

Quality Matters

Volume 3, Issue 4

December 2001

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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Chair's Message

Quality Performance at a New Standard

We are fast approaching the end of another year. Some would say that 2001 would certainly warrant going down in history as the most memorable. We saw the horrific terrorist attack on the United States that brought death to our front door. We have also seen our fellow brothers and sisters face unemployment as a result of the disruption of our economy caused by those senseless acts of violence. All this has given birth to the sense brotherhood of man and new rise in community spirit. Each of us has had our own set of challenges this year with each of us having to deal with different degrees of uncertainty. What seems to remain constant through all of this is the strong sense of resolve and fortitude we all share.

The events of this year have caused us to recalibrate our focus on what is truly important to us. The people that we interface with on a daily basis now have become the primary evaluators of our performance and we in turn have become theirs. The quality of that performance is now being held to a new standard. Everything we do now must have a purpose and bring value home to us. As we head into the 2001 Christmas season, we reflect on the events of this past year. The Kansas City ASQ Section 1301 will continue to try to provide that purpose in what we do and bring that value to our members. We are looking forward to our January meeting which will be a presentation/workshop on ISO9000-2000 and anticipate a great attendance by our section. We hope to see you there.

We hope that you will all have a happy holiday and enjoy the time with your family and friends in a safe, quality fashion.

Dewey Butts III

FYI - What is going on in the Section

John Donart to establish communication with Mark Murrell from the KC Star.

Doug Woods volunteered to coordinate our efforts to support the KAE banquet.

Our section will sponsor the MQA and will send a donation.

Want to get a list of names of section members who pass a certification exam and publicize.

Jim Volker from BTC is working with Longview CC to figure out what books we have available in the library.

Still conducting a feasibility study for conducting a Leadership Training event in KC. Dewey Butts to visit National during a trip to Milwaukee.

Researching the job description for Recertification chair.

Rob Herhold is back on his feet after a serious illness!

Dewey met with Karen Petterson, VP for Professional Studies from Southwest College, Wichita. She is assessing whether there is a market for a branch in this area to focus on manufacturing.

AQP is disbanding.

Professional Class Schedule Released

Please check out the quality certification prep courses and workshops scheduled for Spring 2002 listed on page 3. . If anyone has questions they can contact (913) 288-7189 or email me at cpe-stock@toto.net. Learning materials from the Quality Council of Indiana are included in the price of the certification prep courses.

National's Special Deal for Six Sigma Conference

Special Six Sigma Conference Rate-3 for 2!

Join us in Tampa Florida January 28 - 29, 2002, for ASQ's 2nd Six Sigma Conference, "Delivering Organizational Value." Network and hear case studies by experts from Boeing, Ceridian, NCR, Dell, and others. Effective until January 7, two registrants can bring a third attendee free!

Don't miss the gala Six Sigma Forum Members' Reception Sunday evening. Not a Forum member yet? Join free, at <http://www.sixsigmaforum.com/> <http://www.sixsigmaforum.com/> > > .

This is your opportunity to meet the design group and tell them how to make your conference even better. More than 15 exhibitors will provide demos of the leading products in the field.

ASQ and Six Sigma Forum members \$950/ Nonmembers \$1125. Conference and registration details are at <http://sixsigma.asq.org/> <http://sixsigma.asq.org/> > > . Register today!

PROFESSIONAL ADVANCEMENT

Continuing Professional Education

Course	Date	Cost
Practical Reliability Engineering	February 8 & 9, 2002	\$295.00
Quality Leadership	March 7, 2002	\$175.00
CQE Certification Prep	Saturdays, March 16 - May 11, 2002	\$550.00 ASQ Members
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

December 1, 2001	Saturday	CQE, CQA, CSQE, CQIA Cert Exams	KCK Community College
December 13, 2001	Thursday	Monthly Board Meeting - 6:00 pm	House of Hunan
December 25, 2001	Tuesday	Merry Christmas	Over the World
January 10, 2002	Thursday	Monthly Board Meeting—6:00 pm	House of Hunan
January 15, 2002	Tuesday	IIE Joint Meeting	TBA
January 28-29, 2002	Monday	Six Sigma Conference	Tampa

Certification Exam Date

	Exam Date	Deadline
CQT, CRE, CMI, HACCP, CQMgr, SSBB	03/02/02	01/11/02
CQE, CQA, CSQE, CQIA	06/01/02	04/05/02

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

Seasons Greeting from your ASQ 1301 Board

COMMITTEE CHAIRS

ASQ Section 1301 2000-2001

Section Chair

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Immediate Past Chair / AQC 2003

