



Quality Quest

www.time2meet.com/asq1508/index.shtml

October 2008 Volume 50 Issue 02

ASQ Section 1508 St. Petersburg/ Tampa DINNER MEETING Monday, October 13, 2008

Speaker: Dr. Wende Huehn-Brown **Connecting Your Culture to Quality Improvement**

Does your organization need to put continuous improvement back into their quality management system? Surprisingly, companies claiming to even use lean and/or Six Sigma are often failing to develop a culture that supports continuous improvement. Without this culture for improvement, these organizations often revert back to old habits and fail to control or sustain the results obtained from their improvement efforts. Organizations need to have a system that challenges status quo thinking and behavior, such that they can continuously elevate performance long-term.

This presentation will focus on strategies organizations can integrate within their quality management systems to support continuous improvement. Not only for their own operating culture, but they should often be extended across the enterprise into their supply chains. This presentation will share some research that may be a surprise. While lean and six sigma philosophies attest to using continuous improvement and integrating the improvements to better connect to customer expectations and supplier relationships, many organizational cultures are failing to do so. Basic characteristics and strategies for continuous improvement will be presented to help participants form ideas that they may be able to apply in their own organizations.

Wende Huehn-Brown is a professor in the College of Technology and Management at St. Petersburg College (SPC). She has her Ph.D. in Engineering Management from the University of Missouri-Rolla (now known as the Missouri University of Science and Technology). Prior to joining SPC, she spent almost 18 years working in engineering, management, and consulting positions for over 100 different organizations. While much of her initial research was with automotive suppliers, she spent several years extending the application of these concepts into other industries and services organizations. During this career, she began to challenge assumptions to these theories and is focusing current research on continuous improvement of the academic curriculum of these theories.

Pre-Dinner Topic: How to Get the Most Out of a Networking Event

Herb Hildebrand, COO of Great lakes Carpet & Tile in Leesburg, FL will be speaking on this topic. He specializes in promoting growth through the effective coaching of people and the management of continuous improvement processes. Herb started his career as an educator and has experience in applications & sales engineering, manufacturing management, and executive management. He received his undergraduate degree from Michigan State University and Master's degree from USF.

See you all at the meeting.

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





Highlights from September Meeting

Sharon Hildebrand, Membership Chair of our section walked us through member survey results, member statistics, and programs to recruit new members.

Andy Willums, Director of Program Management & Mike Luther, Director of Quality Assurance at Sage Software made a presentation on how Project Management and Quality Management – the two powerful methodologies can provide a strong solution for organizational excellence. Here are some of the key points:

The application of project management principles enable senior executives to establish measures of success, enable customer focus and alignment, quantify value commensurate with cost, optimize the use of organizational resources, incorporate quality principles, put strategic plans into practice, and ensure fast time-to-market.

2004 Standish Group CHAOS Report on 9,236 projects found that 29% projects were on time, on budget, with required features, 53% challenged, and 18% failed. Top success factors for project success are executive support, user involvement, experienced project manager, clear business objectives, minimized scope, standard software infrastructure, firm basic requirements, formal methodology, and reliable estimates.

Well defined process is necessary for higher quality products, lower costs, greater efficiencies, better documentation, happier customers, and higher internal team morale.

Clear definition of organizational roles is essential. The DACI terminology (Driver, Approver, Contributor, Informed) is used to describe the responsibilities for each deliverable produced in each phase. It indicates who is to perform the job, who contributes, who approves and who is informed of the results.

Risk management process needs to be followed to mitigate the impact of risk. Risk is an event that may or may not occur in the future and is managed by mitigation and a contingency. Its occurrence is recognized to have a potentially adverse effect on the program/project objectives or the quality of its deliverables.

Project management approach helped Sage Software achieve clarity in communication, answer to the question who is doing what, engaged stakeholders, central data repository, consistent metrics, portfolio management, reduced rework, higher quality, and better customer experience. It has allowed for agility with standardized project team structure and data resulting in efficient project start ups and tracking, more frequent working product releases, and flexibility for content prioritization changes. Lessons learned sessions have helped to point out best practices and process improvement opportunities. The use of Project Management has proliferated to non-software projects resulting in better plans, communications, and controls.

Presenters also walked us through a case study with encouraging results. If you would like a copy of the presentation, please email asq1508@aol.com

Summarized by Haroon Abbu, Programs Chair





Message from the Chair

Our section is off to a great start for the 08-09 fiscal year! It was good to be among friends and colleagues and I was encouraged by the new visitors as well.

Our main speakers of the night, Mike Luther and Andy Willums, both Directors at Sage Software, spoke about the benefits of integrating Quality Management with Project Management; they also made us aware of specific tools and techniques that they use to achieve excellence in the software development world. Our pre-dinner speaker, Sharon Hildebrand, our section's Membership Chair, showed us the results of the latest membership and meeting satisfaction survey and talked about our plans for membership growth. I encourage you to continue to let Sharon know of any new ideas that you may have to help with the growth of our section's membership.

In last month's newsletter I asked you to let me know if there is a quality related topic that you would like to speak about to our audience. Haroon Abbu, our Program's Chair, is doing a great job securing speakers for our main presentations. Nevertheless, to maximize the benefit of our attendance, I will continue to encourage you to step-up and volunteer to share with us on a quality related topic. We have reserved our pre-dinner slots for this purpose. Please call Haroon to schedule a presentation or call either of us if you need any assistance with a specific topic or format. We all have unique experiences and knowledge in the field of quality that will certainly be of interest to the audience. I believe that as we make efforts to share, however small nuggets of knowledge with each other, we will enrich ourselves and continue to benefit our quality community at large.

With you on the Quality journey,

Victor Martins
Chair, ASQ St. Petersburg/Tampa Section



Excellence Award Update

The competition for the Excellence Award is off to a good start. In the lead is **Heike Johnson** with one recruit; and she came to the first meeting of the year. Heike received an ASQ ballpoint pen at the September meeting in recognition of her recruiting efforts. But don't get too comfortable with the lead, Heike. You can see there is some tough competition – if they attend some meetings!

The winners of the following awards recruit the most new members to Section 1508 and attend the most meetings by June, 2009.

Excellence Award		Meeting Attendance
Member	Recruits	SEP
Heike B. Johnson	1	1
Gregory R. Fish	1	
Kay L. Mugavero	5	
Kathleen L. Deer	1	
Maria E. Lialios	1	
Julie K. DelPrincipe	1	



NOTICE TO ALL MEMBERS PLANNING TO TAKE CERTIFICATION EXAMS

Due to the increased number of members taking exams, the location of the Section 1508 exams will be moved, starting with the December 6, 2008 exams. The location will be moved to:

Jabil Circuits, Inc.
10800 Roosevelt Boulevard
St. Petersburg, FL 33716

The exams scheduled for October 18, 2008 will remain at the current exam location, Conmed Linvatec, 11311 Concept Blvd., Largo.

The Board of Section 1508 gratefully acknowledges the generosity of Sue Dauterman, coordinating the past exam logistics for Conmed Linvatec, as well as Allan Banko, offering the Jabil facilities for future exams.





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

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 **

Cheese Display

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

6:00- 6:30 Pre-Dinner Topic

6:30pm -7:15 Dinner

Salad (with Green and Red Cabbage)

Entrée Chicken Schnitzel with German Potato Salad

Dessert Black Forest 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

Reservations should be made by 4:00PM, Thursday, October 09, 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**



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Regular	300
Fellow	3
Senior	224
Associate	6
Student	24
Sustaining	4
Forum	3
Org Member	1
	=====
Total	565