



Quality Quest

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September 2008 Volume 50 Issue 01

**ASQ Section 1508 St. Petersburg/ Tampa
DINNER MEETING
Monday, September 8, 2008**

Speakers:

Andy Willums, Director of Program Management &
Mike Luther, Director of Quality Assurance
At Sage Software

Quality and Project Management, a Strong Solution

Project Management and Quality Management – the two powerful methodologies can provide a strong solution for organizational excellence. Project Management Institute (PMI) promotes project management through Project Management Body of Knowledge known as PMBOK and as you well know ASQ promotes body of knowledge with Quality, Lean and Six Sigma principles. Our speakers for this meeting will talk about project management approach to quality. They will walk us through tools and techniques used such as Software Development Life Cycle, show examples, and quality improvements they have experienced at Sage Software.

Andy Willums is the Director of Program Management for Sage Software's Employer Solutions. He is certified as a Project Management Professional (PMP) with over 16 years of experience in software project management and process improvement. Willums received his MA in Management from Bellevue University and his MS in Computer and Information Science from Troy State University. Prior to joining Sage, he earned a Software CMM Level 3 assessment as Director of Software Process Improvement for Certegy Check Services, served as the CMMI Program Manager for TYBRIN Corporation and led the Project Office and Process Improvement efforts at Thomson Multimedia. Previously, he held a variety of technical and management positions in the U.S. Air Force for 12 years.

Mike Luther is the Director of Quality Assurance for Sage Software's Employer Solutions. He has 18 years of experience in the Software Development industry testing and leading Quality Assurance teams. Mike regularly initiates inter-group forums to share QA best practices and keep up to date with quality tools and techniques. He has over 25 years experience managing and leading teams across multiple industries.

Pre-Dinner Speaker: Sharon Hildebrand, Membership Chair

Sharon is the Membership Chair of our ASQ chapter and she will review the results of the latest membership and meeting satisfaction survey. She will review member communication and discuss plan for membership recruitment, retention and growth. Sharon will also seek your input and guidance on some of these initiatives.

See you all at the meeting.

Haroon Abbu, CQE, CSSBB, PMP – ASQ Section 1508 Programs Chair





Message from the Chair

First on my mind, I want to thank all of you fellow members for electing me as the St. Petersburg/Tampa Section's Chair. Especially, I want to thank Steve Babb and Ed Pagnott (both previous Chairs of our Section and still serving members of the board) for planting the seed that allowed me to step-up to this position. It is indeed an honor and a privilege to be part of such a great group of people and I am grateful for this opportunity to serve you.

Now, as I look in the mirror, I am reflecting on a few questions:


- What is expected of me?
- How can I help you grow as individuals?
- How can I help our Section?

At this time I have more questions than answers. I am counting on you, my ASQ colleagues, to help each other, and me, as we continue to chart this year's quality voyage. Please let me know your ideas for improving your experience and maximizing the benefits that you reap from membership in our Section. I look forward to hearing from you personally or as you speak to the group on quality related matters; I encourage you to do so, if you have a quality related topic that you think will be of interest to our audience.

Throughout the summer, I have met with the other elected members of our Section to plan this year's program. We have good speakers aligned and a few fun activities too. I sincerely hope that you will participate and personally benefit from our programs as we continue to travel the quality road together to improve ourselves and the world around us.

To our success,

Victor Martins
Chair, ASQ St. Petersburg/Tampa Section



Not receiving Section updates via e-mail, such as meeting and event announcements?

Visit www.ASQ.org and log in to My ASQ (enter member number and password)

- Click *Manage My Account*
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If you need assistance, e-mail ASQ Customer Care at help@asq.org or call 800-248-1946.




Section 1508 Membership News

What's in store for Section 1508 membership this year? Our goal for 2008-2009 is 3% growth. Our strategy is to retain 80% of existing membership and recruit 135 new members.

ASQ rewards members for recruiting efforts by awarding ASQ bucks in the amount of \$5 for each recruit in the Each One Reach One (EORO) program. Simply ask your recruit to reference your name and membership number on their ASQ application and you'll receive your reward. ASQ bucks can be used for Quality Press purchases, conferences, training and certification and even membership renewal.

