



Quality Quest

www.time2meet.com/asq1508/index.shtml

January 2010 Volume 51 Issue 5

ASQ Section 1508 St. Petersburg/ Tampa
DINNER MEETING Monday, January 11, 2010

Speaker: Phil Kajtaniak
Quality Pillar Champion at CertainTeed Gypsum (CTG)

Topic: Bringing Quality Pillar to World Class Manufacturing
Creating, Integrating & Implementing the Quality Pillar into the
CertainTeed Gypsum

CertainTeed Gypsum (CTG) began a journey to attain vision of being the “Preferred Choice” approximately eight years ago by actively utilizing a World Class Manufacturing (WCM) philosophy.

As a company, CTG jointly believed that they will attain this vision by living their values while utilizing the World Class Manufacturing (WCM) approach. CTG began the WCM journey through the initial steps of safety, reliability and yield.

The CertainTeed Quality Pillar is focused on the entire Quality Process. This includes the basic Quality System, the continuous improvement approach, driving education & training, all focused on becoming the “Preferred Choice”.

In this presentation, speaker will walk us through CTG business, culture, WCM philosophy, and other quality principles. The presentation will also cover creation of buy in and support, education and training, infrastructure support, data based decisions – all key ingredients of success at CTG. Speaker will also touch on how CTG is keeping and accelerating the momentum with top down commitment, focus on tools, customer focus, measurement, and audit.

Phil Kajtaniak, as the Quality Pillar Champion at CTG works with and through all facets of the organization in leading the development of a Preferred Quality Culture. This effort is intended to clarify and focus the quality philosophy and its application within the CTG organization, helping to drive the Vision of being the Preferred Choice. This work includes and is focused on the development and implementation of systems that result in the sustained improvement of product and process.

Phil has over 23 years of experience in the application of Quality, process improvement and project management methodologies. Specific industrial experience includes applying these tools within multi facility, batch & continuous processes including metal containers, blow and injection molded plastics, machining and assembly operations. Phil received his BS in Business Services from the University of Toledo, and has taken post-graduate work at the University of Tennessee in Statistics. Phil is a member of the American Society for Quality and attained the ASQ Certified Quality Manager in 1999.

Pre-Dinner Speaker: Albert Comey, DC
Topic: *Use of Quantitative Data to Assure Quality of Chiropractic Care*

See you all at the meeting.

Haroon Abbu, ASQ Section 1508 Programs & Publicity Chair





Message from the Chair

The calendar page has turned once more. From my perspective, 2009 was a good year for our section. I am happy to report that as of this moment, all the board vacancies have been filled. We now have a great board of volunteer professionals who consistently work to ensure that the St. Petersburg-Tampa Section 1508 continues to provide value to our members. Although everyone on the board met expectations, I would like to recognize a few who gave more than expected. In no specific order, these are:

Keith Duncan, Newsletter Chair – In addition to his duties, as Newsletter Chair, Keith has been addressing all of our needs regarding the registration for the meetings, email notifications, and interface with the hotel staff to coordinate meeting details.


Julia Sennikovski, VoC Chair - In addition to her duties, as Voice of the Customer Chair, Julia has been a key contributor to our soon to be released totally updated Web Presence. In addition, Julia has assisted with pre-dinner presentations and has helped with a myriad of tasks including serving on the registration table.

Bill Hauver - Internet Liaison Chair – before he was appointed as our Internet Liaison, Bill was already contributing significantly to our section's new Web Presence redesign effort, to which he continues to dedicate numerous hours, as the leader and chief developer for this very important project.

Guerry Thode – Placement Chair – Guerry is commended for the excellent work that he has done and continues to do in his position. With his constant job searches, numerous industry contacts, and continuous email blasts to inform our members of new opportunities in the area, Guerry has set the bar for his office higher than any of our expectations.


Dr. Lois Jordan, Education Chair – Lois, a well known educator in our field, has consistently provided high-quality courses at negotiated reduced costs for our membership. The feedback and perceived value received from course attendees has always been very high. Dr. Jordan continues to be a strong asset to our section and it is a privilege to have her lead our educational program.


