



Quality Quest

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

March 2003 Volume 45 Issue 07

**ASQ Section 1508 St. Petersburg/Tampa
MARCH MEETING
Monday, March 10, 2003**

**"OPERATING DISCIPLINE & BEST PRACTICES IN PROJECT MANAGEMENT"
MR. HIDAYET L. KUTAT
PRINCIPAL, PRACTICE LEADER WITH RENAISSANCE PARTNERS.
FOUNDER AND PRINCIPAL OF MANAGEMENT CONSULTING SERVICES (MCS)**

Project Management is not like accounting. There is no right, or wrong way to manage a project. Desirable results can be obtained through various ways of implementing a project, depending on the type, size, complexity, need, and timing.

Mr. Kutat, who has extensive Project Management experience with Dupont and other world-class organizations, will provide an overview on accepted Best Practices in Project Management. In his presentation, Mr. Kutat will provide an overview of the Project Process, Project Planning, Project Authorization, Project Execution, Construction, Commissioning, Start up, and Project Closing phases, all following Best Practices in Project Management. Mr. Kutat will also review critical success factors, and summarize the skill sets required for managing a project effectively, including Scope, Contracts, Procurement, Risk, Integration, and Quality Management.

Mr. Kutat holds B.S and M.S degrees in Chemical Engineering from Virginia Tech, and an MBA from Goldey-Beacom College of Business in Wilmington, DE.

Carl G. Wilkerson
ASQ Programs Chairman

Quality Quote

**We are what we repeatedly do. Excellence, then, is not an act, but a habit.
Aristotle**

**ASQ Section 1508 St. Petersburg/Tampa
Next Meeting: *Monday, March 10, 2003*
Tutto Favoloso Restauarant
1469 South Belcher Rd.
*Clearwater, FL.***

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 – Appetizers/Networking
6:00– 6:30 - Pre-Dinner Topic
6:30pm –7:30 - Dinner
7:30pm-8:30 – Speaker**

Directions to Tutto Favoloso (located in the city of Clearwater):

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.

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, March 6, 2003

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**

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

Message from Your Chair

Mark E. Puetz

We have all heard lots of talk about the challenges facing our economy these days. My own personal view is that there is only so much merit we can assign to those ideas. After all WE are the economy. Leaving arguments about global connectivity aside and keeping the economics very simple, it should be relatively straightforward for us to recognize that the strength of our personal economic lives is a result of the strength of our businesses as they are the ones who employ and pay us. The strength of our businesses is a result of the buying activity of their customers. The buying activity of those customers is ... well ... up to us. We are the customers. Right?

This requires us as a collective whole to take charge of and be accountable for our own success, of the success of the whole. But, back to those ideas about the lackluster state of our economy, the global connectivity and economics and all I too have heard those comments about how gloomy things are. However, the optimist in me seeks to refute those silly notions. That being said, here are some thoughts and such (for you statistics buffs) on the state of the Tampa Bay Area.

The population grew 18.2% from 1990-2002. It is expected to grow 7.4% from 2002-2007, and 15.3% from 2007-2012.

In 1990, 25.1% of the population had a high school diploma or less; 57.8% had some college or an Associate's degree; 11.4% had a Bachelor's degree; and 5.7% had a Graduate or professional degree. In 2002, 18.3% of the population had a high school diploma or less; 60.0% had some college or an Associate's degree; 14.4% had a Bachelor's degree; and 7.3% had a Graduate or professional degree. In 2007, it is expected that 16.1% of the population will have a high school diploma or less; 60.5% will have some college or an Associate's degree; 15.5% will have a Bachelor's degree; and 8.0% will have a Graduate or professional degree. And by 2012, it is expected that 14.1% of the population will have a high school diploma or less; 60.9% will have some college or an Associate's degree; 16.5% will have a Bachelor's degree; and 8.5% will have a Graduate or professional degree.

There were nearly 1.3 million people employed in 1990, 1.7 million in 2002. In 2007 we expect to see 1.8 million employed and almost 2 million in 2012. Of these, approximately 11-12% are in manufacturing industries, growing from 11.3% in 1990 to an expected 11.9% in 2012. Retail industry employment is expected to decline from 20.7% to 11.4% over the same period. The service sector will see growth from 33.4% to 39%.

Approximately 12% of the workforce is professional, just under 5% are technicians or offer related support, 12-~14% (1990-2012) in service positions, and about 11.5% in precision production.

Thus, our population is growing and becoming educated at higher levels. Our area employment continues to grow in key areas, but is moving us away from being a retail heavy area. Note that much of tourism related business is found in retail and service sectors. If, as I noted in our February dinner meeting, we extend the Florida Hi-Tech Corridor, the region of hi-tech firms largely congregated around I-4 from Tampa to Orlando, into Pinellas County, in 1999 Pinellas County would have had more than 50% of the hi-tech businesses. This suggests that we are fast becoming a more professional technical region. As we still advertise ourselves around the world as a beach and sun destination, we do not expect to see our hold on the tourism markets diminish. The percentages of the mix are changing, however, because the other sectors simply are getting stronger.

If the trends continue as suggested in these data, we do indeed enjoy a growing, active, and very dynamic community. Our task, then, is to keep it going, to participate, to be active players in its health ... to stay positive.

The data cited here come from the Tampa Bay Partnership (<http://www.tampabay.org/>). Most of the historical data goes through to at least June 2002.

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

February Speaker
Presenter: Mr. Steve Pearson
President
International Management Systems

"It's what you learn after you know it all that's important". These were the opening words of Mr. Steve Pearson's presentation entitled "Implementation of ISO 9001: 2000 and The Looming Deadline".

