



Quality Quest

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

November 2002 Volume 44 Issue 03

November Speaker

ROBERT J MILLIGAN
CERTIFIED SIX SIGMA EXPERT
RAYTHEON NETWORK CENTRIC SYSTEMS
TOPIC: (IMPLEMENTING A LEAN MANUFACTURING SYSTEM)

Mr. Milligan has over 30 years Industrial and Manufacturing Engineering experience in Aerospace, Commercial, Computer, and Electronic Defense Industries. Mr. Milligan carries a B.S in Industrial Technology from Middle Tennessee State University, with additional concentration courses in Lean Design Enterprise from the University of Tennessee. Mr. Milligan completed Lean Expert training by Lean Alliance, in addition to Total Quality Leadership Training from AlliedSignal.

Mr. Milligan's discussion will address the Raytheon Six Step Process, and how these concepts lead into an 11 Step Lean Manufacturing Process.

Carl G. Wilkerson, ASQ Programs Chairperson

ASQ Section 1508 St. Petersburg/Tampa
Next Meeting: *Monday, November 11, 2002*
Tutto Favoloso Restaurant
1469 South Belcher Rd.

Due to the board meeting running from 4:30-5:30, Registration for the meeting will not start until 5:30.

5:30pm – Registration
5:30-6:00pm – Hors d'oeuvres/Networking
6:00– 6:30 - Pre-Dinner Topic
6:30pm –7:30 - Dinner
7:30pm-8:30 – Speaker

Directions to Tutto Favoloso:

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.

Message from Your Chair

The current “War on Terror” has dominated our front pages, our news talk shows, our water cooler discussions, and even many of our own private thoughts. Indeed, this may be true around the world. We get regular updates from our national leaders. We also have more than enough “experts” sharing with us the benefit of their experience in second guessing those who actually are doing the work. Yet we still ask for more. We wonder, and rightly so I believe, if our efforts are successful and to what degree.

The quality issue on which I comment here is not one of public policy or national security. I shall leave those to greater minds than mine. But ... If we are asking those questions about our progress, and are not getting answers that satisfy us, is it fair to wonder about the quality of the information dissemination process?

Consider: I was at a luncheon a few days after our October meeting in which we were given a presentation of OTHER things going on as part of the “War on Terror.” The speaker was Brigadier General Diehl (USAF) from MacDill Air Force Base. His responsibility is to manage and coordinate the coalition efforts there. He told us that there are representatives from more than 30 of the 70 members of the coalition attached at MacDill.

Some of the things we learned are ...

- Djibouti donated 5000 sheep to feed the people of Afghanistan.
- France donated containers to keep the meat fresh during transport.
- Another country donated air carriers.
- Jordan set up a hospital earlier this year. They have already served more than 100,000 people, some of whom had never before seen a doctor in their lives.
- Lithuania sent its special forces units.
- Another country sent bomb sniffing dogs.

I cannot do justice to Gen. Diehl’s presentation here. But I can tell you that when he finished, everyone in the room was proud to have the support of these countries in this effort. We are all proud to learn something more of the incredible degree of cooperation and coordination involved in this massive effort. By way of comparison, the coalition of the 1991 Gulf War involved 34 countries. At the time, it was the largest coalition of its sort in history. Imagine the challenges being faced today with a coalition more than twice that size in member nations.

Back to the question of the quality issue: Why is THIS information not getting out to the public? We all know we cannot be told the secret stuff. But why can we not know of Djibouti’s donation of sheep, and how that is going to get to Afghanistan, the multi-national effort? Why can we not know about the incredible service of Jordan and their hospitals? One of Gen. Diehl’s tasks, he said, was to get just that message out. I spoke briefly with him afterward and his comment was that The President, Secretary of Defense, and others are and must be focused on the efforts of the war itself. Their messages are of the “higher level” going on. There are public affairs people who are supposed to tell those other stories. Unfortunately, their channels do not take the information to us, the public, very well.

I am not sure I can make any suggestions here as to how that might be improved. I can certainly offer my opinion that, if public support is important in this “War on Terror” (and I think we all believe that it is), then more of these messages and stories must be told. We need to know the successes of our efforts. As with managing any project (and this certainly is a rather large one), the “small wins” and “milestones” must be noted and celebrated. We hear of the milestones. But we seem not to be celebrating the small wins. Perhaps one day we will see more articles and such in magazines and news journals, those “human interest” articles, about these sorts of things. We can hope. There is the quality issue.

Even so, I think it is important to note that there are many, many nations involved in this effort. Their work goes well beyond the military missions themselves. Some of the smallest countries of our global community are offering great resources and support in humanitarian efforts. While I believe it is unfortunate that we are not hearing more about this, as I suggested above, we would all be that much more proud if we knew the full gamut of what is going on and how much genuine international cooperation there is in making it all happen.

These thoughts are entirely my own. Should you have ideas or concerns, please feel free to contact me at 1508asq@tampabay.rr.com

Mark Puetz

October speaker

Presenter: Thomas R. Jewsbury

Director of Operations-St. Petersburg-Clearwater International Airport

"The Transportation Security Administration has taken over all nation airport security".

These were the first words spoken by Tom Jewsbury- Director of Operations at St. Pete-Clearwater International Airport.