A special thanks also go to Jim Thornton, our section's Secretary, who is always there when you need him and who has helped us with many tasks outside of the requirements for his position and to Cristin Brickhouse, who although not an official board member has consistently volunteered to help us with the registration table and gift purchases. I also thank the other board members who faithfully work behind the scenes: Haroon Abbu, our Programs Chair, who consistently ensures that we have great speakers, Heike Johnson, who reviews our recertification packages and conducts required au-



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.





dits for the section, Debbie Holt who ensures that our certification exams run flawless, Glen Cavanaugh, our Treasurer, who's integrity and ever watching eye has kept our records above reproach, Ed Pagnott, our former Internet Liaison, and Steve Babb, our former Chair.

New volunteers and recently appointed board members are Sam Falco, our new Historian and Dionne Sanders, our new Membership Chair.

To all my colleagues on the board - Thank You! I could not ask for more. Because of you, 2010 promises to be a great year for our section, with more great speakers, educational programs, and opportunities for our members.

With you on the quality journey,

Victor

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





Schedule of Upcoming Exams Currently Posted on ASQ Website

Date	Event
March 6, 2010	Biomedical Auditor
March 6, 2010	HACCP Auditor
March 6, 2010	Mgr. of Quality/Organizational Excellence
March 6, 2010	Quality Inspector
March 6, 2010	Quality Technician
March 6, 2010	Reliability Engineer
March 6, 2010	Six Sigma Black Belt

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



2009 – 2010 TRAINING SCHEDULE

NOTE: Details for courses after February may change as plans are finalized.

<u>COURSE</u>	<u># OF DAYS</u>	<u># OF RU'S</u>	<u>DATES</u>	<u>SECTION MEMBER / NON-SECTION MEMBER PRICE</u>	<u>INSTRUCTOR</u>
Certified Quality Auditor (COA) Exam Prep COMPLETED	2	1.4	November 12 – 13, 2009	\$250.00 / \$275.00	Dr. Lois Jordan
Blueprint Reading and Introduction to Geometric Dimensioning and Tolerancing (GD&T)	3	2.1	January 14, 19 & 21, 2010	\$400.00 / \$450.00	Don Patz
Certified Manager of Quality and Organizational Excellence (CMQ/OE) Exam Prep	4	2.8	January 25 – 28, 2010	\$500.00 / \$575.00	Debra Owens
Systematic Problem Solving with Root Cause Analysis for Sustained Improvement	1	0.7	January 29, 2010	\$150.00 / \$175.00	Debra Owens
Certified Quality Technician (CQT) / Certified Quality Inspector (CQI) Exam Prep	3	2.1	February 2 – 4, 2010	\$400.00 / \$450.00	John Conte
"How <i>Not</i> to Implement Lean Six Sigma: Lessons Learned from the Trenches"	1	0.7	February 9, 2010	\$150.00 / \$175.00	Tom Kubiak Co-author of <i>The Certified Six Sigma Black Belt Handbook</i>
Certified Quality Process Analyst (CQPA) Exam Prep	3	2.1	April 2010	\$400.00 / \$450.00	Dr. Lois Jordan
Certified Quality Improvement Associate (CQIA) Exam Prep	2	1.4	May 4 & 5, 2010	\$250.00 / \$275.00	Debra Owens
Process Failure Mode Effects Analysis (PFMEA)	1	0.7	May 6, 2010	\$150.00 / \$175.00	Debra Owens
Advanced Reliability Engineering / Certified Reliability Engineer (CRE) Exam Prep	3	2.1	August 2010	\$400.00 / \$450.00	Dr. Mark McComb



“CERTIFIED MANAGER OF QUALITY AND ORGANIZATIONAL EXCELLENCE (CMQ/OE) EXAM PREP”

(4 days / 28 hours / 2.8 RU's)

