



# Quality Quest

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

January 2004 Volume 46 Issue 5

**ASQ Section 1508 St. Petersburg/Tampa  
JANUARY MEETING**

**Monday, January 12, 2004**

**SPEAKER: Mr. Edward T. Hobin  
Outreach Program Coordinator  
Southwest Florida Water Management District  
(SWIFTMUD)**

“Current Water Management Techniques and Issues”

- Ed Hobin has worked in the areas of water treatment operations, and water management for over 28 years.
- Ed has served as the Director of Governmental Affairs. He has also served, as it's Legislative Affairs Coordinator.
- Mr. Hobin currently serves as the Outreach Program Coordinator of the Southwest Florida Water Management District, also know as (SWIFTMUD)
- Mr. Hobin holds a Bachelors degree in Business Administration from the University of North Florida, and holds a State Class “A” Drinking water Treatment License.

See y'all at the meeting

Carl G. Wilkerson- Sr. Mfg. Quality Engineer  
ASQ Chapter 1508 Programs Chairman

# Message from Your Chair

Mark E. Puetz

## THE PROBLEM WITH TRAFFIC CIRCLES

Recently, at a lunch meeting I attended, an interesting topic came up in conversation about how business tends to be done in one part of the country versus another. The tune is not new. We all have heard it sung for many years. "The business climate here is hostile to newcomers. The rules here are so strange. There seems to be no rhyme or reason to how things are done and people tend to stumble all over themselves. People here are ruthless, cutthroat, mean. The only way to get any business done is to be part of the 'good ol' boys' network."

Surely, there is more at work here than that. Are these genuine reasons or just excuses for not recognizing and appreciating the dynamics that may really be at play in the environment in question?

Consider ...

A few years ago the City of Clearwater, Florida redesigned an intersection that allowed access to Clearwater Beach. Previously, there had been a somewhat convoluted system of two three way stoplights at the intersection. The redesign saw the introduction of a traffic circle. Several reasons were given for this choice ... traffic calming, no stoplight so traffic would keep moving, traffic circles are common around the world so our international visitors will not be intimidated, and so on. As usual, these reasons all sounded good.

What happened in reality was quite a bit different from what was supposed to happen. Traffic backed up. There were accidents as cars ran into each other. People complained. Citizens complained. Tourists complained. At one point, a Mercedes ended up in the fountain that was part of the traffic circle.

To be fair, we are not going to diagnose the challenges of this particular traffic circle here. Some of the complaints were aesthetic. Some regarded the fountain and cars being misted as they drove by. Not on point here.

But, similar to business environments, traffic circles do indeed appear all over the world. Every one of them relies on local driving customs for its success. When a traffic circle is placed in an area where many driving customs are at play, with no clear direction (as that which may have been provided by a stoplight), accidents are to be expected. Everyone approaches the traffic circle from their own frame of reference, according to the customs of their own area. When all of those different customs are brought around one traffic circle, accidents happen. Accidents did happen.

So it is with business environments, or any cultural or sub-cultural issue. We all approach business based on our own understandings of how business should be done. When we find ourselves in a mix where different types of business people are working together, accidents happen. This is not a comment on how good or bad or nice or ruthless those others may be. It is just part of the "Problem with Traffic Circles."

How to overcome it?

Recognize the dynamic. Go with the flow. Be cautious, until you learn the rules. And be sure your premiums are paid up.

Your thoughts?

Should you have ideas or concerns, please feel free to contact me at [1508asq@tampabay.rr.com](mailto:1508asq@tampabay.rr.com)

## **December's Speaker**

**Mr. Cole Vanderklok CQE, CQM, CQA**  
**Quality Systems Manager**  
**Jabil Circuit Inc. St. Petersburg Campus**

“Managing Multiple Standards at One Facility”. How was Jabil successfully able to do this? Cole Vanderklok presented ASQ chapter members, and guest some insight on how one of the top five Electronic Manufacturing Service providers in this sector, able to hold registrations to ISO 9001:2000, TL 9000 Rev. 3.0, AS 9100, BABT PS340, and ISO 14001. Cole briefed the chapter on Jabil Inc’s company structure, which includes Automotive, Telecom, Networking, Medical, Defense, Computer white goods and Commercial industry sectors. Jabil plants were explained to be largely autonomous, and are operated under a Business Unit/Workcell Structure. Each is a profit/loss center, which allows for peer-to-peer communication with the customer. Cole stated this philosophy makes the Jabil Company “nimble”.

Jabil noticed while achieving ISO 14001 registration things had changed. The standard was not describing a set of rules, but rather a set of interrelated practices. When ISO 9001:2000 was released, it became apparent there were similarities to ISO 14001 in approach, structure and practices. Cole explained that Jabil did the “rules” approach anyway, but ended up with another “system” running in parallel with the existing “system”. This doubled the workload for management as far as rules were concerned, 2 audits, 2 set of practices. Cole went on to say that Jabil realized this methodology was not one of optimal approach. Given the structure, and Diversity of the business, additional sector demands, amount of work, constraints of human resources, and money, Jabil had to make changes in approach if multiple certifications were to be held. Cole explained that Jabil took the approach that the standards were there to serve the Business, not the other way around.

