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### Section Chairs:

Section 1510 Chair,  
Rich Eggleston  
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Section 1515 Chair,  
Jay Stahan  
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### Newsletter Editor

Send contributions to  
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Contributions will be edited to meet  
space requirements.

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### Section 15 Regional Director

Joni Judd MQM, ASQ CSSBB  
JJudd@ManageYourProcesses.com

Employment ads updated daily and  
are posted on the website,  
www.asqsefla.org

## Section 1510 Website

www.asqsefla.org

### Mailing Address:

PO Box 823855, Pembroke  
Pines, FL 33082-3855

## Section 1515 Website

www.asqpalmbeach.org

See All Section Activities

Certification Refresher Classes

Section Dinner Meetings

and On-Line Registrations

## Message from the Section 1510 Chair by Rich Eggleston

Hello to everyone, in case you missed it we had a great dinner meeting on the 9<sup>th</sup> of February at Shula's. The after dinner presentation was given by Phil Centonze. His presentation was titled "ONE PIECE FLOW". We all had a great time making paper airplanes. (I know you had to be there) The bottom line ..... A well trained, motivated and engaged workforce along with active management can go a long way concerning profits.

Our next meeting will be a joint meeting with ASQ section 1515 of West Palm Beach. The meeting will be held at Tropical Acres in Fort Lauderdale. (Please see this Variant for information.)

I don't think I mentioned it before, and I want to be sure that I do. The entire section would like to congratulate Ashley Bisnow on winning the annual Orlando Acevedo Scholarship. Well done Ashley!!

We have several classes scheduled to begin this quarter, please refer to our refresher

Course schedules. These are great opportunities for continuing education credit for recertification. Our classes are open to both members and non-members, so let your friends and co-workers know.

See Ya Soon,

*Rich*

## Message from the Section 1515 Chair by Jay Stahan

*From the section 1515 Leadership Team, Hello to South Florida ASQ Members!*



**"Dollar" signs**!! Return on Investment (ROI). That is the language of top management. Our most recent speaker at our February dinner meeting, **Dr. Rebecca Staton-Reinstein**, focused upon this theme in her presentation, "Turning Defects into Dollars". Rebecca provided a very informative, and well received presentation that provided a model for drive improvements through cost reduction using the Cost of Quality (COQ) reporting format to capture and report financial gains resulting from improvements.

Dr. Staton-Reinstein provided a case example of Information Technology (IT) software development. As she noted, the example was specialized, however, the principles and model applied is applicable to all industries and disciplines, be they service sector, manufacturing, healthcare, IT, so on. A major component of the

*(Continued on page 5)*

## Section 1510 Monthly Meeting Email Reminders!

If you would like to receive an E-Mail reminder of Section 1510 Monthly Dinner Meetings, please send a valid e-Mail address in the body of your response to Section 1510 Arrangements Chair Pablo Diaz at pdiaz@bellsouth.net

. Please place in Subject Line: "ASQ Meeting Reminder"

# Section 1510 ASQ Certification Refresher Classes

To participate in an ASQ refresher class, please sign up on the web page at [www.asqsefla.org](http://www.asqsefla.org). You do not need to be a member of ASQ to participate in a class. RU's are earned for class participation. If you have a question regarding registration or class site, call Mayra Bisnow, Education Chair, at 954-478-0384 or email [mbisnow@gmail.com](mailto:mbisnow@gmail.com). For course content questions, textbooks, or ASQ certification, contact Eleanor Chilson at 954-661-5197.

Please sign up at least three weeks before the scheduled class start to assure you have the textbook at first session. Any classes that do not register a minimum of five students will be cancelled. *All classes are refresher classes.*

