



# Quality Quest

[www.asqtampabay.org](http://www.asqtampabay.org)

September 2014 Volume 55 Issue 10

**ASQ St. Petersburg-Tampa Section 1508**

**Dinner Meeting Monday, September 8th, 2014**

**Speaker: Jim Shipley  
Owner of Jim Shipley & Associates**

**Topic: “Applying a Systems Approach to Continuous Improvement at the School and Classroom Level.”**

**Main Speaker: Jim Shipley, Owner of Jim Shipley & Associates**

**Summary:** Jim Shipley is an educator with over twenty years of administrative experience. He served as a principal, area superintendent, associate superintendent and as Executive Director of the Quality Academy for Pinellas County Schools. As Director, he was responsible for the implementation of the Baldrige criteria in Pinellas County Schools -- a district of over 107,000 students and 17,000 employees that was awarded the Florida Sterling Quality Award.

**Speaker Bio:** Jim has been involved with the Baldrige criteria since 1993, serving as a senior examiner for both the Florida Sterling Quality Award and the Baldrige National Quality Award. He continues to serve as a national catalyst for educational change and improvement through a Baldrige approach to performance excellence.





**Pre-Dinner Activity: Open session for group networking**

**Topic: “Culture of Quality: Accelerating Growth and Performance in the Enterprise ”**

***Open session for group networking.*** Limited speaker availability for September has provided an opportunity for additional networking.

**Culture of Quality: Accelerating Growth and Performance in the Enterprise**

A successful culture of quality starts with a common language that an organization uses to talk about meeting the needs of its customers to ensure their satisfaction. A strong culture of quality is a key component to an organization's success.

To further understand the importance of culture of quality and its impact worldwide, ASQ has partnered with Forbes Insights – the research arm of Forbes Media – to investigate ways organizations can strengthen quality and the bond between the formal and the informal – between what is said and what is done.

This first-of-its-kind global study offers actionable insight into how a more quality driven culture can accelerate business performance.

Go To: [https://www.asq.org/culture\\_of\\_quality/](https://www.asq.org/culture_of_quality/) and download this paper today.

*\*\*\*Please Note: There is no RUs (recertification units) for this Pre-Dinner Activity; only 0.3 RUs will be accredited on this ASQ meeting.*

## ASQ Section 1508 St. Petersburg/ Tampa DINNER MEETING

*St. Petersburg Marriott Clearwater*  
*12600 Roosevelt Boulevard,*  
*St. Petersburg, FL. 33716*

Due to the board meeting running from 4:30-5:30, Registration for the meeting will not start until 5:30.

- 5:30 pm-6:00 pm Registration
- 5:30 pm-6:00 pm Appetizers/Networking \*\* (Before meeting) are provided at no cost to members by the section. \*\*  
\*\* Appetizers :Appetizers Cheese Display garnished with Vine Fruit and Served with Crackers\*\*
- 6:00 pm-6:30 pm Pre-Dinner Activity
- 6:30 pm-7:15 pm Dinner  
Salad: Garden Green Salad with Tomatoes, Cucumbers, and House Champagne Vinaigrette or Ranch Dressing . All served with Rolls and Butter  
Entrée: 6oz Boneless Braised Short Ribs  
Vegetable/Starch: Chef's Selection of Vegetable, Starch and Dessert  
Note: Vegetarian Meals available for vegetarian and low fat requirements.  
Water and Regular and Decaffeinated Coffee also served.
- 7:15 pm-8:15 pm Main Speaker

### Directions:

**From St. Petersburg:** Take I-275 N/SR-686/Roosevelt Blvd exit 30, toward Largo. Merge onto Roosevelt Blvd. N/FL-686W toward Largo-Clearwater/St. Pete-**CLWTR INT'L** Airport. Turn slightly right on Roosevelt Blvd. The Marriott is at the light.

**From Clearwater:** Take SR-686 E ramp toward I 275 S/St. Petersburg. Turn slightly right on Roosevelt Blvd. N/FL-686 E. The Marriott is on the right at the light.

**From Tampa:** Merge onto I-275 N toward St. Petersburg. Take the Roosevelt Blvd/SR 686, EXIT 30, turn right at the bottom of the ramp onto Roosevelt Blvd. Turn left at the first traffic light on to 28th St, the hotel is on the right.

