



# Quality Quest

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

April 2004 Volume 46 Issue 8

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

**APRIL MEETING  
Monday, April 12, 2004**

**SPEAKER: MR. STEVE PEARSON  
PRESIDENT  
INTERNATIONAL MANAGEMENT SYSTEMS, INC.**

**"BENEFITS OF PROCESS AUDITING"**

Mr. Steve Pearson is President of International Management System, An RAB accredited registrar. Steve has over 30 years of hands-on experience in Manufacturing, Management, Auditing, Supplier Quality Assurance, and Quality Management Systems Development. Steve has been an RAB Certified Quality Systems Lead Auditor since 1992, an AIAG recognized QS-9000 Assessor since 1994, and teaches AS-9000 and AS-9100 auditing techniques. Mr. Pearson has taught the refresher course for aspiring Certified Quality Auditors, and is a Certified Tutor for the Supplier Quality Systems RAB approved 36-hour ISO 9000 Registered Lead Auditor Training course.

Steve is recognized by IATCA and RAB as a "Competent Person" qualified to review the performance of aspiring quality systems auditors for certification purposes. He has been a member of the board of Examiners for the Florida Sterling Award for Quality, and was manuscript reviewer for the ASQ book "*The Quality Audit Handbook*"

Steve has a B.S in Industrial Technology from the University of Massachusetts Lowell, studied in the MBA program at Worcester Polytechnic Institute, and has a Master of Science degree in Management from National-Louis University

See you at the meeting

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

ASQ Section 1508 St. Petersburg/Tampa  
Next Meeting: *Monday, April 12, 2004*  
*Tutto Favoloso Restaurant*  
*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 \*\*  
6:00-6:30pm - Pre-Dinner Topic  
6:30-7:30pm - Dinner  
7:30-8:30pm - 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 too 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>**

Reservations should be made by 4:00PM, Thursday, April 8, 2004

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

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

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

The Reservation hotline phone number is being discontinued. If you do not have access to e-mail, you may phone Sophie with your reservation: (727) 545-0400 X2211

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

### March Speaker

**Mr. Andy Willums, PMP**  
**Manager, Software Process Improvement**  
**Certegy Check Services, Technology**

Did you know that Certegy provides credit and debit processing, check risk management, check cashing services, merchant processing, and e-banking services to over 6,000 financial institutions, 117,000 retailers and 100 million consumers worldwide? Did you know that Certegy processed 835 million card transactions representing \$45 billion in transaction volume (or \$85,000 per minute). Neither did the majority of ASQ Chapter 1508 members, and guest who attended the March ASQ dinner meeting, until Mr. Andy Willums of Certegy introduced those and other interesting facts.

Andy's main focus steered ASQ members, and guest towards Software Quality Process Improvement goals and issues, and provided some definition to those processes. By using the "Cost to Find and Fix a Defect" matrix, Andy showed how Quality Assurance activities really pay off with-in a process. From there, he explained Defect Cost, and QA Trade Offs when compare to "% of errors detected vs. % of QA effort". Andy stated " the existence of a QA function was no guarantee that quality will always exist".

Mr. Willums provided some detail on SPI group duties, and what a typical SPI group organization chart should look like. He explained the CMM (Capability Maturity Model) was a conceptual framework based on state-of-the-art software engineering practices that help software organizations characterize the maturity of their processes, establish goals for process improvement, set priorities for immediate action and to envision a culture of software engineering excellence. The Levels, Focus, and Key Process Areas of CMM were also covered.

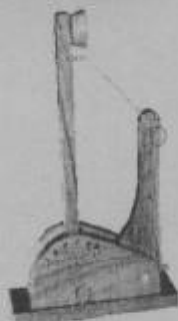
Andy gave the audience a brief "current state" of the software industry, benefits of Process Improvement, some interesting experiences in Check Technology, and next steps into the journey. Andy shared some SPI results from Motorola, and Boeing, in addition to providing the group with Quality vs. Maturity trend information.

Members, and guest of ASQ section 1508 were truly enlighten by the efforts and resources shared by Mr. Andy Willums. We truly thank him.

Submitted by: Carl G. Wilkerson  
ASQ Programs Chairman

## CERTIFICATION EXAM DATES

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



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### Quality Quote

**Two approaches to improvement to avoid:  
systems without passion and passion without systems.**

### Newsletter News

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)

### 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)

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## Section Leadership Roles

**Section Leadership committee roles available for re-election to serve the 2004/2005 year include:**

**Section Chair**—President & CEO of Local chapter, facilitates and runs monthly meeting, provides Status updates at monthly meetings, community interface for section, delegates actions, fills volunteer positions.

**Treasurer**—Provides monthly and annual financial reports, pays bills, develops budget

**Secretary**—Records meeting minutes and delivers to board members

**Appointed positions include:**

**Programs Chair**—Arranges monthly meeting speaker, arranges facility tours, introduces speaker at monthly meeting, provides gifts for speakers, provides summary speaker information for input to the newsletter

**Newsletter**—Edits and publishes newsletter monthly (Microsoft Publisher), corresponds with publisher and mail distribution services, coordinates ad and payment arrangements with individuals advertising in newsletter, downloads section total membership information for distributing newsletter

**Internet Liason**—maintains section website

**Education Chair**—creates education plan, provides results of tests for the local section, determines certification course needs

**Arrangements Chair**—arranges location and contract for monthly meetings, corresponds with meeting location on facility needs for monthly meeting, provides door prizes

**Recertification Chair**—verifies paperwork for local recertification applicants for local chapter

**Examining Chair**—provides proctors for exams offered and arranges location for administering the exams

**SMP Chair**—coordinates section meeting plan and ensures local section is compliant to ASQ required formats

**Placement Chair**—coordinates job postings for local chapter membership, including posting resumes for Quality related jobs on the website, provides links for Quality related job openings to Internet liaison for posting on the website.

**Audit Chair**—audits financials of the section and reports to National ASQ yearly

**Publicity Chair**—provides press release regarding the local section activities

**Membership Chair**—provides new members with information regarding the sections activities

**If you are interested in any of the above positions either as the primary or as a back-up, please e-mail one of the board members listed on the back of the newsletter.**

American Society for Quality



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

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## Board Members

Section Chair

**Mark Puetz**

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Treasurer

**Glenn Cavanaugh**

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Secretary

**Robert Cavanaugh**

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Robert.Cavanaugh@certegy.com

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**Carl Wilkerson**

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**John Conrad**

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Arrangements Chairs

**Sophie Garancher**

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**Heike B. Johnson**

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Examining Chair

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SMP Chair

**Ed Pagnott**

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Placement Chair

**Guerry Thode**

E-mail: Thode@gte.net

Audit Chair

**Mark Anderson**

E-mail: Manderson@gaf.com

Publicity Chair

**Jim Triller**

E-mail: Jimtriller@earthlink.net

Membership Chair

**Paul Racine**

E-mail: Paul\_D\_Racine@raytheon.com

### Membership Statistics

Members	586
Fellows	3
Seniors	32
Students	16
Sustaining	1
<b>Total</b>	<b>638</b>