As a long time member of our local ASQ chapter, Steve was warmly welcomed. Steve began discussing topics including: Changes to ISO 9001:2000, Obstacles, Process Approaches, in-addition to the Looming Deadline. Steve explained the changes to ISO include a totally re-organized standard, which is more user friendly for service industries, but requires more thorough review of data, and better Management Review. Steve stated that between the input and output, were a series of "Processes" that must be addressed, and audited. These processes all consist of an Owner, Input, Process Steps, Output, Criteria for Success, Corrective and Preventive Actions, and Records. The interaction includes Top Management, Human Resources, Customer Service and oh yes, Quality Assurance. Steve mentioned, based on anecdotal information, 40% of registered companies have not implemented ISO 9001:2000 as of yet. The reasons stated were, poor business economy, procrastination, and just plain fear of change.

The Facts: **December 15, 2003** ISO 9001:1994 becomes obsolete, ISO 9002:1994 becomes obsolete, ISO 9003:1994 becomes obsolete. At that time, all 1994 certificates must be withdrawn from clients. Steve made it clear that the vultures were circling, so please encourage your organization to comply, if not already.

We can't thank our colleague, ASQ chapter member, and friend enough for sharing this critical information with us.

By: Carl G. Wilkerson
ASQ Programs Chairman

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

Sharing Information

April 28-May 2, 2003

Tampa, FL

Course #03155

This course provides a solid foundation in statistical tools for people planning to participate in Six Sigma Black Belt training. The course can also be used as a refresher of statistical tools for the ASQ Six Sigma Black Belt exam or Certified Quality Engineer exam (where tools are common to both exam Bodies of Knowledge). This course also provides an overview of the statistical tools required for success as a Quality Engineer today. Note: This is designed as an introductory course, so no prior knowledge of Statistics is necessary, but a solid understanding of basic algebra and the ability to work with algebraic formulas is required.

For More Information...

Visit the ASQ website at www.asq.org/ed/courses/descriptions/qestats.html –Course # 03155

The QFD Institute is issuing a call for papers to be presented at the 15th North American and 9th International Symposium on Quality Function Deployment on December 12-13, 2003 in Orlando, Florida. The conference is co-sponsored by ASQ Automotive Division as it has done for many years.

We welcome more QFD case studies and research papers presented by ASQ members.

A link to our call for papers page : http://www.qfdi.org/call_for_papers.htm

Please feel free to contact me with any questions.

Mayumi Mazur
QFD Institute
1140 Morehead Ct.
Ann Arbor, MI 48103
734-995-0847
734-995-3810 fax
qfdi@qfdi.org
www.qfdi.org

QARA Compliance Connection, Inc.

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- ✓ Internal Auditor Training

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

2003 CERTIFICATION EXAM DATES

<u>Exam</u>	<u>Exam Date</u>	<u>Application deadline</u>
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CQT/CRE/CMI/HACCP

Biomedical

Certified Quality Manager

Six Sigma Black Belt

March 1

(Passed)

ALL EXAMS OFFERED AT AQC

Kansas City, MO

May 18

April 4

Exam Times: CQIA & ISTO 10:00 – 1:00pm CQE 10:00 am – 3:00 pm, rest are 10:00 am – 2:00 pm

CQE/CQA/CSQE/CQIA

CCT (Pilot)

June 7

April 4

CQT/CRE/CMI/HACCP

Biomedical

Certified Quality Manager

Six Sigma Black Belt

October 18

August 22

CQE/CQA/CSQE/CQIA

CCT

December 6

October 3

Honeywell

Quality Engineer

Honeywell Friction Materials, a major supplier of disc brake pads is seeking to fill the position of Quality Engineer in it's Lynn Haven, Florida facility.

Support production needs by responding to daily quality concerns, and assist in scrap reduction efforts. Ensure effective error proofing techniques are implemented. Utilize statistical techniques and design of experiments (DOE's) to minimize waste and identify sources of excessive variation. Facilitate and train others to perform measurement systems analysis, and to perform and analyze process capability studies. Quality Engineering responsibilities include evaluation of PPAP submissions from suppliers. Coordinate supplier corrective action plans. Facilitate Cost of Poor Quality charges to suppliers for non-conforming materials and related charges. Work with Applications-Engineering in developing robust products that are capable of meeting customer expectations at costs below budget. Participate in the print review and approval process. Assist in the development of effective Process Control Plans. Maintain involvement in the creation and maintenance of PFMEA's. Create and maintain Process Control Plans. Create and revise Quality Department work instructions. Contribute to effective Production work instructions. Coordinate PPAP submissions to customers. Quickly respond and coordinate customer complaints. Coordinate PPM prevention and reduction activities. Conduct internal audits to verify the organization is in compliance with QS-9000 requirements. Coordinate corrective action plans as a result of internal audits. Establish and maintain quality systems that comply with QS-9000, organizational and customer requirements.

Must have a four-year degree. Technical field preferred. **Have at least 3 years quality engineering experience in automotive manufacturing.** Knowledge of statistical methods, FMEA & PPAP are preferred

We offer a comprehensive benefits package and a competitive salary structure. Qualified candidates should submit a resume and SALARY HISTORY/REQUIREMENT to:

Honeywell
1006 Arthur Drive
Lynn Haven, Florida 32444
Fax # (850) 271-6256

For Questions about this job opening, contact Carol Justice
carol.justice@honeywell.com

Equal Opportunity Employer M/F/H/V



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

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Membership Statistics

Fellows	5
Members	623
Seniors	34
Students	17
Sustaining	3
	=====
Total	682