



Quality Quest

www.time2meet.com/asq1508/index.shtml

November 2008 Volume 50 Issue 03

**ASQ Section 1508 St. Petersburg/ Tampa
DINNER MEETING Monday, November 10, 2008**

Speaker: Jack Lynch
Director of Project Implementations at PSCU Financial Services

Topic: Improving Your Communications Skills to Achieve Business Quality Objectives

No matter how knowledgeable you are in Six Sigma methodologies or project management best practices if you can't communicate well with the quality teams, department managers, and executives you have lost the quality battle before it begins.

This presentation will focus on strategies to improve your communications and leadership skills that will assist in keeping project teams and executives on board with your quality initiatives.

Jack Lynch is Director of Project Implementations at PSCU Financial Services, the nation's largest credit union service organization. He brings over twenty years of experience and a proven track level of success in project management, process re-engineering, and leadership positions. His organization is responsible for client implementation projects utilizing both project management best practices and six sigma quality methodologies consistently delivering high client satisfaction survey results.

Prior experience include Vice President of Business Development responsible for implementing software products and services, and eighteen years with NCR Corporation in a variety of technical, project management and client account support management positions.

He also served as an Area Governor for Toastmasters International, a world leader in developing communications and leadership skills and is an award winning speaker.

Jack holds a Bachelor and Masters Degree in Business Management, an Applied Science Degree in Electronic Technology, and a Masters Certificate in Project Management. He is also a certified Project Management Professional and holds an Advanced Communications Certification from Toastmasters International.

Pre-Dinner Topic: What You Need to Know About Wills & Estate Planning

Thomas Shea will be speaking on the importance of Wills and Estate Planning. Thomas specializes in Wills and Trusts, Real Estate Law, Business Law, and Adoption Law. He is a graduate of USF and Nova Southeastern University Shepard Broad Law Center.

See you all at the meeting.

Haroon Abbu, PMP, Master Black Belt – ASQ Section 1508 Programs Chair





Message from the Chair

What a great meeting we had. I am excited about the attendance, the caliber of our speakers, and the large number of first time attendees, to whom I extend my heartiest welcome - I look forward to seeing you again in the future.

I hope that you enjoyed the dinner meeting and learned something of value from our great speakers.

Dr. Wende Huehn-Brown, Professor in the College of Technology and Management at St. Petersburg College (SPC), presented the results of her research on Quality Improvement. Dr. Brown shared with us a few strategies that she has developed through research; among much practical advise, she mentioned the importance of managing the supply chain. Dr. Brown also emphasized that without a continuous improvement culture even companies with great resources cannot sustain improvement gains from previous quality improvement efforts. Dr. Brown said that the key to continuous improvement is the mindset, not the tools.

Our pre-dinner speaker, Mr. Herb Hildebrand, COO of Great Lakes Carpet & Tile in Leesburg, FL and a Management Consultant who specializes in promoting growth through the effective coaching of people and the management of continuous improvement processes, shared with us valuable advise on how to get the most out of a networking event. In Mr. Hildebrand's words, "In business it is important to be liked, but it is better to be needed." I hope that we are all working to develop and polish our own 30 seconds commercial, which he encouraged us to do.

In closing, I would like to thank the board members of our section, without whom the section would not function. Please take a moment to thank them for their commitment to quality and volunteering spirit. Perhaps, as you read this note you ponder what it would be like to serve as a volunteer in our section. If that is the case, any of us would be happy to share with you about our work and to answer any questions that you may have.

With you on the Quality journey,

Victor Martins
Chair, ASQ St. Petersburg/Tampa, Section 1508





Excellence Award Standings

It's easy to participate and the reward is great for you and ASQ. Simply recruit the most new members to Section 1508 and attend the most meetings by June, 2009.

First Place:	\$129 check (the amount of ASQ membership dues)
Second Place:	Certificates for three free Section 1508 Dinner Meetings
Third Place:	Certificate for one free Section 1508 Dinner Meeting

Excellence Award		Meeting Attendance through OCT Meeting
Member	Re-cruits	
Heike B. Johnson	1	2
Gregory R. Fish	1	1
Phil Pawlowski	1	1

Are You Wearing Your Pin?

If you've attended a monthly meeting since September, you should have received your ASQ lapel pin at the registration desk. If you haven't attended your first meeting yet, you'll receive your pin when you do.

