



# Quality Quest

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

February 2011 Volume 52 Issue 06

## Message From The Chair

Our January meeting was a lot of fun. Bill Giambra, Quality Manager for credit card production at FIS gave a well received presentation on using PDCA for Process Management. He discussed how he systematically uses the PDCA cycle to continuously evaluate the various components of the work processes and engage all levels of the organization in the effort. One interesting tool he presents uses the PDCA format to evaluate how well members of the sales team are doing in meeting their goals. His presentation should be posted on the Section's website site by the time you get this message.

**Reminder:** there will not be a Section meeting in February. The Board is going to use Valentine's Day for a Strategy Meeting. Our primary focus will be on how we reinvigorate the Section. Attendance at the monthly meetings has been relatively low since September compared to previous years. We know that the process of getting the newsletter and meeting announcements out has contributed to the lower attendance. At the same time, we know there are close to 550 members in the Section yet only 110 of you have registered on our local website: [www.asqtampabay.org](http://www.asqtampabay.org). What do we need to do to better meet your needs (aka your requirements) as an ASQ member? Please send me an email with your suggestions.

Contributing to our challenges are the vacant positions on the Section Board. I am pleased to report that Bart Powell has volunteered for the Placement Chair. This should be a big help to those of us who are actively seeking employment. Thanks Bart! Last month, Brad Near stepped up and is already our new Treasurer. We still need to file the following positions on the Board - Membership, Secretary and Program.

Here are the summaries of those roles from ASQ:

### Membership Chair:

Responsible for member unit (section/division) recruitment and retention efforts. Develops and implements plans to maximize membership renewal and encourages interested persons to join ASQ. Upholds Society bylaws, policies and procedures, and member unit operating/ management agreement.

The time commitment for this position is estimated to be up to 3 hours per month outside of member unit leadership committee meetings.





**Secretary:**

Record all SLC meetings. Maintain careful and authentic records of the proceedings of all business meetings of the section. These are the legal records of the section. Work with section leadership committee (SLC) to set goals/metrics to support the Section's management process, as related to the documentation of section records and correspondence. Communicate/report to the SLC activities performed, status of performance against goals/metric set, etc. for the documentation of section records and correspondence.

The time commitment for the Secretary position is estimated to be 3 to 4 hours per month outside of member unit leadership committee meetings.

**Program Chair:**

Determine focus of member unit events and programs. Solicit speakers to match topics. Work with arrangements chair, if applicable, to coordinate speaker needs. Work with newsletter editor to publish events in a timely manner.

It is estimated that the time commitment for the Program Chair is approximately three hours per month outside of member unit and executive committee meetings.

We will see you again on Monday, March 14, 2011.

Greg Strohm, Section Chair

[gstrohm@verizon.net](mailto:gstrohm@verizon.net)



ASQ Section 1508 Members,

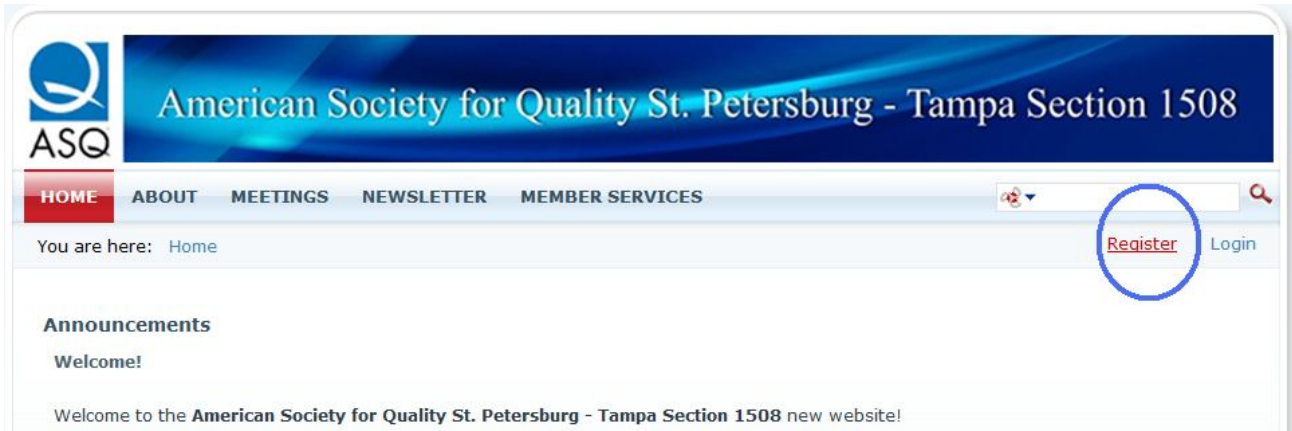
Allow me to introduce the new Section 1508 website! The website address is <http://asqtampabay.org/>. On the website, you can

