



# *Quality Quest*

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

September 2011 Volume 53 Issue 1

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

**Dinner Meeting Monday, September 12, 2011**


**Speaker: Julia Sennikovski**

**Topic: *Why Does It Take So Long To Test?***

"Why does it take so long to test?" is the question that many professionals in the software testing field have to answer on regular basis. The presentation will cover common factors that affect test effort and duration, and discuss solutions to reduce testing cost.

**Speaker:** Julia Sennikovski is a quality management group director at FIS. She holds a masters degree in business administration from the University of Tampa and a bachelors degree in computer science from the University of Puget Sound . Julia is an ASQ Certified Six Sigma Black Belt, Manager of Quality / Organizational Excellence, and a PMI Certified Project Manager Professional. Julia is actively involved on the board of the American Society for Quality Section 1508 as a Voice of the Customer Chair and Internet Liaison.





ASQ Section 1508 Members,

Allow me to introduce the new Section 1508 website! The website address is <http://asqtampabay.org/Home/tabid/38/Default.aspx>

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.**

Thank you,

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

**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 \*\***

**\*\* Appetizers are provided at no cost to members by the section. \*\***

**Appetizers (Before meeting): Fresh Sliced Fruit Display**

**6:00 pm-6:30 pm Pre-Dinner Topic**

**6:30 pm-7:15 pm Dinner**

**Salad: Garden Green Salad with Tomatoes, Cucumbers, Red onions, and Herb Balsamic Vinaigrette**

**Entrée: Chicken Francaise**

**Vegetable/Starch: Chef's Selection of Vegetables and Starch, Rolls**

**and Butter, with Coffee Service Included , Dessert: Chef's Selection**

**Note: A Chef's Choice Vegetarian Meal and Low Fat Version of the Entrée will be available for those desiring these selections**

**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 **\$25.00 with advanced reservations or \$30.00 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 (only for the September meeting).** 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 **\$25.00 (\$10.00 for reservation with no meal)** to our Treasurer, **Brad Near, 9355 92nd Ave, Seminole, FL 33777.**



## Message from Chair

I hope everyone had a great summer. We are off to a great start for the 2011-2012 program year. The Board had a very productive Strategy Meeting on August 22nd. One topic the Board knows is very important to you is the Education Program. Dr. Lois Jordan, Education Chair, is putting the final touches on a schedule of courses that will help you prepare for upcoming certification exams. Watch your email and the Section's website for announcements regarding schedule, costs and location. We will share more information from the Strategy Meeting in future newsletters.

Beginning this month, the newsletter is only available electronically. You will receive an email when the newsletter is ready to go. Speaking of email, there are two things you need to do to make sure you receive our emails:

- Update your email address in your ASQ profile on [www.asq.org](http://www.asq.org). ASQ is the source for the mailing lists.
- Check your spam folder for our emails. If our emails are in your spam folder, please add us to your "safe sender" list.

These two steps will insure that you have up to date information on what's going on with the Section.

We have speakers lined up for the next several months. So please plan on attending our next meeting on Monday, September 12th. The times and location are the same as last year. However, we need your help in identifying speakers for the second have of the year.

Open positions continue to make the lives of the Board more interesting. The **Program Chair** is key to having great speakers at all our meeting. Think about how these programs help you in maintaining your certifications and your jobs and consider volunteering. Another key position that is open is Arrangements Chair. The **Arrangements Chair** is responsible of setting the menu, opening the registration module each month and getting people checked in at the meetings. Marguerite Jensen, has handled this responsibility very well for the last three years. Unfortunately, the schedule and responsibilities her new job do not allow her to continue. Thank you, Marguerite, for your service to the Section. This is another way you can help the Section. Contact me, [gstrohm@verizon.net](mailto:gstrohm@verizon.net), if you are interested in either one of these positions.

I look forward to seeing you on Monday, September 12, 2011 at the St. Petersburg - Clearwater Marriott on Roosevelt Blvd.

Greg Strohm, Section Chair  
[gstrohm@verizon.net](mailto:gstrohm@verizon.net)



## ASQ Recertification Process

To maintain the integrity of your certification ASQ requires that you recertify every three years, either by journal or by exam. The purpose of recertifying is to ensure that as an ASQ-certified quality professional you maintain the same level of knowledge originally demonstrated when you passed the written examination. If you do not recertify, your certification will lapse and ASQ will no longer recognize you as “certified.” For members who hold ASQ certification(s), which they wish to recertify, the following details the process of recertification.

