



The Variant

www.asqsefla.org



Section 1510 / 1515

June 2005

Inside this issue:

ASQ Certification Refresher Courses.....	2
Section 1510 Meeting Invite.....	3
Section 1515 Announcements.....	4
Employment Ads.....	5
News Of Interests.....	6
ASQ National Conference News.....	7
Section 1510 Monthly Dinner Meeting Invite and sign up info.....	8

Section Chairs:

Bonnie Eifert, Section 1510 Chair
eifertb@bellsouth.net
Bernard Carmell, Section 1515 Chair
mrebc@aol.com

Newsletter Editor:

Cathy Peak, Newsletter Editor
cathypeak@bellsouth.net

Section 1510 Website
www.asqsefla.org

Section 1515 Website
www.ASQualitypalmbeach.org

View the latest

Section information

Register for classes

And register for

Section Dinner Meetings

National Website

www.ASQ.org

Message from the Section 1510 Chair by Bonnie Eifert

June Dinner Meeting

Summer is almost here. Our last dinner meeting before summer break is June 14th and promises to be special. Robert Gates is going to give us some insight into quality management systems from a Lead Auditor and ISO Registrar's perspective. Mr. Gates is an excellent speaker and has lots of anecdotes to tell. Please join us.

at www.asqsefla.org.

End of the Year Survey

As part of our end of year activities, the Board will be conducting a survey in the next months to better understand our members needs. Members will be selected at random for a short phone call. Please participate if you are called. This is one of the ways we can learn what you want from your section, where we're doing well and where we need to make improvements. Of course, you are encouraged to send us your comments throughout the year, either to individual Board members or through the website. We're especially interested in the subjects you would like to see at our dinner meetings. Please participate in the survey and send in your comments and suggestions.

Thank you for your participation throughout the year and next.

Scholarship Deadline Extended

As you may have noted on our website, the Board has voted to extend the deadline to apply for scholarships to June 20, 2005. That means you still have time to get those applications in and be considered for this year. Don't miss this opportunity. I'm sure there are a lot of students who could use an extra \$1000 for college next year. Qualifications, selection criteria and the application are on line

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

ASQ Certification Refresher Classes

If you are thinking of taking a class please sign up on our web page at www.asqsefla.org. If you have a question regarding registration or course site, you can call Amarilis Acosta at 305-380-3592 or email her at Amarilis.Acosta@coulter.com. If you have a question regarding course content, textbooks or ASQ certification, contact Eleanor Chilson at 954-428-7373 x-245. Please sign up at least three weeks before the scheduled start of class so that we can assure that you have a textbook at the first session. Any classes for which we do not register a minimum of five students will be cancelled.

All Classes Are Refresher Classes

	Class Name	CEU's	Fee	When	Time	Place	Instructor
IA	Internal Auditing for Quality Systems	1.0	\$175 Includes breakfast, lunch, snack, hand-outs	February, October	8:00 am to 4:00 pm Seminar, One day	TBD	Kannan Krishnan CQE, COA, CQMa, CQIA, CSSBB
CQT	Certified Quality Technician	2.7	\$300 Includes textbooks & materials	Wednesdays January, August	5:30 pm to 8:30 pm 9 sessions	Boston Scientific, Doral	Eleanor Chilson - CQE, CQMa, COA, CQIA, Andy Vouloukos - CQE, CRE
CQMa	Certified Quality Manager	2.7	\$350 Includes textbooks & materials	January, August	5:30 pm to 8:30 pm 9 sessions	Beckman Coulter Corp. Hialeah	Kannan Krishnan CQE, COA, CQMa, CQIA, CSSBB
CQE	Certified Quality Engineer	3.0	\$350 Includes textbooks & materials	March, September	5:30 pm to 8:30 pm 10 sessions	TBD	Andy Vouloukos - CQE, CRE
CSQE	Certified Software Engineer	2.4	\$275 Includes textbooks & materials	Wednesdays April, September	6:00 pm to 9:00 pm 8 sessions	TBD	Mercedes Massana - CSQE, COA
COA	Certified Quality Auditor	2.7	\$275 Includes textbooks & materials	April, September	6:00 pm to 9:00 pm 9 sessions	TBD	Eleanor Chilson - CQE, CQMa, COA, CQIA
CQIA	Certified Quality Improvement Associate	2.4	\$275 Includes textbooks & materials	April, September	5:30 pm to 8:30 pm 8 sessions	Beckman Coulter Corp. Hialeah	Kannan Krishnan CQE, COA, CQMa, CQIA, CSSBB
CMI	Certified Mechanical Inspector	2.4	\$275 Includes textbooks & materials	January, August	6:00 pm to 9:00 pm 8 sessions	TBD	Eleanor Chilson - CQE, CQMa, COA, CQIA
CRE	Certified Reliability Engineer	3.0	\$350 Includes textbooks & materials	July end	6:00 pm to 9:00 pm 10 sessions	TBD	Andy Vouloukos - CQE, CRE
BPR	Blueprinting Reading	2.4	\$275 Includes textbooks & materials	Call Instructor, Starts soon	5:30 pm to 8:30 pm 8 sessions	TBD	Eleanor Chilson - CQE, CQMa, COA, CQIA
CCT	Certified Calibration Technician	2.4	\$275 Includes textbooks & materials	April 7, September	5:30 pm to 8:30 pm, 8 sessions	TBD, Kendall Area	Fred King - CCT
DOE	Design of Experiments	3.0	\$300.00	September, February	10 sessions	TBD	Robert Pintavalle - CQMa, CQE, COA