Cole mentioned that Jabil’s analysis indicated their system needed improvements in some areas, and clarification in others. They found that most areas needing work were merely documenting actual practices, and ended up adding 10 new documents into their system to come into compliance with 4 new standards. Basically, Jabil was able to do a rather large amount of work, with no additional resources, in a short amount of time, according to Cole.

I can go on, and on about methods Cole shared, such as performing Gap analysis of all standards, Foundation Requirements, Regulatory/Statutory aspects familiarity, Process Mapping, Best Practices, and Quality Planning used to accomplish the Multiple Standards goal. But instead, I’ll sum it up as saying, the information Cole shared was educational, refreshing, enlightening, requested, and value added. Our chapter members and guest were thankful.

- Submitted by: Carl G. Wilkerson- ASQ Programs Chairman

**ASQ Section 1508 St. Petersburg/Tampa**  
**Next Meeting: *Monday, January 12, 2004***  
***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**

**\*\* Appetizers are provided at no cost to members by the section.**

**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>**

**If you prefer you can still e-mail your reservations, with your phone number and company name to Sophie and Heike.**

[Sgarancher @ Transitions.com](mailto:Sgarancher@Transitions.com)

[Heike @ e-imagestudios.com](mailto:Heike@e-imagestudios.com)

**or call the ASQ Reservation Hot Line at: (813) 872-1500 x 5557**

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

**Before 4:00PM, Thursday, January 8, 2004**

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 \$20.00 to our treasurer, **Glen Cavanaugh, 9212 Rustic Pines Blvd. W, Seminole, FL. 33776**

## CERTIFICATION EXAM DATES

<i>EXAM</i>	<i>EXAM DATES</i>	<i>APPLICATION DEADLINE</i>
<b>2004</b>		
<b>CQT/CRE/CMI/HACCP Biomedical Certified Quality Manager Six Sigma Black Belt</b>	March 6, 2004	January 9, 2004
<b>**ALL EXAMS OFFERED AT AQC Toronto ON, Canada</b>		
	May 16, 2004	April 2, 2004
<b>**Exam Times: CQIA 10:00 – 1:00pm CQE 10:00 am – 3:00 pm, All others are 10:00 am – 2:00 pm</b>		
<b>CQE/CQA/CSQE/CQIA/CCT</b>	June 5, 2004	April 2, 2004
<b>CQT/CRE/CMI/HACCP Biomedical Certified Quality Manager Six Sigma Black Belt</b>	October 16, 2004	August 20, 2004
<b>CQE/CQA/CSQE/CQIA CCT</b>	December 4, 2004	October 1, 2004

## **Recertification**

### **Recertification Chair: Heike Johnson**

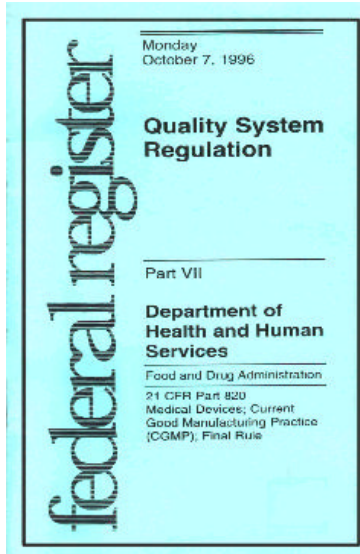
Please send all recertification packets to:  
Heike B. Johnson  
ASQ 1508 Recertification Chair  
e-image• Digital Studios, Inc.  
2106 Climbing Ivy Drive  
Tampa, FL 33618-1709

To contact Heike for questions, her e-mail address is as follows: [Heike@e-imagestudios.com](mailto:Heike@e-imagestudios.com)

# QARA Compliance Connection, Inc.

P.O. Box 448 \* Odessa, FL 33556 \* (813) 784-8457 \* [www.qaracc.com](http://www.qaracc.com)

## FDA QSR TRAINING



*An In-Depth 2-Day Seminar for:  
Executives, Managers, Engineers,  
Quality and Regulatory Professionals,  
Auditors, Documentation Specialists,  
and Compliance Specialists*

**Date: February 23<sup>rd</sup> and 24<sup>th</sup>, 2004**

**Time: 8:00 AM to 4:30 PM**

### COURSE EXPECTATIONS

Manufacturers of medical devices are mandated to implement and comply with the FDA's Quality System Regulation (QSR) codified under 21 CFR Part 820. This two-day course will provide medical professionals with an in-depth knowledge and perspective of the FDA's QSR and enable personnel to implement an FDA-compliant quality management system. The course provides an in-depth review of the QSR subparts in easy to understand language. It is ideal for those individuals responsible for complying with the regulations as well as those individuals involved in the development, implementation and maintenance of the organizations quality management system.

