



# Quality Quest

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

March 2009 Volume 50 Issue 07

ASQ Section 1508 St. Petersburg/ Tampa  
DINNER MEETING Monday, March 9, 2009

**Speaker: Peter Peterka, Six Sigma Master Black Belt  
Principal Consultant & Founder, SixSigma.us**

## **Topic: Bringing a Stalled Six Sigma Initiative Back to Life**

Since the first wave of Black Belts at Allied Signal over 15 years ago organizations have achieved billions of dollars of improvements applying the Allied Signal MAIC project model. In 1998 GE refined the model by adding the D for "Define" to make it DMAIC. The method continues to develop with several versions of Lean Six Sigma or Lean Sigma further enhancing the original MAIC model. This topic will discuss how to restart a stalled or inactive initiative. The key centers in getting engagement from organizational leaders. The method of Business Process Charting will be introduced as well. The topic is appropriate for all size organizations from the public to private sectors.

Peter Peterka is the Principal Consultant and founder of SixSigma.us in practice areas of DMAIC and DFSS. Peter has thirteen years of experience performing as a Master Black Belt and has over 20 years experience in the industry as an improvement specialist and engineer working with numerous organizations. Peter is a certified Master Black Belt and holds an MS degree in Statistics from Iowa State and a BS in Chemical Engineering from Purdue. Prior to his consulting career Peter worked at 3M for over 11 years where he gained extensive experience applying Six Sigma Methodologies to a variety of processes.

Peter has successfully developed Six Sigma deployment strategies and training for Product and Process Development, Manufacturing and Business Process Improvement. His broad experience across many technologies helped him gain insight on how to apply Six Sigma methods to business processes. Peter has developed and presented numerous waves in Six Sigma and workshops in Design of Experiments, Mixture Experimentation, Statistical Process Control, Test Method improvement and development, Statistical Thinking and Business Process Charting to thousands.

**Pre-Dinner Speaker: Jan Soderstrom of Catalyst Consulting Inc  
Topic - Probability Based Risk Analysis**

Jan Soderstrom is the owner of Catalyst Consulting, Inc. His experience includes taking concepts through the entire development process to commercial success and has launched over a dozen major global medical instruments with leading market-share. He specializes in medical and technical risk management, reliability engineering and fail-safe system design. He holds a BSEE and MSEE in Electrical Engineering. Jan will discuss the use of quantitative versus qualitative descriptors when performing risk analysis and review risks encountered in daily life including probabilities of occurrence.

Remember presentations from past meetings are available at [www.slideshare.net/asq1508/slideshows](http://www.slideshare.net/asq1508/slideshows)

See you all at the meeting.

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





## Message from the Chair

Good Ol' Murphy - If something can go wrong it will! Those who attended our December meeting will remember the power failure, which provided an opportunity for Mark Moyer and Ted Myers to improvise, as they overcame the unexpected loss of electrical power with their knowledge of the subject matter and excellent communication skills.

Not to be outdone, February brought with it its own challenge when A.J. Yilmaz, our scheduled main speaker, could not be with us due to a family emergency, thus providing an opportunity for Haroon Abbu, our Section's Programs Chair to step-up and walk us through A.J.'s presentation on "Essential Leadership Skills for Quality Professionals." Later, Haroon confessed that it was the first time that he had read the material; that was a bold move and I thought that he did a great job! With a little rearrangement, Ted Nardin, President and Ray Quiñones, Vice President, of Quality3 delivered the main presentation of the night, as they illustrated for us the complexities and challenges facing today's Call Centers and their impact on customer satisfaction. I found their perspective on the American cultural impact throughout the world, through Call Centers, to be very interesting.


Before the meeting, we noticed that a power cord for the projector was missing and in this case, another board member scrambled to find us one from the hotel. Through this set of circumstances, I learned that regardless of how much planning we do, there is always room for Murphy to snick in. In the World of Quality, we try to minimize its impact, but when it happens, I have learned to take a deep breath, trust those around me, and realize that the sky is not falling. People do understand that unexpected things happen. In the end, when I look in the mirror, I realize that I am not better equipped for this job than anyone else. What I am supported by a great number of wonderful and resourceful professionals dedicated to providing the best experience that we can for our Section.

In closing, as I always say, this is Our Section and the more we contribute to it, the more we will benefit, both collectively and individually.

With you on the Quality journey,

*Victor*


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



**New Policy**

Effective March 1, 2009 there will be a \$10.00 charge to members who attend the meeting only (no dinner). Payment is due at the meeting and may be made by cash or check.

If a member is unable to attend, the cancellation policy will be the same as for those not having dinner. Cancellations must be made by noon of the Friday prior to the meeting. Further details and instructions for payment for missed reservations can be found at <http://time2meet.com/1508res/> as well as in the Reservations section of this Newsletter.