*Where do I get a journal to complete?*

A journal was sent to you with your original certificate. If you no longer have it, you can download a new journal form the ASQ website at this address:

<http://www.asq.org/certification/recertification/rucredits/index.htm>

Or you may call ASQ: (800)-248-1946 Monday-Friday: 7:00 a.m. to 5:00 p.m. Central time

*Where do I send my journal?*

Please submit your completed journal, payment, and a copy of all supporting documentation to the correct address below.

### **Last name begins with A-M:**

Richard Wong  
ASQ Section 1508 Recertification Co-Chair

306 Oranewood Ln  
Largo, FL 33770-4013  
727-545-0400 ext 7648

recertificationchair@asqtampabay.org

### **Last name begins with N-Z:**


Sara Kaplan  
ASQ Section 1508 Recertification Co-Chair

MicroLumen, Inc.  
7624 Bald Cypress Place  
Tampa, FL 33614  
813-886-1200

recertificationchair@asqtampabay.org

*How shall I submit my journal?*

You may email your completed journal, payment and required supporting documentation in PDF format only if you are paying by credit card. Or, you may send it via US Postal Service, Federal Express, or UPS. Please make sure you release the packet without signature to avoid delays in receipt. You may also hand deliver the journal to either one of us at a local section meeting, but please check first to make sure at least one of us will be attending the meeting. Whatever method you decide please ensure that all documents, copies, and/or scans are legible.



*Do you prefer a check or credit card?*

Credit card is preferred as this will help expedite the process. If you want to pay by check, make it payable to ASQ.

*What do I include with my recertification journal packet?*

Remember to include copies of documentation supporting your RU credits claimed, the completed recertification application form, and any/all corresponding completed pages summarizing your activities from within the recertification journal.

Please do not send pages that you are not completing, and please do not send the intact journal, remove the pages that are relevant to your application and submit only those.

**Do not enclose original documentation—copies only.**

*When do I need to submit my recertification journal?*

Recertification journal packets may be submitted up to six months before and after your certification expiration date. If you submit your journal after the six-month period you will have to recertify by exam, unless special arrangements were made before your certification expiration date.

Early submittal of your recertification journal does not change your original expiration date. For example, if your CQA expires June 30, 2009, and you submit your packet in March 2009, your new expiration date will be June 30, 2012, not March 2012.

*I am unable to obtain past employers' employment verification documentation. What other means of documentation may I use?*


If you are unable to obtain past employers' employment verification documentation (because an employer is no longer in business, has moved away, or you are not able to reach an appropriate contact), you may use old pay stubs or W2 tax forms as an alternative for employment documentation. You may obscure any personal information where necessary. However, you **MUST** include your name, company name, and **BEGINNING** and **END DATES** for that particular employment period as it relates to your current three-year recertification period. Please also include an old business card, if you have one.

*What are the dates I can include completed activities from?*

If you are recertifying for the first time, you may use completed activities from the date you initially passed your ASQ certification exam to the ending date on your wallet card/certificate that states 'recertify by', which is your expiration date.

*How do I know if a course, conference, or training qualifies for RU credits?*

As long as the program lies in at least one area of your certification(s) Body of Knowledge (BOK) OR is job enhancing, then you may use that toward your recertification period.



*I do not have enough RU credits to recertify by my expiration date. What are my options?*

If you do not have enough RU credits by your expiration date, you must recertify by exam. You are allowed up to one year before and after your certification (s) expiration date just to recertify by exam.

If there are extenuating circumstances (i.e., health, unemployment, family or personal emergency, military involvement, etc.) you may qualify for a waiver. You must contact the recertification coordinator at ASQ directly for details before your certification expiration date, either by phone, e-mail, or written letter.

*How do I synchronize my certifications?*

To initially synchronize two or more certifications that have differing expiration dates, all you need to do is include documentation and the 18 RU credits required to recertify the certification that is currently due. On the front cover of the recertification application form, list what other ASQ certifications you wish to have synchronized with the certification that is currently due along with their current expiration dates. You are not required to provide evidence for any of the other certifications when initially synchronizing.