### Highlights

- ◆ CGMP/QSR History
- ◆ Organizational Benefits of Compliance
- ◆ Key Terms & Definitions
- ◆ Outline FDA's Quality System Inspection Technique (QSIT)
- ◆ In-Depth QSR Subpart Review
- ◆ General Auditor Questions
- ◆ Interactive discussion
- ◆ Real World Examples
- ◆ Tips for Compliance
- ◆ Participant Manual

### REGISTER NOW!

SAVE \$100 off the \$895 registration fee by registering before 12/31/03

#### CONTACT

QARA Compliance Connection, Inc.  
P.O. Box 448  
Odessa, FL 33556

Phone: 813-784-8457

Email: [info@qaracc.com](mailto:info@qaracc.com)

Website: <http://www.qaracc.com>

### SEMINAR/HOTEL INFO:

The seminar will be held at the:  
Wyndham Harbour Island Hotel  
725 South Harbour Island Blvd  
Tampa, FL 33602-5707  
Tel: (813) 229-5000 Fax: (813) 229-5322  
Web: [www.wyndhamharbourisland.com](http://www.wyndhamharbourisland.com)

**Call early for the discount rate!**

## Quality Quote

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

**Aristotle**

## Newsletter News

If you would like to submit an article to be published in the newsletter, please submit it via e-mail to Camie by the Friday following the monthly meeting. The preferred format is Microsoft Word but any other Microsoft compatible program is also acceptable.

Camie's e-mail is: [c4cwill@aol.com](mailto:c4cwill@aol.com)

## QA RA Compliance Connection, Inc.

P.O. Box 448 • Odessa, FL 33556 • (813) 784-8457 • [www.qaracc.com](http://www.qaracc.com)

You have the talent, you have the experience, but do you have the time to develop an effective training program? Don't worry, QARA Compliance Connection has the answer to your training needs!

Cost effective, easy to use quality system training modules!

### Available modules include:

- |                              |                             |
|------------------------------|-----------------------------|
| ✓ FDA QSR Overview           | ✓ ISO 9000:2000 Overview    |
| ✓ FDA QSR Executive Overview | ✓ Design Controls           |
| ✓ FDA QSR Employee Overview  | ✓ Internal Auditor Training |



Each module includes an Acrobat® formatted CD-ROM presentation, a “train-the-trainer” Instructor’s manual, a comprehension exam (i.e. training record), and a 3-per-page master handout for trainees.

Email us at [info@qaracc.com](mailto:info@qaracc.com) or visit our website at [www.qaracc.com](http://www.qaracc.com) for more information



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

**NONPROFIT ORG  
U.S. POSTAGE PAID  
PERMIT # 2292  
TAMPA, FL**

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

## Board Members

Section Chair  
**Mark Puetz**  
E-mail: 1508asq@tampabay.rr.com

Treasurer  
**Glenn Cavanaugh**  
E-mail: [Gcavanaugh@essilorusa.com](mailto:Gcavanaugh@essilorusa.com)

Secretary  
**Robert Cavanaugh**  
E-mail:  
[Robert.Cavanaugh@certegy.com](mailto:Robert.Cavanaugh@certegy.com)

Programs  
**Carl Wilkerson**  
E-mail:  
[Carl\\_G\\_Wilkerson@raytheon.com](mailto:Carl_G_Wilkerson@raytheon.com)

Newsletter  
**Camilla Williams**  
E-mail: [c4cwill@aol.com](mailto:c4cwill@aol.com)

Internet Liason  
**John Conrad**  
E-mail: [John@weiweb.com](mailto:John@weiweb.com)

Education Chair  
**Alain Gaumier**  
E-mail: [Algaumier@aol.com](mailto:Algaumier@aol.com)

Arrangements Chairs  
**Sophie Garancher**  
E-mail: [SGarancher@Transitions.com](mailto:SGarancher@Transitions.com)

Recertification/Arrangements  
**Heike B. Johnson**  
E-mail: [Heike@e-imagestudios.com](mailto:Heike@e-imagestudios.com)

Examining Chair  
**Debbie Holt**  
E-mail: [holdt@baxter.com](mailto:holdt@baxter.com)

SMP Chair  
**Ed Pagnott**  
[Epagnott@aaronmed.com](mailto:Epagnott@aaronmed.com)

Placement Chair  
**Guerry Thode**  
E-mail: [Thode@gte.net](mailto:Thode@gte.net)

Audit Chair  
**Mark Anderson**  
E-mail: [Manderson@gaf.com](mailto:Manderson@gaf.com)

Publicity Chair  
**Jim Triller**  
E-mail: [Jimtriller@earthlink.net](mailto:Jimtriller@earthlink.net)

<b>Membership Statistics</b>	
Members	570
Fellows	3
Seniors	31
Students	17
Sustaining	1
	=====
Total	622