



# Quality Quest

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

February 2010 Volume 51 Issue 6

ASQ Section 1508 St. Petersburg/ Tampa  
DINNER MEETING Monday, February 8, 2010

**Speaker: Tom Kubiak**  
**President and Founder of Performance Improvement Solutions**

**Topic: Developing Meaningful Metrics:  
Driving Action for Results!**

This presentation will provide the audience with a clear distinction between measures and indicators and why that difference is important. The need for measuring will be addressed along with common barriers often encountered when trying to implement effective measurement approaches. Pitfalls to avoid will be introduced along with the associated reasoning. The various dimensions and views of measures will be explored and numerous characteristics of good measures will be offered. Key considerations that should be addressed with developing measures will be presented along with suggestions for determining where to capture measurements in any given process. Finally, examples of both good and bad measures will be presented with a few axioms of measurement "theory."

Tom Kubiak is currently the president and founder of Performance Improvement Solutions, an independent consulting organization. Previously he was: an engagement director with the George Group, a major Lean Six Sigma consulting organization, a Quality and Productivity executive at Bank of America; the director of Six Sigma for Sears, Roebuck and Company; and for nearly 23 years filled several engineering and Six Sigma leadership roles in various locations with Honeywell International.

He is an ASQ Certified Quality Engineer (CQE), Certified Reliability Engineer (CRE), Certified Six Sigma Black Belt (CSSBB), and Certified Manager of Quality/Organizational Excellence (CMQ/OE). In addition, Tom is a professional engineer and possesses several additional professional certifications. He has bachelor and master degrees in industrial engineering from the University of Pittsburgh and has completed his doctoral coursework in industrial engineering from the University of South Florida. Tom, along with his co-author, Don Benbow, recently published the second edition of The Certified Six Sigma Black Belt Handbook from ASQ's Quality Press.

## **Pre-dinner Topic - Ten Job-search Tips for 2010**

**Guerry Thode**, Placement Chair of our section will present on the top ten job search tips. Guerry is a job search coach and works in partnership with Your Career Alternatives to offer free Career Search Workshops to help clients find the ideal job that fits their needs.

See you all at the meeting.

**Haroon Abbu, ASQ Section 1508 Programs & Publicity Chair**





## Message from the Chair

I am encouraged with the way we started this New Year. We had a great meeting and all of our Board Member positions are filled! Our latest additions to the board include Cristin Brickhouse, who has volunteered to serve as our official Arrangements Chair and Bob Jacubec, who is the new elected Treasurer for our section. Glen Cavanaugh, the former Treasurer, has served our section faithfully and with great integrity for many years and he continues to serve by assisting Bob with the transition. Glen has set a high bar for Bob and future treasurer's to follow. Thank You Glen!! On this topic, I am also happy to announce that Bill Hauver, our Internet Liaison Chair, has thrown his hat in the race for Chair-Elect.


We had two great speakers at our last meeting: first, Dr. Albert Comey, spoke about the Use of Quantitative data to Assure Quality of Chiropractic care. A very refreshing presentation, where Dr. Comey showed the audience how he applies quality tools to his chiropractic practice. For our main topic, we had Mr. Phil Kajtaniak of Certain Teed Gypsum, who talked about "Bringing Quality Pillar to World Class Manufacturing." Phil's knowledge, passion, and practical application of quality, where evident throughout his presentation. Phil ended his presentation by echoing the late Dr. Deming's words "*Reduce Variation!*"

Feedback from our regular attendees, indicate that our monthly dinner/meeting are an overall positive experience. I would like to encourage those of you who are members of the St. Petersburg/Tampa Section, but have not attended a meeting in a while, to consider attending a meeting in the near future. I believe that you will be pleasantly surprised.

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**

<b>Date</b>	<b>Event</b>
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](http://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 <b>COMPLETED</b>	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 25<sup>th</sup> - 28<sup>th</sup>, 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 (1<sup>st</sup> 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 6<sup>th</sup>, 2010 (This deadline is firm so that the instructor can make travel arrangements at a reasonable price.)


DEADLINE TO RECEIVE PAYMENT or PO: January 25<sup>th</sup>, 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 6<sup>th</sup>, 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](mailto: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 14<sup>th</sup>, Tuesday, January 19<sup>th</sup>, and Thursday, January 21<sup>st</sup>, 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 (1<sup>st</sup> 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 6<sup>th</sup>, 2010  
**DEADLINE TO RECEIVE PAYMENT or P.O.:** January 14<sup>th</sup>, 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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For more information, please contact Lois Jordan at: [loisjordan@transformationtech.com](mailto: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.