For Certification Exams dates and locations, please visit the ASQ Certification website at www.asq.org

Section 1510
Monthly Meeting Announcement
Tuesday, June 14, 2005 at 6:00 PM

Speaker, Robert Gates, RAB Certified Lead Quality Management Systems Auditor

Fields of Experience include Aerospace; Electrical, Electromechanical Products; Electronic Components and Products, including Computers; Mechanical Products, Processes; FOE: Nuclear; Other Process Industries (Paper, Glass, Plastics, Metals, Ceramics, Fibers)

Former Director of an ISO 9001 Quality Management Systems Registrar

Meeting contact: Paul Fray, Arrangement Chair, paulfray@iqc.bz or paulfray@isoqualityconsulting.com 954-732-1613

American Society for Quality
Southeast Florida Section 1510

PO Box 835062
Miami, FL 33283-5062

\$5 COUPON

Bring a non-member to a Section Monthly Dinner Meeting

Meeting Date: _____

Guest Name: _____

Address: _____

Phone: _____ Email: _____

Member Name: _____



QMI Training



NEW

ISO 9001:2000 Quality Management Process Auditing: Examine the principles in-depth and learn how to plan and conduct process based audits.

Customer Satisfaction: This is geared to anyone directly or indirectly involved in meeting (and exceeding) ISO 9001:2000 requirements specifically relating to Customer Satisfaction.

HACCP Essentials: Learn about HACCP based food safety management systems, including information on current food laws, regulations and consumer demands.

Establishing and Implementing an Integrated Quality, Environmental and Safety Management System

Understand the common and unique requirements of each system and how to combine these into a single functional system.

Health Care

ISO 13485 Medical Devices – Transition: Examines the key requirements and significant changes in the new ISO 13485: 2003.

Auditing Infection Control: Designed for anyone involved with managing or conducting audits based on CSA Z317-03 standard — Infection Control During Construction or Renovation of Health Care Facilities.

ALSO OFFERED:

Essentials/Fundamentals, Internal and Lead Auditor Training for:

- ISO 9001: 2000 Quality Management
- ISO 14001 Environmental Management
- OHSAS 18001 — Occupational Health & Safety Management

On-Site Training

QMI, a division of CSA Group, offers training sessions year-round, as well as the option of having this training delivered on-site at your preferred location. The CSA Learning Center manages the delivery of all QMI training courses. Request an "on-site quote" from the CSA Learning Center at www.qmi.com.

CSA Learning Center

Look to the CSA Learning Center to provide comprehensive training materials and seminars to help you learn more about standards, their requirements, and how they are applied. Our seminars, training products and technical services are the product of the expertise and technical knowledge supplied by our valued committee members, QMI auditors, CSA engineers and technical staff.

Training & Registration details available: www.qmi.com 1-800-463-6727

Section 1515 Announcements

Message from the Section 1515 Chair

Bernie Carmell

Our Role as Quality Professionals

Where does the quality function fit within the organizational structure? For some of you having been involved with quality for ten years or more, you have seen the transition from the quality department reporting to manufacturing to now carrying the weight of Director or Vice President and reporting to the President or Divisional Manager. For those of you new to quality, your role is one of the most important roles in the company.