Class	Class Name	RU's	Fee Includes materials, handouts and text where applicable	When	Time Classes are 5:30 pm to 8:30 unless otherwise listed	Instructor
IA	Internal Auditing for Quality Systems	1.0	\$175	TBD based on demand	One day Seminar 8:30 am—5:30 pm	Kannan Krishnan CQE, CQA, CQMa, CQIA, CSSBB, CQPA
CQT	Certified Quality Technician	2.7	\$300	January, August	9 sessions	Eleanor Chilson CQE, CQMa, CQA, CQIA and Andy Vouloukos CQE, CRE
CMQ/OE	Manager of Quality / Organizational Excellence	2.7	\$350	January August	9 sessions	Kannan Krishnan
CQE	Certified Quality Engineer	3.0	\$350	March September	10 sessions	Jim Carbone, CBA, CQA, CQE, CQMa, Robert Pintavalle CQMa, CQE, CQA, CSSBB
CSQE	Certified Software Engineer	2.4	\$275	March September	8 sessions	Mercedes Massana CSQE, CQA
CQA	Certified Quality Auditor	2.7	\$275	March September	9 sessions	Eleanor Chilson
CQIA	Certified Quality Improvement Associate	2.4	\$275	March September	8 sessions	Kannan Krishnan
CQI	Quality Inspector	2.4	\$275	January August	8 sessions	Eleanor Chilson
CRE	Certified Reliability Engineer	3.0	\$350	January August	10 sessions	TBD
BPR	Blueprinting Reading	2.4	\$275	TBD	8 sessions	Eleanor Chilson
CCT	Certified Calibration Technician	2.4	\$275	March September	8 sessions	Fred King - CCT
CSSBB	Six Sigma Black Belt	3.0	\$350	January August	10 sessions	Myriam Ochart, CSSBB & Purav Panathula CQE, CSSBB, CQMa
EEKK	Education Excellence: Koalaty Kid Program	1.0	\$175	TBD	One Day Seminar	Dennise Suarez, Amarilis Acosta, Donna Inglis
DOE	Design of Experiments	3.0	\$300	TBD	TBD	Robert Pintavalle
CSSGB	Six Sigma Green Belt	2.7	\$350	March September	9 sessions	Kannan Krishnan & Purav Panathula
CBA	Certified Biomedical Auditor	2.7	\$275	January August	8 sessions	Jim Carbone

**For Certification Exams dates and locations, please visit the ASQ Certification website at [www.asq.org](http://www.asq.org)**

## Certification Review Class Reminder

Classes starting in **March**  
Certified Quality Engineer  
Certified Software Engineer  
Certified Quality Auditor  
Certified Calibration Technician  
Six Sigma Green Belt

*Take the review classes to prepare for the ASQ certification exam, as a review the body of knowledge for your professional development, or to earn Recertification Units (RU's) for attending the class.*

*Classes are open to members and non-members.*

Congratulations to  
1510 February meeting  
\door prize winners!

Lara Martin  
Rick Lehman

## Certification Test Sign-up Reminder

This newsletter is full of events that you can use to earn recertification points. If you need to earn your certification, here are the deadlines to sign up for the next tests that will be administered by Sections 1510 and 1515. To sign up, go to [www.ASQ.org](http://www.ASQ.org).

**April 16** is the registration deadline for the **June 5** administration for the following exams: Calibration Technician, Pharmaceutical GMP Professional, Quality Auditor, Quality Engineer, Quality Improvement Associate, Quality Process Analyst, Six Sigma Greenbelt, Software Quality Engineer.

**Aug 6** is the registration deadline for the **Oct 2** administration for the following exams: Biomedical Auditor, HACCP Auditor, Manager of Quality/Organizational Excellence, Quality Inspector, Quality Technician, Reliability Engineer, Six Sigma Black Belt.

## **Six Sigma Green Belt Training**

Sponsored by ASQ Section 1510

### Program details:

- Designed for Six Sigma enthusiasts who will perform or facilitate process improvement activities
- Suitable for all areas and all levels within an organization
- Nine Saturday sessions from 8:30 AM to 5 PM starting TBD. Classes planned to begin in March and October pending sufficient registration.
- Location: TBD
- Cost \$2500 per participant (Breakfast and Lunch included) Grant money may be available to organizations through the State of Florida. For details go to [www.workforceflorida.com](http://www.workforceflorida.com) under 'Incumbent Worker Training'.

