Quality Quest

www.time2meet.com/asq1508/index.shtml

September 2007 Volume 49 Issue 1

ASQ Section 1508 St. Petersburg/ Tampa
DINNER MEETING
Monday, September 10, 2007

Pre-Dinner Speaker: Pre-review of the education offerings by our ASQ Section 1508
Dr. Lois Jordan

Dr. Jordan as our education chair will present the initial draw of potential education workshops our section would be offering in the coming 12 months. This is a great opportunity for all of our members interested in reviewing and providing direct feedback to Dr. Jordon of specific subjects within the Body of Knowledge of ASQ Certified Quality Engineer (CQE) and Certified Six Sigma Black Belt (CSSBB)

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 has taught courses in statistics, operations management, and quality management.

After-Dinner Speaker: “Real solutions for virtual group collaboration“
Yung Chou, Technology Specialist in Collaboration Solutions. Microsoft Inc.,

This global economy has challenged the way we communicate and share knowledge. Although new ways of communication such as emailing, instant messaging surged to cover this gap, we constantly get frustrated when creating and sharing knowledge is needed among teams all disperse around the globe.

Yung Chou is a Microsoft Technology Specialist specialized in collaboration solutions and has been with the company for 10 years with various roles in Microsoft Premier Support and sales organizations. He has served many customers both in public and commercial sectors on infrastructure, system management, applications, and deployment projects. His passions are to make complexities appear simple and employ technologies to create/facilitate business opportunities.
Prior to join Microsoft, Yung's IT career includes roles as an IBM Consultant specialized in CICS/DB2 large transaction systems, system and network simulations, distributed relational database architecture, and software engineering lifecycle; an IT manager for Eli Lilly and Company's Taiwan affiliate, as well as a corporate Sr. Regional Analyst developing and enforcing corporate global desktop standards and policies for Eli Lilly and Company.
Yung has been an active speaker delivering technical content in many Microsoft hosted webcasts and events, most recently Microsoft TechEd 2007. He also published an article in Microsoft TechNet Magazine October, 2006 issue on employing Microsoft Office Groove for secure and dynamic collaboration.

Please join us for what is sure to be an interesting discussion about a topic very important to each of us.

Journey to Excellence

Is your organization on a journey to improve the quality of your products and services, market share and revenue, customer satisfaction, employee satisfaction and leadership accountability? If so, then you may have heard of the National Malcolm Baldrige Criteria. It is a management model that provides a systems perspective in achieving performance excellence. Many state quality awards use the Baldrige criteria to recognize high performance organizations.

How can you positively impact this journey? Become a Florida Sterling Examiner and increase your personal participation in your organization. You will:
Increase your knowledge of the Baldrige criteria.
Learn how organizations get started in achieving high performance.
Increase your capacity to conduct training and a self-assessment within your organization.
Receive 5.5 ASQ Recertification Units (RU) upon completing the 5 days of Sterling Training, an Independent Evaluation, Consensus and Site Visit.

Deadline to apply for the Sterling Board of Examiners is August 31, 2007.
For more information call 850-922-5316 or go to www.floridasterling.com/examiners.

Message from the Chair

Message from the Chair

"We are here to make another world." W. Edwards Deming

Dear members:

As we ramp up our activities again, I hope that you had a terrific summer and would like to welcome you back. Jaime Villafuerte, our new Programs Chair, has already set up speakers for the next few months, and I feel sure you will enjoy them. As always, we are interested in your ideas and requests, so please don't hesitate to express them to Jaime or any of the Section officers- we are here to serve you.

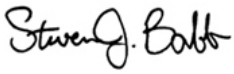
I am very pleased to announce that our Section achieved a Silver Excellence Award from ASQ headquarters. Considerations for awards include not only timely and complete responses to administrative requirements, but the Silver Award also recognizes member satisfaction as measured by annual surveys. Your Section Board is grateful that we have such an excellent membership, positive and full of ideas and interest. Therefore, congratulations to you!

Let's also recognize four members who made every dinner meeting last year, and thereby will receive a free dinner "on the Section": Kevin Toliver, Robert Jacubec, Herb Fox, and Glen Cavanaugh. Dinner meetings are the most important way that we get together professionally, so thank you for making that experience better.

Do you believe your place of work would be an interesting venue for a plant tour? If so, please let us know. Many of us have expressed interest in having more tours, though we need to find some gracious hosts.

Finally, the statistics course led by Dr. Lois Jordan last spring was such a big success that we plan on an ample schedule of educational opportunities this year. Please attend the September meeting to discuss the education agenda, as we truly value your input.

