well as commercial regional aircraft since 1987. Fixed Based Operations support preceded his engineering R&D involvement.

Born in Trumbull, Connecticut on June 11, 1961. He earned multiple degrees, including a Bachelor of Science from Sacred Heart University in Fairfield, Connecticut in 1994. He completed the University of Tennessee, Lean Design Enterprise Institute training in 1996.

ASQ Section 1508 St. Petersburg/Tampa
Next Meeting: *Monday, September 9, 2002*
Tutto Favoloso Restaurant
1469 South Belcher Rd.

Menu:

5:30pm – Networking
6:00pm – Pre-Dinner Speaker
6:30pm - Dinner
7:30pm – Speaker

Reservations

Please make your reservation using our on-line service at
<http://weiquality.com/1508res>

Message from Your Chair

Mark E. Puetz

This newsletter marks the beginning of the general part of our 2002-03 program year. As you might imagine, your board has been busy over the summer planning to see that this year is a success. While our planning process is not yet complete as of this writing, I thought I might share with you something of what we have been doing and considering thus far. I am very interested in your input, as members of our section, on the direction we are taking and what you see as possibilities there.

As with any planning cycle, it is important to begin with some understanding of where you have been, what is impacting you now and in the actionable future, and what options you have available. To develop this understanding we have been able to take advantage of a barrage of inputs from various sources, mostly from you. Our national organization conducted a series of assessment surveys last year on the effectiveness of the various sections overall and the specific sections themselves. We have the results of those surveys and have incorporated them into our planning process. We conducted satisfaction surveys of our own at our dinner meetings last year as well, and finished off the year with an open discussion about how we had done. The results from those inputs have also been incorporated into our planning process.

While we had many goals last year, they seemed to me to boil down into two general categories. We wanted to strengthen our relationships with our own members and we wanted to improve our relationships in the community overall. Nationally, we are seeing a decline in membership. Our hunch is that this is a general cause to us as an effect of the change in our economy over the last few years. As such, we seek to effect improvements in those areas over which we may have some genuine influence. We will consider what you have told us you want, and do our best to ensure that those very things are in place and in force. We will also consider continuing our relationships with various community organizations and even seeking out new ones. It is our belief that increasing our presence in the community will contribute a great deal to both of our general goals as I mentioned them above. And, naturally, we hope to improve our own processes as well.

To be more specific ...

We suspect that not all of our members join us to attend dinner meetings. We hope to develop a greater understanding of why our members do join in order to meet their needs more effectively. Some may be members for certification opportunities, as a resume enhancer, or for access to educational and resource materials. We have those in abundance. Others may join for networking opportunities or to improve and develop their own professional and leadership competencies. We would then hope to create better forums for just those things.

Over the last few years we have worked with the University of Tampa to share training and resources on quality issues. We have developed a relationship with Hillsborough Community College to use classroom space at their professional development center for our own courses. We even took part in the development of new Associate's Degree and certificate programs in quality technologies with the then St. Petersburg Junior College. Getting involved in area chambers of commerce and offering technical expertise to various community oriented not-for-profit organizations are other ideas we have played with as well. Our national organization has even taken positions and become involved in election reform and airport security. Naturally, much of this will require significant commitment from our members to realize effectively.

As for our own processes, we are hoping to improve our own disclosure to you. As an aside for those of you who might be wondering, we had this idea in mind long before the corporate scandals that have recently made their way into the news. We believe it to be essential for our members to know what issues tend to come before the board and how we address them. We want you to be aware of your section's financial position, membership trends, and challenges. While we are sure we have your full faith and confidence to manage the section's affairs responsibly, we do not have a monopoly on the best ideas. The more you are aware of what we are trying to accomplish for you, based on what you told us you would like to see, the more interested we hope you will be in sharing with us your ideas and expertise.

The next program year promises to be an interesting one, to say the least. If we are successful in accomplishing the goals we set for ourselves this year, I am sure we will be able to call it a very good year. This journey is yours as well. We look forward to it.

Should you have ideas or concerns, please feel free to contact me at 1508asq@tampabay.rr.com



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October 14th - 18th - Tampa, FL
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OCTOBER 7 - 11, 2002
 Tampa, FL
 "Certified Quality Manager (CQM) Exam Prep"
 Instructor: Debra Owens, CQM, CQIA

OCTOBER 14 - 18, 2002
 Tampa, FL
 "Certified Quality Engineer (CQE) Exam Prep"
 Instructor: Dr. Lois Jordan, P.E., CQE

NOVEMBER 11 - 15, 2002
 Orlando, FL
 "Certified Software Quality Engineer (CSQE) Exam Prep"
 Instructor: Linda Westfall, CQE, CSQE

JANUARY 13 - 17, 2003
 Tampa, FL
 "Certified Six Sigma Black Belt (CSSBB) Exam Prep"
 Instructor: Dr. Lois Jordan, P.E., CQE