### Certification Program includes:

- Six Sigma methodology and DMAIC roadmap
- Hands on workshops on Six Sigma process improvement tools
- Hands on training on use of Minitab Software
- Successful completion and presentation of a strategically linked process improvement project.
- Six Sigma Handbook by Thomas Pyzdek and Six Sigma Memory Jogger presented as reference material

### Instructors are Six Sigma Black Belt practitioners certified by ASQ:

Kannan Krishnan CSSBB, CQMa, CQE, CQA, CQIA, CQPA  
Purav Panathula CSSBB, CQE, CQMa

### Program Benefits:

- Competitively priced to accommodate individuals and company sponsored employees
- Credibility of the certifying body (ASQ Section 1510)
- Weekend program
- Included in this program (not in most other Green Belt Certification Programs): Use of Minitab Software, Design Of Experiments (DOE)
- Coverage of the 'Certified Quality Improvement Associate' (CQIA) Body of Knowledge
- EU Points for ASQ re-certification: 6.0

### Prerequisites:

- Laptop preferred but **not** mandatory
- Basic math skills

### Requirements for Certification:

- Attend a minimum of 6 sessions
- Present a completed project

For registration and additional information please contact section Education Chair Mayra Bisnow, at 954-478-0384 or email [mbisnow@gmail.com](mailto:mbisnow@gmail.com). You may also register through our section website [www.asqsefla.org](http://www.asqsefla.org)

### *Section 1510 Mission*

*To foster a dynamic environment that will:*

- *Enable section members to network with peers*
- *Provide seminars and courses on the latest quality related tools and topics to facilitate their implementation in the manufacturing and service industries*
- *Lead section members into developing their potential through ASQ certification*

## Section 1510 & 1515 Joint Meeting March 9, 2010 Event

### Value Stream Mapping for Green Initiatives

How Green is your Organization? How can Green Opportunities be visualized? Is there a diagnostic tool I can use? Green Stream Mapping will answer these questions.

During this presentation, the participants will be introduced to the tools that can help them analyze where their organization stands on the Green Continuum. Through the use of the Green Lane Map, participants will learn how to identify Green Opportunities along their individual Value Streams. The presentation will include the history of Lean and Green, and how to identify Conventional Waste versus Green Opportunities. Similar to Lean, organizations need to identify and rectify their Non Value Added Green Challenges.

**Bob Gilbert** has thirty years of extensive experience in financial systems design, information technology, automated test engineering, custom technical training development and delivery, data collection and analysis, graduate level teaching, process re-engineering, Lean Manufacturing, and activity based costing. At CCI Consulting, Bob has put together a team of engineers who specialize in Lean Transformation and associated disciplines. This team works closely with clients to assist them in becoming more productive through the elimination of waste within processes. Bob has also consulted for The Florida MEP through NIST, Motorola, and numerous other manufacturing organizations. Bob has also been an Adjunct Professor at Nova Southeastern's Graduate School of Business for the past 20 years teaching Managerial Cost Accounting and Quantitative Methods.

Date: **Tuesday, March 9, 2010**

Time: **5:30 p.m.**

Place: Tropical Acres Restaurant, 2500 Griffin Rd., Davie

Phone: 954-989-2500 for directions only

Cost: \$26, Learning something and networking with associates: Priceless

Appetizers, Dinner and Cash Bar

Please pre-register at [www.asqsefla.org](http://www.asqsefla.org) before 12 noon, Sunday Mar. 7th

For questions about the event please contact 1510 Arrangement Chair Pablo Diaz. Contact Pablo at [pdiaz@bellsouth.net](mailto:pdiaz@bellsouth.net), or telephone 305-380-2337



Dr. Rebecca Staton-Reinstein discussing tools to turn defects into dollars at the 1515 February Meeting

(Continued from page 1)

foundation to get top management commitment is to have data and reports available showing cost avoidance and decreases in costs through use of COQ. The goal is to minimize/eliminate failure costs, and to decrease appraisal costs, with an objective of reducing costs, or transferring the costs to prevention costs activities. In the case example presented, Dr. Stanton-Reinstein reported how a team of IT/software development specialists working in a company environment identified, through the COQ paradigm, the various costs associated with software development and launch. The development cycle included design > code/unit test > test > configuration > warranty > production (end user). Through the efforts of a team of software specialists working on improving the process for developing and implementing new software and software upgrades, failures identified in the warranty and production phases were reduced through improved emphasis at the prevention (design) and test phases. Many quality tools were used, including **Kiviat Diagram, bar charts, CMM, COQ, and the PDCA cycle**. Ultimately, at one time nearly **\$4million** dollars was reduced from software failures. The dollar savings calculated did “not” include intrinsic cost savings, such as those associated with customer satisfaction and loyalty. So the dollars were “real” ROI’s dropping to the financial bottom line, something any top manager can understand. So be sure your improvement initiatives include a COQ report.

For a review of Dr. Staton-Reinstein’s presentation, visit Section 1515’s website. We thank Dr. Staton-Reinstein for a great presentation, and for making it available for viewing at our website.

