



# Quality Quest

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

December 2007 Volume 49 Issue 4

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

**Monday, December 10, 2007**

**Speaker: Russ Ward  
Account Manager, FARO Technologies**

### **Demonstration of Unique Coordinate Measurement Machine**

Join us for our December meeting as Mr. Russ Ward will provide an active demonstration of FARO ScanArm, a non-contact inspection and reverse engineering system, as well as a brief presentation on the FARO portfolio of portable measurement products.

An Orlando native and graduate of UCF's College of Industrial Engineering, Russ Ward spent his early career in electronics. At TTI Testron, he served in Production Management, Project Management and Sales roles supporting In-Circuit and Functional Test of Printed Circuit Boards. As an Account Manager for FARO Technologies, Mr. Ward carried multiple portable measurement products over the past 5 years: FARO Digital Template, FARO Laser Tracker, FARO Gage, FARO Arm, and FARO ScanArm. Over this time frame, he has sold and supported the FARO portfolio in various production and engineering organizations in the Automotive, Aerospace, Power Generation, Government/ Military and general fabrication industries addressing inspection, reverse engineering and general measurement.

## Message from the Chair

"The right to be heard does not automatically include the right to be taken seriously."

Hubert Humphrey

Dear members:

I've included a cynical quote this month just to make a point. Are you taking advantage of the total value of your ASQ membership? In particular, are you using ASQ to continuously improve your professional depth and breadth and thereby build the credibility you will need to be taken seriously? More than ever we all have to put in some effort to continue to grow professionally or even just to keep up with the quality profession.

Now for the really positive message: your local Section can do a *lot* to help you. In fact, we can make it really easy to keep up with trends, develop a great network, become certified or maintain your certifications, connect with your next employer, and other interests.

*Take advantage of everything your Section offers you!*

We have really good attendance at our dinner meetings- 40-60 people is a relatively large turnout. Yet, as is true with other ASQ Sections and indeed professional societies, 85-90% of our members do not attend even one dinner meeting in a year, and that is a shame. Each and every month at the dinner meetings we have excellent speakers on a wide variety of topics. As you may be setting your resolutions for the next year very soon, I encourage you- even challenge you- to include a few meetings. You will be glad you did.

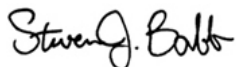
At our last meeting, John Lee, President of Alpha Consulting, flew in from Salt Lake City and gave us a really inspirational seminar on leadership and how we can develop great cultures in our organizations. This was complemented by Dr. Lois Jordan, our Education Chair and President of Transformation Technologies, who spoke to us about the ever increasing roles of Quality Engineers. For those who were present, it was a terrific overview of what is required of us, and that our role seems destined to keep expanding.

Please look for announcements about the exciting training schedule we have for the Spring. The seminars are another opportunity for you to *take advantage*. This is perhaps the most complete training schedule in years (ever?) and it is based on feedback you directly gave us about your interests.

I would like to wish success, on behalf of our Section, to all the candidates for certification exams December 5. Good luck and may your efforts be rewarded!

Finally, your Section Board wishes you a happy holiday season. We are very grateful to serve you, and as always look forward to hearing from you about how we can help you take advantage of your membership. I hope to see you at the December 10 meeting.

Sincerely,



Steve Babb  
Chair, ASQ Section 1508



ASQ Section 1508 St. Petersburg/ Tampa  
DINNER MEETING



*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 -**        **Tenderloin of Beef with Roasted Chestnuts & Red Currant Glaze**
- Sides -**         **Roasted Potatoes & Asparagus**
- Salad -**         **Hearts of Romaine with Blue Cheese and Roasted Pear  
with a Toasted Walnut Raspberry Vinaigrette**
- Dessert**        **Holiday Cake**

**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.

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

**Reservations should be made by 4:00PM, Thursday, December 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](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. **\$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**

## "IMPLEMENTING STATISTICAL PROCESS CONTROL"

(2 days / 13 hours / 1.3 RU's)

This program provides a thorough understanding of Statistical Process Control (SPC) by teaching participants how to develop, interpret, and benefit from the use of Variables Charts ( $\bar{x}$ -bar & R charts, Individual & Moving Range Charts), and Attributes Charts (p, np, c, u). Interpretation techniques for trouble-shooting process problems using control chart data are emphasized. Also included are methods for effective data collection as well as for calculating and evaluating Process Capability ( $C_p/C_{pk}/C_r$ ,  $P_p/P_{pk}$ , Sigma level, PPM, etc.). Discussion is focused on the effective application of SPC so that the benefits obtained from SPC will justify the time and expense of data collection. "Implementing SPC" is interactive in nature, with participants encouraged to discuss the use of SPC in their work applications, and is an excellent preparatory course for the SPC portions of the ASQ CQE, CQM, CSSBB and CQT exams. While this course will be taught with a hand-held calculator, Minitab will be demonstrated throughout the course as well.