It's time to realize that quality professionals are in fact internal consultants with credentials and a body of knowledge spanning the entire organizational operation, communicating with every position of authority within the organization and often driving cultural change to ensure revenue improvement and continued customer satisfaction.

As quality professionals, the role has become more top management oriented than quality oriented. Making the transition from quality to management is not easy. In the past the quality manager was responsible for the quality department and the quality of products or services. Today quality tools are being taught to employees at all levels within the organization making quality everyone's responsibility. The quality manager must understand the company's strategic business plan, and all objectives not just those related to quality. The organizations data collection process touches all aspects of the company's business objectives and goals, not just those for quality. You now must interface with all other departments supporting, teaching, and guiding to achieve company objectives. You are a member of the Management Team (and often use facilitation and team tools to move the meeting forward to accomplish time and agenda action items). Unfortunately, you still have to deal with empire builders, career climbers, bureaucracy, and closed-minded individuals.

Gaining the respect as internal consultants and members of the top management team is another challenge. However, with the understanding and use of data, SPC, Six Sigma, Lean and other tools, the Quality Manager is well armed upon entering top management meetings. One's integrity, honesty and ability to display, communicate meaning and consequences of such data is the key to gaining management respect. You probably worked with the Human Resource department to provide data mining- capture and analysis training to the executive or top management team and you continue to teach as you present your findings that will guide the organization into the future.

Your role is as important as that of the company President or Divisional Manager because you identify the trends and interpret the data most often before they do. You observe and analyze this information and develop directional guidance, corrective action or opportunities for continual improvement to be communicated to the President or Divisional Manager affecting everyone within your organization.

Section 1515 will continue to provide tools, workshops and speakers to support and help you (on the way up or as a member of top management) in our ever-changing world.

Congratulations to Section 1515 Members and recent Exam Excellence:

Charlotte Williamson, Certified Quality Manager and Certified Quality Auditor
William A. Rowland, Certified Quality Technician
Dan I. Ulmer, Certified Quality Auditor
Gerald D. Hebert, Certified Quality Auditor
Jen Miller, Certified Quality Auditor
Denise A Sherlock, Certified Quality Auditor
Christina Crauer McCabe, Certified Quality Improvement Specialist
Hui Liu, Certified Software Quality Engineer
Thomas J. Wise, Certified Quality Manager
Shara N Pantry, Certified Quality Technician
Joni Judd, Certified Six Sigma Black Belt

ASQ Section 1515 Nominations 2005 – 2006

Chair.....Bernie Carmell	Internet Chair.....Mauricio Perry
Vice Chair.....Charlotte Williamson	Membership Chair.....Mikhail Rozenblyum
Secretary.....Rafael Mejia	Nominating Chair.....Rick Henderson
Treasurer.....Margaret Rainforth	Publicity Chair.....Enrique Bekerman
Auditing Chair.....Bradley Smith	Recertification Chair.....Joni Judd
Certification Chair.....Bernie Carmel	Program Chair.....
Education Chair.....Dan Ulmer	Arrangements Chair.....
Examining Chair.....	Past Chair.....Joni Judd

ASQ Section 1515 Exam Schedule for 2005 & 2006

Exam Date	Application Deadline	Exam Type
June 4, 2005	April 1, 2005	CQE/CQA/CSQE/CQIA/CCT
Oct 22, 2005	August 19, 2005	CQT/CRE/CMI/CHA/Biomedical/CQM/Six Sigma Black Belt SSBB
Decem 3, 2005	October 7, 2005	CQE/CQA/CSQE/CQIA/CCT
March 4, 2006	Jan 13, 2006	Biomedical, CQA/Six Sigma Black Belt
June 3, 2006	April 7, 2006	CQE/CQA/CSQE/CQIA/CCT
Oct 21, 1006	August 18, 2006	CQT/CRE/CMI/CHA/ Biomedical/CQA/SSBB
Decem 2, 2006	October 6, 2006	CQE/CQA/CSQE/CQIA/CCT

EMPLOYMENT OPPORTUNITIES

QUALITY IMPROVEMENT MANAGER-JCAHO

We have been engaged to assist a client hospital in the Georgia/Florida area that is in search of a Quality Improvement Manager. The QI Manager for JCAHO-related functions has the responsibility of managing a staff as well as carrying out various processes necessary to facilitate the provision of quality, cost-effective care and services consistent with JCAHO standards as well as methods used in data collection, analysis, intervention, outcomes reporting and making recommendations for process improvement.

