



Quality Quest

www.time2meet.com/asq1508/index.shtml

January 2006 Volume 47 Issue 5

ASQ Section 1508 St. Petersburg/Tampa

JANUARY MEETING
Monday, January 9, 2006

Speaker: Bruce Edgar, Account Manager, Sparta Systems

Achieving Compliance and Efficiencies Using a Holistic Approach to a Quality Management System

Corrective Action and Preventive Action (CAPA) management is the focal point of an effective quality management system. FDA, ISO, EMEA, and other regulatory bodies expect robust systems for management of CAPAs using a systematic approach.

Deviations and other events require a controlled system to process, track, and report events in accordance with cGxPs and regulatory requirements. In addition these systems must provide a mechanism to manage and track investigations leading to structured Root Cause Analysis and Corrective and Preventive Actions (CAPA).

A key challenge for companies has been ensuring that event records of any type are correctly documented and accounted for. Additionally, organizations struggle to implement consistency around their deviation management processes, leaving room for error, and increasing risk of non-compliance. An integrated solution addresses these challenges, and enables your organization to manage all event records in a single repository as part of your organization's global Quality Management System (QMS). Users' access records via the company's intranet or via the internet, completely eliminating paper based forms. Issues can be initiated from anywhere throughout the company from the time the event has occurred and routed to appropriate departments to determine next actions.

Bruce Edgar is an Account Manager with Sparta Systems, Inc., the makers of TrackWise. Bruce first became involved in manufacturing in 1975 as an Engineering Project Aide for RCA's Space Systems Group on the development team for the Lunar Rover. Prior to Sparta Systems, Inc. he held positions of Vice-President Business Development, Executive Account Manager, and National Account Manager for several mid-size ERP and Business Intelligence vendors. He is a native of Boston and lived in San Diego, Charlotte and currently Palm Harbor.

Pre-Dinner Speaker: Alain Gaumier, Education Chair

Our very own Section's Alain Gaumier recently attended a national workshop in Milwaukee, at ASQ headquarters. The workshop was designed to help conceptualize a more vital and powerful ASQ of the future based on Section inputs. Alain will be relating the results of this very interesting and high-energy workshop.

Submitted by Steve Babb, Programs Chair

A MESSAGE FROM YOUR CHAIR

“Before me peaceful, Behind me peaceful,
Under me peaceful, Over me peaceful
Around me peaceful”

- Navajo Blessing

As we approach the beginning of a new calendar year in the middle of our 2005-2006 ASQ year, it is a good time to both reflect on past events and plan for the future. In looking back, the one thing that shines most brightly is the terrific group of people who collectively run our section. The dedication of our Section 1508 board is a constant source of inspiration to me. We are all volunteers who are dedicated to making our section the best in ASQ and I would request at this time that all members recognize and appreciate this fact when dealing with board members.

Looking forward, we are always seeking new board members. If you regularly attend meetings you must have some ideas on how to improve the section. Why not join our governing board and allow us all to benefit from your new thoughts and ideas. We are putting a new set of position descriptions on the web site under Governance, why not peruse the list and pick a position that interests you. The board meets each month at 4:30 prior to the regular meeting. No reservation for the Board meeting is required.

We regularly have between 5% and 10% of our section 1508 members attend the monthly meeting and would like to meet some of our members who haven't attended meetings. We try to provide a variety of meeting subjects and if you have a suggestion for a speaker or would like to assist with the meeting programs, contact Steve Babb our programs chair.

In closing this month and year, I would repeat my Navajo quote of the month above and express my hope for a peaceful world in 2006.

Ed Pagnott
Section 1508 Chair for 2005 / 2006

ASQ Section 1508 St. Petersburg/Tampa
Next Meeting: *Monday, January 9, 2006*
Hilton Tampa Airport Westshore
2225 North Lois Ave
Tampa, 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

Dinner Menu: Caesar Salad
Cilantro Seared Grouper
Key Lime Pie

7:30pm-8:30 – Speaker

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

Directions :

.FROM 275 NORTH TAKE EXIT 40B/LOIS AVE. WHEN EXITING TURN LEFT ONTO LOIS AVE. HILTON IS LOCATED 1/2 MILE ON RIGHT.

