

# Quality Quest

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

February 2005 Volume 47 Issue 6

ASQ Section 1508 St. Petersburg/Tampa

**DINNER MEETING Wednesday, February 16, 2005**

Speaker : Mr. Luke Sauer

Continuous Improvement Coordinator

Linvatec, Largo, FL

APPLYING LEAN PRINCIPLES TO A CALIBRATION LAB

Join us at the February meeting on WEDNESDAY, February 16, to meet Mr. Luke Sauer. Mr. Sauer will describe the continuous improvement journey at Linvatec's Largo headquarters. Linvatec is an industry leader in surgical instrumentation for orthopedic, arthroscopic, and endoscopic surgery.

In particular, Mr. Sauer will show the Section how Lean principles were recently used to improve the flow of a key calibration lab, even though we might usually consider Lean a set of production line tools. By improving the flow and creating an effective, high speed work cell, Mr. Sauer and his team were able to achieve:

- ZERO late calibrations,
- turnaround time less than 24 hours
- improved compliance
- improved responsiveness to operations
- lower cost

Linvatec launched its continuous improvement effort in 1991, but it didn't get total traction until 1997, when the company adopted ideas from the Toyota Production System. We'll learn how Kaizen, 5S, value stream mapping, level loading, elimination of non-value-added activities, and other actions helped the lab team accomplish their project in very little time and with great results. We will also see how this project is typical of the 80-100 Kaizen events Linvatec accomplishes each year.

Biography: Mr. Luke Sauer has an extensive background in manufacturing and productivity improvement. Early in his career, he was employed for seven years with Milliken & Company. As Plant Superintendent for the Red Spring, NC plant he oversaw 400 employees producing one million yards of cloth per week. For the past 20 years, Mr. Sauer held a variety of positions at Linvatec's Largo headquarters. He served as Plant Superintendent, Focused Factory Manager, and Director of Operations. Now, Mr. Sauer is Linvatec's Continuous Improvement Coordinator. He has been a member of the American Society of Manufacturing Engineers (SME) since 1985, and holds a degree in Business Administration from Mars Hill College, NC.

Looking forward to seeing you at the meeting — Steve Babb, Programs Chairman

## A MESSAGE FROM YOUR CHAIR

“To make a great dream come true  
you must first have a great dream”- Hans Selye

At our January 10 meeting we enjoyed a presentation by Bob Madeiros on the Florida Sterling Council and the Baldrige Quality System. The presentation included some history of the Baldrige Criteria as well as the purpose and implementation of both systems.

We also had a pre-dinner presentation by Micro Mo on their amazingly small and precise products. This allowed us to award .6 RU points for the meeting.

Alain Gaumier, our education chair, is working to establish a series of workshops that will help people prepare for ASQ certification exams. The first workshop for the ASQ Certified Quality Auditor exam will be held on Saturday March 19, 2005. The location is TBD at this time. Please note that a \$50 check is required for registering, and will be cashed by ASQ 1508 only in case of no show. The check will be given back to the participant at the end of the workshop. Reception of the \$50 check is the sole formality to register. (indicate name, address, phone number on the check or attached). The check to the order of ASQ 1508 is to be sent to:

Alain Gaumier  
Education Chair  
306 Blue Jacket Lane  
Orlando, FL 32825  
[Algaumier@aol.com](mailto:Algaumier@aol.com)

E-Mail Alan for a workshop outline.

We maxed out our meeting attendance with 60 attendees at our January meeting including 7 first time attendees. We are scheduling pre-dinner speakers in the coming months. If anyone would like to make a 15 to 20 minute pre-dinner presentation on their company or a favorite topic, please contact our program chair Steve Babb ([qdemand@tampabay.rr.com](mailto:qdemand@tampabay.rr.com)). We provide a free dinner for both pre-dinner and main speakers.

Our Programs chair has scheduled a plant tour at Micro-Mo on February 22. We will meet at Micro Mo between 4:30 and 5:00 PM. Contact information and a map will be provided prior to the tour.

We are still looking for volunteers, new ideas, possible speakers – etc. We would especially like to fill our open Internet Liaison Chair position.

Please note that the next meeting is **Wednesday February 16**. We changed from our usual Monday next month to avoid Valentine's day February 14.

**Thanks again to all of our board members. I look forward to seeing all of you on February 16 and at all of this year's meetings.**

Our successes are due to the great team effort!

**On-line Reservations:** <http://weiquality.com/1508res>

**Reservations should be made by 4:00PM, Monday, Feb 14 th.**

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)

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 Tuesday 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.

Dinner reservations are \$20.00 or \$25.00 at the door 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**

## ***Enzo's Restauarant***

***1469 South Belcher Rd.***

***Clearwater, FL.***

**Directions to Enzo's:**

**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 in the strip plaza before Nursery Road traffic light.

(if you pass Nursery Road or Bellaire Road you went too far).

