

Quality Matters

Volume 3, Issue 8

April 2002

Our Mission Statement:

To cultivate the quality profession and be a user-friendly resource for the KC community by:

- Promoting the use of quality principles, methods and technologies through information, education and networking opportunities;
- Enhancing the value of membership by motivating participation in the local Section as well as National;
- Expanding quality awareness through the use of outreach opportunities to the community.



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April's Workshop—April 27

Introduction to Six Sigma

Six Sigma is a continuous improvement methodology used by many organizations today in a variety of applications. This interaction presentation will cover what Six Sigma is (and is not), two commonly used tools used to improve processes, and an implementation strategy. We will discuss process variation then participants will discover how processes vary through the use of process mapping and will think about what can go wrong through the use of a failure mode and effects analysis (FMEA).

The Business Technology Center on 6899 Executive Drive in Kansas City, Missouri (near Worlds of Fun) continues to be the sight for the workshops. The workshop is on Saturday, April 27, 2002, from 8:30 am until 12 noon. Cost is \$16 with a continental breakfast provided. For those seeking re-certification, the workshop will count as two regular meetings.

The session presenter, Heather McCain, is a Master Black Belt at Hallmark Cards, Inc. She is a Certified Quality Manager and Certified Quality Engineer. Heather has presented information at several ASQ conferences and currently teaches the Certified Quality Manager Refresher course at Kansas City KS Community College. Heather's experience spans automotive, aerospace and consumer goods industries.

For reservations contact: Denise Hamalainen (816) 274-5456 or e-mail Denise at dhamal1@hallmark.com. Please make checks payable to ASQ.

Election Results

On March 23rd, at our Saturday Workshop, we completed the election process for the Kansas City ASQ Section 1301 officers for the 2002 – 2003 membership year. The slate of officers was as follows:

Chair: Darryl Benson	Chair-Elect: Toni Madiera
Vice Chair: Laurel Berenguer	Treasurer: Karen Piper
Secretary: Debbie McCann	

Included in this month's newsletter is a special section that introduces the 2002 - 2003 officers to you. I wish to congratulate and thank them for their commitment and dedication to our section's continued success.

Dewey Butts III

FYI—What is going on in the Section

Section will renew membership with the JEC (Joint Engineering Council). Dewey Butts is our Representative. We have enough in the budget to meet our obligations, mainly Newsletter cost, Contribution to National and AQC in Denver. Certification Proctors will be honored at the annual business meeting in May for their help on the Certification Exams. Reservation Chair to be filled soon. Sorting through candidates. Denise Hamalainen is stepping down. Thanks for the excellent job, Denise!

Remember the Elections on March 23 at the Workshop! (See Page 1 and Special Section.)

There was discussion how section members portray what we are about. Spread the knowledge to all and any groups. Is the Mission Statement still relevant?

John Donart, Publicity Chair reports the ASQ meetings will be published in the KC Business Journal.

There is discussion of forming a team to assist organizations in the area with strategic planning and follow through .

desperately seeking Susan...

DID IT WORK? No, there is not a capitalization error in the headline. Nah, not looking for Susan either. Rather, it is an attempt to get you to read this story (Yeah, I know, pretty weak attempt).

Please see page 8. We have a survey that we *really* need your help in completing. June and August are traditionally the months used to plan the workshops for the 2002-2003 Quality year. Do you like the workshop format? Are you happy with the subjects? Do you have time to go? Do we bore you? Too far away? Do you take sugar with your coffee? We need to know!!!! Did I mention we really need your help.

All I ask is for you to take 3 minutes to fill out the survey. Three minutes! Fax it back to Heather McCain (another two minutes). The fax number is even on the survey. 816.545.6567 if you can't find it. Painless! Hey, mail to: ASQ, PO Box 414693, KC, Mo. 64141-4693 if you like.

WIN \$25 dollars!!! No joke. The 50th response Heather receives gets cash money delivered to your home. Remember there are over 800 hundred of us in section 1301 so everyone's chances are good. The 75th response? Heather will sing at your kid's birthday party. Yoko Ono, watch out *and* she does a mean Britney Spears!

NOT ENOUGH? How about the **ultimate prize** of having some of the best speakers in their field sharing their knowledge with you at an affordable cost? Think about it. As Deming once said, "Just learn, Baby". As we all know, that was Joe Deming of Hickory Drop BBQ and Liquor. HURRY— Time is running out.

Winner's will be announced in May's Newsletter! Hot Dog!

WUZZLES

1
FURFURFUR
FURFURFUR
FURFURFUR
FURFURFUR

2
C
+U
+M
+B
+E
+R

Answers: Wuzzles: 1) Furrows. 2) Cumberstone.
Riddle: a thimble Trivia: B Spotty shares the
White House with dog pal, Barney and India a cat.

