

Quality Matters

Volume 1, Issue 12

December 2000



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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KAE 2000 Award Recipients Announced

Forty-one Kansas businesses and organizations were honored at the 5th annual Kansas Award for Excellence banquet on October 26 in Wichita, Kansas.

David Spong, Ph.D. was the keynote speaker for the event. David Spong is President of Military Aerospace Support for Boeing Military Aircraft and Missile Systems.

Lt. Governor Gary Sherrer provided remarks to the more than 520 people who attended the event. He recognized the 112 members of the Board of Examiners, the Panel of Judges, and the Board of Directors of KAE who are responsible for the significant growth of the award program in Kansas. The Lt. Governor handed out the awards in 3 categories:

The Commitment to Excellence Award

Area Winners include: Division of Personnel Services, Kansas Department of Administration, Topeka Fluid Systems & Components, Inc., Overland Park Kansas SRS Organizational Development, Topeka MAXIMUS, Topeka

The Performance in Quality Award

Area Winners include: Fort Scott Community College, Fort Scott, Johnson County EMS (Med-Act), Olathe, Lawrence Memorial Hospital, Lawrence

The Kansas Excellence Award

is the highest level of recognition. The award is presented to organizations that have demonstrated through their practices and achievements the highest and

most consistent level of excellence. Organizations recognized at this level are considered role models for other Kansas organizations. The organizations recognized at this level for 2000 included: Anheuser-Busch, Inc., Overland Park, Fry Orthodontics, Olathe, Machine Laboratory, Inc., Lenexa, Mid-America Manufacturing Technology Center (MAMTC), Overland Park Olathe Unified School District, USD 233, Olathe

In Kansas the award program is operated by a non-profit organization, the Kansas Award for Excellence Foundation. The Foundation is the Kansas Affiliate of the Baldrige Program of the National Institute of Standards and Technology (NIST).

Congratulations to Kansas City

I wish to say " CONGRATULATIONS!" to you and your leadership team. The Kansas City Section has completed the steps necessary to achieve the Commitment Level 00-01, Implementation Level 00-01, and Total Quality Level 99-00, of the Section Management Program.

Also, watch your section to be recognized in the Winter issue of OnQ. Your effort to communi-

cate your commitment to ASQ and your section is commendable. Good luck in achieving your goals this year, which will make your Section eligible for the Total Quality Level.

In my opinion, the Kansas City Section is the best organized section not only in Region 13, but from what I have observed, in all of the Regions. I thank you, your SMP chair and all your sec-

tion leaders for your commitment to serving your section and ASQ. I will be asking, Fred Brown, our deputy RD, to present the certificates and voucher to you at your next section membership meeting.

Please express my gratitude to your leadership for their hard work and accomplishments.

Jad G B Jadunath

Tis the Season to be at the....

December Holiday Social & Charitable Donation

Due to escalating utility costs, ASQ Section 1301 will be collecting donations at the door for the Warmth and Light Fund through the Mid American Assistance Coalition (MAAC). This agency coordinates Kansas City metropolitan area food pantries and homeless shelters. Their programs include homeless case management, MAAC Link computer network, linking 100 food pantries, and 3 emergency homeless shelters utilizing MAAC's database for more efficient resource management. In addition, MAAC operates an Information & Referral Hotline directing more than 14,000 callers/year to sources of assistance. MAAC, as an oversight agency, will ensure our donations are used wisely. We ask that all ASQ attendees participate in this effort.

This year we have invited the Executive Director of the MAAC, Jan Marcason, as an "encore" speaker. Her presentation was well received last year. She will be speaking on MAAC's accomplishments related to the establishment of "Best Practices" in their organization.

Prior to her work with MAAC, Jan was a community volunteer, Public Affairs Director for Planned Parenthood of Greater Kansas City. Prior to her work in Kansas City, she held a variety of staff positions in Washington, DC for Walter Mondale in the Office of the Vice President, as well the United States Senate, and the House of Representatives for Jonathan Bingham, New York, and Lee Hamilton, Indiana. In

addition, Jan is one of four finalists for a Denali Social Entrepreneur fellowship through the Kellogg and Kauffman Foundations. The finalists will be announced in December.

Thursday December 21st, 5:45 - Social Hour, 6:30 - Speaker, Hyatt Regency Crown Center, 2345 McGee Street Kansas City MO

Cost: \$16 (includes Appetizers, Punch & Coffee. NOTE: GUESTS ARE WELCOME, MEMBERS and NON-MEMBERS!!!

Please make reservations by noon on Monday, December 18th (email preferred). For Reservations Contact Denise Hamalainen (816) 274-5456 or email at dhamall@hallmark.com

Success Can Be Yours

Can't achieve success without a BS. Degree? An opportunity to earn the Core courses towards a B.S. in Industrial Technology from Southern Illinois University has emerged. The classes will be held at the Honeywell facility in Olathe Kansas. The courses will be taught every

other weekend for two years. If this sounds like an opportunity for you contact Rick Emerson day 913-895-4154 or evening at 913-397-0063. Thirty students are needed to make this program a reality.