Education and Experience: RN License and BSN with a minimum of 2 years hospital based experience or 4 years experience in med/surg nursing and healthcare QI and JCAHO standards review-compliance monitoring. MSN is a plus along with demonstrated computer proficiency.

This position would be of interest to an individual with a well-rounded background in Quality Improvement Management that is organized and would like to work in an environment “where work is never boring”. The hospital will offer an excellent salary; bonus potential and benefits. Relocation assistance is available.

Qualified and *seriously* interested individuals may reply *in confidence* to: Bobbie Stone International, LLC, 66 Witherspoon Street, Suite 314, Princeton, New Jersey 08542, Ph. 866-750-1500, Fax: 866-760-1500, E-Mail: bstone@optonline.net

SUMMARY

Plans and directs activities concerned with development, application, and maintenance of quality standards for industrial processes, materials, and products by performing some or all of the following duties:

DUTIES/RESPONSIBILITIES

- Develops and initiates standards/procedures and methods for inspection, testing, validation/verification and evaluation.
- Develops and/or updates procedures and instructions for recording, evaluating, and reporting quality and reliable data.
- Establishes programs to evaluate precision and accuracy of production equipment and testing, measurement, and analytical equipment and facilities.
- Develops and implements methods and procedures for disposition of discrepant material.

(continued from page 5)

- Directs workers engaged in measuring and testing products; process quality and reliability.
- Compiles and writes training material and conducts training sessions on quality control activities.
- Performs Quality System audits, documents and reports audit results to management.
- Reviews service requests and customer complaints and determines whether MDR may apply; investigates complaints and proposes corrective & preventive actions, customer notifications and creates, reviews and completes complaint file documentation.

QUALIFICATIONS

Candidates with a B.S. in Mechanical Engineering or equivalent plus 3-5 years experience in Quality Engineering directly related to FDA manufacturing regulations; ASQ CQE/CQA preferred. The qualified Quality Assurance Engineer must have strong organizational skills, be detail-oriented, able to follow through on projects and must be a problem solver.

THE ANSPACH EFORT, INC. specializes in the design and manufacture of surgical devices. We are a dynamic, growing company with excellent career development opportunities. We offer a comprehensive benefits package including an exceptional 401K plan.

***ONLY LOCAL APPLICANTS NEED APPLY. NO RELOCATION ASSISTANCE AVAILABLE FOR THIS POSITION. DFWP/EOE.**

ASQ QUALITY PRESS CALL FOR AUTHORS

Write for the world's leading publisher of quality-related books! In order to further develop and expand the publishing division of the largest and most renowned quality organization, Quality Press is looking for future authors. We are always interested in receiving book proposals for any of the product categories Quality Press lists within its portfolio. Whether your book proposal concerns auditing, statistics, education, Six Sigma, healthcare, quality standards, or any of our 40 other topic areas, Quality Press wants to hear from you.

Quality Press is actively pursuing book proposals specifically related to Service Quality and Quality Case Studies. To enjoy the prestige and recognition of publishing your book with Quality Press, submit your proposal today. Visit <http://qualitypress.asq.org/author/acquisition.html> to learn about our proposal guidelines. Or, contact the Quality Press acquisitions editor via e-mail at authors@asq.org.



**14505 Commerce Way
Suite 500
Miami Lakes, FL 33016
Tel: (305) 819-0385
Fax: (305) 820-1015
Mail: cqr@cotecnausa.com
www.cqrservices.com
www.cotecna.com**

ISO 9000 CERTIFICATIONS AND TRAINING

!Ahora con clases en Español!

For our training schedule and complete line of certification services,

call us at (305) 819-0385, or visit our site: www.cqrservices.com/schedule.html

Day, evenings and weekend classes. Classes limited to the first 10 students! (Students in auditing classes receive a complete set of authorized copies of the ISO 9000 family of standards & other training materials (a \$135.00 value). Meals included in "all day" classes)

ISO 9001:2000 INTERNAL AUDITING COURSE AVAILABLE. INVESTMENT \$300.00

Are you certifying your Quality Management System to ISO 9001:2000?