In addition to the EORO rewards, our section is going to have our own friendly recruiting competition for the **Excellence Award**. The first, second and third place winners will be the members who recruit the most members *and* attend the most meetings by next June. What will you win? Come to our September meeting and find out.

Join in the spirit of growing our quality community. We'll all benefit!





Make Your Reservations Now

Limited to the first 40 *Paid* Registrations!

ASQ Section 1508 members and their families are invited

to a day at Tampa's Lowry Park Zoo!

Saturday, October 18, 2008 9:30am

Includes

River Odyssey Eco-Tour Boat Ride Adventure

on the Hillsborough River

Gourmet Box Lunch

Zoo Admission

Special Group Rates

\$35.10 per Adult, \$27.05 per Child (3-11)

Make your reservations at <http://time2meet.com/zoo>

Reservations will be accepted until October 10, 2008

MESSAGE FROM THE EDUCATION CHAIRS & THE 2008 – 2009 TRAINING SCHEDULE

[Lois Jordan \(loisjordan@transformationtech.com\)](mailto:loisjordan@transformationtech.com) and [Cristin Brickhouse \(shesabrickhouse@verizon.net\)](mailto:shesabrickhouse@verizon.net)

Thank you all for your tremendous support for the St. Petersburg / Tampa section's education program over the past two years! In 2006-2007 we kicked-off our training program with the CQE Exam Prep and had 28 people attend. Last year we offered the CQE Exam Prep again as well as "Implementing Statistical Process Control (SPC)" and "Introduction to Designed Experiments (DOE) & Analysis of Variance (ANOVA)", and 77 people participated. The reviews for all of these courses were extremely good, and as a result we've seen your demand for additional topics as well as your support for our training program continue to grow. We've used your feedback and very helpful suggestions for additional topics you'd like to see to create what we think will be another successful year for our members and for our section's education program. The 2008-2009 Training Schedule will be much larger than last year's, so we believe that there is something for everyone! You'll note that we are offering a mixture of weekday and Saturday dates to try to satisfy as many people as possible with the schedule. We will need your continued support to ensure enough participation to keep all of these courses alive, so please tell your friends and co-workers about them. Everyone is welcome to attend but ASQ members will continue to pay a lower price as a benefit of membership. (Of course we hope this will encourage others to join!)

This fall we will offer 7 courses, including 5 new ones! We're bringing back the popular "Implementing SPC" and "Introduction to DOE" courses due to continued demand as well as to build enough of a base to be able to offer the advanced courses in both topics that you requested. "Advanced SPC / Process Capability & Using Minitab for SPC" will be offered in the fall, and an advanced DOE course will be offered in the spring. You'll also notice the new (to our section) Certified Quality Auditor (CQA) and Certified Software Quality Engineer (CSQE) Exam Preps as well as courses in Root-Cause Problem Solving and Minitab in the fall. The DOE, Root-Cause Problem Solving and CSQE Exam Prep courses are all the same courses with the same instructors offered through ASQ nationally at much higher prices!

<u>COURSE</u>	<u># OF DAYS</u>	<u># OF RU'S</u>	<u>DATES</u>	<u>MEMBER / NON-MEMBER PRICE</u>	<u>INSTRUCTOR</u>
Implementing Statistical Process Control (SPC)	2	1.4	9/12 & 9/13/08	\$250.00 / \$275.00	Dave Ferguson
Certified Quality Auditor (CQA) Exam Prep	2	1.4	9/30 & 10/1/08	\$250.00 / \$275.00	Dr. Lois Jordan
Introduction to Designed Experiments (DOE) & Analysis of Variance (ANOVA)	2	1.4	10/13 & 10/14/08	\$250.00 / \$275.00	Dr. Mark McComb
Root-Cause Problem Solving for Sustained Improvement	2	1.4	11/14 & 11/15/08	\$250.00 / \$275.00	Debra Owens
Certified Software Quality Engineer (CSQE) Exam Prep	4	2.8	November 2008	\$450.00 / \$500.00	Linda Westfall
Advanced SPC & Process Capability / Using Minitab for SPC	1	0.7	12/11/08	\$150.00 / \$165.00	Dr. Lois Jordan
Using Minitab for Basic Statistics and DOE	1	0.7	12/12/08	\$150.00 / \$165.00	Dr. Lois Jordan

In the spring, we plan to offer 7 more courses, including 6 new ones! We're bringing back the successful CQE/CSSBB Exam Prep in its expanded 5-day format, and we're introducing ASQ National's highly-ranked "Certified Quality Manager (CQM) Exam Prep" and "Introduction to Reliability Engineering" courses. All three of these courses will be taught by the ASQ National instructors! We are also working to bring in a Certified Biomedical Auditor (CBA) Exam Prep as well as courses in Advanced DOE, Design for Six Sigma (DFSS), and Lean Six Sigma. The following three courses have been confirmed (although we're still working on the exact dates); the other courses are still being planned so watch your newsletters for updates as soon as details get finalized.



