



Quality Quest

www.time2meet.com/asq1508/index.shtml

March 2008 Volume 49 Issue 7

ASQ Section 1508 St. Petersburg/ Tampa DINNER MEETING

Monday, March 10, 2008

**Speaker: Doug Martin
Managing Partner, Business Consulting Group, LLC**

Securing Value from Your Management Consultant

Why do some companies have great success employing consultants while others lament the high fees and low to no value received from their advisors? There is not a simple answer to this question; nor is there a "silver bullet" to look for when seeking an explanation. Success in using consultants requires using a combination of best practices - from knowing when to use them to managing them effectively. Consultants should be used selectively; they should not be considered a substitute for competent corporate management. However, they may be an effective complement to management when it confronts a new or difficult challenge or tries to realize a unique opportunity. Consider the value a consultant brings to the situation not just his/her expense.

In this discussion, you will learn how to select and qualify, compensate, and manage consultants to achieve success and secure maximum value for your projects.

Douglas F. Martin, Managing Partner, Business Consulting Group, LLC

Doug Martin is a senior consulting executive with over 33 years of experience capitalizing on business opportunities and establishing high performance organizations. His experience ranges from small, privately-held to Global 10 manufacturing, distribution, and service corporations; as well as Federal Government Departments and Agencies; and the United Nations.

Prior to founding Business Consulting Group in 2002, Doug was a Managing Director with PricewaterhouseCoopers Consulting, where he consulted for over 23 years. Prior to that Doug was the New York City branch manager for Infodata Systems after starting in Pittsburgh as project manager and treasurer of Pace Computing Corporation.

In addition to serving as the Chairman of the Star Tec Advisory Board, Doug is active in the Greater Tampa Chamber of Commerce's Small Business of the Year Award and Small Business Education Committees. Doug also serves as a Hillsborough County board member of Junior Achievement and board member of Tampa Bay Technology Forum's Emerging Company Academy.

Message from the Chair

"I am only one, But still I am one. I cannot do everything, But still I can do something; And because I cannot do everything I will not refuse to do the something that I can do."
Edward Everett Hale

Call for Nominations

Dear members:

Though hard for me to believe, in a few more months I will have served as your Chair for two years. That means, according to our Bylaws, that it is time already to nominate members for the Chair, Treasurer, and Secretary positions.

I can say truly that I have enjoyed the honor of being your Chair. Your Board is a great team and makes my job easy. That's why I would like to appeal to you to step forward now in this nomination process, whether for the Chair position or the others. You'll benefit by getting to know many more people in ASQ who share your passion for quality, and the chance to work with a great Board and Section membership.

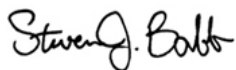
Please don't be concerned about the time that will be required - we share the work, celebrate our accomplishments, and enjoy the satisfaction of giving our members the most value we can. I can assure you one of these positions can fit into your lifestyle easily. If you are interested in helping on the Board in various other ways, you are of course very welcome to do so, and the election process is not necessary.

We had a tremendously good time at the "Wild at Heart" night at the Lowry Park Zoo learning about the "love processes" of the animals. After all, the theme was all about Valentine's day, and aren't we "process people"? Sixty members and spouses/ or significant others were able to attend. It was especially nice to see some of our members who haven't recently been able to attend our other events recently, such as Paul Kuhne, our Chair from 1975! Thank you, Heike Johnson, for planning this and making it a total success.

At our last meeting we had the pleasure of hearing Kelly Curtis speak to us about quantitative techniques for managing money. In this uncertain economy, Kelly showed us ways to use data based decision-making for personal finance. On behalf of the Section, I would like to say "Thank you".

If you are interested in being nominated, please call me at the phone number below right away. I look forward to your call, and would be glad to fill you in on any questions you may have.

Until next time-



Steve Babb
Chair, ASQ Section 1508
727-543-9513

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 4:45-5:30, Registration for the meeting will not start until 5:30.