A Special Thanks...

To DaVonna Smitley, Prepress Trainer, Banta Publications Group in Liberty for her work on setting up the newsletter for the past two months.

Thanks to DaVonna, we have been able to reduce cycle time of the newsletter from 8 hours to two hours. She has been a sweetheart throughout. Not once did she complain and believe me she had a right to.

ASQ Koalaty Kid School Wins State Quality Award

Junction Elementary School of Turner Unified School District, Kansas City, Kansas, was among 41 organizations honored at the fifth annual Kansas Award for Excellence banquet on October 26, in Wichita, Kansas. Junction received the Performance in

Quality Award, the second level of recognition based on the Malcolm Baldrige criteria. Junction Elementary went through ASQ Koalaty Kid training in 1995-96 and has been active in the ASQ Koalaty Kid Alliance for the past five years. For more information

about Koalaty Kid, go to <http://www.KoalatyKid.org/>



Get Some Class**New & Refreshers To Start**

Course	Date
CQMgr Refresher Course	December 5, 2000
Statistical Process Control Advanced Concepts	December 7, 2000
ISO 9000:2000 Concepts	December 8, 2000
Certified Quality Technician Refresher	January 6, 2001
Statistical Process Control Basic Concepts	February 15, 2001
Certified Quality Engineer Refresher	March 17, 2001

**For information on course enrollment, contact
Carla Pestock at Kansas City Kansas Community College at (913) 596-9660.**

Calendar of Events

December 14, 2000	Thursday	Board Meeting	TBA
December 21, 2000	Thursday	Monthly Meeting - Social & Charitable Donation	Hyatt Regency Crown Center
January 11, 2001	Thursday	Board Meeting	TBA
January 18, 2001	Thursday	Monthly Meeting - Quality in Healthcare	Hyatt Regency Crown Center
February 7-9, 2001	Wednesday	Missouri Quality Awards	Marriott — St. Louis

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

Certification Exam Date

	Exam Date	Deadline
CQE, CQA, CSQE	12/02/00	10/13/00
CQIA Pilot Exam	01/27/01	01/05/01
CQT, CMI, CRE, CQMgr, HACCP	03/03/01	01/12/01
CQE, CQA, CSQE, CQIA	06/02/01	04/06/01

CQE = Certified Quality Engineer
 CQMgr = Certified Quality Manager
 CMI = Certified Quality Inspector
 CQIA = Certified Quality Improvement Associate

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

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

2000-2001 ASQ Section 1301 Committee Chairs

Section Chair

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Auditing

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Kansas Quality Award/ Teller/Nominations

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Long Range Planning

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National Quality Month/ SMP

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Placement/ Job Hotline

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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.

Got a Take?

Send Comments to Editor
at

cetiriurks@peoplepc.com
All takes guaranteed a response

HELP WANTED

QC Inspector/ Engineer

Duties: receive and inspect procured insulation materials, resolve receiving problems with vendors, oversee inspections and packaging, prepare QA/QC certifications to clients on materials and manufactured items. Position is a Kansas City opening.

Contact: Melissa Jensen e mail mjensen@amreinspect.com <<mailto:mjensen@amreinspect.com>> or phone 602-604-8090.

Certification Exam Proctors

If you have an interest in proctoring an exam for the Section, contact Mike Beatty for details – 816-997-5174.

Quality Assurance Coordinator/ Trainer

Responsibilities: manages an effective quality assurance program that monitors and resolves issues before they become problems. Participates in the development of project goals and objectives and monitors the achievement of these goals. Assists with the development of policies and procedures.

Education/ Experience: Bachelor's degree in a health or social services field; two years experience; computer literacy

Contact: Glenda
Overstreet Quality Assurance & Training Manager Maximus
620 SE Madison, Suite 100
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or e-mail goverstreet@maxinc.com
<<mailto:goverstreet@maxinc.com>>

January Preview

Using the Baldrige Business Model - The Application of Fact-based Performance Management at Saint Luke's Shawnee Mission Health System

Today's challenges in healthcare are immense. With the onset of the Balanced Budget Act, legal, regulatory and compliance changes, changes in payor standards, the shrinking of competent and skilled healthcare workers, and new, exciting advances in treatments, the healthcare industry as we know it today is at the threshold of success or failure.

A two-time winner of the Missouri Quality Award, and winners of the VHA Leadership for Clinical Effectiveness and the National Quality Health Care Award, Saint Luke's Shawnee Mission Health System (SLSMHS) continues to employ the Baldrige criteria for refining the delivery and administration of healthcare services.