Tom gave our chapter an excellent overview of the 2,000 acre complex of the St. Petersburg-Clearwater International Airport. We learned this complex is now home to the nations largest U.S. Coast Guard Air Station, and also provides a home for U.S. Customs. 4 Black Hawk helicopters are based at the complex for the purpose of homeland security. The operation also provides services to large carriers, air charters and an international special sanctioned Cuban air carrier. The complex is also home to 3 major FBO's (Fixed Based Operators).

We were informed of the large scale Terminal Master Plan Project, which is scheduled for completion late 2003. The enhancement will include jetways, and other state of the art modifications. Tom briefed us on the quality initiatives implemented since 911. The implementation of their state of the art Facial Recognition Program, which is extremely different than the one most of us were familiar with at Tampa's Y'bor City. Tom explained to the group that St. Pete-Clearwater International is only the second airport in the nation to implement this new system. The next quality initiative currently being explored by the airport complex is BioMetrics technology for employee access control.

Tom gave us some updated procedural changes since the 911 incident. The elimination of parking 300ft from the terminal, and paid parking were a few. This maneuver has since effected short term parking tenants.

According to the speaker survey results, Tom's presentation was informative, interesting, backyard educational, and a good topic, in reference to speaker variety. As a licensed pilot, and flight instructor flying out of St.-Pete-Clearwater airport constantly, I personally would like to thank Tom for addressing our chapter.

Submitted By: Carl G. Wilkerson
ASQ Programs Chairperson

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 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

Before 4:00PM, Thursday, November 7, 2002

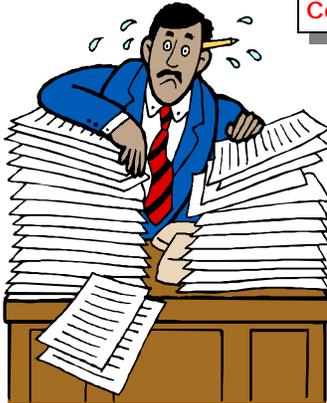
Cancellations should be made by noon on the Friday before the meeting but every effort will be made to accommodate late cancellations. If you have a special dietary request - vegetarian or low fat. - please indicate this at the time you make your reservation. \$20.00 per member with a reservation or \$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, 18008 Wynthorne Drive, Tampa, FL. 33647**

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CERTIFICATION EXAM DATES

<i>Exam</i>	<i>Exam Date</i>	<i>Application deadline</i>
CQE/CQA/CSQE/CQIA	December 7	October 4

Certification Chair: Debbie Holt

Recertification

Recertification Chair: Heike Johnson

Please send all recertification packets to:
Heike B. Johnson
ASQ 1508 Recertification Chair
e-image• Digital Studios, Inc.
2106 Climbing Ivy Drive
Tampa, FL 33618-1709

Career Corner

The Professionals Network of Tampa Bay

Providing career education and support services to benefit the Tampa Bay community.

This non-profit organization began as a small group of unemployed professionals who met as part of Tampa's Professional Network, a program provided by the Hillsborough Workforce One Stop Center in Tampa. The group quickly recognized the need for specific career education and support services that were appropriate to meet their needs as professionals and decided to build their own organization. ProNet Tampa Bay was launched on April 25, 2002 as a volunteer-based marketing, networking and support services organization, working in cooperation with the Hillsborough County Workforce Board and Workforce Centers.

It was created to meet the needs of unemployed, underemployed and employed professionals and businesses in the Tampa Bay region. ProNet Tampa Bay is dedicated to **“Keeping Local Professionals, Local”** by raising awareness of the quality pool of talented professionals that are available and motivated to work in the area and providing them an opportunity to demonstrate their capabilities through volunteer work.

The goal of ProNet Tampa Bay is to become a sustainable career and economic development resource that will benefit its member professionals, businesses and the entire Tampa Bay community. ProNet Tampa Bay is approaching 1000 members and represents all 7 counties in the Tampa Bay region. In addition to its relationship and location within the Hillsborough Workforce Tampa Center, it is actively working with Workforce programs supporting Manatee, Sarasota, and Polk counties and is in discussions with Pasco, Hernando, and Pinellas counties.

Our Vision:

To build a sustainable career support program that leverages the skills, knowledge, talents and resources of member professionals to provide education, services, and access to career opportunities that benefit the local community, and becomes a model for programs throughout the country.

Our Mission:

- To prepare members for career transitions
- To promote member talent to area employers
- To build a career resource for members and employers
- To contribute member skills, knowledge, talent, and resources to the community

Our Members:

Qualifications for membership are 5 years of professional experience and/or college degree, plus motivation to contribute skills, knowledge, talent, and resources to benefit the organization and the Tampa Bay community.

Our Benefits:

ProNet Tampa Bay is a network for professionals who are in or planning for career transitions. It is designed to keep career-minded individuals connected to the Tampa Bay business network and community on an ongoing basis. This benefits both employees and employers.

For more information on individual, employer and community benefits, to join, or to support ProNet Tampa Bay visit their web site <http://www.pronettampabay.org/index.cfm>. Information in this article was extracted from the ProNet Tampa Bay web site.

Submitted by:

Guerry Thode, Placement Chair

(thode@gte.net)



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

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Membership Statistics	
Fellows	4
Members	581
Seniors	33
Students	14
Sustaining	6
	=====
Total	638