



Quality Quest

www.time2meet.com/asq1508/index.shtml

October 2009 Volume 50 Issue 12

ASQ Section 1508 St. Petersburg/ Tampa
DINNER MEETING Monday, October 12, 2009

Speaker:
James Moore, PMP, CSCP
Career Services Director, APICS Florida West Coast Chapter

Topic: Job Search Guidance for the Quality Professional

Are you a Quality Professional who is unemployed, under-employed, or in career transition? Or, maybe you're concerned about your status with your current employer? Has your job search or career change slowed to a crawl, or maybe it never successfully started? Either way, could you (or someone you know) use some additional job search guidance?

For professionals in operational areas, this presentation provides an overview of Market Yourself! A Guide to Resume Creation and Job Search for the Operations Management Professional, a publication of APICS, The Association for Operations Management. Topics addressed will include: Marketing Choices, Networking, Correspondence, References, Salary History, Interviewing, Career Fairs

This presentation is designed to guide you through an effective job search, regardless of the quality position you are seeking. Join us for this informative presentation and learn seven techniques to Market Yourself!

James Moore for over twenty years has led Operations Management functions in Fortune 500 medical device, pharmaceutical and defense companies such as Raytheon Systems, Bausch & Lomb, and Johnson & Johnson. He has worked in Program Management, Research & Development, Plant Management, Engineering, Contract Management, and Manufacturing, improving productivity, optimizing throughput and quality, managing the supply chain, and ensuring compliance with stringent federal regulatory standards. James has also provided his expertise to small businesses through consulting.

Academic credentials include a Bachelor of Science degree in Engineering Technology, a Master of Science degree in Management, and a Master's Certificate in Project Management. James earned his certified Project Management Professional (PMP) designation from the Project Management Institute (PMI) and Certified Supply Chain Professional (CSCP) certification from APICS, The Association for Operations Management. He is a member of the Florida West Coast Chapter of APICS where he currently serves on the Board of Directors as Vice President of Membership and Director of Career Services. James' prior board service includes Director of Company Coordinators, Secretary, and Vice President of Education.

James is a member of Faith Outreach Center in Tampa Florida, where he serves as Sound Ministry Leader, Career Ministry Facilitator, and Issue-Focused Ministry Leader.

See you all at the meeting.

Haroon Abbu, PMP, Six Sigma Master Black Belt

ASQ Section 1508 Programs & Publicity Chair





Message from the Chair

I hope that you enjoyed the summer and are invigorated to join your colleagues as we continue to travel on the road of quality. I was glad to see several of you at our first dinner/meeting of our new fiscal year.

As you are well aware, we continue to encourage you to consider volunteering a few hours each month to help YOUR society run smoother. On the back of the Newsletter, you can see that our section's board has had a few changes. Unfortunately, Heike Johnson who has done an outstanding job in the past, as our Arrangements Chair, will no longer be able to perform this function. Sharon Hildebrand has also left a void as the Membership Chair, and Ray Reed, our previous Newsletter/Historian Chair also left Florida and our section, for employment reasons. Now the good news! Heike has agreed to continue to serve our section, as both the Recertification and Audit Chair, Keith Duncan filled the Newsletter/Historian position, and Julia Sennikovski is the newly created Voice of the Customer Chair. Also worthy of recognition is Cristin Brickhouse, who has been helping our section with several tasks, including the registration table, albeit without a full-fledged chair position. We should all be thankful for these and the other board members who have been faithfully serving the section.


At our September meeting, we learned about the different board member positions in our section and some of the ways that you can help and get involved. We were also privileged to hear Mike Luther, Director of Quality Assurance & Dino Ferrari, Project Manager, both of Sage Software, as they spoke on the topic of "Making More of What You Have in Hard Economic Times with Project and Quality Management." I hope that you were enlightened by some of the techniques that Mike and Dino shared and perhaps you can even try some of them to improve your own processes.

I look forward to seeing you all again on Columbus Day, Monday, October 12.

With you on the Quality journey,


Victor

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



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.