- register for monthly meetings
- download presentation slides from past meetings
- view current and past newsletters
- obtain Member Leaders contact information
- learn more about other member services offered by the Section

The website features enhanced security for storing member information, streamlined navigation and data organization.

**To access the meeting registration features, first please create an account on the website.**

1. Click on *Register* link



2. Supply information to create new account. Click *Register* link.

The image shows the "User Registration" form on the website. The form is titled "User Registration" and includes a note: "\*Note: Membership to this portal is Public. Once your account information has been submitted, you will be immediately granted access to the portal environment. All fields marked with a red arrow are required. - (Note: - Registration may take several seconds. Once you click the Register button please wait until the system responds.)". The form contains several input fields: "User Name" (with placeholder "YourUsername"), "First Name" (with placeholder "YourFirstName"), "Last Name" (with placeholder "YourLastName"), "Display Name" (with placeholder "YourPreferredDisplayN"), and "Email Address" (with placeholder "YourE-mail@Address.c"). Below these fields is a section for "Enter a password" with "Password" and "Confirm Password" fields, both with placeholder ".....". At the bottom of the form, there is a "Register" button, which is circled in blue.

3. Your account will be created, and you will be logged into the website.

Once you are logged in, you will have access to additional content, available to registered members only. In the future, please remember to log in with the username and password by clicking *Login* link from any page.

**Meeting registration can be done either from *Home* page or *Meetings* page.** Please follow these instructions to register for the meeting. These instructions are also available in the How to Register for the Meeting document.

1. To view more details about the meeting, click *More...* link.

**Meeting Registration**

All Categories My Registrations: Aug 2010

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**AUG 9** 8/9/2010 5:30 PM - 6:00 PM ASQ Section 1508 Monthly Meeting

[St. Petersburg Clearwater Marriott \(map\)](#)

ASQ Section 1508 Members, When registering for the meeting, please follow the instructions in the How to Register for the Meeting document. To cancel registration, please refer to the instructions in the Howto Cancel Registration for the Meeting document. Thank you!

• Register • **More...** • Export To Desktop

2. To register for the meeting, click *Register* link.

**Meeting Registration**

All Categories My Registrations: Aug 2010

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**AUG 9** 8/9/2010 5:30 PM - 6:00 PM ASQ Section 1508 Monthly Meeting

[St. Petersburg Clearwater Marriott \(map\)](#)

ASQ Section 1508 Members, When registering for the meeting, please follow the instructions in the How to Register for the Meeting document. To cancel registration, please refer to the instructions in the Howto Cancel Registration for the Meeting document. Thank you!

• **Register** • More... • Export To Desktop

3. Read the *Reservation Policy* and *Cancellation Policy*. Provide required information in the *Attendee Information* section. The information you provided at the time of the website account creation is filled in automatically. If you would like to save your Phone, Company and Dinner Preferences, please check *Remember this attendee* checkbox. Complete registration by clicking *Complete Registration >>* link.

**Meeting Registration**

**Reservation Policy**

Reservations must be made by 4:00 PM on the Thursday before the monthly meeting. If you have a special dietary request (vegetarian), please indicate this when making the reservation.