Sincerely,



Steve Babb
Chair, ASQ Section 1508

ASQ Section 1508 St. Petersburg/Tampa
Next Meeting: ***Monday, September 10, 2007***
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 ****
**** Appetizers are provided at no cost to members by the section.**
6:00– 6:30 **Pre-Dinner Topic**
6:30pm –7:30 **Dinner**
Entrée - Cajun Chicken with Tasso Ham and Cream Sauce
Cajun Rice, Chef's selection of Vegetables
Salad - Seasonal Green Salad
Dessert Warm Bread Pudding

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

Reservations should be made by 4:00PM, Thursday, September 6, 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

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. **$22.00** per member with a reservation or **$27.00** 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 **$22.00** to our treasurer,
Glen Cavanaugh, 9212 Rustic Pines Blvd. W, Seminole, FL. 33776

Directions :
from St. Petersburg: Take I-275/ Howard Franklin Bridge and exit at Lois Ave (before Dale Mabry). Take left onto Lois Ave (north); Hilton is 3/4 mile on right.

From Clearwater: Take SR60 Courtney-Campbell Pkwy towards Tampa Airport. Turn south on Memorial Highway, then exit right onto Spruce Street exit. Follow Spruce St. 1 mile to N. Lois. Take a right on N. Lois. Hotel is 0.2 miles on left.

from Tampa: Take I-275 westbound past Dale Mabry and exit at Lois Ave. Take right onto Lois Ave (north); Hilton is 3/4 mile on right.

Newsletter Contact information

If you have inputs for the newsletter, please send them to
Camie Williams
for consideration at 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

CERTIFICATION EXAM DATES 2007

EXAM	*EXAM DATES*	*APPLICATION DEADLINE*
Quality Auditor	December 1	October 5
Quality Engineer		
Quality Improvement Associate		
Quality Process Analyst		
Six Sigma Green Belt		
Software Quality Engineer		
Calibration Technician		
[redacted]	[redacted]	[redacted]
Biomedical Auditor	October 20	Passed
HACCP Auditor		
Manager of Quality / Organizational Excellence		
Quality Inspector		
Quality Technician		
Reliability Engineer		
Six Sigma Black Belt		

QARA Compliance Connection, Inc.
P.O. Box 448 * Odessa, FL 33556 * (813) 784-8457 * www.qaracc.com

QMS TRAINING

for the Medical Device Industry

Date: Oct 17th & 18th, 2007

Time: 8:30 AM to 4:00 PM

Manufacturers of medical devices looking to sell product in the U.S. are mandated to implement and comply with the FDA's Quality System Regulation (QSR) codified under 21 CFR Part 820. Further, manufacturers looking to remain competitive and/or expand their distribution into other countries such as Europe and Canada, may be required to comply with ISO 13485 requirements. This two-day course will provide personnel with an in-depth knowledge and perspective of the FDA QSR and ISO 13485 quality management system requirements. The requirements are presented using the QSR subpart format.

This class is ideal for those individuals responsible for developing, implementing, complying, managing and auditing the organizations QMS. Interactive discussion and mock exercises will assist participants in understanding and applying the requirements.

Highlights

- QMS Introduction
- Benefits of Compliance
- ISO's Process Approach
- FDA's Quality System Inspection Technique (QSIT)
- Key Terms & Definitions
- In-Depth Requirements Review
- FDA 483 Observation Examples
- General Auditor/Inspector Questions
- Interactive discussion and real world application through mock exercises
- Tips for Compliance
- FDA Enforcement Actions

SEMINAR/HOTEL INFO:

The seminar will be held at the:
Westin Tampa Harbour Island
725 South Harbour Island Blvd
Tampa, FL 33602-5707
Tel: (813) 229-5011 Fax: (813) 229-5022

REGISTER NOW!

SAVE $100 off the $995 registration fee by registering before 9/04/07

CONTACT:
QARA Compliance Connection, Inc.
P.O. Box 448
Odessa, FL 33556

Phone: 813-784-8457
Email: info@qaracc.com
Website: http://www.qaracc.com

American Society for Quality
ASQ
P.O. Box 3005
Milwaukee, WI. 53201-3005

NONPROFIT ORG
U.S. POSTAGE PAID
PERMIT # 2292
TAMPA, FL

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

Board Members

Section Chair
Steve Babb
sbabb@realbalancedsolutions.com

Past Section Chair
Ed Pagnott
Epagnott@aaronmed.com

Programs Chair
Jaime Villafuerte
jamie_villafuerte@jabil.com

Treasurer
Glenn Cavanaugh
glenc@tampabay.rr.com

Secretary/Arrangements/
Recertification/Examining/
Audit Chair
Heike B. Johnson
Heike@ e-imagestudios.com

Newsletter
Camilla Williams
c4cwill@tampabay.rr.com

Education Chair/ Historian
Dr. Lois A. Jordan
loisjordan@transformationtech.com

Certification Chair
Debbie Holt
Deborah.Holt@Sypris.com

Placement Chair
Guerry Thode
gthode@verizon.net

Publicity /Membership Chair
Cristin Brickhouse
c.brickhouse@verizon.net

Membership Statistics

Regular	338
Fellow	4
Senior	189
Associate	10
Student	15
Sustaining	2
Forum	2
	=====
Total	560