**From St. Pete.**, take US19 North to 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.

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

# January Speaker Summary

## Bob Madeiros

Quality Assurance Process Manager/ Six Sigma Black Belt

Honeywell Defense and Space Electronic Systems, Clearwater, FL

### THE FLORIDA STERLING COUNCIL

It all started in 1987.... To improve American quality and productivity, the U.S. Congress enacted Public Law 100-107, a.k.a. the Malcolm Baldrige Award. Maybe that's not too exciting by itself, but in the years following many companies have achieved some really stunning results.

These days thousands of companies, educational systems, government entities, and others are using the Malcolm Baldrige criteria as best practices for organizational excellence. Consider Boeing, which increased sales 30% while delivering 100% on-time. The North Beach Elementary School in Miami achieved 99% customer satisfaction (probably a tough bunch to please, wouldn't you think?). Our Section had the distinct pleasure of learning more about Florida's official adoption of the Malcolm Baldrige process from Mr. Bob Madeiros. Bob is a Lead Examiner in The Florida Sterling Council and a member of the Examination Committee.

Established in 1992, the Florida Sterling Council is a not-for-profit corporation supported by the Executive Office of the Governor. The Council is led by the Executive Committee which oversees the Governor's Sterling Award for Performance Excellence and all Sterling process activities, including the annual Sterling Conference. Since 1992, 42 organizations have received the Governor's Sterling Award (GSA) for significant improvement and achievement of performance excellence.

The Sterling Management System requires development of an Organizational Profile and implementation of seven areas of excellence criteria:

Leadership

Strategic Planning

Customer and Market Focus

Measurement, Analysis, and Knowledge Management

Human Resource Focus

Process Management

Organizational Results

How might you get started using Florida Sterling Council's process to your advantage? Check out the website [www.floridasterling.com](http://www.floridasterling.com). In the Performance Improvement tab, learn about the Sterling Navigator. This tool will give you an initial assessment based on an employee survey. Also, leaders may avail themselves to some free feedback about your company's Organizational Profile. Next, you may proceed to the Sterling Challenge and fully develop your organization's potential in all seven areas of excellence. From that, your organization might eventually proceed to the great honor of the Governor's Sterling Award.

This year, the Sterling Conference will be in Orlando May 31-June 3. In the meantime, you may want to attend a Sterling Regional Training Session or a Regional Showcase to see process improvement in action. You may even want to invite one of the Sterling Council Board members to speak to your leadership team.

Bob Madeiros is a Quality Assurance Process Manager and certified Six Sigma Black Belt from Honeywell Defense and Space Electronic Systems in Clearwater. Bob holds a Bachelors of Science degree in Mechanical Engineering from Hofstra University, and a Masters in Engineering Management from the University of South Florida.

Bob, thanks for giving the Section such an interesting and helpful overview.

Submitted by Steve Babb – ASQ Programs Chairman

### January's Pre-Dinner Presentation

Mr. Greg Baker, Quality Director, MicroMo Electronics, Inc.

This month we were treated to an introduction to MicroMo Electronics, Inc., by Mr. Greg Baker. MicroMo Electronics, Inc. is a member of the Faulhaber Group, a global group which provides miniature drive systems and solutions. The Clearwater facility is both a production and R&D center for assemblies of motors, gear heads, position encoders and controllers. Greg oversees these operations as Quality Director.

MicroMo has the capability to produce some truly tiny, precision motor assemblies from components produced in Germany, Switzerland, and elsewhere. The smallest motor assembly available is only 1.9 mm in diameter, making it the smallest motor of its kind in the world. MicroMo achieves a high level of automation and commitment to quality to serve its customers, many of them in stringent medical devices industry.

### Would you like to see MicroMo Electronics' facility first-hand?

MicroMo will host a tour by members of our Section on February 22 at 5 pm. The facility is located near the St. Petersburg-Clearwater Airport, at 14881 Evergreen Avenue, Clearwater, FL 33762. If you would like to attend, please help us get ready by contacting either Greg Baker ([greg.baker@micromo.com](mailto:greg.baker@micromo.com)) or Steve Babb ([sbabb@qdemand.com](mailto:sbabb@qdemand.com)).

Directions: Take Ulmerton Rd to Old Roosevelt Ave (this is an intersection between US-19 and I-275 with Bob Evans and Chick-Fill-A restaurants). Take Old Roosevelt Ave north, followed by immediate left and right turns onto Evergreen Ave. MicroMo is on the end of Evergreen Ave, on the right side, which is just east of the St. Pete/Clearwater airport. At the next ASQ meeting a map will be available, or request one by e-mail to Greg Baker or Steve Babb.