The price for the meeting with the meal is \$25.00 with advanced reservation or \$30.00 for walk-ins. The price for the meeting without dinner is \$10.00. Cash and check payments are accepted during the check-in from 5:30 pm to 6:00 pm.

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Event Information

Event Title: ASQ Section 1508 Monthly Meeting  
Event Date: 8/9/2010 5:30 PM - 6:00 PM  
Venue: St. Petersburg Clearwater Marriott

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Attendees Information

First Name:  \*

Last Name:  \*

Email:  \*

Phone:  \*

Company:

Dinner Preference:  \*

Speaker or Speaker Guest:

Remember this attendee

• Cancel • Add Another Attendee • **Complete Registration >>**

**Cancellation Policy**

4. If you would like to add another attendee, please click *Add Another Attendee* link. Your registration will be saved, and the *Attendee Information* fields will be cleared so that you can add another attendee.

If you need to cancel the registration, please follow the instructions below that are also provided in the How to Cancel Registration for the Meeting document.

1. Click *My Registration* icon.

**Registration and Cancellation Tips**

Title	Owner	Modified Date	Size
How to Register for the Meeting	Julia Sennikovski	5/3/2010	112.50 KB
How to Cancel Registration for the Meeting	Julia Sennikovski	5/3/2010	110.00 KB

**Meeting Registration**

All Categories

My Registrations [icon] Aug 2010

**AUG 9** 8/9/2010 5:30 PM - 6:00 PM ASQ Section 1508 Monthly Meeting

[St. Petersburg Clearwater Marriott](#) (map)


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• Register • More... • Export To Desktop

2. In the Status column, click *Cancel Registration* icon.


**Registration Manager**

From: 7/14/2010 To: 9/14/2010 Overview Legend: Pending Confirmed Cancelled

#	Event Date	Event Title	Event ID	Member ID	Email	Registration Date	Paid?	Amount	Status
40	8/9/2010	ASQ Section 1508 Monthly Meeti	10	43	YourE-mail@Address.com	7/14/2010 7:37:40 PM	<input type="checkbox"/>		Confirmed 

Return

3. Click *OK* button on the dialog.

#	Event Date	Event Title	Event ID	Member ID	Email	Registration Date	Paid?	Amount	Status
40	8/9/2010	ASQ Section 1508 Monthly Meeti	10	43	YourE-mail@Address.com	7/14/2010 7:37:40 PM	<input type="checkbox"/>		Cancelled 

The page at http://asqtampabay.org says:


Cancel this registration? An email may be sent out to inform the user about the registration status.

Return

4. Verify that the *Status* column displays the cancelled icon for your registration.

**Registration Manager**

From: 7/14/2010 To: 9/14/2010 Overview Legend: Pending Confirmed Cancelled

#	Event Date	Event Title	Event ID	Member ID	Email	Registration Date	Paid?	Amount	Status
40	8/9/2010	ASQ Section 1508 Monthly Meeti	10	43	YourE-mail@Address.com	7/14/2010 7:37:40 PM	<input type="checkbox"/>		Cancelled 

Return

If you have any technical questions during the registration, please e-mail Julia Sennikovski, the Internet Liaison, at [voiceofthecustomer@asqtampabay.org](mailto:voiceofthecustomer@asqtampabay.org). For organizational questions about the meeting, please e-mail Marguerite Jensen, the Arrangements Chair, at [margueritejensen@tampabay.rr.com](mailto:margueritejensen@tampabay.rr.com). For questions on the Reservation Policy or Cancellation Policy, please e-mail Bart Near, the Treasurer, at [treasurer@asqtampabay.org](mailto:treasurer@asqtampabay.org)

Thank you,

Julia Sennikovski, PMP, CBBSS, CMQ/OE  
 Internet Liaison  
 American Society for Quality St. Petersburg - Tampa Section 1508

## Announcing New Location for ASQ Testing for St Petersburg/Tampa ASQ Section 1508

Beginning June of 2010, our division will hold testing at the HSN campus in the auxiliary building directly across the street from HSN's main campus.

