

# Quality Quest

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

January 2007 Volume 48 Issue 5

## **ASQ Section 1508 St. Petersburg/ Tampa DINNER MEETING Monday, January 08, 2007**

**Speaker: Dr. Lois A Jordan  
President and Principal Consultant, Transformation Technologies™, Inc.**

### **COMMON MISUSES OF STATISTICAL TOOLS IN SIX SIGMA PROJECT ANALYSIS - THE IMPLICATION TO THE BOTTOM-LINE**

Despite the wide variety of statistical tools covered in Black Belt training, many Six Sigma project teams misuse statistics, with potentially negative consequences to the bottom-line of the project as well as to the future of Six Sigma as a whole within the organization. This presentation will identify and provide examples of several very common and potentially serious mistakes made during the statistical analysis of Six Sigma project data. It will also discuss the negative implications of these misuses of statistics as well as provide explanations for why they occur in order to identify practical solutions for them. This topic provides important information that can help any organization better ensure the success of its Six Sigma process improvement initiatives by avoiding mistakes common to a large number of Black Belt projects.

#### Dr. Lois A. Jordan

In her position as President and principal consultant for Transformation Technologies™, Inc., Dr. Lois A. Jordan provides training and consulting services in business performance improvement for a wide variety of organizations internationally. Her corporate customers include such firms as Fidelity Investments, Andersen Windows, Mannington Floors, Unocal Oil, Compaq, Capital One, U.S. Homes, Wachovia, Hitachi, Energizer, the State of Florida, Becton Dickinson, TRW, Johnson & Johnson, AT&T, Kaiser Permanente, BB&T Bank, Chart House Restaurants, JP Morgan Chase and Bayer Corporation. Dr. Jordan has 27 years of industry experience in all aspects of Quality Management, Supplier Quality Management, Process Quality Engineering, and Strategic Management, and is a registered Professional Engineer (P.E.) for the state of Florida and an ASQ Certified Quality Engineer (C.Q.E.). She is a top-ranked national seminar instructor for ASQ in a wide variety of statistical, quality engineering, and quality management topics, and is currently an Assistant Professor in the Information and Technology Management Department of the College of Business at the University of Tampa where she teaches courses in statistics, operations management, and quality management.

*Note from Steve Babb, Section Chair: Dr. Jordan's presentation was ranked the highest in value from attendees at the 2006 Six Sigma Forum Roundtable in Ft. Lauderdale. I encourage you to take advantage of her seminar!*

#### **Pre-Dinner Speaker: Ed Pagnott, Aaron Medical**

Ed Pagnott, our immediate Past-Chair, will give us an introduction to Aaron Medical's business and quality systems. Members of our Section have expressed a lot of interest in hearing more about real life with local employers. Please plan on attending.

## ***Message from the Chair***

To Be More Interested in the Questions than the Answers

Dear members:

I hope that this letter will find you rested and ready to go for 2007, and that your holidays were everything you hoped for.

One thing that seems to set people like us, with “quality in their veins”, apart from others is a constant quest to find truth in the bigger picture. We often seem often to be more interested in the questions than the answers.

There’s nothing wrong, is there, with our role in framing the truth of things objectively, so that our organizations can learn and grow? The problem may be that if that’s all people see in us, then we may never appear to be part of the solution. Oh- to be so little understood.

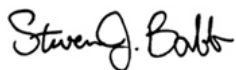
So let’s make a resolution this year to cut down on all that high-falutin’ quality mumbo jumbo where it would hurt tender ears, and make an effort instead to listen closely and help people understand the bigger picture that we see. We are going to have to be patient with some of them, and start the conversation over and over again until it sticks. I appreciate that all of us in this relatively large ASQ Section are in this together.

I am happy to report that when our ASQ headquarters recently surveyed a random sample of the membership, our Section showed improvement over prior years in all categories of member satisfaction, and also exceeded the averages of ASQ as a whole. I attribute this to you for your great ideas and continued involvement. Your Section Board should also be commended for continually shaping our progress over the last few years, in particular. We’ll share the results at an upcoming meeting.