<u>COURSE</u>	<u># OF DAYS</u>	<u># OF RU'S</u>	<u>TARGET DATES</u>	<u>MEMBER / NON-MEMBER PRICE</u>	<u>INSTRUCTOR</u>
Certified Quality Manager (CQM) Exam Prep	4	2.8	January 2009	\$450.00 / \$500.00	Debra Owens
Introduction to Reliability Engineering	3	2.1	January 2009	\$350.00 / \$385.00	Dr. Mark McComb
Certified Quality Engineer (CQE) / Certified Six Sigma Black Belt (CSSBB) Exam Prep	5	3.5	March – May 2009	\$550.00 / \$600.00	Dr. Lois Jordan

Finally, we have two important Education policy changes to share with you:

- (1) In response to your requests and to help us with collecting payments, our section will begin accepting credit cards through PayPal for this fall's courses! We hope this will make it easier for you to attend the courses you want to without as much paperwork. It will also allow the section to change our payment policy to "payment in advance through credit cards, cash or checks only" so that we can eliminate the delays, paperwork and payment problems we've had from accepting corporate Purchase Orders. We hope that our no longer accepting Purchase Orders will not cause anyone to miss out on attending our courses, so please be sure to let us know if this will be the case for you. We're still setting up the PayPal account, so we'll send the details out when they're available.
- (2) We order training materials and commit to training room rental and instructor expenses (travel, fees, etc.) based on the number of people registered for a course and the total registration fees committed to by the registration deadline. To keep our costs to you as low as possible, our fee structure is very tight and allows very little room for unexpected expenses. This means that our section loses money when people cancel too close to the start of the course for us to be able to change our financial commitments. At a minimum we lose not only the cost of the materials but also the additional revenue we planned on with that registration. In a worst-case scenario with late several cancellations, the course might not have enough participation to cover its expenses, so the section will have to cover the losses. Since we are a not-for-profit organization and can only continue to provide these courses as long as they pay for themselves, we need to enforce a cancellation policy that will allow us to cover at least some of our costs and hopefully deter late cancellations. Therefore, "anyone cancelling (or not showing up at all) after the deadline for registration will be expected to pay a cancellation fee of \$75.00. If you cancel before the course registration deadline or if you find someone to take your place, there is no cancellation fee." To keep it clean, the date of cancellation will be based on the e-mail time stamp, so be sure to cancel via e-mail only. We will reply back to you when we receive the cancellation, so be sure to follow-up if you don't hear back from us. Thank you for understanding the need for this policy.

We will send this information out to everyone via e-mail along with the details of each course as it comes up. Please be sure to pass it along to anyone you think might be interested in attending. Your support is critical for us to be able to continue offering programs of this caliber at these prices. And don't forget that the RU's you receive from attending these courses will help you maintain those valuable certifications!

Last but not least, the increased size of our education program has made it difficult for one person to handle alone. So Cristin Brickhouse has generously agreed to help me with it as the Education Co-Chair. Cristin has been active on our board for many years and I welcome her assistance! In the future, feel free to address any of your education questions to either me (Lois Jordan) or Cristin at the e-mail addresses shown at the top of this page. Thanks Cristin!!

Thanks again for your support and we look forward to seeing you all again this year!



"IMPLEMENTING STATISTICAL PROCESS CONTROL (SPC) & PROCESS CAPABILITY"

(2 days / 14 hours / 1.4 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 (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 (Cp/Cpk/Cr, Pp/Ppk, 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:** 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:** 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:** Introduction to Variables Data (Applications, Sample Sizes, Chart Construction, etc.), "x-bar and Range" Charts, "Individual and Moving Range" Charts, Overview of other Variables Charts
- D. **ATTRIBUTES CONTROL CHARTS:** 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:** 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:** The Effective Use of SPC Computer Packages, Efficient Use of Control Charts, The Role of Control Charts in Process Improvement Efforts
- G. **INTRODUCTION TO PROCESS CAPABILITY ANALYSIS:** Analysis Requirements, Cp/Cpk/Cr vs. Pp/Ppk, "Sigma" levels, PPM, Percent Defective, etc.