FROM TPA - FOLLOW AIRPORT EXIT TO SPRUCE STREET TO THE THIRD LIGHT- LOIS AVENUE. TURN RIGHT AND THE HOTEL IS ON THE LEFT.



Notice: Our website location has changed.

On-line Reservations: www.time2meet.com/asq1508/index.shtml

Reservations should be made by 4:00PM, Thursday, January 5, 2006

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

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

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

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

Job Opportunity

QUALITY TECHNICIAN

Manufacturer of medical device products seeks Quality Technician experienced with documentation control, corrective action, audits, inspection methods and equipment, drawing interpretation, inspection equipment calibration, MRB and nonconforming product disposition. Ideal candidate should be familiar with FDA QSR and cGMP's.

Contact: Jon London @ 813-889-9250, e-mail: jlondon@promedica-usa.com.

December's Speaker Summary

Mr. Robin Lawton

President, International Management Technologies, Inc. (IMT), www.imtC3.com
941-907-0666

"The 12 Voices of the Customer"

The Section was awash with powerful insight into the differences in how we measure our businesses and what customers really want, as Rob Lawton presented at December's meeting. In the spirit of the Twelve Days of Christmas, Rob shared with us "The 12 Voices of the Customer". His presentation was engaging and valuable for any member of the Section with a need to really understand their customers. Hey- wait a minute- isn't that all of us?

Whether we realize it or not, all of the quality improvement techniques we most frequently use today (Six Sigma, Lean, Theory of Constraints, Malcolm Baldrige, etc.) are process-focused. We tend to measure and improve our **process** efficiencies, but is that really most valuable to our customer? As Rob puts it, our unsupported beliefs or **vital lies** cause selective deafness to our customers

Consider that our customers care most about both the positive and negative **outcomes** of our process and products. Secondly, they care about **products** including those sometimes we misname "services". We frequently cannot define and measure outcomes and products the same way that the customer sees them if we stick to the usual quality improvement methodologies.

Also, who is the customer? Actually, there are typically three customers to consider and each have unique needs: end-users, brokers, and fixers. Each of them cares about four things: positive outcomes, negative outcomes, products, and last of all processes. Are you hearing a chorus of 12 voices in your head now? Well, you should listen to all of them! You can bet they all care the least about process efficiency even though that is how we are driven internally.

Rob explained many tips and insights into meeting the true needs of customers that cannot be summarized here. You might want to attend one of his seminars or avail yourself to one of his books to get the whole picture. Please see the link to International Management Technologies, Inc at the top of this page.

Rob, on behalf of the Section, thank you very much for sharing your invaluable insights into the meaning of customer centered culture. We truly enjoyed your outstanding presentation.

Robin Lawton, President of International Management Technologies, Inc. (IMT), is a best-selling author and internationally recognized expert in creating rapid strategic alignment between enterprise objectives and customer priorities. He has over 25 years experience directing both strategic and operational improvement initiatives. His powerful but easy-to-understand principles and tools are outlined in his first book, Creating a Customer-Centered Culture: Leadership in Quality, Innovation and Speed (Quality Press). Some of his other books and articles are described at www.imtC3.com and www.amazon.com.

Numerous IMT clients have won major awards as a direct result of applying these customer-centered culture (C3) principles, such as the Missouri Department of Revenue, Lawrence Livermore National Laboratory, Motorola, AT&T, Ford, Honda, Blue Cross Blue Shield, Group Health Cooperative, Microsoft, Eastman Kodak, Pillsbury, Raytheon and other organizations not so well known. Government clients include agencies in Alaska, Alberta, California, Florida, Kentucky, Michigan, Minnesota, Missouri, Texas, U.S. Department of Defense and elsewhere.

Robin has been a featured presenter at international and domestic conferences and has regularly obtains participant comments such as "This is the only speaker I have seen that sticks with the topic and delivered as promised.", and "By far the best presentation I have seen in terms of facilitation skills and transferability of knowledge to the job."

Submitted by Steve Babb, Programs Chair

Overview of What Happened at the Member Value Leadership Summit in Milwaukee 10/17-18/2005

Original Purpose of the Summit:

Originally, the summit was triggered by the sharp and rapid decrease in membership (about from 100,000 to 90,000). The ASQ HQs wanted to make local and division leaders aware of the trend, have them listen to what was done at the HQs for the past two years to reverse the trend, and energize these leaders so that they would provide more value to the membership.