## Announcing ASQ Section 1508 (St Petersburg/Tampa) Group on LinkedIn

ASQ Section 1508 (St Petersburg/Tampa) is now part of the well known professional online networking community: **LinkedIn**. With 17 million plus members and growing every day, it has become the best place to establish new contacts, stay connected with business partners & co-workers, and reconnect with old colleagues. Now you can expand your professional network by joining the ASQ St Petersburg/Tampa LinkedIn Group.

LinkedIn Group is a simple way for you to identify yourself as a member of a specific organization on LinkedIn so that other members within your organization can easily find and connect with you via your LinkedIn account. Once you become a member of a particular LinkedIn group, you will have access to identifying other LinkedIn members who are also members of the group to make a new connection.

LinkedIn has a very strict privacy policy, which you can read for yourself using this link [http://www.linkedin.com/static?key=privacy\\_policy&trk=hb\\_ft\\_priv](http://www.linkedin.com/static?key=privacy_policy&trk=hb_ft_priv). You can join LinkedIn for free by using the link <http://www.linkedin.com/home>

Also, once you become a member of LinkedIn or already a member, you must request to be added to the ASQ St Petersburg/Tampa LinkedIn Group. Only current members of the section will be allowed to join this group. Here is the link to join ASQ St Petersburg/Tampa group on LinkedIn <http://www.linkedin.com/groups?gid=816317>

As with any third party tool, use of LinkedIn is not an endorsement. If you have more questions, please visit the FAQ section on the LinkedIn Groups page. We hope this will enhance your professional networking and career opportunities. For more information, contact Haroon Abbu, Programs Chair, ASQ Section 1508

## Looking For Presentation Files??

Electronic copies/slideshows of past presentations are now available online at:  
<http://www.slideshare.net/ASQ1508/slideshows>

The screenshot shows the Slideshare website interface. At the top, there is a navigation bar with "Quick Upload", "ASQ1508", "Logout", and "English". Below this is the Slideshare logo and a navigation menu with "Home", "Browse", "My Slidespace", "Upload", "Community", and "Widgets". A search bar is visible with the text "Sort by » Slideshows | Messages | Favorites | Comments | Wall | Contacts | Groups | Edit Profile | Subscriptions" and a "Search" button. Below the navigation, there are three featured links: "PowerPoint to video", "PowerPoint Templates", and "PowerPoint to Video". The main content area is titled "My Slideshows" and displays a grid of presentation thumbnails. The first row contains four thumbnails: "Connecting Culture To Quality Improvement Oct08 2", "ASQ Biomedical Discussion Groups", "Getting Beyond 'Maybe' Management Indecision", and "Communication Skills for Quality Professional". The second row contains one thumbnail: "Quality & Project Management". Each thumbnail includes a title, a brief description, and metadata such as "from: ASQ1508" and "views, comments".



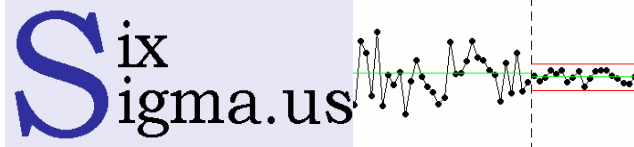
**NOTICE TO ALL MEMBERS PLANNING TO TAKE CERTIFICATION EXAMS**

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, 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.



Six Sigma.us is proud to announce special pricing for the upcoming **Green Belt certification training program in Tampa** Florida beginning on March 9. Members of the local section 1508 will receive a discounted rate of \$3,000.00 (regularly \$3,700.00). Use coupon code "ASQTampa" for the \$700.00 discount for Green Belt. Order online at [www.6sigma.us](http://www.6sigma.us) or by phone. Minitab 15 software will be available for a reduced rate of \$400.00 for full Green Belt registrations.

Location: [Doubletree Guest Suites Tampa Bay](#)

3050 N. Rocky Point Dr. West, Tampa, FL 33607 Tel: 1-813-888-8800

SixSigma.us provides both [Continuing Education Units or PDUs](#). SixSigma.us is an authorized provider from IACET and PMI.

**2009 Tampa training schedule:**

Six Sigma Overview		(Also first day of Jumpstart and Green Belt week 1.)				
1 day	09-Mar-2009	<a href="#">Tampa, FL</a>	\$450	OTAM-1-2009	<a href="#">Register</a>	
1 day	11-May-2009	<a href="#">Tampa, FL</a>	\$450	OTAM-2-2009	<a href="#">Register</a>	
1 day	05-Oct-2009	<a href="#">Tampa, FL</a>	\$450	OTAM-3-2009	<a href="#">Register</a>	

Six Sigma JumpStart		(One week, same as Green Belt week 1.)				
4.5 days	09-Mar-2009	<a href="#">Tampa, FL</a>	\$2200	JSTAM-1-2009	<a href="#">Register</a>	
4.5 days	11-May-2009	<a href="#">Tampa, FL</a>	\$2200	JSTAM-2-2009	<a href="#">Register</a>	
4.5 days	05-Oct-2009	<a href="#">Tampa, FL</a>	\$2200	JSTAM-3-2009	<a href="#">Register</a>	