This four day training course is designed to help students prepare for the ASQ Certified Manager of Quality and Organizational Excellence (CMQ/OE) exam by reinforcing current knowledge, re-introducing and explaining the rationale for the use of applications that may not be used every day, and highlighting both multiple-choice and constructed response sample questions. The objectives of this course include:

- Practice test testing skills and receive test preparation and test taking tips
- Review the Body of Knowledge for the ASQ Certified Manager of Quality/Organizational Excellence examination
- Refine their writing skills in preparation for the 'constructed response' section of the examination
- Understand the overall information on the examination process
- Provide optionally scheduled time for those interested, for a one-on-one time session with the instructor

Note: In order to be able to review the extensive Body of Knowledge for this exam in the time available and to ensure that everyone receives the greatest possible benefit from attending, participants will be asked to complete study assignments prior to the start of the first class. These study assignments will be the basis for portions of the class work so it is important that they be completed.

Participants will receive a copy of the instructor's PowerPoint presentation as well as several other handouts that include a Founding Fathers' Fact Sheet, a Course Preparation Check List, and sample exam questions with answers.

The instructor also strongly recommends that participants purchase *The Certified Manager of Quality/Organizational Excellence Handbook: Third Edition*, Russell T. Westcott, Editor, 2006 (ISBN 978-0-87389-678-8) as an optional supplemental reference. This book is available through ASQ for \$83.00 (member price, Item number H1264). If you buy this book, be sure to bring it to class so that you can begin study from it and “tab” the topics as they are covered.

DATES: Monday through Thursday, January 25th - 28th, 2010

TIME: 8:00 AM – 4:30 PM

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

ROOM: The Planning Center (1st Floor)

INSTRUCTOR: Debra Owens, CQM/OE, CQIA, BMM, BB, GB and top-rated ASQ National Instructor (Debra presents this course, and others, for ASQ on a national basis.)

COST: \$500.00 for Members (you must have an individual ASQ member number if you are an Enterprise / corporate member); \$575.00 for Non-Members

DEADLINE FOR REGISTRATION: Wednesday, January 6th, 2010 (This deadline is firm so that the instructor can make travel arrangements at a reasonable price.)

DEADLINE TO RECEIVE PAYMENT or PO: January 25th, 2010 (at the seminar)

PLEASE NOTE THAT PAYMENT MUST BE MADE PRIOR TO THE START OF THE SEMINAR EITHER BY CASH, CHECK, APPROVED COMPANY PURCHASE ORDER, OR CREDIT CARD (THROUGH PAYPAL). MAKE CHECKS OR PURCHASE ORDERS PAYABLE TO: ASQ SECTION 1508

CANCELLATIONS MADE AFTER FRIDAY, JANUARY 6th, 2010, WILL REQUIRE PAYMENT OF \$150 FOR LATE CANCELLATION. YOU MAY MAKE SUBSTITUTIONS AT ANY TIME WITH NO PENALTY.

For more information, please contact Lois Jordan at: loisjordan@transformationtech.com ? (813) 835-5529

To register: E-mail your name, ASQ member number and telephone number to Lois at the above e-mail address.





“BLUEPRINT READING AND INTRODUCTION TO GEOMETRIC DIMENSIONING & TOLERANCING (GD&T)”

(3 days / 21hours / 2.1 RU's)

This seminar covers blueprint reading and GD&T concepts applicable to most industries that manufacture mechanical components and assemblies. Included are the following topics:

- Engineering drawing format
- Drawing views
- Drawing line types
- Detail and assembly drawings
- Drawing symbology
- GD&T symbology
- GD&T terms and rules
- Datums and datum reference frames
- Basic application of geometric tolerances
- Calculating position/bonus tolerances

Participants will receive a workbook / reference manual and exercise materials.

Prerequisites: Participants should have work exposure to drawing blueprints (including GD&T applications).

NOTE: This course covers all of the Blueprint Reading and GD&T topics included in the ASQ Certified Quality Technician (CQT) and Certified Quality Inspector (CQI) exams. We will be offering a CQT / CQI Prep in February, but these topics will NOT be covered in the CQT / CQI Prep course since they are being covered here. If you plan to take the CQT or CQI exam, and would like help with Blueprint Reading and/or GD&T, this is the course to take!