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Education

Deepak Dave
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Koalaty Kid

Milisa Suckow
(816) 271-7727 (work)
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Auditing

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(913) 268-2182 (work)
jerry.parker.b@bayer.com

Kansas Quality Award/ Teller/Nominations

John Shoemaker
Kansas Award for Excellence
800-743-6767
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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

Opportunities at Harley Davidson

MANUFACTURING PLATFORM LEADER

Job Summary:

Responsibilities include partnering in maximizing product producibility, by planning and establishing best practices, developing tools and processes, and integrating the concurrent product and process development methodologies. Partners through collaboration, facilitation and consensus decision making to determine the processes that would produce the following:

1. Proposes work process designs, including
 - a. technology
 - b. work place layout
 - c. equipment requirements
 - d. detailed job specifications (including process sheets).
2. Determines operating processes and procedures.
3. Collaborates with other teams on technical issues to maximize commonality and effectiveness.
4. Collaborates with representatives from other functional groups to develop personnel processes (i.e. vacation scheduling etc.) and procedures to assure the design of similar work systems.
5. Collaborates on minimum inventory and just-in-time flow driven factory layouts. This must also include the operation of the support areas such as maintenance, etc.

Note: Must be willing to sustain significant travel

Qualifications:

Requires a Bachelor's Degree in Mechanical Engineering, Industrial Engineering, or equivalent, plus 7 years of experience in a high volume manufacturing environment. An advanced degree in engineering or MBA is preferred. Requires a broad knowledge of manufacturing processes and techniques. Must have strong project management skills and product development knowledge.

Applications are accepted online by Harley-Davidson for positions listed on this site. Applicants must be authorized to work in the United States

MANUFACTURING ENGINEER I OR II (ASSEMBLY)

Responsibilities include partnering in maximizing product producibility, by participating in identification and selection of design alternatives, planning manufacturing practices, researching and developing tools and processes, and integrating the facilities and systems to achieve the goals and objectives of the business unit. Partners through collaboration, facilitation and consensus decision making to determine the processes that would produce the following:

1. Proposes work process designs, including
 - a. technology
 - b. work place layout
 - c. equipment requirements
 - d. detailed job specifications (including process sheets)
 - e. leadership and mentoring of work groups
2. Determines operating processes and procedures
3. Collaborates with other teams on technical issues to maximize commonality and effectiveness.
4. Collaborates with representatives from other functional groups to develop personnel processes (i.e. vacation scheduling etc.) and procedures to assure the design of similar work systems.
5. Collaborates on minimum inventory and just-in-time flow driven factory layouts. This must also include the operation of the support areas such as maintenance, etc. Note: Must be willing to sustain some travel

Qualifications: Requires a Bachelor of Science Degree in Industrial/Manufacturing Engineering or equivalent combination of education and experience, plus three to five years' manufacturing experience of sufficient time and depth to demonstrate competency with general engineering and operational functions in the manufacturing process. A knowledge and prior implementation of Just-In-Time (J.I.T.) and Statistical Process Control (S.P.C.) is desired. Experience should include one to three years of detail manufacturing/process control engineering. Robotic experience desired.

Applications are accepted online by Harley-Davidson for positions listed on this site. Applicants must be authorized to work in the United States.

EMPLOYMENT OPPORTUNITIES

MANAGER - QUALITY AND MANUFACTURING ENGINEERING

NATURE OF THIS POSITION: reporting to the Plant Manager you will lead the high profile quality effort, and manage the Manufacturing Engineering function (Includes Plant Layout, Equipment/Tooling Purchasing and Installation, Productivity Improvements, DFT, Line rebalances, and sometimes Maintenance and Tool & Die.) in a medium volume manufacturing plant with several key materials, and several product categories.

MINIMUM QUALIFICATIONS INCLUDE: progressive career experience in both quality assurance and manufacturing engineering functions within manufacturing environment; Ideal qualification include Six sigma, black belt, QCE, DFT experience; 4 year engineering or other technical degree; Able to pass a post-offer drug screening; U.S. Citizen, or otherwise immediately available to work in the U.S.

LOCATION: Northwestern Tennessee, near KY, MO, OK; moderate cost of living; comprehensive relocation assistance.

COMPENSATION: competitive high five figure base starting salary, comprehensive benefits, relocation assistance, etc.

ACTION: send resume as the E-mail message (not as an attached document, if possible) to: hedman@onramp.net. **(The Candidate we seek will also respond to each item in the QUALIFICATIONS SECTIONS, AND NATURE OF POSITION. Include current or most recent compensation level.)**

NOTE: IMMEDIATELY AVAILABLE; we are a search firm; all service fees are paid by the Client (Employer), and all referrals are on an equal opportunity basis.