FEBRUARY 3 - 7, 2003
 Tampa, FL
 "Certified Reliability Engineer (CRE) Exam Prep"
 Instructor:
 John Conte, P.E., CQE, CRE, CSQE

APRIL, 2003
 Dallas, TX
 "Certified Software Quality Engineer (CSQE) Exam Prep"
 Instructor: Linda Westfall, CQE, CSQE

MAY 5 - 8, 2003
 Tampa, FL
 "Certified Quality Improvement Associate (CQIA) Exam Prep"
 Instructor: Rosy Flora

CERTIFICATION EXAM DATES

<u>Exam</u>	<u>Exam Date</u>	<u>Application deadline</u>
CQT/CRE/CFI/HACCP Certified Quality Manager Six Sigma Black Belt	October 19	September 6th
CQE/CQA/CSQE/CQIA	December 7	October 4

Certification Chair: Debbie Holt

Location for Meetings:

Our meetings for the 2002/2003 year will be held at
Tutto Favoloso Restaurant,
1469 South Belcher Rd.
Clearwater
(727) 533-0222.

Directions:

From Tampa, go over the Courtney Campbell Causeway to your 7th traffic light, this is Belcher Road, make a LEFT go 3/4 of a mile Restaurant is on the left if you pass Nursery Road or Bellair Road you went to far.

From St. Pete., take US19 North to you see Nursery Road at this traffic light you make a Left, go to your first traffic light make a Right onto Belcher Road, then make a Quick Right into the strip-mall parking lot.

Warning

***Yahoo* and *Mapquest* bring up the wrong location when you enter the address of the restaurant. Use the directions above to confirm the location before getting lost!!**



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

On-line Reservations are preferred:

<http://weiquality.com/1508res>

However we do accept e-mail reservations, with your phone number and company name, to Sophie and Heike.

SGarancher@Transitions.com

Heike@tampabay.rr.com

If you prefer you can still call the ASQ Reservation Hot Line at: (813) 872-1500 x 5557

Please make reservations before 4:00PM, Friday, September 5, 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, **Anthony Povio**.

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

Message from Last Year's Chair

It is hard to believe that my year as Section Chair has come to an end. On July 1st I officially handed over the baton to Mark Puetz. The year seems to have passed in a flash. That may partly be because I have been out of town for much of the time and therefore I missed so many meetings. I apologize for my absences. You deserve a Section Chair who can devote more time to the section needs and I look forward to assisting Mark as he continues to move the section forward this year.

The section organization has run extremely smoothly over the last twelve months. I thought that I would be in crisis mode for much of the time but no. All the members of the executive board have worked extremely well together and everyone has been prepared to step to assist other members whenever necessary. You should be very proud of the professionalism shown by all the board members.

Thank You One and All

Camie Williams has done a great job as Newsletter Editor. **Sophie Garancher** and **Glen Cavanaugh** have developed a slick system for ensuring the arrangements for each meeting go without a hitch. Glen has been very flexible as he assumed a more visible role as Sophie has been absent dealing with the commitments of school and a new husband. Glen also keeps the section's finances in good order by happily accepting income but grudgingly writing checks as if it were his own money. This is a healthy attitude for a treasurer. **Heike Johnson**, our Secretary, has used her considerable experience to provide advice and guidance to the newer board members and we are recognizing her contributions with a special award. Heike will be receiving a special award for her outstanding contributions to the section over a great many years. (We think that she has been serving the section for about fifteen years but no one else has been around that long to remember.) She has held just about every position on the board and continues to help the section with her wisdom, enthusiasm and hard work. Thanks Heike

Guerry Thode, as Examining Chair has arranged to hold exams in the area three times. He receives the exam papers from ASQ headquarters and proctors the exams to ensure their integrity and then sends the completed exam papers back to headquarters for grading. I am ashamed to admit that I have not attended any of the three exams that have been held while I have been in office but Guerry has quietly ensured that they have proceeded with out incident. As you know, **Mark Puetz** and **Greg Strohm** put a lot of work into preparing a very comprehensive education program for our section. Unfortunately there has been very little interest from our members and nearly all planned courses have been cancelled. Hopefully next year we will find the right recipe and implement a successful series of courses. **Susan Hudson** started the year as Program Chair with **Carl Wilkerson** and they put together an excellent program of speakers for our enjoyment and edification. Unfortunately Susan had to relinquish the position half way through the year but Carl rose to the challenge and, with help from **Dave Kusza**, has continued the tradition of bringing great speakers to our meetings. Paul Racine has completed his final year as Recertification Chair and will not be serving on the board next year. Paul has provided the board with the benefit of his experience for many years and we are grateful, but sorry that he will not be around to guide the newbies in future. **Ed Pagnott** has worked diligently on the Section Management Plan, which is helping the board to focus on a few major initiatives which will allow the section to grow, in stature if not in the number of members. **Lauren Watson** as Past Section Chair and **Mark Anderson** as Auditing Chair round out our very competent executive board.