Signs will be posted at the entrance on 118<sup>th</sup> Avenue, just off of 28<sup>th</sup> Street in St Petersburg and at the front door where test takers can enter.

The proctor will check them in and direct them to where the test will be taken.

Parking for test takers will be marked directly in front of the building. Please park just past all of the reserved parking.

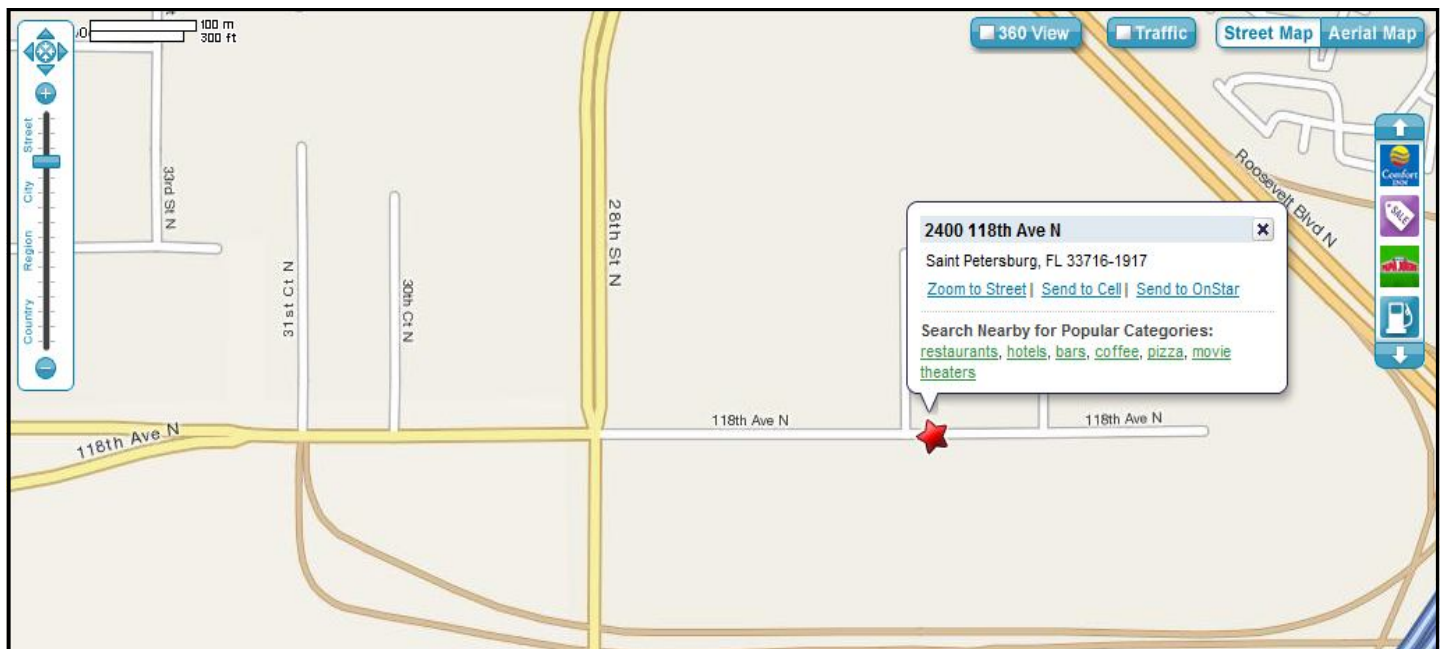
If you have any questions or concerns, please feel free to email or call me. My contact information is below.

