



# Quality Quest

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

March 2004 Volume 46 Issue 7

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

**MARCH MEETING**

**Monday, March 8, 2004**

**SPEAKER: Mr. Andy Willums, PMP**

**Manager, Software Process Improvement  
Certegy Check Services, Technology**

**“ Software Process Improvement”**

- Mr. Willum has over 12 years experience in the Software Project Management and Process Improvement industry.
- Andy is certified by the Project Management Institute as a Project Management Professional (PMP).
- Andy served as the CMMI Program Manager for TYBRIN Corporation, and led the Project Office and Process Improvement efforts at Thomson Multimedia.
- Mr. Willum received his MA in Management from Bellevue University, and his MS in Computer and information Science from Troy State University.

Outline of Mr. Willums “ presentation:

1. Introduction of Certegy.
2. Introduction of the Software Process Improvement (SPI) Group.
3. What is Software CMM?
4. State of the Software Industry.
5. Benefits of Process Improvement.
6. Experiences of Check Technology.
7. Next steps of our journey.

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

## AN UPDATE ON YOUR SECTION

I thought I would take my space here and share with you some of the things on which your Board has been working over the last few months. Much of what these folks do rarely gets noticed outside the board meetings themselves, until something goes wrong that is. Hey, wait a minute, isn't it like that almost everywhere?

Those of you who have followed the doings of your Board for a while will remember that we have spent a significant amount of time during the last couple of years haggling over a vision for our section, as well as suitable goals to support that vision. We believe we finally have something:

### **Our vision is to be "quality central" in the Tampa Bay Area.**

We will be the primary resource for quality information, training, and networking in our community.  
Any organization that is undergoing a quality journey should think of us to assist them with that journey.

We have expressed our goals in three separate areas, in terms of our External, Stakeholders, Member Service, and our own Management and Operations. Here is where we stand on some of those ...

#### EXTERNAL STAKEHOLDERS

We just recently finished working with the St. Petersburg College in developing a new series of programs in "Lean/Six Sigma." Students will have the option of seeking a certificate, associate's degree, or even a bachelor's degree in this area, at a significantly lower cost than most privately provided programs. The program was developed using ASQ's Six Sigma body of knowledge, reviews of other programs of this sort around the country, and the direct input of some of our area's leading firms sharing what they need in their own plants and services and what they look for in hiring and promotions.

Our Education Chair, Alain Gaumier, has recently taken on a new project on behalf of the section. He will be working with PARC (Pinellas Association of Retarded Citizens) to move them into ISO. Among other things, PARC has a program where they manufacture components for Bic pens. As the world moves more and more into ISO, apparently Bic has decided to make that journey as well, and PARC must follow suit. One of our members, Mick Howk, with BSI Inc., an ISO registrar, referred us to Bic as a resource for them. Alain is looking for section members who can assist us in our pro bono "consulting" with PARC.

#### MEMBER SERVICES

We recognize that we have members with different interests, different member groups, if you will: Professionals, Job Seekers, Consultants, Students, and Retired Professionals. We believe we have a strong program for Professionals in our regular meetings, certification programs offered nationally, and various education and training opportunities. Our Placement Chair, Guerry Thode, has been working hard to make connections for our job seekers. He is always asking for resumes from those looking for work and postings from those looking to hire. Much of our effort over the last few months has been on how we can optimize our website to serve our members better. You may have noticed a new look a few months ago, the look we have now. We have added a page allowing member consultants and such to post their contact information. We hope to do more in those areas in the coming months.

#### MANAGEMENT AND OPERATIONS

Now that we have a vision and mission, and some goals in place, we decided it was time to start formalizing that a bit better. We began that process by reviewing our bylaws. The last time that had been done was 1993, so we are probably a bit overdue. Many of the changes we will be submitting for your review lie around updating some of our processes to match current technology. For example, at present, certain decisions must be made and documented via US Post, a long and costly process ... especially when we can probably do the same thing via e-mail or web-based polling. But, our existing bylaws are quite explicit in the methods we must use. We will be recommending that be changed. We will also be recommending some changes to committee structures and responsibilities. These are mostly to be more in line with what we actually do, versus what was written on paper ten years ago. And, naturally, we hope our recommendations will also include a degree of flexibility that will allow us to function under them effectively for at least another decade or more.

We are also beginning to be more demanding about our own policies, about the section's policies. Many decisions tended to be made in board meetings and recorded in minutes ... only to be forgotten. Imagine the challenges we have faced as we attempted to wrestle the same issue over and over and over again. "Hey, haven't we already solved this problem?" Our attempt to address this has begun with developing a policy and procedure structure for the section. One might be tempted to scold us, being the American Society for QUALITY after all, for not having done such a thing already, but keep in mind ... Those who know how to do it, do not always do it that way. Haven't you ever encountered that? At any rate, we are on our way.