We can help! Cotecna Quality Resources is a South Florida ANSI-RAB accredited QMS Registrar. South Florida companies get "Preferred Customer Status" and benefits.

Advertisements should not be considered an endorsement by ASQ or Section 1510/1515

ASQ's 5th Annual Six Sigma Forum Roundtable

September 15-16, 2005

Hyatt Regency Pier Sixty-Six

Fort Lauderdale, FL

Being entrusted with the implementation of Six Sigma to improve your organization's bottom line means you need to be yourself with the very best information and contacts available. **ASQ's Six Sigma Forum Roundtable** is an exclusive two-day briefing and networking event designed by and for the top practitioners in the Six Sigma community.

With **registration limited to 150 attendees** it allows greater face-to face discussion time with other attendees and presenters, more in-depth learning, and more opportunity to make valuable contacts.

This year's Roundtable brings you:

In-depth presentations from Six Sigma professionals in **top-level organizations** in a variety of industries, on a variety of applications.

Networking sessions, keynotes, a panel discussion, and a gala reception, all designed to help you **obtain the information and contacts you need** to help you with your organization's Six Sigma initiatives.

The **ASQ Six Sigma Black Belt certification exam onsite** Wednesday, September 14, 2:00-6:00pm. Arrive early, sit for the exam, enjoy the extra time to prepare and meet other Roundtable attendees arriving Wednesday evening.

NEW IN 2005—pre-Roundtable course, ***Managing and Leading in a Six Sigma World***, taught by George Gordon—this course is limited to 25 attendees so register early!

1.5 ASQ RUs when you attend both days of the Roundtable.

Questions? Contact ASQ program developer Mark Olsen at molson@asq.org or 414-272-8575, ext 7249 or Jeanine Becker at jbecker@asq.org or 414-272-8575, ext. 7369. We look forward to meeting with you in Fort Lauderdale

13th National Quality Education Conference

November 13-15, 2005

Pre-Conference Workshops November 12, 2005

Intercontinental Miami - Miami, FL

Go to <http://nqec.asq.org>

Sponsored by ASQ, ASQ Education Division, and the ASQ Southeast Florida Section

What is NQEC? The purpose of NQEC is to provide teachers, administrators, and support personnel opportunities to examine continuous improvements principles used in education. It provides resources and best practices to help you address the requirements of "No Child Left Behind" while helping you increase student achievements to improve performance.

What will you learn? You will hear teachers, principals, superintendents, and higher education personnel all sharing what is working to improve student learning at the classroom, school, district, and university levels. Learn best practices in leadership, strategic planning, stakeholder expectations, information management, human resources systems, process management, and more. An array of leading exhibitors will demonstrate the latest products and software available to help you make data-driven decisions.

Who should attend? School Administrators, school board members, superintendents, central staff, principals, classroom teachers, district leaders, parents and business leaders will all find value at the NQEC. This is an outstanding opportunity for educators seeking awareness, commitment, refinement, and measurable progress to continuous improvement approaches and processes.

The Variant
ASQ Section 1510
PO Box 835062
Miami, FL 33283-5062

PRSRST STD
U.S. POSTAGE
PAID
MIAMI FL
PERMIT NO. 715



The Variant

www.asqsefla.org



Section 1510 / 1515

June 2005

Section 1510 June Dinner Meeting June 14, 2005

Speaker, Robert Gates

Cost: \$26.00

Registration Deadline: Sunday, June 12, 2005, 12:00 Noon

Meeting Date/ Time: Tuesday, June 14, 2005 at 6:00 PM

Location: Don Shula's Hotel, 6842 Main Street, Miami Lakes. Phone 305-821-1150

Menu: Shula's House Salad, Rice Pilaf, including choice of

Chicken Francaise, Grilled Dolphin or Pasta Primavera, Dessert: Ice Cream with Chocolate Topping

If reservation is not made by deadline your meal will be selected by the kitchen staff based upon availability of entrées.

Note: Members must make their meal selection when they register on-line.

Register online at www.asqsefla.org

Make all checks payable to "ASQ-1510." If using Pay Pal, bring copy of your transaction receipt to the meeting.

Dinner Meeting contact: Paul Fray, Arrangement Chair, paulfray@iqc.bz or

paulfray@isoqualityconsulting.com ph 954-732-1613