5:30pm-6:00 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 –7:15 Dinner

Entrée Chicken Stir-fry with dirty rice

Asian Salad Fresh greens tossed with cashews peanut and sesame dressing

Dessert Caramel Flan

7:15-8:15 Main Speaker

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

Reservations should be made by 4:00PM, Thursday, March 6, 2008

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**

**CERTIFIED QUALITY ENGINEER (CQE) & CERTIFIED SIX SIGMA BLACK BELT
(CSSBB) EXAM PREP SEMINAR**

This 35-hour seminar provides a thorough overview of the quantitative method / statistics topics covered in the Bodies of Knowledge (BOK) for both the CQE and CSSBB exams. (See the accompanying table for a complete listing of the topics covered vs. the exam Body of Knowledge paragraphs for each topic.) Each topic is presented in a practical, easy-to-follow manner that emphasizes the correct application of the tools covered. Participants will be given the opportunity to practice all of the tools during class as well as with optional homework exercises. This program focuses on the quantitative topics since they are the topics most commonly failed by people taking both of these exams. It has been so successful that the pass rate for people taking this course (through 2006) is over 90%, which is more than double the international pass rate (typically in the low 40% range).

An extensive reference manual with all necessary statistical tables is provided (and can be used during the exam), as well as a statistical calculator that participants will be taught to use during class and a set of over 500 sample exam questions with an answer key. There are no pre-requisites for the course, but basic high school level algebra is very helpful.

**COST (includes manual, scientific calculator, and sample questions):
\$500.00 FOR MEMBERS; \$550 FOR NON-MEMBERS**

NOTE: This is the same course offered by ASQ National (through Dr. Lois Jordan) for \$1570 (plus travel) for ASQ members. It is being provided at this significantly discounted rate exclusively to our section members and their colleagues.

DATES: March 19 & 20, April 16 & 17, and May 8, 2008
TIMES: 8:30 AM – 4:30 PM
LOCATION: Young - Rainey STAR Center, 7887 Bryan Dairy Road, Largo, Florida
(727) 541-8942
ROOM: The Planning Center (1st Floor)
INSTRUCTOR: Dr. Lois A. Jordan, Transformation Technologies, Inc.

DEADLINE FOR REGISTRATION: Friday, March 7, 2008
DEADLINE TO RECEIVE PAYMENT: Wednesday, March 19, 2008 (at the seminar)

NOTE: Our section does not accept credit cards. Payment must be by cash, check (personal or company), or approved Purchase Order. Payment should be made to: ASQ Section 1508. It can be brought to the seminar or mailed to: 9212 Rustic Pines Blvd. West, Seminole, FL 33776. Attention: Glen Cavanaugh, Treasurer (gleno@tampabay.rr.com). Please do NOT send payment to ASQ National in Milwaukee!

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

loisjordan@transformationtech.com • (813) 835-5529

To register, just e-mail your name and e-mail address to Lois Jordan at the above address.

For more details on either certification, including the detailed Body of Knowledge list, or to register to take an ASQ certification exam, please visit www.asq.org and go to the section on "Training & Certification".

Exam Body-Of-Knowledge (BOK) Topics Covered (by paragraph number)