We're encouraging members to wear the pin on meeting day. At the September meeting we took a poll to see what our members thought should be the consequences if a member is not wearing the pin at the meeting. To encourage networking, we will ask those members to give a 30 second report about an individual they met during the networking session: who they are, what they do and something interesting about them, such as why they add value to our organization. We hope to have some fun and learn more about our membership, as well as promote ASQ in our community.

Special Recognition Program for Members Achieving Certification

Please save the date to attend the December 8th ASQ meeting for a special pre-dinner program honoring our members achieving certification by passing their recent certification exam in October. If you receive your certification notification from ASQ, you are among those to be honored. Please plan to attend this special meeting.

Not Getting Your E-mail Notifications?

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*
- Click *My Contact Information*
- Update your e-mail address

Click *E-mail Preferences* and check-mark *Section Updates*

Or, e-mail ASQ Customer Care at help@asq.org or call 800-248-1946.



Below is an excerpt from Dr. Jordan's communication to section membership:

Training Opportunities

Here is an updated summary of the training opportunities our section currently has scheduled for the rest of this year. As you can see, we have a lot of great training planned so we will definitely need your support to make it all happen. Please pass this information along to anyone you think might be interested in attending our programs – everyone is welcome and the courses are a great value!

Be sure to mark your calendars now so you don't miss one that you're interested in. Keep in mind that the registration deadlines are firm since we have to have time to order materials and/or give the instructors sufficient notice to make their travel arrangements or hopefully find other work if we cancel. We can sometimes add people in after the deadline, but if we don't have enough people registered to cover course costs by the deadline, the course will likely be cancelled. If you want more information on any course, let me know and I'll e-mail it to you. Thanks!