Hedman And Associates Audit Professionals International
3312 Woodford, Suite 200
Arlington TX 76013-1139

Quality Engineer

Plant Process improvements experience. Design of Experiment (DOE) Statistical Process Control (SPC), FMEA. Certified Quality Engineer (CQE). GMP, FDA &/or Regulatory experience

-Seek local area candidate only (no relocation)
-Send Resume & Salary Requirements for Immediate consideration.

Key duties:

-Equipment and run process validation & continuous process improvements out on floor

Key Skills:

-Statistical Process Control (SPC)

-Design of Experiment (DOE)

-FMEA

-Experience in Regulatory environment –such as GMP, CFR, FDA, UL, or CSA, etc.

-Failure analysis, calibration troubleshoot issues on floor

-Able to communicate with production worker to division

-Very light travel

-Prefer CQE Certified Quality Engineer

-BS Degree mandatory

John Brack
913-685-9991

john@brackhunter.com

EMPLOYMENT OPPORTUNITIES

Director of Quality

Privately held corporation based in St. Louis is in search of a Director of Quality who will serve on the CEO's Executive Committee. The company, with sales in the excess of \$200 million, has the most complete line of coin acceptors, coin changers, bill acceptors, cash accountability systems and management information systems for the vending industry.

The Director of Quality will be responsible to plan, establish objectives and execute long range Total Quality Management program. Direct the implementation of Total Quality Management (TQM) policies and procedures throughout the total organization (such as Six Sigma). Direct and manage staff and overall accountability for maintaining ISO 9000 Certification at all locations.

The successful candidate will possess ten years quality control experience in a manufacturing environment, with a very strong preference for electronics (computer or electronics assembly) experience. Prior experience with obtaining ISO 9000 (or similar quality systems) certification and Six Sigma implementation. Seven years of successful managerial and leadership experience in a non-union environment.

Bachelor's degree in a technical curriculum is required and a Master's in Technology or Business is preferred.

Dan Prussing
Austin Nichols Technical Search
816-471-5575
www.austintec.com

Quality Control Inspector

Quality minded, organized, self motivated, legible handwriting, math skills, skilled use of measuring instruments, use of the computer, repeated handwork, sitting, standing and bending.

Pat Logan
913-651-4420 ext 227
patl@heatron.com

Quality Manager

Salary up to \$63,500 plus an \$8K bonus. Please call for job description.

Dan Prussing
Austin Nichols Technical Search
816.471.5575
www.austintec.com
dan.prussing@austintec.com

NATIONAL REPUTATION—LOCAL SUPPORT

RSM McGladrey, Inc., one of the nation's leading accounting and business consulting firms, serving in middle market, owner-managed businesses. Our Kansas City office focuses on Quality Systems Management.

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fax: (563) 864-7545

**ISO 9000
QS 9000
AS, TL, TE**

THE LIGHT SIDE



Just the Facts...

There are 30.5 million televisions in the UK compared to 219 million in the US

Riddle of the Month

I am something people like to steal. The military sees me as shelter. What am I?

The first virtual newscaster was Ananova, who gave her first news broadcast on April 9, 2000 from www.ananova.com. She is a complete 3d model generated in real time and programmed to act like a human news-readers

Don't forget to visit the web site at:

<http://www.asq1301.org>

For the latest news releases!!

Quote of the Month

"The person born with a talent they are meant to use will find their greatest happiness in using it."

-- Johann Wolfgang von Goethe

The Wishbone

Breaking a wishbone is a common tradition over the Thanksgiving holiday, but it was originally not a turkey's clavicle people wished upon.

The custom is at least 2400 years old and originated with the Etruscans. They were highly cultured, a civilization that peaked in 6th century BC. The Etruscans believed the hen and the cock to be soothsayers. The hen because she foretold of the laying of an egg with a squawk and the cock because he crowed at dawn. When a sacred fowl was killed, the bird's collarbone was stroked by Etruscans for good luck, hence the name *wishbone*. Etruscans never broke the bones.

Romans who later adopted this superstition said two people tugging at the clavicle for the larger half may have occurred because there were too few sacred bones and too many people wanting wishes. Pilgrims used the wild turkey in America to continue the tradition.

WUZZLES

1
my • life

2
1. N
2. N
3. N
4. N
5. N
6. N

Answers: Wuzzles: 1) A high point in my life. 2) Entist. Riddle: a base Trivia: T—Her mom is Sophia's younger sister.

TRIVIA

True or False?

Actress Alessandra Mussolini is both Benito Mussolini's granddaughter and Sophia Loren's niece?

American Society for Quality

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