TRIVIA

What is the name of
George W. Bush's
Springer spaniel?

- A. Buddy
- B. Spotty
- C. Sadie
- D. India

Don't forget to visit the web site at:
<http://www.asq1301.org>
For the latest news releases!!

Riddle of the Month

No arms or legs have I,
and yet I run until I'm
dry. What am I?

Studies show that people
who smoke or are exposed
to second hand smoke are
more likely to have im-
paired hearing.

PROFESSIONAL ADVANCEMENT

Continuing Professional Education

Course	Date	Cost
CQA Certification Prep	Mondays, April 1 - May 13, 2002	\$500.00 ASQ Members
CQIA Certification Prep	Tuesdays, April 9 - May 21, 2002	\$500.00 ASQ Members

For information on course enrollment, contact **Carla Pestock**
Kansas City Kansas Community College (913) 288-7189.

Calendar of Events

April 27, 2002	Saturday	April Workshop—Six Sigma	Business Technology Center
May 16, 2002	Thursday	Annual Business & Recognition Meeting	TBD
May 20-22, 2002	Monday	AQC	Denver, CO
June 1, 2002	Saturday	CQE, CQA, CSQE, CQIA Cert Exams	KCK Community College
July 21, 2002	Saturday	Tactical Meeting	Lois Cowden
August 4, 2002	Saturday	Tactical Meeting	Lois Cowden

Check out the web site for the latest information—<http://www.asq1301.org>

Certification Exam Dates

	Exam Date	Deadline
CQE, CQA, CSQE, CQIA	06/01/02	04/05/02
CQT, CRE, CMI, HACCP, CQMgr, SSBB	10/19/02	08/23/02
CQE, CQA, CSQE/CQIA	12/07/02	10/04/02

CQE = Certified Quality Engineer
CQMgr = Certified Quality Manager
CMI = Certified Quality Inspector
CQIA = Certified Quality Improvement Associate
SSBB = Six Sigma Black Belt

CQA = Certified Quality Auditor
CRE = Certified Reliability Engineer
CQT = Certified Quality Technician
HACCP = Hazard Analysis Critical Control Point
CSQE = Certified Software Quality Engineer

Contact Mike Beatty for more information at 816.997.5174, email mbeatty@kcp.com or register online at ASQ.org

FYI—Support For Our Unemployed Members

ASQ National supplements basic member dues for members who are unemployed through the dues relief program. They can receive a 50% discount on their renewal payment if they are unemployed and have one to four consecutive years of membership, or a 100% discount if they have five or more consecutive years of membership. Members may join the program for up to two years; however, they must reapply for the second year of participation.

- Members can apply for dues relief and renew their membership at the same time at www.asq.org/renew or Members can contact ASQ Customer Service to request item **B0690**, dues relief application.

COMMITTEE CHAIRS

ASQ Section 1301 2000-2001

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ASQ, a professional nonprofit association, is the worldwide leader in the development, promotion and application of quality-related information and technology for the quality profession, private sector, government, and academia. ASQ, headquartered in Milwaukee, serves more than 133,000 individual and 1,100 sustaining members.

EMPLOYMENT OPPORTUNITIES

Opportunity at Harley-Davidson

.PROJECT ENGINEER SR. Electrical/Electronic System⁰⁰¹

Job Summary:

The general purpose of this position is to support production of the current model year vehicle at the Kansas City manufacturing facility by application of engineering principles for manufacturability. This position will be responsible for the electrical and electronics liaison for Kansas City. This will include reviewing part and process changes, solving manufacturing and design issues, and reviewing running and model changes. This person will communicate all electrical manufacturing issues to appropriate PDC personnel and represent future electrical design changes to KC manufacturing. Will directly be responsible for the electrical portion of roller test and any electrical verification during assembly. The individual in this position will likely be required to work on more than one program simultaneously. In this position it will be necessary to take direction from and support the activities of Design Engineers.

Qualifications:

Requires a Bachelor of Science Degree in electrical engineering or related technical field and at least 5 years of related experience. Experience in electrical component assembly or design is desirable. Proficient in component and sub system design, bill of material development, engineering changes, engineering authorizations, standards of drafting, dimensioning and geometric tolerancing, creating detail drawings and practical design. Competent in computer based tools for design, design function, test, and engineering change/authorization. Good communication skills are required to clearly and effectively present information through the spoken word and writing. In this position it may be necessary to make formal presentations. Requires good listening skills. Able to work in a team environment and possesses good interpersonal skills. Familiarity with manufacturing processes, production practices, and tooling requirements is highly desirable. Familiarity with design analysis, test techniques and practices is highly desirable. May require periodic travel to production facilities, suppliers, test facilities, and consultants.