### Reservation Policy

On-line Reservations: <http://asqtampabay.org/Home/tabid/38/Default.aspx>

Reservations must be made by 4:00 PM on the Wednesday before the monthly meeting. If you have a special dietary request (vegetarian or low fat), please indicate this when making the reservation. The price for the meeting with the meal is **\$30.00 with advanced reservations** or **\$35.00 for walk-ins**. The price for the meeting without meal is \$10.00. Cash and check payments are accepted during the check-in from 5:00 pm to 6:00 pm.

### Cancellations Policy

Cancellations deadline is Wednesday before the meeting at 4:30 PM. Since we cannot guarantee cancellations made after the deadline, you may still be charged for late cancellations.

If you make a reservation and do not attend, the Section must still pay for the meal and administrative costs. Therefore, you will be required to reimburse the Section by sending a **check**, payable to ASQ, for **\$30.00 (\$10.00 for reservation with no meal)** to our Treasurer, **Brad Near, 9355 92nd Ave, Seminole, FL 33777**.



## Message from Chair

*"If your actions inspire others to dream more, learn more, do more and become more, you are a leader".*

[John Quincy Adams](#)

Greetings members of Section 1508 - Tampa, St. Petersburg, Clearwater ASQ.

This is our first meeting after our summer break.

Please join us on September 8th, our first fall meeting for 2014 to hear;

➤ **Dinner Speaker:**

**Jim Shipley owner of Jim Shipley & Associates.** Jim Shipley is an educator with over twenty years of administrative experience. He served as a principal, area superintendent, associate superintendent and as Executive Director of the Quality Academy for Pinellas County Schools. As Director, he was responsible for the implementation of the Baldrige criteria in Pinellas County Schools -- a district of over 107,000 students and 17,000 employees that was awarded the Florida Sterling Quality Award.

Jim has been involved with the Baldrige criteria since 1993, serving as a senior examiner for both the Florida Sterling Quality Award and the Baldrige National Quality Award. He continues to serve as a national catalyst for educational change and improvement through a Baldrige approach to performance excellence.

**"Applying a Systems Approach to Continuous Improvement at the School and Classroom Level."**

➤ **Pre-Dinner Activity:**

**Open session for group networking.** Limited speaker availability for September has provided an opportunity for additional networking.

**"Culture of Quality: Accelerating Growth and Performance in the Enterprise"**

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Yeah, Team

I look forward to seeing you all on Monday, September 8<sup>th</sup> at the Marriott in St. Petersburg.

Bob Mendenhall, ASQ Tampa Bay Chair  
rmendenhall@novaces.com



**Jobs**

**Jobs**

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**From The Placement Chair**

Our tool for helping members find jobs has been picking up momentum. You can see jobs that are currently available on our website: [asqtampabay.org](http://asqtampabay.org). When on the site, go to the Member Services tab, and click on Career Development. There you will see listings of [Jobs Available](#) as well as [Members Who are Seeking Jobs](#).

**Please Help us with both categories:**

If you know of openings in your company, please ask your Human Resources to send me a description of the job to: [voiceofthecustomer@asqtampabay.org](mailto:voiceofthecustomer@asqtampabay.org) along with an e-mail contact for candidates to send their Resume. Also if you know of a Job that fits one of our members that is looking, please send them that knowledge through their email address.