Dr. Lois A. Jordan, Education Chair
ASQ - St. Petersburg/Tampa Section 1508

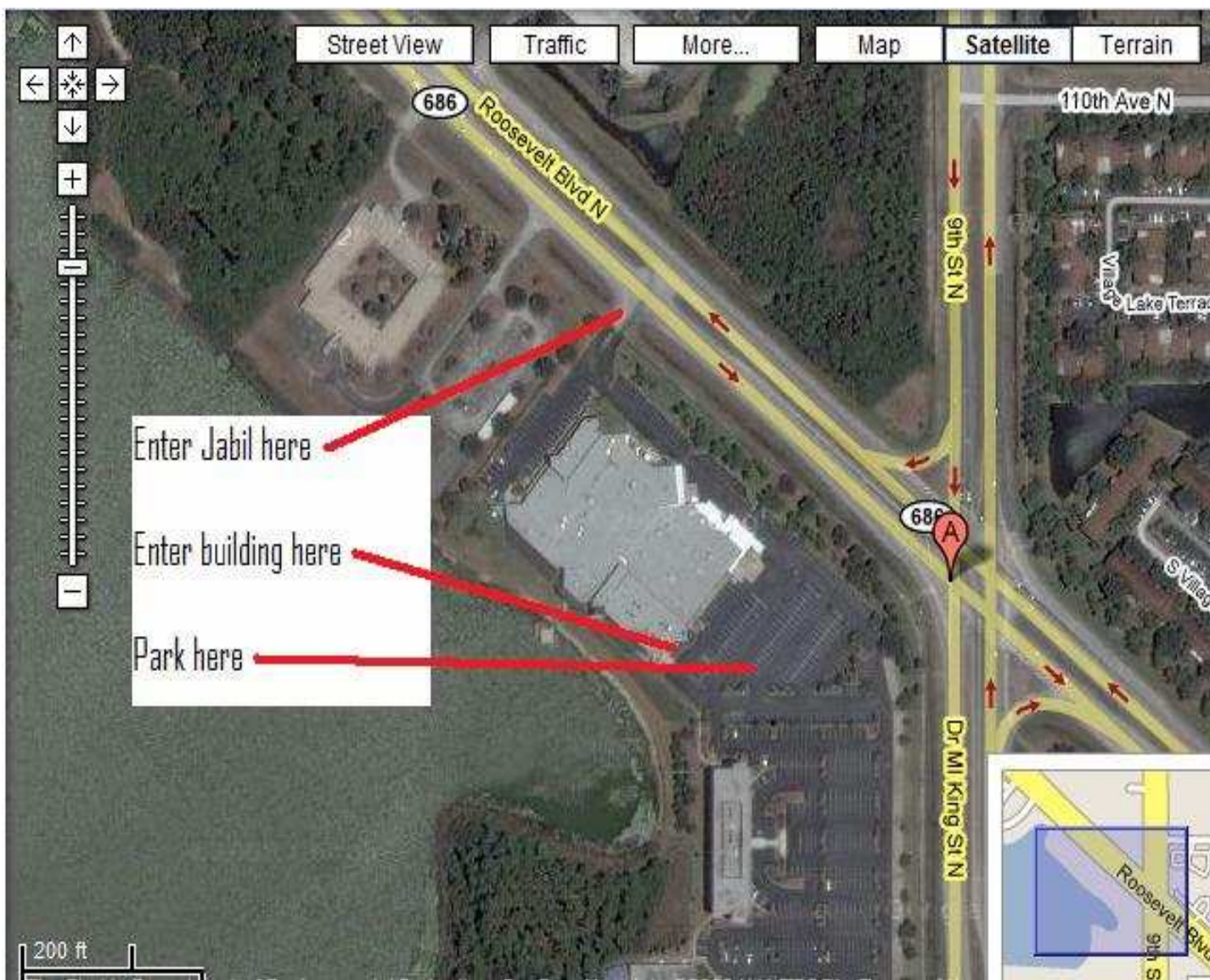
<u>COURSE</u>	<u># OF DAYS</u>	<u># OF RU'S</u>	<u>DATES</u>	<u>REGISTRATION DEADLINE</u>	<u>MEMBER / NON-MEMBER PRICE</u>	<u>INSTRUCTOR</u>
Root-Cause Problem Solving for Sustained Improvement	2	1.4	11/14 & 11/15/08	Friday, 10/24/08	\$250 / \$275	Debra Owens
Implementing Statistical Process Control (SPC)	2	1.4	12/5 & 12/6/08 NEW DATES!!	Friday, 11/21/08	\$250 / \$275	Dave Ferguson
Advanced SPC & Process Capability / Using Minitab for SPC	1	0.7	12/11/08	Monday, 12/1/08	\$150 / \$165	Dr. Lois Jordan
Using Minitab for Basic Statistics and Designed Experiments (DOE)	1	0.7	12/12/08	Monday, 12/1/08	\$150 / \$165	Dr. Lois Jordan
Certified Quality Manager (CQM) Exam Prep	4	2.8	January 2009	TBD	\$450 / \$500	Debra Owens
Introduction to Reliability Engineering	3	2.1	January / February 2009	TBD	\$350 / \$385	Dr. Mark McComb
Certified Quality Engineer (CQE) / Certified Six Sigma Black Belt (CSSBB) Exam Prep	5	3.5	March – May 2009	TBD	\$550 / \$600	Dr. Lois Jordan
Advanced DOE / Response Surface Methodology	TBD	TBD	April 2009	TBD	TBD	Tom Scripps
Design for Six Sigma (DFSS)	TBD	TBD	May 2009	TBD	TBD	Tom Scripps

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 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.



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 **

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

6:00– 6:30 Pre-Dinner Topic

6:30pm –7:15 Dinner

Antipasto Platter

Spinach Salad with Walnuts and Apples with a Balsamic Vinaigrette

Entrée Seared Salmon with Roasted Red Pepper Coulis

Sautéed Green Beans with 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, November 06, 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

**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

Victor Martins
victor_w_martins@baxter.com

Past Section Chair

Steve Babb
sbabb@realbalancedsolutions.com

Programs Chair

Haroon Abbu
asq1508@aol.com

Treasurer

Glenn Cavanaugh
glenc@tampabay.rr.com

Arrangements/
Recertification/Examining/
Audit Chair

Heike B. Johnson
ASQ1508@tampabay.rr.com

Newsletter/Historian

Ray Reed
rayreed@tampabay.rr.com

Secretary

James Thornton
jthornton@northstarconsultingonline.com

Education Chair

Dr. Lois A. Jordan
loisjordan@transformationtech.com

Education Co-Chair

Christin Brickhouse
cbrickhouse@tampabay.rr.com

Certification Chair

Debbie Holt
debbieholt@ij.net

Placement Chair

Guerry Thode
guerrythode@gmail.com

Membership Chair

Sharon Hildebrand
sharbert0501@embarqmail.com

Internet Liaison Chair

Ed Pagnott
Epagnott@aaronmed.com

Membership Statistics (as of September 2008)

Regular	297
Fellow	3
Senior	227
Associate	6
Student	24
Sustaining	4
Forum	3
Org Member	2
	=====
Total	566