



Quality Quest

www.time2meet.com/asq1508/index.shtml

March 2006 Volume 47 Issue 7

ASQ Section 1508 St. Petersburg/Tampa

**MARCH MEETING
Monday, March 13, 2006**

Speaker: To Be Announced
Please Check Website www.time2meet.com/asq1508/index.shtml

A MESSAGE FROM YOUR CHAIR

“We must sail sometimes with the wind,
and sometimes against it,- but we must
sail, and not drift, nor lie at anchor”
- Oliver Wendell Holmes

Our latest workshop was a resounding success, we actually had to turn people away as we ran out of room. The Lean Manufacturing workshop is nearly full so be sure to make a reservation with Alain Gaumier, our Education Chair for any workshop that interests you. The workshops are described in the “News Flash” area of our web site and were included in the January newsletter (available on our web site). Don’t let this opportunity to attend a free workshop pass you by.

This year marks the 50th anniversary of the founding of ASQ (originally ASQC). It is interesting to note that an organization dedicated to all aspects of quality has grown and made a positive impact on our society. Section 1508 joined the national ASQ in 1958 and will celebrate 50 years as a section in 2008.

We will be electing a new slate of officers (Chair, Treasurer and Secretary) in the next couple of months. Nominees for the 2006-2007 Section 1508 officers are:

Steve Babb – Section Chair

Heike Johnson – Secretary

Glen Cavanaugh – Treasurer

The board meets each month at 4:30 prior to the regular meeting. No reservation for the Board meeting is required.

We extend our thanks to Dr. Bruce Waterman for his presentation on Applications of Quality Management Tools in Dentistry at our Feb. 13 meeting. Dr. Waterman titles his process as DQM (Dental Quality Management) but it could actually be titled SBQM (Small Business Quality Management). It was an informative and entertaining evening.

If you have a suggestion for a speaker or subject, or would like to assist with the meeting programs, please contact Steve Babb our programs chair.

Ed Pagnott

Section 1508 Chair for 2005 / 2006

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

Reservations should be made by 4:00PM, Thursday, March 9, 2006

If you experience a problems using the website for making a reservation, send an e-mail 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

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	Passed
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

February Speaker Summary

Dr. Bruce Waterman, DMD, Dental Laser Center, Brandon
Applications of Quality Management Principles in Dentistry

We met for February's meeting interested in learning how one highly successful dentist has prospered and made his patients very happy with Total Quality Management (TQM) tools. Dr. Bruce Waterman certainly delivered on this promise. He calls his version "DQM" for, as you guessed it, for Dental Quality Management.

It is surprising that Dr. Waterman's approach STILL isn't very common among medical providers of various types. As Dr. Waterman points out, that's because many are still focused on traditional practice management. Within dental groups, many are still command driven, hierarchical organizations. We are dealing with a certain amount of pride here, in that there appears to be nothing to learn and there is an ego factor sometimes found among entrepreneurs and small business owners.

Dr. Waterman has been applying TQM and converting it to his own version of *DQM* since 1996. He shared that in his experience 85% of the improvement can be made with a process focus and training, but the other 15% still depends on addressing employees who bring down the team: blamers and complainers.

He starts with a vision statement that he and his partner strive to bring alive every day: "Our goal is to establish a premier practice through clinical excellence, continuous improvement, exceptional staff systems, and a first rate facility. All of the fourteen members of the Dental Laser Center team are expected to help make this "Constancy of Purpose" real. One of the ways they do this is by putting customer needs first. The team strives to make sure appointments stay on schedule and the quality of work is high. For instance, Dr. Waterman shared a flowchart for Emergency Patient Treatment. Using better information processes, forms, and services, patients are treated in an average of 15 minutes instead of 45.

The elements of Dr. Waterman's arsenal include patient-focused tools, information driven tools (time accounted for 40-60% of waste), teamwork-dependent tools, and continuous improvement tools. For each of these he has adopted elements of TQM directly and modified others. One of the tools he developed is a straightforward Problem Flow Diagram appropriate for a dental office. Everyone is trained to use it to solve problems independently and in teams. For all these reasons and also for innovative use of dental lasers, Dr. Waterman's practice has been extremely successful. It received recognition as Brandon's 2000 Small Business of the Year.

On behalf of the Section, thank you Dr. Waterman. You showed shared another great example that any type of business, of any size, can be made better and more profitable using quality tools.

Bruce D. Waterman D.M.D. is a private dental practitioner, an author, speaker, cofounder of Direct Assignment (DA) insurance, and pioneer in the application of dental lasers to general dental practice. He has written articles for multiple publications, and has been a featured speaker on this topic to various study groups, corporate organizations and educational institutions. As cofounder of Direct Assignment insurance concept, Dr. Waterman received a Special Recognition Award in 1997 from the FDA. Currently he serves as a delegate to the FDA and ADA. In 2001, Dr. Waterman was honored by the University of Florida College of Dentistry (UFCD) with the Outstanding Alumnus Award. On the local level, he is President Elect of the Hillsborough County Dental Association, member of the Hillsborough Community College (HCC) Dental Advisory Board, and a Ronald McDonald Care Mobile dental consultant. Additionally he has served as the liaison between Hillsborough Kids foster children program and the HCC/UFCD clinic. .

Submitted by Steve Babb, ASQ Section 1508 Programs Chair



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Fellow	4
Senior	148
Associate	14
Student	11
Sustaining	2
Forum	3
Total	=====
	602