Quality Assurance Specialist⁰⁰²

Community Blood Center is the area's local non-profit provider of blood products and services to area hospitals. We are currently searching for a detail-oriented individual to fill the role of Quality Assurance Specialist.

This person will perform tasks in our QA department that; support the development, description, implementation, evaluation and improvement of CBC's quality system. As well as promote CBC compliance with regulatory, accreditation, CBC, and customer requirements pertaining to CBC products and services.

This individual will participate in; auditing, nonconformance and complaint report management, document creation, revision, review and approval. Training, change management, control of quality records and management of recalls and market withdrawals.

Qualifications:

*Bachelors degree in medical technology, science, nursing or an allied health discipline. Associates degree considered with extensive relevant experience.

*Knowledge of FDA, ISO, and AABB requirements applicable to blood centers.
*Excellent interpersonal and problem-solving skills, excellent written and oral communication skills, basic word processing skills.
*Masters degree, ASQ CQA certification, and supervisory experience helpful.

EEO M/F/D/V

Please submit resume and salary requirements to: Darren Enochs to fax(816)968-4047 or e-mail dse@cbckc.org

EMPLOYMENT OPPORTUNITIES

Manager RA/QS Ramsey MN⁰⁰³

Responsible for management of RA/QS department. Must possess detailed working knowledge of ISO and FDA-QSR requirements. Possess 3+ years experience with Regulatory Affairs and Quality Assurance of medical/laboratory diagnostic devices. Requires B.S degree.

Opportunities@Remelinc.com <mailto: [Opportunities@Remelinc.com?Subject=Manager RA/QS - Ramsey MN](mailto:Opportunities@Remelinc.com?Subject=Manager_RA/QS_Ramsey_MN)>

Regulatory Affairs Manager⁰⁰⁴

Responsible for ensuring regulatory compliance to all domestic (US FDA) and foreign governments regulations and quality standards. Possess minimum of 5 years experience in regulatory affairs and quality systems including ISO 9001 and US FDA. Possess Bachelor's degree; BS in science preferred. Knowledge of local regulations for Environmental Protection and Employee safety.

Opportunities@Remelinc.com <mailto: [Opportunities@Remelinc.com?Subject=Regulatory Affairs Manager](mailto:Opportunities@Remelinc.com?Subject=Regulatory_Affairs_Manager)>

Supplier Quality Development Engineer⁰⁰⁵

Tracker Marine is a market leader and innovator in the boat manufacturing industries in which we compete. This new position is an excellent opportunity for individuals who have a 4 year or 2 year engineering or science degree. 5 or more years quality engineering experience with a consumer durable goods multi-plant manufacturer is required. CQE or CQA is preferred.

Illustrative responsibilities: this person will review current suppliers, and work with plants to identify and resolve issues; manage supply base rating system, and promote use of statistical process control by suppliers to assure continuous improvement. Training and JIT experience is desirable.

To learn more about this opportunity, please send resume via fax 417-873-4734, e-mail or complete online application (jobs@trackermarine.com), mail (Tracker Marine, Att: Professional Staffing-ASQ), 2500 E. Kearney, Springfield, MO 65803 EOE.

3 Great Seminars

ISO 14001	May 14, 2002	\$150
TS16949	May 15, 2002	\$150
ISO 9001 Transition	May 16, 2002	\$150

Learn how to:

- ✓ Keep the system simple,
- ✓ Build on what is already working,
- ✓ Include only what adds value, and
- ✓ Create systems that drive down costs

These seminars are highly interactive with exercises and discussion.

Learn how to interpret and effectively apply these standards in your organization.

Paragon Business Solutions, Inc.

Location: Holiday Inn SW
Viking Conference Center
10789 Watson Rd
St. Louis, MO 63122
(314) 821-6600

Time: 8:30 AM to 4:30 PM

Lunch Included

0.7 CEU's per Seminar

Call **1-888-382-2831** for more information or visit our website at www.Paragonstar.com for details and a Registration Form.



**Paragon Business
Solutions, Inc.**

EMPLOYMENT OPPORTUNITIES

Calibration Technician⁰⁰⁶

Verify and calibrate equipment, tools, and fixtures used to design, test, or produce products manufactured or distributed by GARMIN. Maintain and assure the integrity of calibration records to provide an effective system of recall and re-verification. Facilitate the effective movement of equipment from work areas to calibration and then back to original use.