Last meeting Dick LaFord spoke to us about SCORE, “Counselors to America’s Small Business” (<http://www.score.org>), and Jack Hipple about Business Continuity Planning and Elliott Consulting Services (<http://www.elliott-consulting.com>). We are grateful for these two excellent and entertaining presentations. On behalf of the Section, thanks Dick and Jack.

I hope to see you at some of our upcoming meetings. Again, we’ve got two great presentations lined up for January - please see the meeting notice. I should mention that Glen Cavanaugh gave a really informative and well-received overview of West Pharmaceutical Services at the November meeting. That success has prompted us to do this again with Ed Pagnott to be speaking about Aaron Medical in January.

Sincerely,



Steve Babb  
Chair, ASQ Section 1508



**On-line Reservations:** [www.time2meet.com/asq1508/index.shtml](http://www.time2meet.com/asq1508/index.shtml)  
**Reservations should be made by 4:00PM, Thursday, January 4, 2007**

**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.**

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**

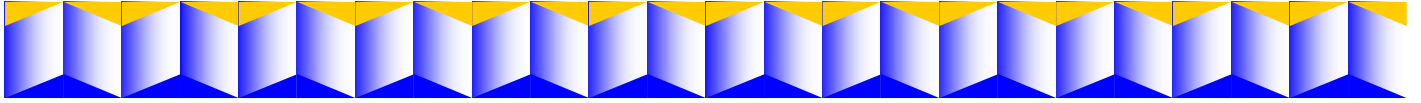
\*\*\*\* The following individual did not attend the November meeting and should send a check to Glen Cavanaugh, our Treasurer to cover the section reimbursing his meal. Greg Fish, MicroStar Innovations. \*\*\*\*

**CERTIFICATION EXAM DATES 2007**

<b><i>EXAM</i></b>	<b><i>EXAM DATES</i></b>	<b><i>APPLICATION DEADLINE</i></b>
Biomedical Auditor		
HACCP Auditor	March 3	January 12
Manager of Quality / Organizational Excellence		
Quality Inspector	April 29 <b>(Orlando)</b>	March 16
Quality Technician		
Reliability Engineer		
Six Sigma Black Belt	October 20	August 17
Calibration Technician		
Quality Auditor	April 29 <b>(Orlando)</b>	March 16,
Quality Engineer		
Quality Improvement Associate		
Quality Process Analyst	June 2	April 6,
Six Sigma Green Belt		
Software Quality Engineer	December 1	October 5,

Note: Orlando based exams will be conducted at the World Quality Conference on Quality and Improvement. For more information, go to

<https://secure.asq.org/wcqi-2007-certification-application.html>



## 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).  
The deadline for submitting newsletter items is the 2nd. Friday of each month.**

### **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)

### **APICS-Sponsored Six Sigma, Lean, and Supply Chain Seminars**

Your ASQ Section is in cooperation with APICS (The Association for Operations Management) and the Society of Manufacturing Engineers (SME) for four seminars over the coming months at a reduced cost.  
\*\*\* Note that each seminar will yield 0.8 ASQ re-certification credits:

<b>Lean Manufacturing</b>	<b>February 14, 2007</b>
<b>Supply Chain Management</b>	<b>April 11, 2007</b>
<b>Integration of Lean, Six Sigma &amp; Supply Chain Management</b>	<b>May 9, 2007</b>

All seminars are local, full-day, in-depth, and feature national speakers!

Please visit the APICS website for a brochure (PDF) and more details about each seminar,  
at [www.apics-flwc.org](http://www.apics-flwc.org)

#### **REGISTER NOW!**

**All seminars will be held in the St. Petersburg/Clearwater area, 8am - 5pm**  
**Registration 727.209.0890**  
**Email: [seminar@apics-flwc.org](mailto:seminar@apics-flwc.org)**



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Regular	391
Fellow	4
Senior	174
Associate	11
Student	16
Sustaining	3
Forum	1
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Total	600