DATES: Thursday, January 14th, Tuesday, January 19th, and Thursday, January 21st, 2010
TIMES: 8:00 AM – 5:00 PM
LOCATION: Young - Rainey STAR Center, 7887 Bryan Dairy Road, Suite 120, Largo, FL 33777, (727) 541-8942
ROOM: The Planning Center (1st Floor)
INSTRUCTOR: Don Patz, Patz Technical Services. Don is GDTP Certified in the Senior Level by ASME in accordance with the qualifications of ASME Y14.5.2.
COST: \$400.00 for Members (you must have an individual ASQ member number if you are an Enterprise / corporate member); \$450.00 for Non-Members

DEADLINE FOR REGISTRATION: Wednesday, January 6th, 2010
DEADLINE TO RECEIVE PAYMENT or P.O.: January 14th, 2010 (at the seminar)

PLEASE NOTE THAT PAYMENT MUST BE MADE PRIOR TO THE START OF THE SEMINAR EITHER BY CASH, CHECK, APPROVED COMPANY PURCHASE ORDER, OR CREDIT CARD (THROUGH PAYPAL). MAKE CHECKS OR PURCHASE ORDERS PAYABLE TO: ASQ SECTION 1508

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To register: E-mail your name, ASQ member number and telephone number to Lois at the above e-mail address.





“HOW NOT TO IMPLEMENT LEAN SIX SIGMA: LESSONS LEARNED FROM THE TRENCHES”

(1 day / 7 hours / 0.7 RU's)

Lean Six Sigma has been widely recognized and practiced by major corporations for more than a decade. Yet implementations continue to fail and projects go astray. This course is designed to provide the participant with a detailed understanding of why and how this happens and what they can do to prevent it. In particular, failure modes associated with both the implementation process and tool usage will be examined. The following topics will be covered:

- A. DMAIC Review
- B. Implementation Failure Modes
 1. Reporting to whom
 2. Training the many
 3. What support system
 4. Using Green Belts
 5. Un-SMART project selection
 6. Use of project Management versus Lean Six Sigma
 7. The 3-year itch
 8. How do I get certified
 9. Cultures, subcultures, and the downright mean
 10. Replicative degeneration
 11. Participation – optional, mandatory, or somewhere in between
- C. Tool Failure Modes
 1. Chartering to fail
 - a. Battling metrics
 - b. Goals, pain points, and benefits oh my!
 - c. Lean versus Six Sigma
 - d. Project sponsors and process owners – “Who’s on first?”
 2. Process and Value Stream Maps - Changing streams in the middle of a map
 3. Developing meaningful operational definitions
 4. Selecting the proper SPC charts
 5. MSA, of course, but what about data integrity
 6. FMEA's – shortcuts to failure
 7. Control Plans – resistance is futile

Pre-requisites: Participants are assumed to have at least a Lean Six Sigma green belt knowledge level.

DATE: Tuesday, February 9th, 2010 / 8:00 AM – 4:30 PM
LOCATION: Young - Rainey STAR Center Planning Center, 7887 Bryan Dairy Road, Suite 120, Largo, FL 33777, (727) 541-8942
INSTRUCTOR: T. M. Kubiak, TK Performance Improvement Solutions, co-author of *The Certified Six Sigma Handbook* and speaker at our February 8th dinner meeting.
COST: \$150.00 for Members (you must have an individual ASQ member number if you are an Enterprise / corporate member); \$175.00 for Non-Members

DEADLINE FOR REGISTRATION: Friday, January 22nd, 2010
DEADLINE TO RECEIVE PAYMENT or P.O.: February 9th, 2010 (at the seminar)

PLEASE NOTE THAT PAYMENT MUST BE MADE PRIOR TO THE START OF THE SEMINAR EITHER BY CASH, CHECK, APPROVED COMPANY PURCHASE ORDER, OR CREDIT CARD (THROUGH PAYPAL). MAKE CHECKS OR PURCHASE ORDERS PAYABLE TO: ASQ SECTION 1508. CANCELLATIONS MADE AFTER FRIDAY, JANUARY 22nd, 2010, WILL REQUIRE PAYMENT OF \$75 FOR LATE CANCELLATION. YOU MAY MAKE SUBSTITUTIONS AT ANY TIME WITH NO PENALTY.