DATES: Friday and Saturday, September 12th & 13th, 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 (1st Floor)

INSTRUCTOR: David Ferguson, Davlin Productivity Group, Inc.

COST: \$250.00 for Members (your ASQ member number must be provided when registering); \$275.00 for Non-Members
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.

DEADLINE FOR REGISTRATION: Friday, August 29th, 2008

DEADLINE TO RECEIVE PAYMENT: Friday, September 12th, 2008 (at the seminar)

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

PLEASE NOTE THAT PAYMENT MUST BE MADE PRIOR TO THE START OF THE SEMINAR EITHER BY CASH, CHECK OR PAYPAL. CANCELLATIONS MADE AFTER FRIDAY AUGUST 29TH WILL REQUIRE PAYMENT OF \$75 FOR LATE CANCELLATION. YOU MAY MAKE SUBSTITUTIONS AT ANY TIME WITH NO PENALTY.

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

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



“CERTIFIED QUALITY AUDITOR (CQA) EXAM PREP”
(2 days / 14 hours / 1.4 RU's)

This program is designed to help prepare participants for ASQ's Certified Quality Auditor (CQA) exam by providing a thorough summary of the tools, concepts and definitions included in the Certified Quality Auditor Body of Knowledge. The following topics will be covered:

- I. **AUDITING FUNDAMENTALS**
 - A. Basic terms and concepts
 - B. Purpose of audits
 - C. Types of quality audits
 - D. Audit criteria
 - E. Roles and responsibilities of audit participants
 - F. Ethical, legal, and professional Issues (audit credibility, liability issues, professional conduct and responsibilities)
- II. **AUDIT PROCESS**
 - A. Audit preparation and planning (elements of the audit planning process, auditor selection, audit-related documentation, logistics, auditing tools, auditing strategies)
 - B. Audit Performance (opening meeting, data collection and analysis, working papers, objective evidence, observations, non-conformances, audit process management, exit meeting)
 - C. Audit Reporting (Basic steps, effective audit reports, record retention)
 - D. Audit follow-up and closure (elements of the corrective and preventive action processes, review of corrective action plan, verification of corrective action, follow-up on ineffective corrective action, audit closure)
- III. **AUDITOR COMPETENCIES**
 - A. Auditor characteristics
 - B. Resource management
 - C. Conflict resolution
 - D. Communication techniques
 - E. Interviewing techniques
 - F. Team membership, leadership, and facilitation
 - G. Presentation Techniques
 - H. Verification and Validation
- IV. **AUDIT PROGRAM AND BUSINESS APPLICATIONS**
 - A. Audit program management
 - B. Business applications (change control, risk management, interrelationships between business processes, senior management and the audit function, common elements of audits, auditing as a management tool, emerging roles of the auditor)
- V. **QUALITY TOOLS AND TECHNIQUES**
 - A. Fundamental quality control tools
 - B. Quality improvement tools
 - C. Descriptive statistics
 - D. Sampling methods
 - E. Process capability
 - F. Qualitative and quantitative analysis
 - G. Cost of quality

DATES: Tuesday and Wednesday, September 30th & October 1st, 2008

TIMES: 8:00 – 4:30 PM

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

ROOM: The Planning Center (1st Floor)

INSTRUCTOR: Dr. Lois A. Jordan, Transformation Technologies™, Inc.