| TOPIC | CQE EXAM BOK ITEM | CSSBB EXAM BOK ITEM |
|---|---|---|
| <ul style="list-style-type: none"> Collecting & Summarizing Data: Types of Data Measurement Scales Data Collection Methods | VI.A: VI.A.1 VI.A.2 VI.A.3 | V.C: V.C.1 V.C.2 V.C.3, V.C.4 |
| <ul style="list-style-type: none"> Graphical Methods for Depicting Relationships | VI.A.6 | V.C.6 |
| <ul style="list-style-type: none"> Quality Control Tools: Pareto charts, check sheets, scatter diagrams, histograms NOTE: Control Charts covered in Module 5 | V.A.1 | V.C.6 |
| <ul style="list-style-type: none"> Measurement System Analysis | IV.F | V.E.2 |
| <ul style="list-style-type: none"> Quantitative Terms & Concepts: Terminology Probability Terms & Concepts | VI.B: VI.B.1 VI.B.3 | V.B: V.B.1 V.B.3 |
| <ul style="list-style-type: none"> Descriptive Statistics | VI.A.5 | V.C.5 |
| <ul style="list-style-type: none"> Reliability & Maintainability Reliability & Maintainability Indices Bathub Curve | III.E: III.E.2 III.E.3 | N/A |
| <ul style="list-style-type: none"> Probability Distributions: Continuous Distributions Discrete Distributions Other Distributions | VI.C: VI.C.1 VI.C.2 VI.C.1 | V.D.1 V.D.1 V.D.1 V.D.2 |
| <ul style="list-style-type: none"> Acceptance Sampling: Sampling Concepts Sampling Standards & Plans | IV.C: IV.C.1 IV.C.2 | N/A |
| <ul style="list-style-type: none"> Graphical Methods for Depicting Distributions: Normal Probability Plots | VI.A.7 | V.C.6 |
| <ul style="list-style-type: none"> Non-Normal Data Transformation | N/A | V.F.6 |
| <ul style="list-style-type: none"> Statistical Decision-Making: Point Estimates & Confidence Intervals Hypothesis Testing | VI.D: VI.D.1 VI.D.2 | VI.B: V.B.2, VI.B.2 VI.B.1, VI.B.3 |
| <ul style="list-style-type: none"> Statistical Decision-Making: Paired-Comparison Tests Goodness-of-Fit Tests Contingency Tables | VI.D: VI.D.3 VI.D.4 VI.D.6 | VI.B: VI.B.4 VI.B.5 VI.B.7 |
| <ul style="list-style-type: none"> Relationships Between Variables: Linear Regression Simple Linear Correlation Time-Series Analysis | VI.E: VI.E.1 VI.E.2 VI.E.3 | VI.A: VI.A.2.a VI.A.2.b |
| <ul style="list-style-type: none"> Design & Analysis of Experiments (DOE) Terminology Planning & Organizing Experiments Design Principles One-Factor Experiments Full-Factorial Experiments Two-Level Fractional Factorial Experiments | VI.H: VI.H.1 VI.H.2 VI.H.3 VI.H.4 VI.H.5 VI.H.6 | VII.A: VII.A.1 VII.A.2 VII.A.3 VII.A.4 VII.A.5 VII.A.6 |
| <ul style="list-style-type: none"> Analysis of Variance (ANOVA) | VI.D.5 | VI.B.6 |
| <ul style="list-style-type: none"> Statistical Process Control (SPC): Objectives & Benefits Common & Special Causes Selection of Variables Rational Sub-grouping Control Charts: Attributes & Variables Data Control Chart Analysis Pre-Control Charts Short-Run SPC | VI.F: VI.F.1 VI.F.2 VI.F.3 VI.F.4 VI.F.5 VI.F.6 VI.F.7 VI.F.8 | VIII.A: VIII.A.1 VIII.A.1 VIII.A.2 VIII.A.3 VIII.A.4 VIII.A.5 VIII.A.6 VIII.B |
| <ul style="list-style-type: none"> Process & Performance Capability: Process Capability Studies Process Performance vs. Specifications Process Capability Indices: Cp, Cpk, Cpm, Cr Process Performance Indices: Pp, Ppk | VI.G: VI.G.1 VI.G.2 VI.G.3 VI.G.4 | V.F: V.F.1 V.F.2 V.F.3, V.F.7 V.F.4, V.F.5 |



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Membership Statistics

| | |
|------------|-------|
| Regular | 346 |
| Fellow | 3 |
| Senior | 208 |
| Associate | 8 |
| Student | 18 |
| Sustaining | 3 |
| Forum | 3 |
| | ===== |
| Total | 589 |