- A. **UNDERSTANDING VARIATION & THE ROLE OF CONTROL CHARTS** (~2 hours): Introduction to the Concept of Variation and its Patterns, History and Results of SPC, "Over-controlling" vs. "Under-Controlling" Business Processes, "Product (Result)" vs. "Process" Control, The Role of SPC in Business Management - Monitoring, Controlling, Improving, & Maintaining Processes and their Results
- B. **CONTROL CHART PREPARATION BASICS** (~ 1 hour): Techniques for Effective Data Collection (Who, What, Where, When, Why, How Much, and How Often), The Importance of Clear Operational Definitions, Ensuring Data Accuracy and Validity (Measurement System Analysis), Types of Data (Continuous vs. Discrete), Measures of Central Tendency (Mean, Median, and Mode), Measures of Dispersion (Range, Standard Deviation, and Variance)
- C. **VARIABLES CONTROL CHARTS** (~ 2.5 hours): Introduction to Variables Data (Applications, Sample Sizes, Chart Construction, etc.), " $\bar{x}$ -bar and Range" Charts, "Individual and Moving Range" Charts, Overview of other Variables Charts
- D. **ATTRIBUTES CONTROL CHARTS** (~ 2.5 hours): Introduction to Attributes Data (Applications, Sample Sizes, Chart Construction, etc.), "p" and "np" Charts for "Defectives" (Process Yields), "c" and "u" Charts for "Defects" (Error Counts)
- E. **CONTROL CHART INTERPRETATION** (~ 3 hours): Shewhart's Tests (for Natural Patterns, Stratification, Outliers, Trends, Runs, Cycles, and Mixtures), Trouble-Shooting Techniques, Recommended Action Plans for "out-of-control" Processes, Calculating and Interpreting "Sigma" levels
- F. **EFFECTIVE USE OF CONTROL CHARTS** (~ 1 hour): The Effective Use of SPC Computer Packages, Efficient Use of Control Charts, The Role of Control Charts in Process Improvement Efforts
- G. **PROCESS CAPABILITY ANALYSIS** (~ 1 hour): Analysis Requirements,  $C_p/C_{pk}/C_r$  vs.  $P_p/P_{pk}$ , "Sigma" levels, PPM, Percent Defective, etc.

**COST:** \$250.00 (Manuals and all course materials are provided but participants must provide their own scientific calculators.)

**NOTE:** This is the same course offered by ASQ National for \$1175 (plus travel) for ASQ members. It is being provided at this significantly discounted rate exclusively to our section members.

**DATES:** Friday and Saturday, February 1 & 2, 2008

**TIMES:** 8:00 AM – 4:30 PM

**LOCATION:** Young - Rainey STAR Center, 7887 Bryan Dairy Road, Suite 120, Largo, Florida 33777, (727) 541-8942

**ROOM:** The Planning Center (1<sup>st</sup> Floor)

**INSTRUCTOR:** David Ferguson, Davlin Productivity Group, Inc.

**DEADLINE FOR REGISTRATION:** Friday, January 18, 2008

**DEADLINE TO RECEIVE PAYMENT:** Friday, February 1, 2008 (at the seminar)

**MAKE CHECKS PAYABLE TO:** **ASQ SECTION 1508**

For more information or to register for this program, please contact Lois Jordan at:

[loisjordan@transformationtech.com](mailto:loisjordan@transformationtech.com) • (813) 835-5529

---

ALSO COMING IN SPRING OF 2008:

- INTRODUCTION TO DESIGNED EXPERIMENTS (DOE) AND ANOVA – 2 days - \$250 – Dr. Mark McComb - March or April
- CQE / CSSBB EXAM PREP – 6 days - \$500 – Dr. Lois A. Jordan - Beginning February or March

Watch the January newsletter and website for further details!

## 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 2007/2008

For more information on Certifications, go to the ASQ website: <http://www.asq.org>



Exam	Date of Exam	Deadline for Signup	Location
CQA, CQE, QIA, SSGB, SQE, CT	December 1, 2007	Passed	Proctored Locally
CQA, CQE, QIA, SSGB, SQE, CT	June 07, 2008	April 4, 2008	Proctored Locally
BA, HACCPA, MQOE, QI, RE, SSBB	March 1, 2008	January 11, 2008	Proctored Locally
All Exams	May 4, 2008	March 21, 2008	Houston, Texas  World Conference on Quality & Improvement

### ANAB Acquires ACLASS

The ANSI-ASQ National Accreditation Board (ANAB) has acquired Assured Calibration and Laboratory Accreditation Select Services, LLC (ACLASS), expanding ANAB conformity assessment services to include accreditation of testing and calibration laboratories.

For more information, read the [ANAB news release](#). **On the ASQ website: [www.asq.org](http://www.asq.org)**



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](mailto:jamie_villafuerte@jabil.com)

Treasurer  
**Glenn Cavanaugh**  
[glenc@tampabay.rr.com](mailto: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

Regular	337
Fellow	3
Senior	195
Associate	10
Student	15
Sustaining	2
Forum	3
	=====
Total	565