The Presenter: **Sherry Toigo, RN, CPHQ** is Vice President of Quality for the Saint Luke's Shawnee Mission Health System headquartered in Kansas City, Missouri. She has over 20 years of leadership experience in the healthcare field. Ms. Toigo is responsible for the successful deployment of the Malcolm Baldrige management philosophy across the health system, as well as the design, development and deployment of the Balanced Scorecard. Ms. Toigo also serves as a Judge for the Missouri Quality Award and will share her experiences in building alignment and focus on organizational performance.

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National Reputation - Local Support

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- Process Improvement

1309 Campbell, Liberty, MO 64068

(adv) E-Mail: james_rogers@rsmi.com

**ISO 9000
QS-9000
TL 9000**

HELP WANTED

Quality Engineer

Responsibilities: scrap reduction, prep for audits. Maintain all aspects of > ISO 9000 systems and procedures, including internal auditing. Review and maintain customer complaint systems for key customers.

Education/Experience: BA or BS degree, minimum of 2 years in quality field or suitable experience. Education or training in Statistics. ISO/QS9000 training and experience required.

Contact: John Brack
Brack Hunter Corporation
12725 Maple Street
Shawnee Mission Ks. 66209

Happy Holidays

The Executive Board Of ASQ Section 1301 would like to take this time to wish you, your family and significant others a joyous and happy holidays. If anyone is offended by the clipart because your domination, culture or whatever is not represented, just remember...

All we are saying,
Is give Peace a Chance

In memory of John Lennon

Editor's Note

1301 Toolbox will return in January....

Email me if you have a story of interest to our membership... I will find space.

Make a New Year Resolution to come to a ASQ meeting in 2001.

Why does Santa Claus like to have a garden? Because he likes to HO, HO, HO.

If we ever get some free space, Quality Digest will begin to submit stories of interest.

First one who emails me of a story of interest will receive free admission to next meeting

HELP WANTED

Gain Access to World-Class Auditing Expertise through World-Class Training

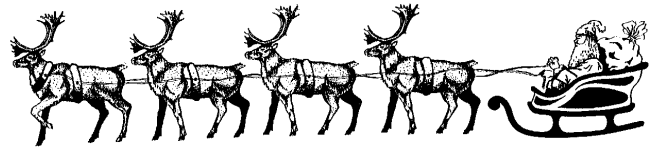
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or visit www.lrqa.com



Quality Engineer

Description: support production in routine quality assurance functions. Initiate and implement corrective action. perform process capability studies. Prepare control plans. Assess impact of engineering changes. Support reliability of new product development. Required background: aggressively address quality issues to reduce cycle time. Strong familiarity with electronics manufacturing is desired and additional molding and fabrication experience a plus. Statistical skills are required. BS degree in a technical field (BSEE preferred) is required. Certified quality engineer is preferred.

Contact: Jean Wheeler, Director Human Resources
Dickey- John Corporation
5200 Dickey-John Road
Auburn, IL 62615

Quality Engineer

Performs highly complex quality engineering duties in the development and application of quality tools, methods, and systems that result in continual improvement. Responsible for balancing technical and business concerns in providing quality engineering support for product, process, component, or materials.

For either position contact:
Paul Berry
Paul@fpcsat.com
Phone: 1-800-886-2608
Fax: 1-800-783-1913



611 East Wisconsin Avenue
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Milwaukee, Wisconsin 53201-3005



Quote of the Month

Merry Christmas to all and to all a good night!

Santa Claus
Circa 1700

The Light Side (with a different twist)

It would be wonderful if 2001 were the year a cure for breast cancer was found!!!! This is one note I'll gladly pass on. The notion that we could raise \$16 million by buying a book of stamps is powerful!

As you may be aware, the US Postal Service recently released its new "Fund the Cure" stamp to help fund breast cancer research. The stamp was designed by Ethel Kessler of Bethesda, Maryland. It is important that we take a stand against this disease that kills and maims so many of our mothers, sisters, wives, and friends.

Instead of the normal \$.33 for a stamp, this one costs \$.40. The additional \$.07 will go to breast cancer research. A "normal" book costs \$6.60. This one is only \$8.00. It takes a few minutes in line at the Post Office and means so much. If all stamps are sold, it will raise an additional \$16,000,000 for this vital research.

Just as important as the money is our support. What a statement it would make if the stamp out sold the lottery this week. What a statement it would make that we care. I urge each of you to do two things today:

1. Go out and purchase some of these stamps.
2. Contact your friends to do the same.

Many of us know women and their families whose lives are turned up-side-down by breast cancer. It takes so little to do so much in this drive.

American Society for Quality

Kansas City Section 1301
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Target Delivery Date for this newsletter is December 8. If you receive this after that date, please notify the editor.