For more information, please contact Lois Jordan at: loisjordan@transformationtech.com • (813) 835-5529

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“SYSTEMATIC PROBLEM SOLVING WITH ROOT CAUSE ANALYSIS: FOR SUSTAINED IMPROVEMENT”

(1 day / 7 hours / 0.7 RU's)

All continuous improvement (CI) programs, such as Lean Six Sigma and many QA / QM standards, require knowledge and use of a problem solving process and quality tools. This one-day seminar, designed for both novices as well as those who want to brush up on their problem solving and quality tools skills, uses the DMAIC problem solving model and provides basic quality tools needed to identify and solve problems. The seminar's primary focus is on solving *repetitive* problems, rather than performing investigations for major incidents/accidents. The seminar's emphasis is not on high-level statistical tools but on the logic behind the problem solving process and on the quality tools that are most widely used. The objectives of this course are to:

- Promote a common problem solving method and tools language.
- Demonstrate when and how to use the 5-step DMAIC process and basic quality tools to improve work processes and performance.
- Demonstrate when and how to apply the following quality tools: brainstorming, multi-voting, Pareto analysis, force-field analysis, tree diagrams, affinity diagrams, selection matrices, data and information collection plan, check sheets, run and control charts, flowcharting, process maps, Gantt charts, cause-and-effect fishbone diagrams, histograms, and scatter diagrams.
- Enable attendees to transition their classroom experience to on-the-job applications

Pluses:

- Flowing through the seminar is a mini-case study that follows and makes use of the problem solving steps and tools.
- Checklists for “gate keeping” are provided for each of the DMAIC steps.
- The Participant Manual pages are split into two halves: the top half presents copies of the instructor's PowerPoint slides and the bottom half uses text information to explain or reinforce learning, and for your notes. It is a useful tool to help review and recall the material presented.

This is must-have foundation training for quality professionals from mid-level management, line and staff employees to new hires. The seminar will be useful to anyone whose organization complies with any QA/QM system or employs a CI program, and can be very useful if you are preparing for an ASQ certification exam.

NOTE: The instructor will reference *Memory Jogger II* during the course. Copies will be available for participants to use during class if you do not have one, and will also be available for optional purchase after the class for \$10 each.

DATE: Friday, January 29th, 2010 / 8:00 AM – 4:30 PM
LOCATION: Young - Rainey STAR Center, 7887 Bryan Dairy Road, Suite 120, Largo, FL 33777, (727) 541-8942
ROOM: The Planning Center (1st Floor)
INSTRUCTOR: Debra Owens, CQM/OE, COIA, BMM, BB, GB and top-rated ASQ National Instructor (Debra presents this course, and others, for ASQ on a national basis.)
COST: \$150.00 for Members (you must have an individual ASQ member number if you are an Enterprise / corporate member); \$175.00 for Non-Members


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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 50 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 Sec-

Looking For Presentation Files??

Electronic copies/slideshows of past presentations are now available online through a link on our website homepage:
<http://www.slideshare.net/asq1508/slideshows>

Members Corner

- Professional Development
- Welcome New Members!

**Share Your
Quality Topics!**

Please email the newsletter editor at kduncan48@yahoo.com



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: Caesar Salad

Entrée: Flank Steak with Chef's choice of starch and vegetable

Desert: Chocolate 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 4:00 PM, Thursday, January 07, 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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Quality Quest is published monthly by the Tampa/St. Petersburg Section of the American Society for Quality.

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Membership Statistics (as of December 2009)

Regular	252
Fellow	3
Senior	225
Associate	9
Student	19
Sustaining	4
Forum	3
Org Member	2
	=====
Total	517