What Happened during the Summit:

Skeptical but passionate attendants soon expressed their frustration with the process. They wanted to tell the HQs their perception in the field. The three people running the show (Jerry Mairani, Paul Borawski and Karen Vernal) accepted modifying the course of the summit to let attendants vent their perceptions and ideas.

Cafés and Group Dialogues:

The format of the discussions was conducive to expression and creativity. In Rotating Café Discussions, people around a table engage into conversations and each person can write his/her ideas on the tabletops. After each discussion, the whole group exchange what was debated through spokespersons. People change table after each discussion so that they get to know a lot of people. They were also gallery walks and graphic recording.

What we learned:

Divisions and sections do not talk to each other

We should be what we collectively know but we do not tap into this knowledge nor share it very well. We tend to protect our own turf. There is an initiative to write this Body of knowledge. This is considered a key to the Society's future.

They was consensus for enhancing member value, and (but?) most specific proposals fell under the umbrella of education and training.

We know nothing about the 90% + who never come to the monthly meetings.

The Last Thought:

The overall and widespread feeling was an ample satisfaction of being heard by the HQs for the first time. HQs promised to review all ideas and proposed to gather a summit again prior to the annual meeting that will celebrate the 60th anniversary of ASQ early May 2006. On the other hand there was not much out-of-the-box thinking.

Alain Gaumier
Education Chair ASQ 1508
November 14, 2005

CERTIFICATION EXAM DATES 2006

<i>EXAM</i>	<i>EXAM DATES</i>	<i>APPLICATION DEADLINE</i>
SSBB, CBA, CRE, CQT, CMI, CHA, CMQ/OE	March 4, 2006	January 13, 2006
CQE, SSGB, CSQE, CQA, CQIA, CCT, CQPA	June 3, 2006	April 7, 2006
SSBB, CBA, CRE, CQT, CMI, CHA, CMQ/OE	October 21, 2006	August 18, 2006
CQE, SSGB, CSQE, CQA, CQIA, CCT, CQPA	December 2, 2006	October 6, 2006

CBA - Biomedical Auditor Certification
CCT - Calibration Technician Certification
CHA - HAACP Auditor Certification
CMI - Mechanical Inspector Certification
CMQ/OE - Manager of Quality / Operational Excellence
CQA - Quality Auditor Certification
CQE - Quality Engineer Certification
CQIA - Quality Improvement Associate
CQPA - Quality Process Analyst Certification
CQT - Quality Technician Certification
CRE - Reliability Engineer Certification
CSQE - Software Quality Engineer Certification
SSBB - Six Sigma Black Belt Certification
SSGB - Six Sigma Green Belt Certification

ASQ Sponsored Workshops for 2006

The following workshops are being offered free of charge to ASQ members.
Contact Alain Gaumier at Algaumier@aol.com for more information or to sign up.

**All workshops will take place at the STAR Building,
7887 Bryan Dairy Road, Suite 120, Largo, FL 33777.
Tel: 727 541 8942.**

People who would like to attend while not being ASQ members have a choice between joining ASQ prior to the workshop and attending for free, and being charged a \$25.00 fee at the door.

Workshop	Instructor	Day	Date	Time	Deadline to Register
Project Management Basics	Erik Haas	Thursday	1.19.2006	5PM to 7PM	1.02.2006
Overview of LEAN Manufacturing	Steve Engleman	Thursday	2.23.2006	5PM to 7PM	2.06.2006
The Basic Concept of Six Sigma	Alain Gaumier	Thursday	3.23.2006	5PM to 7PM	3.06.2006
How to Conduct an Internal Audit	Mick Howk	Thursday	4.20.2006	5PM to 7PM	4.03.2006
PDCA & Other Methods of Process Improvement	TBD	Thursday	5.18.2006	5PM to 7PM	5.01.2006
Overview of Statistical Process Control	TBD	Thursday	6.22.2006	5PM to 7PM	6.05.2006

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@tampabay.rr.com



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Membership Statistics

Regular	418
Fellow	4
Senior	140
Associate	10
Student	12
Sustaining	3
Forum	3
	=====
Total	590