I personally have really enjoyed working with all these individuals and owe them a debt of gratitude for their dedication and hard work. I am very pleased that so many are staying on to continue the good work and assist Mark in providing an excellent service to you the members. I thank you all and look forward to serving the section next year as Internet Liaison Chair.

John Conrad.

Career Corner

As a service to ASQ Section 1508 St. Petersburg/Tampa members and the employers in our community, our web site (<http://www.weiquality.com/asq1508/index.html>) has free job listings and resume postings. Also, sometimes there are job related messages in our *Message Board* accessible from the home page.

If you have a resume to post or a job listing to place, contact our Placement Chair, Guerry Thode, at (727) 399-5261 or gthode@linvatec.com. If you want to review current section postings, just go to the above web site and use the left-side menu. Select *Jobs* for positions available or *Job Seekers* to review resumes. Select *Message Board* to review site visitor comments, which may include career-related topics and job openings or leads.

Career Tip of the Month #1 – How can I find web site job postings for **local** companies? Use a powerful search engine by going to <http://www.google.com/>. Use its *Advanced Search* feature to find web sites with key words that you're interested in. Use the list box next to the Google Search button to change *10 results* to *100 results*. This will give you 100 entries on a Result Page vs. 10. Google may find jobs on some career sites such as *NationJob.com*, but its strength is finding jobs on **company** web sites. Some search examples are shown below (you enter the words in *italics*).

Find results:

Search No	... with all of the words*	... with the exact phrase	... with at least one of the words	No. of hits" (Results)
1	<i>quality engineer</i>		<i>tampa clearwater largo petersburg</i>	45,000
2	<i>bs* engineer</i>	<i>quality</i>	<i>(same as above)</i>	4,670
3	<i>bs* engineer medical</i>	<i>quality</i>	<i>(same as above)</i>	2,330
4	<i>bs* engineer defense</i>	<i>quality</i>	<i>(same as above)</i>	1,440
5		<i>quality engineer</i>	<i>(same as above)</i>	695
6	<i>bs* medical</i>	<i>quality engineer</i>	<i>(same as above)</i>	128

*Note: *bs* in the searches above is for job ads that require a “BS in Electrical, Industrial, or Mechanical Engineering, etc.” You may want to try other terms such as *bsee*, *bsie*, *bsme*, etc. (capital letters don't matter on Google). Try different unique words or character strings that you think would be in a job opening of interest. If you're looking for jobs requiring software quality experience, you may want to try searching for *software*, *sw*, *s/w*, *SQE*, *SQA*, *SWQE*, *SWQA*, etc.

Search #5 returned 695 results in less than 1/2 second using a cable modem. These included a Linvatec QE job (listed under the hit: [NationJob -- St. Petersburg, FL Area Job Site](#)), jobs at Jabil, Raytheon, a “QE Opportunity” hit on our ASQ section's web site *Message Board*, and much more. As shown above, you need to experiment and try different search scenarios to zero in on what's important to you.

Career Tip of the Month #2 – Sometimes a search produces a web site with a very long list of jobs (e.g. the list under [NationJob -- St. Petersburg, FL Area Job Site](#) from search #5 above). How do you quickly find the job of interest? There are at least 2 ways, maybe more. One way is to use the web site's search function, which may make you register or start all over again with key words and search criteria. A simpler way is search through the list on the web page by using your browser's *Find* function under the Edit menu (or by using the keys Ctrl+F). This allows you to search for key words of interest, such as “quality engineer”.

Guerry Thode
Placement Chair

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Email us at info@qaracc.com or visit our website at www.qaracc.com for more information

Get In The Game!

Why do people volunteer their time and talents? There are a number of reasons and for each individual they are different. Whatever the reason, they can all be summed up in one phrase: People volunteer because they are inspired to do so. No matter what the motives, the inspiration to volunteer is what drives people to give of themselves. Volunteering is rewarding both personally and professionally. Volunteering gives us a voice and opportunity to give something back and to make a difference.

There is a wealth of talent within our Section. The Board is looking for volunteers to fill two very critical positions—Marketing/Publications Chair and Membership Chair. The fantastic thing about volunteering is that you don't have to do it alone. The Board clearly recognizes that we are volunteers and as such we have to balance all the demands on our time. While these positions are critical to the success of the Board's objectives to provide value to our members and to the quality professional community, they do not require more than 2-5 hours per month.

The Board is developing plans to improve our outreach and the quality of service provided to our members. We work as a collaborative team and support each other, so you are not alone. We also need special committee members to join different Chairs to accomplish some of the coming year's objectives. Special Committees are formed and disbanded as needed and are wonderful opportunities to use your special talents on a specific project.

Get in the Game! Don't sit on the sidelines, please step up and give a little something back to the quality profession, the local community, and to our Section. We need your time and talent and promise not to abuse either. Thanks in advance for volunteering—this next year is going to be a great one!

Anthony Povia
Treasurer



Attn: J. Conrad
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Odessa, FL 33556

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