Wendy M Williams  
Certification Chair  
Wendy.williams@hsn.net  
727-872-5850

**Address to HSN-Soho Building**  
**2400 118<sup>th</sup> Ave. N.**  
**St. Petersburg, FL 33716-1917**

**Directly across the street from the HSN main campus**

MAP link: ==>>> [http://www.mapquest.com/mq/1-jzp4\\*jJnDvZesymN6ewN](http://www.mapquest.com/mq/1-jzp4*jJnDvZesymN6ewN)





## Schedule of Upcoming Exams Currently Posted on the ASQ Website

<u>Date</u>	<u>Exam</u>	<u>Application Deadline</u>
March 5, 2011	Biomedical Auditor	January 14, 2011
March 5, 2011	HACCP Auditor	January 14, 2011
March 5, 2011	Manager of Quality/ Organizational Excellence	January 14, 2011
March 5, 2011	Quality Inspector	January 14, 2011
March 5, 2011	Quality Technician	January 14, 2011
March 5, 2011	Reliability Engineer	January 14, 2011
March 5, 2011	Six Sigma Black Belt	January 14, 2011

\*\*\*Late Application date is January 19, 2011.

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All of these exams have certification maintenance requirements. This requires the certified person to re-certify every 3 years by taking the exam again or by maintaining a re-certification journal and obtaining a minimum of 18 points and submitting the journal to the re-certification chair by the deadline indicated on his/her certificate.

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Exams for Section 1508 are held at the following location on March 5, 2011:

**Home Shopping Network, Inc.**  
**2400 118<sup>th</sup> Avenue, N**  
**St. Petersburg, FL 33716-1917**  
**(Directly across the street from the main campus—look for the large ASQ exam testing sign)**

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Registration begins at 7:15 A.M. Please be sure to arrive by 7:50 A.M. at the latest so that instructions can be provided and the exam can begin promptly at 8:00 A.M.

Please remember to bring photo ID, pencils, and an approved calculator.

Wendy M. Williams  
Certification Chair  
wendy.williams@hsn.net  
727.872.5850 (phone)  
727.872.6841 (fax)

**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 **90 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.

**Looking For Presentation Files??**

Electronic copies/slideshows of past presentations are now available online through a link on our website homepage:  
<http://asqtampabay.org/Meetings/tabid/75/Default.aspx>

**Members Corner**

**Welcome New Members!**

*The Tampa Bay/St. Petersburg Section of ASQ would like to welcome our newest members! We look forward to meeting you and welcome your participation in chapter meetings and events.*

**New Members**

**Victor Fernandez  
Ann Forstchen  
Julie A. Grantham  
Robert W. Humphrey II  
Stacy D. Magee  
Paul Oliver  
Michael J. Pezze  
Jeff Tawney**

*For questions concerning membership, please contact  
[ASO.org](http://ASO.org)*





**NONPROFIT ORG  
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TAMPA, FL**

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

### Board Members

Section Chair

**Greg Strohm**

gstrohm@verizon.net

Past Section Chair

**Victor Martins**

victor4quality@gmail.com

Voice of Customer Chair/  
Internet Liaison Chair

**Julia Sennikovski**

Voiceofthecustomer@asqtampabay.org

Treasurer

**Brad Near**

b.near@knology.com

Recertification Chair/  
Audit Chair

**Heike B. Johnson**

ASQ1508@tampabay.rr.com

Newsletter

**Keith Duncan**

kduncan48@yahoo.com

Historian

**Sam Falco**

stfalco@yahoo.com

Secretary

**Vacant**

Education Chair

**Dr. Lois A. Jordan**

loisjordan@transformationtech.com

Arrangements Chair

**Marguerite Jensen**

margueritejensen@tampabay.rr.com

Certification Chair

**Wendy Williams**

wendy.williams@hsn.net

Placement Chair

**Bart Powell**

bartp@floridamep.org

Membership Chair

**Vacant**

Vice Chair

**Stephen Manchester**

pstevem@msn.com

### Membership Statistics (as of January 2011)

Regular	284
Fellow	3
Senior	217
Associate	15
Student	18
Sustaining	2
Org Member	4
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Total	543