## “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 9<sup>th</sup>, 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 8<sup>th</sup> 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 22<sup>nd</sup>, 2010  
**DEADLINE TO RECEIVE PAYMENT or P.O.:** February 9<sup>th</sup>, 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 22<sup>nd</sup>, 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](mailto: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.





## “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 29<sup>th</sup>, 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 (1<sup>st</sup> 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


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

**DEADLINE TO RECEIVE PAYMENT or P.O.:** January 29<sup>th</sup>, 2010 (at the seminar)

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For more information, please contact Lois Jordan at: [loisjordan@transformationtech.com](mailto: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.





**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](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!**

*The Tampa Bay/St. Petersburg  
Section of ASQ would like to  
welcome our newest mem-  
bers! We look forward to meet-  
ing you and welcome your par-  
ticipation in chapter meetings  
and events.*

*POC for questions concerning  
membership is Dionne Sanders  
520-236-8422 or 727-319-5703.*

LASTNAME	FIRSTNAME
Arumugam	Rajalakshmi
Baker	Gregory
Crist	Kristy
De Garmo	Dante
Do	David
Flippo	Jesse
Kashkash	Ismail
Knowles	Deborah
Lambert	Tracy
Miller	Martha
Negron	Anita

**Share Your  
Quality Topics!**

Please email the newslet-  
ter editor at [kdun-  
can48@yahoo.com](mailto:kdun-<br/>can48@yahoo.com)

# QARA Compliance Connection, Inc.

P.O. Box 448 \* Odessa, FL 33556 \* (813) 784-8457 \* [www.qaracc.com](http://www.qaracc.com)

## QMS REQUIREMENTS TRAINING for the Medical Device Industry

**Date: April 28-29, 2010**

**Time: 8:30 AM to 5:00 PM**

Medical device manufacturers looking to sell product in the U.S. are mandated to implement and comply with the FDA's Quality System Regulation (QSR) codified under 21 CFR Part 820. Further, manufacturers looking to remain competitive and/or expand their distribution into other countries such as Europe and Canada, are often required to comply with ISO 13485 requirements. This 2-day course provides an in-depth review and perspective of the FDA QSR and ISO 13485 requirements.

This class is ideal for individuals responsible for developing, implementing, complying, managing and auditing an organization's QMS. Interactive discussion and mock exercises will assist participants in understanding and applying the requirements.

### Highlights

- ◆ QMS Introduction
- ◆ Benefits of Compliance
- ◆ ISO's Process Approach
- ◆ FDA's Quality System Inspection Technique (QSIT)
- ◆ Key Terms & Definitions
- ◆ QMS Requirements Review
- ◆ FDA 483 Observation Examples
- ◆ General Auditor/Inspector Questions
- ◆ Interactive discussion and real world application through mock exercises
- ◆ Tips for Compliance
- ◆ FDA Enforcement Actions

### REGISTER NOW!

**SAVE \$100** off the \$995 registration fee by registering before 3/28/2010

#### CONTACT:

QARA Compliance Connection, Inc.  
Phone: 813-784-8457  
Email: [info@qaracc.com](mailto:info@qaracc.com)  
Website: [www.qaracc.com/reg.html](http://www.qaracc.com/reg.html)



### SEMINAR/HOTEL INFO:

The seminar will be held at the:  
Hilton Tampa Airport Westshore  
2225 North Lois Avenue  
Tampa, FL 33607  
Tel: (813) 874-5008 Fax: (813) 872-0603

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:**    House Salad  
**Entrée:**   Chicken Marsala with Chef's choice of starch and vegetable  
**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 4:00 PM, Thursday, February 04, 2010**

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, **Robert Jacubec, 12561 92nd Way, Largo, FL 33773.**



P.O. Box 3005  
Milwaukee, WI. 53201-3005

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Quality Quest is published monthly by the Tampa/St. Petersburg Section of the American Society for Quality.

## Board Members

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victor\_w\_martins@baxter.com

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Programs Chair/Publicity Chair

**Haroon Abbu**

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Audit Chair

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Historian

**Sam Falco**

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Voice of Customer Chair

**Julia Sennikovski**

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Internet Liaison Chair

**Bill Hauver**

Bill.hauver@fnis.com

Membership Chair

**Dionne Sanders**

DSanders@linvatec.com

## Membership Statistics (as of January 2010)

Regular	251
Fellow	3
Senior	229
Associate	10
Student	19
Sustaining	3
Forum	3
Org Member	2
	=====
Total	520