Essential Functions

- Review calibration schedules to determine which equipment is due for calibration re-call
- Pack and unpack equipment containers as required to prepare for transit and calibration, while preserving the package conditions as received
- Perform calibration and verification of equipment to authorized calibration plans and procedures
- Review equipment datasheets, manufacturer's calibration procedures and GARMIN internal product Master Production Schedule (MPS) to implement actions to update test and calibration procedures, as identified
- Team with Manufacturing and Engineering to facilitate effective re-call schedules
- Maintain and insure the integrity of calibration records and equipment profiles
- Support Quality functions in providing and maintaining test equipment, fixtures, and interconnects

Education, Experience, and Skills Required

- High school diploma or equivalent with one year algebra level math
- 2+ years completed Associate, vocational, or Military educational program in electronics equipment manufacture or electronic equipment troubleshooting
- 1+ year working experience in mechanical Calibration Lab certified to National Institute of Standards and Technology (NIST) or USA Military/DOD/Design of Experiments (DOE) requirements experience
- Computer literate with Windows office applications

To Apply:

If you would like to apply for this job, please send an e-mail to jobs@garmin.com <mailto:jobs@garmin.com>. Please be sure to include your resume in the body of your e-mail or as an attachment.

EFAST Chief QC Specialist⁰⁰⁷

The following is an edited job description for our Quality Control Specialist position in Lawrence, KS. We are located right off of K-10. Just 25 miles West of I-35 and I-435, with no lines of merging traffic. Candidates selected for this position will be subject to a government security investigation and must meet eligibility requirements for access to classified information.

EDUCATION, SKILLS AND KNOWLEDGE:

- Bachelor's degree in Engineering, Business, Mathematics, Operations Research or appropriate combination of education and experience.
- A minimum of five years of quality engineering experience is required
- Demonstration of leadership, supervisory, organizational, interpersonal, and customer service skills are required.
- Demonstrated oral and written communication skills are required.
- Creative problem solving abilities are required.
- Demonstrated ability to meet project deadlines and perform detailed work with skill and accuracy is required.
- A working knowledge of the NCS Phase Review System processes.
- Some traveling required.

DUTIES AND RESPONSIBILITIES:

- Conduct research, operations oversight, and auditing activities to ensure accuracy of the system software, manual operations, and equipment.
- Develop and implement the quality control specification.
- Establish and maintain the quality control procedures manual.
- Maintain the Quality Control files as required by the Contract SOW and the product line.
- Access the accuracy of system-generated correspondence and the return examiner's responses.
- Measure process stability and accuracy and timeliness of project deliverables through industry standard quality control practices such as audits, inspections, and statistical quality control measures.
- Document, report, and track any discrepancies and issues found during audits and inspections to ensure quality control and adherence to project requirements.

Applicants can either e-mail me or fax their resume to 319-339-6931. Please call me with any questions.

Christine Wittmann
 NCS Pearson Technical Recruiter
 319-339-6562 or 888-311-9486 ext.6562
www.ncspearson.com

ASQ Program Questionnaire

Please score each topic reflecting your level of interest in seeing that topic as a program.

1 = Very interested 2 = Somewhat interested 3 = Somewhat not interested 4 = Not interested

- | | |
|---|---|
| <input type="checkbox"/> Baldrige Criteria for Performance Excellence | <input type="checkbox"/> On-line resources for quality professionals |
| <input type="checkbox"/> Balanced Scorecard | <input type="checkbox"/> Problem Solving/Root Cause Analysis |
| <input type="checkbox"/> Cost of Quality | <input type="checkbox"/> QFD - Quality Function Deployment |
| <input type="checkbox"/> Customer Satisfaction | <input type="checkbox"/> Re-Engineering |
| <input type="checkbox"/> Design of Experiments | <input type="checkbox"/> Reliability |
| <input type="checkbox"/> Empowered Work Teams | <input type="checkbox"/> Service Industry Quality |
| <input type="checkbox"/> Healthcare Quality Assurance | <input type="checkbox"/> Six Sigma |
| <input type="checkbox"/> Human Resource Development | <input type="checkbox"/> Software Quality Assurance |
| <input type="checkbox"/> ISO 9000 | <input type="checkbox"/> Supplier/Vendor Quality & Relationships |
| <input type="checkbox"/> Kansas Quality Award | <input type="checkbox"/> Team Management and facilitation |
| <input type="checkbox"/> Missouri Quality Award | <input type="checkbox"/> Total Quality and Education |
| | <input type="checkbox"/> Total Quality Tools (7 quality control tools, 7 management and planning tools) |
- Other: _____ Other: _____

Additional questions:

Do you regularly attend the monthly meetings? Yes No

If yes, how many times per year do you attend? _____

If no, please tell us what would interest you to attend in the future. _____

PLEASE FAX BACK TO HEATHER McCAIN—816.545.6567 or Mail to: ASQ, PO Box 414693, KC, Mo. 64141-4693

American Society for Quality

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