At this time, Section 1515 is interested in learning of any ASQ member that is interested in fulfilling the position of Chair, Treasurer, and Secretary for **the fiscal year 2010-2011**. Elections are in April. Formal submissions can be made to Guillermo Rodriquez via his website address posted on our website. For information of potential interest, feel free to contact any one of our Lead Team who will be glad to provide you the information you need to make a decision. Lead Team contact information is available on our website.

See you at our next event!!

*Jay Stahan on behalf of the 1515 Leadership Team*



## ASQ SECTION 1515 Activities

Type of Event	Speaker	Topic	Save dates	Venue
Joint Meeting with ASQ 1510	Bob Gilbert	Value Stream Mapping for Green Initiatives	Mar-9	Tropical Acres Davie
Joint Meeting ACHE	TBD	Fourth Annual Joint Meeting: Quality Improvement in Healthcare	Apri-20	TBD
Joint Meeting ASTD	TBD	Second Annual Joint Meeting: Training/ Development Topic	May-6	West Palm Beach
Monthly Meeting	Alyson Goermar	NCCI 10 step Quality Management System	May-20	NCCI
Tour meeting at FPL	TBD	Plant tour FPL/ FPL Quality System	TBD	Jupiter
Monthly Meeting	Kateri Brunnel	Six Sigma at ADT	June-TBD	NCCI

**Visit... ASQ Section 1515 Website: [www.asqpalmbeach.org](http://www.asqpalmbeach.org)**

# 1510/1515 Dinner Meeting

How Green is your Organization? How can Green Opportunities be visualized? Is there a diagnostic tool I can use? Green Stream Mapping will answer these questions. During this presentation, the participants will be introduced to the tools that can help them analyze where their organization stands on the Green Continuum. Through the use of the Green Lane Map, participants will learn how to identify Green Opportunities along their individual Value Streams. The presentation will include the history of Lean and Green, and how to identify Conventional Waste versus Green Opportunities. Similar to Lean, organizations need to identify and rectify their Non Value Added Green Challenges.

Bob has thirty years of extensive professional experience in financial systems design, information technology, automated test engineering, custom technical training development and delivery, data collection and analysis, graduate level teaching, process reengineering, Lean Manufacturing, and activity based costing. During the past three years, Bob has put together a team of Engineers who specialize in Lean Transformation and associated disciplines. This team works closely with their clients to assist them in becoming more productive through the elimination of waste within their processes. During the previous seven years, Bob worked as a consultant, through the National Institute of Standards and Technology (NIST) sponsored program called The Florida MEP. He consulted with numerous manufacturing organizations mentoring them in their journey through Lean Transformation. Prior to that, he worked with Motorola's Paging Products Group to assist them in elevating their SEI Level as defined by the Capability Maturity Model for Software Development. While working as a consultant for six years at Motorola, Bob designed, developed and delivered 29 technical training programs. He has also been an Adjunct Professor at Nova Southeastern's graduate School of Business for the past 20 years teaching Managerial Cost Accounting and Quantitative Methods.

Bob has a Bachelor's Degree in Computer Science, an MBA specializing in Computer Systems, and is ABD for his Doctorate in Business Administration. He has participated in extensive training through the NIST program in Lean Manufacturing, Six Sigma, and ISO.

## **ATTENTION — If You Live or Work in West Palm Beach**

**We want to offer classes in West Palm.**

**If you are interested in taking the CQA or the CQIA this year,  
please email Eleanor at [eleanor.chilson@hoerbiger.com](mailto:eleanor.chilson@hoerbiger.com)**

**We would like to start in March if there are enough people.**

### Section 1510 Address Update

Section 1510 has a new Post Office Box. The new address is: ASQ Section 1510, PO Box 823855, Pembroke Pines, FL 33082-3855. Mail will be forwarded from the old box for a limited period of time.