COST: \$250.00 for Members (your ASQ member number must be provided when registering); \$275.00 for Non-Members

DEADLINE FOR REGISTRATION: Friday, September 19th, 2008

DEADLINE TO RECEIVE PAYMENT: Tuesday, September 30th, 2008 (at the seminar)

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

***PLEASE NOTE THAT PAYMENT MUST BE MADE PRIOR TO THE START OF THE SEMINAR EITHER BY CASH, CHECK OR PAYPAL.
CANCELLATIONS MADE AFTER FRIDAY SEPTEMBER 19TH WILL REQUIRE PAYMENT OF \$75 FOR LATE CANCELLATION. YOU MAY
MAKE SUBSTITUTIONS AT ANY TIME WITH NO PENALTY.***

For more information or to register for this program, please contact Lois Jordan at: loisjordan@transformationtech.com • (813) 835-5529



"INTRODUCTION TO DESIGNED EXPERIMENTS (DOE) & ANALYSIS OF VARIANCE (ANOVA)"

(2 days / 14 hours / 1.4 RU's)

This 2-day seminar is designed to cover the fundamentals of Designed Experiments (DOE) and Analysis of Variance (ANOVA). It will provide participants with the skills necessary to successfully conduct and analyze Full Factorial and Fractional Factorial Designed Experiments. It will also provide the DOE information necessary for the CQE and CSSBB Exams. This seminar begins with an overview of scientific method and its role in effective business decisions and process improvement through experimentation. The purpose and types of designed experiments are discussed at this time, beginning with the identification of potentially important factors through team-based screening activities. The seminar next moves into the activities necessary to design and effective an efficient experiment. Basic DOE terminology is introduced and defined (randomization, blocking, replication, confounding, factorial designs, fraction factorial designs, etc.). The calculations and interpretations for single factor experiments, a full factorial experiment, and a fractional factorial experiment are covered in detail. All designs are worked in-class with sample data sets. The seminar concludes with an overview of other types of designed experiments and their purposes, such as nested, hierarchical and split-plot designs, to assist participants in identifying future DOE training interests. A brief discussion of Taguchi vs. classical designs is included for clarification purposes only. An extensive reference manual with all necessary statistical tables is provided (and can be used during any ASQ certification exam). There are no pre-requisites for the course, but basic high school level algebra is very helpful.

- A. **INTRODUCTION TO DESIGNED EXPERIMENTS:** Introduction to Scientific Method, History of DOE, A Model for Process Improvement, Purpose and Types of Designed Experiments, Key Terms and Definitions, Designing an Efficient Experiment / Design Principles
- B. **SINGLE FACTOR EXPERIMENTS:** Effective Applications, Analysis Techniques
- C. **FULL FACTORIAL ANALYSIS OF VARIANCE:** The Design of the Experiment, One-Factor Experiments vs. Two or More Factor Experiments, Designing and Conducting a Full Factorial Designed Experiment, Comparative Analysis with Normal Probability Plots, Cube Plots and Linear Graphs, Comparative Analysis with Analysis of Variance (ANOVA) (.05 F table provided) and t-tests, Using Computer Packages for ANOVA, Determination of Optimum Factor Settings, Interpreting Interaction Statistically and Graphically, Randomized Block Designs
- D. **FRACTIONAL FACTORIAL DESIGNS:** Definition of and Purpose for Fractional Factorial Designs, Screening to Reduce the Number of Factors, Experimental Design Matrix, Confounding in Fractional Factorial Designs, Creating Alias Sets, Assigning Treatments to Blocks using "Modulus 2" Arithmetic and "Group Theory", ANOVA with Fractional Factorial Designs, Experiments to Validate Experimental Results/Settings -Introduction to the concept of Hypothesis Testing
- E. **OTHER ISSUES:** Discussion of other Classical Experimental Designs (Nested, Hierarchical, Split-Plot, etc.), Brief Comparison of Classical DOE vs. Taguchi

DATES: Monday and Tuesday, October 13th & 14th, 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 (1st Floor)

INSTRUCTOR: Dr. Mark McComb, Associate Professor, Mississippi College; Top-Ranked ASQ National Instructor in DOE, Reliability and Statistics

COST: \$250.00 for Members (your ASQ member number must be provided when registering); \$275.00 for Non-Members
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.

DEADLINE FOR REGISTRATION: Friday, September 26th, 2008

DEADLINE TO RECEIVE PAYMENT: Monday, October 13th, 2008 (at the seminar)

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

PLEASE NOTE THAT PAYMENT MUST BE MADE PRIOR TO THE START OF THE SEMINAR EITHER BY CASH, CHECK OR PAYPAL. CANCELLATIONS MADE AFTER FRIDAY SEPTEMBER 26TH WILL REQUIRE PAYMENT OF \$75 FOR LATE CANCELLATION. YOU MAY MAKE SUBSTITUTIONS AT ANY TIME WITH NO PENALTY.

