



# Quality Quest

[www.time2meet.com/asq1508/index.shtml](http://www.time2meet.com/asq1508/index.shtml)

October 2006 Volume 48 Issue 2

## ASQ Section 1508 St. Petersburg/ Tampa DINNER MEETING

Monday, October 9, 2006

Pre-Dinner Speaker:

Steve Babb, Chairperson, ASQ Section 1508

### WHAT'S NEW IN SIX SIGMA? RECAP OF SIX SIGMA FORUM ROUNDTABLE

ASQ held its sixth annual Six Sigma Forum Roundtable in Fort Lauderdale during September. The Roundtable was attended by a large following of Six Sigma practitioners and leaders from across the United States, plus two attendees from Peru. Steve Babb, our Section Chair, will summarize the proceedings from the Roundtable. Some of the many interesting topics included misuse of statistical tools, integrating management systems with Lean and Six Sigma, the software Capability Maturity Model, and several Best Practice sharing sessions.

Steve Babb is the Section Chair and President of Real Balanced Solutions, Inc., assisting companies with quality management, Lean Six Sigma, and integrated management systems. He is a member of ASQ's Lean Six Sigma technical committee, and is a certified Master Black Belt, Quality Manager, Quality Engineer, and Quality Auditor.

After- Dinner Speaker: Grace L. Duffy  
President, Management and Performance Systems

### THE EVOLUTION OF QUALITY MANAGEMENT SYSTEMS AND ASQ FROM A PERSONAL PERSPECTIVE

Grace Duffy will share her years of experience as a quality professional within corporate and academic organizations, are ASQ leadership, and management consulting circles. Grace has a unique and practical perspective on the elements of human nature and their implications for business. She has personally known many of the creators of today's quality management ideas, and will share her personal perspective on the lasting value of their contributions. Grace is also serving as ASQ Vice President and will relate some "inside" thoughts on our Society. Please join us for what will certainly be an engaging discussion.

Grace Duffy is a private consultant specializing in organizational and process improvement, leadership, quality, customer service and teamwork. She works throughout the US designing and implementing effective systems for business and management success. She is the co-author of *The Quality Improvement Handbook* and *The Executive Guide to Improvement and Change*. During her 20 years with IBM, Grace held a series of positions in technical design, services, management and process improvement. Grace worked with Triton Technical College in Charleston, SC and was a judge with the South Carolina Governor's Quality Awards. Grace has been an active member of the American Society for quality for 11 years. She is a fellow of the Society and currently serves as a National Director on the ASQ Board. Duffy holds a Masters in Business Administration from Georgia State University and a Bachelor's in Archaeology and Anthropology from Brigham Young University. She is an ASQ Certified Quality Manager, Certified Quality Improvement Associate, and Certified Quality Auditor. Grace is a certified Six Sigma Master Black Belt and Manager of Process Improvement.

## **A MESSAGE FROM YOUR CHAIR**

“Happiness does not notice the passing of time.” Chinese Proverb

Dear members:

I would like to start this letter by thanking our dinner speakers last month, who did a wonderful job kicking off our dinner meeting season. The meeting was well attended, valuable, and a lot of fun.

Mr. Don Patz, President of Patz Technical Services Inc., gave us an outstanding history and technical overview of Geometric Dimensioning and Tolerancing (GD&T). There is probably no one better than Don to be able to give us the whole picture in an understandable and straightforward way. Thanks again, Don.

Val Spies, Owner/Director of yoga at The Lotus Room in Tampa, helped us realize that quality of life happens naturally as you learn to let go of stress. Is there stress in the quality profession? You bet! Val pointed out that humans seem to be the only creatures that may have their body in one place and their mind somewhere else. We live in an over-stimulated society and most of us don't take the time for the silent moments when we could get our best inspiration and much-needed stress antidote. Val shared lots of tips on how to get personal balance back in order.

We are looking forward to our after-dinner speaker in October. Grace Duffy, a woman with many years of experience and achievement in the quality profession and current ASQ Vice President, will give us her personal perspectives on quality and how it has grown into today's complete management system. I welcome you to take advantage of her presentation.

I must admit that the Program's Chair was a fun and rewarding way for me to serve on this Section's Board. However, I am hoping that now YOU will step forward to take this open position and volunteer your time and talents. I promise I will help make your chair position not just painless, but fun! Your Board members volunteer because they really like it, sometimes staying involved for years. You really ought to give it a try.

As always, your Board is always interested in all of the ideas that you have for a better Section. We've set a goal this year for two plant tours, as these are always a big hit. Please let us know if you would like to speak about your company's operations or host a plant tour. Thanks in advance.

I sincerely wish you luck in finding some good, quiet “space” in your life to be relaxed, to “live in the now”, and to be happy. This noble goal is a real challenge in practice, don't you agree?

Steve Babb  
Chair, ASQ Section 1508

**ASQ Section 1508 St. Petersburg/Tampa**  
**Next Meeting: *Monday, October 09, 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**  
Salad - Apple and walnut salad with a cider vinaigrette  
Entrée - Roast pork with juniper and ginger sour demi-glace  
Dessert - Black forest torte  
**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.



**On-line Reservations: [www.time2meet.com/asq1508/index.shtml](http://www.time2meet.com/asq1508/index.shtml)**

**Reservations should be made by 4:00PM, Thursday, October 5, 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. **\$21.00** per member with a reservation or **\$26.00** 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.**

**\*\*\*\*The following individual still owes the section from a previously missed meeting, Gil Dutton \*\*\*\***

In this event you should reimburse the section by sending a **check**, payable to ASQ, for **\$21.00** 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](mailto:Heike@e-imagestudios.com)

## **CERTIFICATION EXAM DATES 2006**

| <b><u>EXAM</u></b>                    | <b><u>EXAM DATES</u></b> | <b><u>APPLICATION DEADLINE</u></b> |
|---------------------------------------|--------------------------|------------------------------------|
| SSBB, CBA, CRE, CQT, CMI, CHA, CMQ/OE | October 21, 2006         | Passed                             |
| CQE, SSGB, CSQE, CQA, CQIA, CCT, CQPA | December 2, 2006         | October 6, 2006                    |

### **Certifications available:**

- 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

## Section News and Local Events

**If you have inputs for the newsletter, please send them to  
Camie Williams  
for consideration at [c4cwill@tampabay.rr.com](mailto:c4cwill@tampabay.rr.com).**

Email Policy Change: ASQ Headquarters has reset the email preferences for all members to receive email from both local sections and headquarters. You may make changes to your preferences on [www.asq.org](http://www.asq.org) Log in using your member number and a password that you create. Click on **Manage Your Membership** then **Change Email Preferences** and you can choose what types of emails you would like to receive. If you just want communication from Section 1508, choose **Section Updates** only or choose all three. You may also change your contact information, membership type, and section on this page.

The following individuals had perfect attendance and received certificates for a free meal.

**Glen Cavanaugh**  
**Everette Jones**  
**Ed Pagnott**  
**Herb Fox**



\*\*\*\* Anyone who attends 8 of 10 meetings for the September 2006– June 2007 \*\*\*\*  
will receive a certificate for a free dinner meeting.



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Quality Quest is published monthly by the Tampa/St. Petersburg Section of the American Society for Quality.

### **Board Members**

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|            |       |
|------------|-------|
| Regular    | 355   |
| Fellow     | 4     |
| Senior     | 166   |
| Associate  | 16    |
| Student    | 13    |
| Sustaining | 2     |
| Forum      | 1     |
|            | ===== |
| Total      | 557   |