**Thanks very much for your help!!!!**

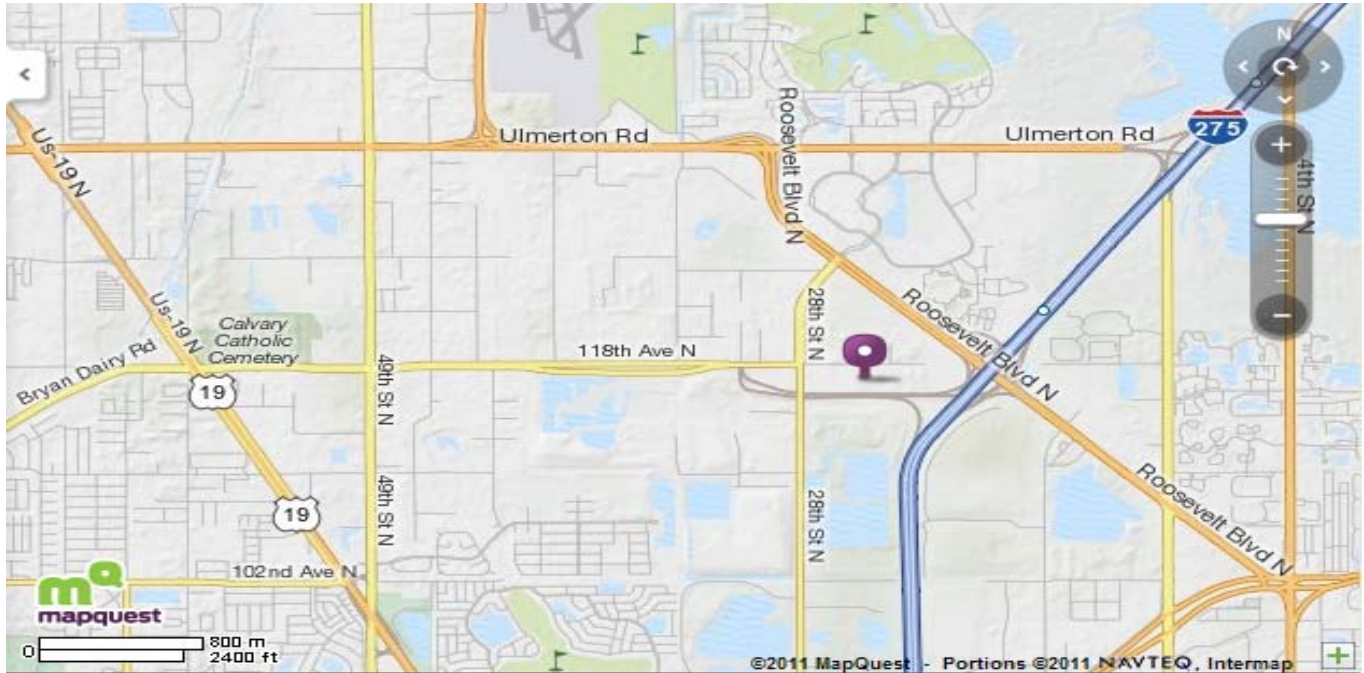


## ASQ Certification for St. Petersburg/Tampa Section 1508

ASQ Section 1508 testing is held on the HSN campus in the auxiliary building directly across the street from the main campus. Signs are placed at the edge of the property and directly in front of the entrance on the morning of each exam day. Parking is located in front of and to the side of the building.

### Address:

2400 118<sup>th</sup> Street, N.  
St. Petersburg, FL 33716-1917



Registration begins at 7:15 AM. Please be sure to arrive by 7:50 AM to allow time for you to be checked in, your paperwork and books to be checked and to be seated to listen to instruction at 7:55 AM. **Exams begin promptly at 8:00 AM.**

Please be sure to remember to bring photo ID, pencils and approved calculator. Cell phones are not permitted, even in the off position, in the exam rooms.

We look forward to seeing those who will take their exams on October 4th. **Registration for these exams already ended.**

### Exams being offered in October 4th are as follows:

- Biomedical Auditor
- Master Black Belt
- Quality Inspector
- Certified Manager of Quality / Organizational Excellence
- HACCP Auditor
- Six Sigma Black Belt
- Quality Technician
- Reliability Engineer

Please be aware that HSN is a tobacco free facility. You will not be able to smoke nor chew tobacco on the premises.

## Board Members

Section Chair: **Robert Mendenhall**  
rmendenhall@novaces.com

Past Section Chair/Nominating Chair:  
**Kim Dixon**  
kim.dixon@hsn.net

Arrangements Chair,  
Treasurer: **Karen Workman**  
Karen.workman@hsn.net

Recertification Chair:  
**Sara Kaplan & Richard Wong**  
recertificationchair@asqtampabay.org

Internet Liaison: **Julia Politowicz**  
internetliaison@asqtampabay.org

Program Chair:  
**Rick Black**  
rblack1121@aol.com

Secretary, Certification Chair:  
**Wendy Williams**  
wendy.williams@hsn.net

Audit Chair: **Nancy Duarte**  
albona20032003@yahoo.com  
**Brad Near**  
b.near@knology.net

Voice of Customer Chair  
Membership Chair  
Newsletter Editor: **Luz Bueno**  
voiceofthecustomer@asqtampabay.org

Historian: **Brad Near**  
b.near@knology.net

Education: **Jennifer Stepniowski**  
jenn@proqcna.com

2014 –2015 Vacant Positions:  
Chair Elect  
Placement Chair  
Secretary

Quality Quest is published monthly by  
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the American Society for Quality.

### Membership Statistics (as of February 2014)

Regular	266
Fellow	4
Senior	179
Associate	17
Student	26
Org Member	2
Site	6
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	Total 500