### Section 1510 Recertification Address Correction

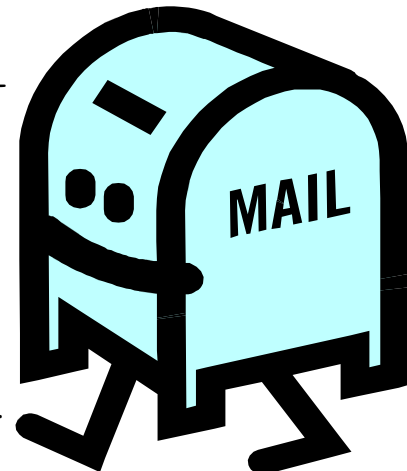
The October Newsletter listed an incorrect address for recertification packages. The correct address is: ASQ Section 1510, Attn: Jim Carbone, P.O. Box 4343. Ft. Lauderdale, FL 33338-4343. If you prefer to submit electronically, please email PDF scan of ALL DOCUMENTATION to [james.carbone@gmail.com](mailto:james.carbone@gmail.com)

For questions on Recertification for section 1510, please contact Jim at [james.carbone@gmail.com](mailto:james.carbone@gmail.com) or (954) 817-9797.

### Section 1515 Recertification Address

Section 1515 recertification packages should be sent to:

Judy Gottesman c/o NCCI, 901 Peninsula Corporate Circle, Boca Raton, Florida 33487-1362.  
Judy's contact info is [judy\\_gottesman@ncci.com](mailto:judy_gottesman@ncci.com), (561) 893-3086



# Employment Opportunities

*Ads for individuals seeking positions are free to ASQ Section 1510 / 1515 members and subject to space availability.*

*Ads for open positions in a quality related field are free and not limited to ASQ members.*

*To place an ad, contact Placement Chair, Eleanor Chilson, (954)661-5197, or [chilsone@bellsouth.net](mailto:chilsone@bellsouth.net)*

**Verify / VSC** is continually searching for **Independent Contractors** with a background in Quality. Experience in the Defense and Aerospace Industry preferred. If you are interested, please **send all inquiries via email to [recruitment@vscnet.com](mailto:recruitment@vscnet.com)**. You can also visit our website at [www.vscnet.com](http://www.vscnet.com) for more information on our company.

**GAUMARD SCIENTIFIC** [www.gaumard.com](http://www.gaumard.com) located in southwest Miami is seeking experienced **QC and QA professionals** having backgrounds in engineering, manufacturing and quality. Gaumard designs and manufactures more than 200 simulators for health care education. These products include mechanical, electronic and software components. Responsibilities include developing procedures for inspection and testing of incoming components, work in process, and finished goods; reporting quality and reliability data; evaluating and reporting upon customer returns. **Send resumes to [john@gaumard.com](mailto:john@gaumard.com)**.

## **More Employment Opportunities On Website**

*Please visit the Career area of the Section 1510 website for the most current and complete listing of opportunities*

## **ATTENTION — 1510 Members**

**If you are interested in joining the Board of Section 1510 Southeast Florida, please email Eleanor at [eleanor.chilson@hoerbiger.com](mailto:eleanor.chilson@hoerbiger.com) prior to the meeting on April 13. Elections will be held at the April meeting**

**Wishing our members a  
happy and safe  
Saint Patrick's Day**





# *The Variant*



AMERICAN SOCIETY  
FOR QUALITY

*Section 1510 with Section 1515*

*Mar 2010*

## **Section 1510 Dinner Meeting ---- Tues Mar 9**

**Speaker: Robert B. Gilbert**

**Topic: Lean and Green**

### **Joint Meeting with ASQ 1515**

Registration Deadline: Sunday, Mar 7, 12:00 Noon

Meeting Date / Time: Tuesday, Mar 9, 2010 at 5:30 pm Networking with Cash Bar, Dinner meeting starts at 6:30 pm

Location: Tropical Acres Restaurant, 2500 Griffin Road • Ft. Lauderdale, FL 33312 • (954) 989-2500

Menu: Choice of New York Strip Steak, Chicken Francaise, or Vegetable Pasta Primavera  
Served with Cesar salad, mixed vegetable, and baked potato and cheesecake.

**Register online [www.asqsefla.org](http://www.asqsefla.org)**

Dinner: \$26.00, Learning something and networking with associates: priceless.

New Members free with mailed coupon. ASQ Student Members free with ASQ Student Membership Card.

Door Prize Drawing.

Make checks payable to "ASQ Section 1510." If using PayPal, bring a print of your transaction receipt to the meeting. Dinner Meeting contact for questions and any upcoming Monthly Section meetings is Arrangement Chair Pablo Diaz. Contact Pablo at [pdiaz@bellsouth.net](mailto:pdiaz@bellsouth.net), or telephone 305-380-2337.