Green Belt Training					
2 Weeks (Week 1 is 4.5 days and Week 2 is 4 days)	Week 1	<a href="#">Tampa, FL</a>	\$3700	GBTAM-1-2009	<a href="#">Register</a>
	09-Mar-2009				
<a href="#">What is included?</a>	Week 2	<i>Week 2 is 4 days</i>			
2 Weeks (Week 1 is 4.5 days and Week 2 is 4 days)	Week 1	<a href="#">Tampa, FL</a>	\$3700	GBTAM-2-2009	<a href="#">Register</a>
	11-May-2009				
<a href="#">What is included?</a>	Week 2	<i>Week 2 is 4 days</i>			
2 Weeks (Week 1 is 4.5 days and Week 2 is 4 days)	Week 1	<a href="#">Tampa, FL</a>	\$3700	GBTAM-3-2009	<a href="#">Register</a>
	05-Oct-2009				
<a href="#">What is included?</a>	Week 2	<i>Week 2 is 4 days</i>			
	02-Nov-2009				

For more information call: 1-877-497-4462 or email at [info@sixsigma.us](mailto:info@sixsigma.us) Order online at [www.6sigma.us](http://www.6sigma.us) or by phone



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

(5 days / 35 hours / 3.5 RU's)

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. A complete listing of the topics covered vs. the exam Body of Knowledge paragraphs for each topic is shown on the following page.

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 2008) is over 80%, which is double the international pass rate (typically in the low 40% range).

Participants will receive an extensive reference manual (over 900 pages) with all the statistical tables required for the exam (that can be used during the exam), a TI-30XA Scientific 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.

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](http://www.asq.org) and go to the section on “Training & Certification”.

**DATES:** Wednesday & Thursday, March 4 & 5; Saturday & Monday, April 4 & 6; and Thursday, May 14, 2009

**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 (1<sup>st</sup> Floor)

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

**COST:** \$550.00 for members / \$600 for non-members

*NOTE: This is the same course offered by ASQ National (through Dr. Lois Jordan) for \$1420 (plus travel) for ASQ members. It is being provided at this significantly discounted rate exclusively to Florida section members and their colleagues.*

**DEADLINE FOR REGISTRATION:** Friday, February 6, 2009

**DEADLINE TO RECEIVE PAYMENT:** Wednesday, March 4, 2009 (at the seminar)

An invoice will be e-mailed to you with payment details once the course is confirmed. Please note that payment must be made prior to the start of the seminar either by cash, check, approved corporate Purchase Order or credit card. (Credit card payments can only be made through PayPal.) Cancellations made after Friday, February 6<sup>th</sup> will require payment of \$150 for late cancellation. You may make substitutions at any time with no penalty.

**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 ([glenc@tampabay.rr.com](mailto:glenc@tampabay.rr.com)). Please do NOT send payments to ASQ National in Milwaukee!**

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

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



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

<b>TOPIC</b>	<b>CQE EXAM BOK ITEM</b>	<b>CSSBB EXAM BOK ITEM</b>
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
Graphical Methods for Depicting Relationships	VI.A.6	V.C.6
Quality Control Tools: Pareto charts, check sheets, scatter diagrams, histograms NOTE: Control Charts covered in Module 5	V.A.1	V.C.6
Measurement System Analysis	IV.F	V.E.2
Quantitative Terms & Concepts: Terminology Probability Terms & Concepts	VI.B: VI.B.1 VI.B.3	V.B: V.B.1 V.B.3
Descriptive Statistics	VI.A.5	V.C.5
Reliability & Maintainability Reliability & Maintainability Indices Bathtub Curve	III.E: III.E.2 III.E.3	N/A
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
Acceptance Sampling: Sampling Concepts Sampling Standards & Plans	IV.C: IV.C.1 IV.C.2	N/A
Graphical Methods for Depicting Distributions: Normal Probability Plots	VI.A.7	V.C.6
Non-Normal Data Transformation	N/A	V.F.6
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
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
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
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
Analysis of Variance (ANOVA)	VI.D.5	VI.B.6
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
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



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

**Salad: Spring Mix Salad with Cucumber, Onion, Tomato and Balsamic Vinaigrette**

**Entrée: Grilled Salmon with Lemon Confit**

**Desert: Key Lime Pie**

**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, March 05, 2009**

**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](mailto: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 (**\$10.00** if you are not eating) or **\$30.00** at the door (**\$10.00** if you are not eating) 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** (**\$10.00** if not eating) 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 November 2008)

Regular	295
Fellow	3
Senior	232
Associate	10
Student	20
Sustaining	5
Forum	3
Org Member	2
	=====
Total	570