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

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



"ROOT-CAUSE PROBLEM SOLVING FOR SUSTAINED IMPROVEMENT"

(2 days / 14 hours / 1.4 RU's)

Are you prepared to be a part of continuous improvement (CI) in your organization? All CI programs and many standards require a corrective action/improvement process. This hands-on program focuses on the concepts, quality tools, process, and practice you need to apply a fact-based problem-solving process to achieve sustainable improvements. You will receive the hands-on practice in problem-solving process/tools, teamwork, consensus-building, and on-the-job application you need to succeed! This is must-have foundation training for management as well as line employees and new hires within any organization using continuous improvement and corrective-action systems. It is a requirement of ISO 9001:2000 and needed for performance excellence.

- I. Planning
 - A. Describing the problem (describing the nature of problem, assuring it's related to key business goals/objectives, securing approval, defining process boundaries, forming a team and defining roles, authority, resources, and responsibilities, identifying customers and other key stakeholders and requirements/targets)
 - B. Quantifying performance gap and setting measurable goals (Brainstorming, Multi-voting consensus, IPO model, Flowcharts, use of data check sheets, corrective action forms, process/quality assurance/customer information, Bar charts, Run charts, Pareto charts, Gap analysis)
- II. Organizing
 - A. Determining key causes (identifying and prioritizing possible causes, collecting and analyzing data, determining the most probable causes, reviewing the most probable causes, generating potential solutions, establishing rating selection criteria)
 - B. Selecting the best alternative solution (Cause & Effect, Tree diagram, Brainstorming and multi-voting consensus, Affinity diagram, Scatter diagram, Selection matrix, Force field analysis, Interviews/surveys)
- III. Implementing
 - A. Implementing solutions (developing an implementation project plan including needed resources, selecting measurement criteria/data collection plan, executing the plan and collecting data, determining if the solution is effective, "repeat" steps, maintaining the gains and standardizing, auditing to assure the gain is maintained, celebrating success, capturing and sharing lessons learned and evaluating impact, Flowcharts, Gantt charts, Check sheets)
- IV. Monitoring
 - A. Evaluating the solution (Cause & Effect, monitoring data, Run charts, Pareto analysis, Check sheets, Customer feedback data, Impact evaluation form, Team satisfaction/lesson learned form)

DATES: Friday and Saturday, November 14th & 15th, 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 (1st Floor)

INSTRUCTOR: Debra Owens – Consultant and top-ranked ASQ National instructor in Quality Management, Process Improvement, and the Malcolm Baldrige National Quality Award

COST: \$250.00 for Members (your ASQ member number must be provided when registering); \$275.00 for Non-Members

*NOTE: This is the same course offered by ASQ National for \$905 (plus travel) for ASQ members.
(It is listed as "Systematic Problem Solving for Sustained Improvements with Quality Tools" on the ASQ website.)*

DEADLINE FOR REGISTRATION: Friday, October 24th, 2008

DEADLINE TO RECEIVE PAYMENT: Friday, November 14th, 2008 (at the seminar)

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

PLEASE NOTE THAT PAYMENT MUST BE MADE PRIOR TO THE START OF THE SEMINAR EITHER BY CASH, CHECK OR PAYPAL. CANCELLATIONS MADE AFTER FRIDAY OCTOBER 24TH WILL REQUIRE PAYMENT OF \$75 FOR LATE CANCELLATION. YOU MAY MAKE SUBSTITUTIONS AT ANY TIME WITH NO PENALTY.

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

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



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-6:00 Registration

5:30-6:00pm Appetizers/Networking **

Antipasto platter

** Appetizers are provided at no cost to members by the section. **

6:00- 6:30 Pre-Dinner Topic

6:30pm -7:15 Dinner

**Entrée Gnocchi tossed with Tomato and Basil with Garden
Vegetables and Sausage**

Dessert Italian Style Cheesecake

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, September 04, 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.

ASQ1508@tampabay.rr.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. **\$25.00** per member with a reservation or **\$30.00** 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 **\$25.00** to our treasurer, **Glen Cavanaugh, 9212 Rustic Pines Blvd. W, Seminole, FL. 33776**



P.O. Box 3005
Milwaukee, WI. 53201-3005

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