As always, we are constantly searching for new volunteers in our efforts. If anything I have mentioned above has caught your attention, or if you have other ideas about how we can improve and strengthen our section, please let any board member know ... or write to me directly. We want, even NEED, your input.

Your thoughts?

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

**January's Speaker**  
**Mr. Edward T. Hobin**  
**Outreach Program Coordinator**  
**Southwest Florida Water Management District**  
**(SWIFTMUD)**

“Current Water Management Techniques and Issues”. Ed Hobin presented ASQ chapter members, and guest some additional insight on the five WMD's (Water Management Districts) within the great state of Florida. These districts consist all of 16 Counties,> 10,000 sq. mi /4 mil people. He informed the group on all WMD activities which includes Research, Data collection, Technical Planning, Regulation, Education, Restoration, Land Acquisition, Land Management, Water Resource Development, and Structure Operations.

Ed explained the four major areas of the WMD's responsibilities which includes, ensuring adequate **water resources** for all reasonable-beneficial uses, while protecting and maintaining the water. Ensuring that areas subject to **flooding** are either not developed, or developed in such a way as to maintain their storage and conveyance features. Protection and enhancement of **water quality** both surface, and groundwater. And most of all, the protection, and restoration of **natural systems**.

Some of the Regulatory programs such as water and environmental resource use permitting, well construction, and water shortage management programs were discussed. Ed stated that the majority of water usage in our (Tampa Bay) district comes from groundwater, and that in certain areas too much groundwater has been withdrawn and impacts to natural resources-lakes, wetlands, rivers and contamination of the aquifer are now occurring as a result. Ed shared some current and future demand information with us, for example; currently including agriculture, public supply, commercial/industrial power and recreation, we now consume 1,306.6 mgd (million gallons a day). By the year 2020 our district will require 1,662.4 mgd, which is an additional 355.8 mgd to sustain ourselves. With that, Ed informed us of future options such as increase use of Reclaimed Water, construction of Larger Reservoirs, Reverse Osmosis, Aquifer Storage and Recovery, and good old Water Conservation Plans.

The chapter would like to thank Ed Hobin again for informing us on some aspects of SWFWMD. Now, I'm feeling a little thirsty.

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

## **February's Speaker**

### **Ms. Debbie Holt Quality Assessment Manager, CQA Baxter**

“The Foundation of Medical Device Regulations” It was refreshing to be enlighten by one of ASQ local chapter 1508 own, long standing member, Ms Debbie Holt. Debbie held us captive as she presented our chapter members, and guest, some Quality Systems Requirement details of 21 CFR- Part 820.

Debbie began with defining who in a managements organization really has executive responsibility to establish and make changes to a manufactures quality policy and quality system. She spoke of Quality Planning and results (Scorecards), and presented an example of how separating the quality reporting structure and folding it into top management would look. Areas of the management review, and management responsibility were also covered. Debbie quickly mentioned that reviews could be annual, but monthly or quarterly were more defendable to show monitoring of trends.

Segments of 820 including the Quality Audit, Personnel, Design Controls (Inputs, Outputs, Design Review, Verification, Validation, Transfer, Design Changes and Design History File), and Purchasing Controls were discussed in detail. When covering the Inspection, Measuring and Test Equipment segments of 820, Debbie explained that calibration processes must also be documented, as well as methods for calibrating equipment. These and all records must be traceable back to the requirements of the manufacture.

Receiving, In-Process Acceptance, Nonconforming Material, levels of Corrective and Preventive Action, and the critical issue of Device Labeling was shared with us all.

To summarize it all, Debbie gave us QSR's Top Ten which includes:

1. Write procedures!
2. Follow written procedures!
3. Document work!
4. Validate work!
5. Design and build proper facilities and equipment!
6. Maintain facilities and equipment!
7. Be competent (as a result of education, training and experience)!
8. Be clean!
9. Control quality processes!
10. Audit for compliance!

Thanks once again Debbie from all of us. Really, it didn't seem like 60 slides at all.

Submitted by: Carl G. Wilkerson-ASQ Programs Chairman

**ASQ Section 1508 St. Petersburg/Tampa**  
**Next Meeting: *Monday, March 8, 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, March 4, 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	passed
<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)

## Quality Quote

**“To achieve improvement at a revolutionary pace requires that improvement be made mandatory—that is become a part of the regular job, written into the job description.”**

**Juran**

## Newsletter News

We did not publish and mail out a hardcopy of the newsletter for February due to a late speaker cancellation, no prior information was available on who the speaker would be in enough time for print. The meeting information was made available on the website. The board decided at the January meeting that many people use the paper copy as a reminder and in the future, even if no speaker information is available, a hard copy newsletter will be sent out.

If you have an article you want published, please send it to Camie by the deadline, Friday following the regularly scheduled meeting.

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

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### Membership Statistics

Members	580
Fellows	3
Seniors	32
Students	16
Sustaining	1
	=====
Total	632