Schedule of Upcoming Exams Currently Posted on ASQ Website

Date	Event
October 17, 2009 & March 6, 2010	Biomedical Auditor
October 17, 2009 & March 6, 2010	HACCP Auditor
October 17, 2009 & March 6, 2010	Mgr. of Quality/Organizational Excellence
October 17, 2009 & March 6, 2010	Quality Inspector
October 17, 2009 & March 6, 2010	Quality Technician
October 17, 2009 & March 6, 2010	Reliability Engineer
October 17, 2009 & March 6, 2010	Six Sigma Black Belt
December 5, 2009	Calibration Technician
December 5, 2009	Pharmaceutical GMP Professional
December 5, 2009	Quality Auditor
December 5, 2009	Quality Engineer
December 5, 2009	Quality Improvement Associate
December 5, 2009	Quality Process Analyst
December 5, 2009	Six Sigma Green Belt
December 5, 2009	Software Quality Engineer

Refer to the National ASQ website for the exam application
deadlines: www.asq.org/certificate/dates.html





“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)

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: Thursday and Friday, November 12th and 13th, 2009

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 (you must have an individual ASQ member number if you are an Enterprise / corporate member);
\$275.00 for Non-Members


DEADLINE FOR REGISTRATION: Friday, October 23rd, 2009

DEADLINE TO RECEIVE PAYMENT or PO: November 12th, 2009 (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 23rd 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






Free Local ASQ Job Placement Services

As a public service to Section 1508 members and local employers, we will post job openings and resumes on our website for three months at no cost. Resumes and job openings should be submitted in MS Word format to the Placement Chair (GuerryThode@gmail.com). In addition to new relevant job openings, job search tips, job fair information, etc. will be emailed to those on a *Confidential Email Job-Blast List*. Candidates interested in being on the list should email their request to the Placement Chair. Job postings must meet the guidelines shown below:

Ground rules for Web Site Job Postings

1. The standard web posting period is 3 months from the initial posting date.
 2. Postings may be extended after 3 months if approved by the Placement Chair.
 3. The posting employer or agency should notify the Placement Chair via phone or email **as soon as postings are filled or cancelled**.
 4. Generally, cancelled postings will be removed from the web site within 2 weeks of notification (4 weeks, maximum).
 5. Postings must be submitted electronically in Microsoft Word or RTF format.
 6. Postings should be less than 1 page long.
 7. Postings must provide contact information for those interested in the job.
 8. Job postings are public/community service of ASQ Section 1508 and the Section accepts no liability and make no claims regarding the content, accuracy or results of such postings.
 9. Initial posting dates and posting periods are not guaranteed.
 10. Postings must be for actual current job openings in the Tampa Bay area.
 11. Free placement agency postings are allowed for actual current job openings and must be accompanied with hiring company contact information to allow verification of opening. Company name and contact information will remain confidential (not published or communicated) if so requested by the agency.
 12. Companies/agencies may also place printed ads in the Section 1508 newsletter, *The Quality Quest*, at regular advertising rates.
 13. For job openings to be posted free on the web site, these ground rules must be agreed to by an employer or agency representative and such agreement shall be mailed, emailed, or delivered to the Placement Chair.
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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. 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 through a link on our website homepage – www.time2meet.com/asq1508

<http://www.time2meet.com/asq1508/index.shtml>

St.Petersburg/Tampa Section 1508



THEY ARE THE UNIVERSAL PRINCIPLES
THAT DEFINE SUCCESSFUL INDIVIDUALS.



Quick Links
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Newsletter & Communications	Careers	Site Map

Date of Next Meeting: **Monday, April 13, 2009** [On-line reservations](#)

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: Fresh Seasonal Green Salad with choice of Dressing

Entrée: Chicken Piccata-Breast of Chicken Dipped in Parmesan Egg Batter and Sautéed in a Lemon, Capers and White Wine Sauce, Warm Rolls and Creamy Butter

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

Reservations should be made by 4:00 PM, Thursday, October 8, 2009

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, 12520 Rustic Pines Blvd. W, Seminole, FL. 33776**



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Membership Statistics (as of September 2009)

Regular	259
Fellow	3
Senior	221
Associate	8
Student	16
Sustaining	4
Forum	3
Org Member	2
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Total	516