## ISO 9001 Risk Management and Sarbanes-Oxley

**Be Your CEO's Hero!**

**Use ISO 9001 to Reduce the Risk from Sarbanes-Oxley**

### **#1 rated workshop on Risk Management/ Sarbanes-Oxley in the U.S.**

*Sponsored by the International Conference on ISO 9000*

**One-day workshop by Sandford Liebesman & the SOX\_Q/E Team**

**Location:** Hilton in the Walt Disney World Resort, Lake Buena Vista, FL

**Date:** March 3, 2005; 8 AM – 5 PM

The problems at Enron, WorldCom and other organizations led to the passage of the new Law, the Sarbanes-Oxley Law (SOX). The CEO and CFO of public companies must certify each financial statement. Failure may mean civil suits or even jail time. The workshop will explain the parts of the Sarbanes-Oxley Law that can be supported by effective QMS and EMS systems. We will show how requirements of ISO 9001:2000 and ISO 14001:1996 support the system of internal controls and how the ISO 9000 QMS and EMS audits can be combined with internal financial audits to reduce the risks to an organization.

**Who Should Attend:** Quality Managers, General Managers, Senior Executive Staff, Internal and External Quality Auditors, Corporate Audit Executives and Financial Managers.

**Fee:** This workshop is sponsored by the International Conference on ISO 9000, and will be held immediately following the Conference. However, you do not have to register to for the Conference in order to attend this workshop. Workshop registration fee is \$425 for conferees and \$445 for non-conferees. The fee includes course materials.

**To register call 1-866-500-3383 toll free**

**AMERICAN QUALITY INSTITUTE, Four Camden Drive, Pittsburgh, PA 15215 USA**

**Tel: 1-412-782-3383, Fax: 1-412-782-3384, E-mail: [iso9000institute@aol.com](mailto:iso9000institute@aol.com), [www.iso9000conference.com](http://www.iso9000conference.com)**

## Welcome New ASQ Members

R. J. Adams	Ivan Mateo
Richard Auringer	Robert McDonald
Richard J. Clare	Karen Nathan
Randall W. Hein	Mike L. Nolte
David A. Hoffnagle	Jerry Sanchez
Karen L. Marsh	Maureen C. Smith

### CERTIFICATION EXAM DATES 2005

<i>EXAM</i>	<i>EXAM DATES</i>	<i>APPLICATION DEADLINE</i>
CQE/CQA/CQIA/SSBB Location: 17th. Annual Quality Management Conference (Orlando)	February 25, 2005	Passed
CHA, CMI, CQM, CQA-Biomedical, CQT, CRE, SSBB	March 5, 2005	January 7, 2005
CQE, CCT, CQA, CQIA, SSBB	June 4, 2005	April 1, 2005
CHA, CMI, CQM, CQA-Biomedical, CQT, CRE, SSBB	October 22, 2005	August 19, 2005

### **Recertification Chair: Heike Johnson—Send 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



# 2005 INTERNATIONAL CONFERENCE

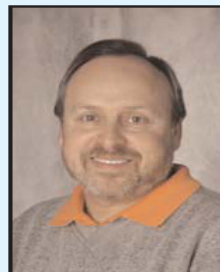
# ON ISO 9000

**THE LARGEST AND MOST  
COMPREHENSIVE CONFERENCE ON  
ISO 9000 & RELATED STANDARDS**

### **3-DAY CONFERENCE**

**February 28–March 2, 2005**

Hilton Hotel in the  
*Walt Disney World®* Resort  
Lake Buena Vista, Florida



*Keynote Speaker  
Greg Tindall  
Harley-Davidson*

- Lean Enterprise
- Six Sigma
- Lean Six Sigma
- Sarbanes-Oxley
- Multi-Standard Integration
- Multi-site Implementation
- Value Stream Mapping
- ISO/TS 16949
- AS9100/OASIS
- ISO 14001
- ISO 13485
- ISO/TS 29001
- OHSAS 18001
- IWA-1
- 5S

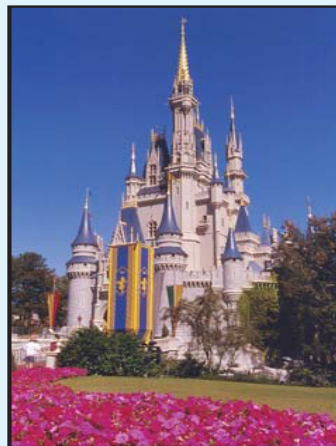
### ● **FREE WORKSHOP ON QUANTUM AUDITS**

### ● **ISO 9000 GOLF TOURNAMENT**

Sunday February 27, 2005

### ● **EARLY BIRD REGISTRATION GIFTS**

- MP3 Player/USB Drive/Voice Recorder
- Golf Greens Fee
- HP PhotoSmart Digital Camera
- Palm Zire
- Park Tickets



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E-mail: [iso9000institute@aol.com](mailto:iso9000institute@aol.com)

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### Membership Statistics

Members	542
Fellows	3
Seniors	41
Students	14
Sustaining	3
	=====
Total	603