Once the certification that is currently due is approved, then all other certifications, as indicated on the application form, will be revised to expire at the same time as the certification that is most currently due. Then for future recertifications you will only need to provide a total of 18 RU credits for all synchronized certifications, one application form, and one set of documentation relating to all certifications being recertified that fall within each body of knowledge (BOK) or that are job enhancing.

***Remember:***

1. Sign the recertification journal
2. List the various certifications that you have and their expiration dates
3. Indicate whether you wish to synchronize two or more certifications
4. Check to make sure you have at least 18 RU credits
5. Include payment—either credit card or personal/company check
6. ***Attach only the documentation for the sections where you claim credit***

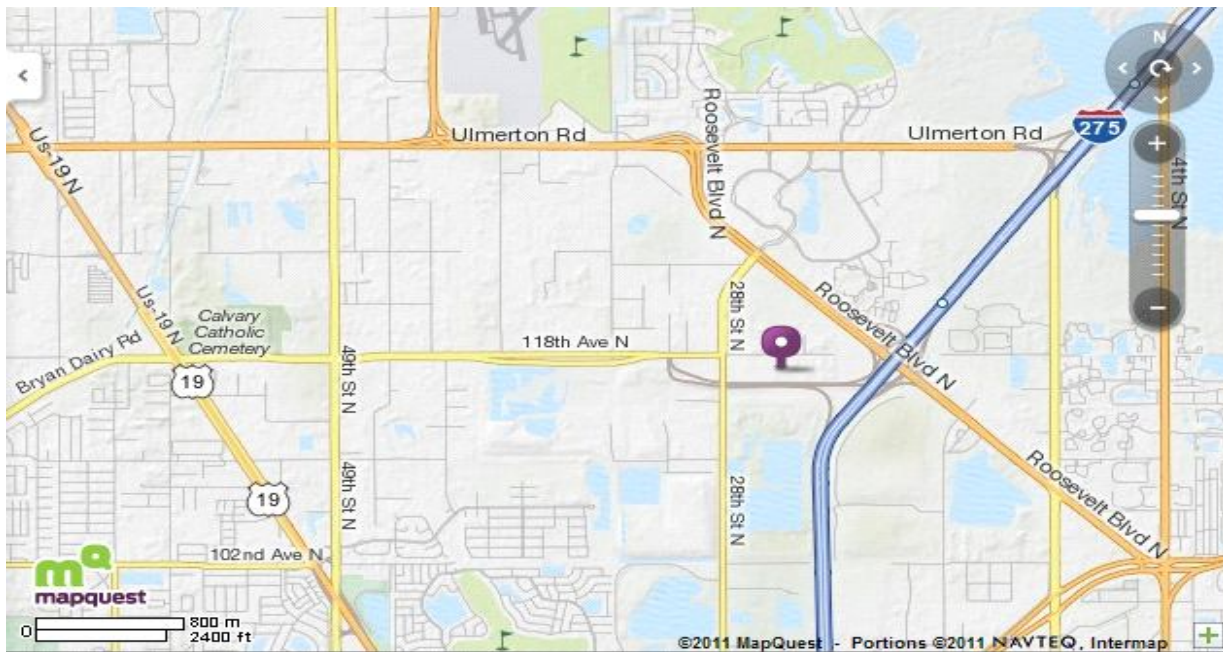


## ASQ Certification for St Petersburg/Tampa Section 1508

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 for you 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.

### **October exams are for the following areas:**

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

You may use whichever form of payment is most convenient for you. If a credit card is used, processing of payment is generally faster as a physical check does not have to be mailed to Milwaukee. All documents are shredded within one year for security.



## 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**  
treasurer@asqtampabay.org

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

Newsletter: **Keith Duncan**  
kduncan48@yahoo.com

Historian: **Robert Mendenhall**  
bob.mendenhall@goldratt.com

Secretary: **Wendy Williams**  
wendy.williams@hsn.net

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: **Bill Cameron**  
william.cameron@goodrich.com

Audit Chair: **Nancy Duarte**  
nancy.duarte@catalent.com

Programs Chair: **Vacant**

Vice Chair: **Vacant**

Nominating Chair: **Vacant**

Quality Quest is published monthly by the  
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## Membership Statistics (as of Aug 2011)

Regular	249
Fellow	3
Senior	195
Associate	17
Student	26
Sustaining	1
Org Member	4
	=====
Total	495