

Quality Matters

Volume 3, Issue 5

January 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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A New Year's Revolution—January's Workshop

Designing a Process Based Quality Management System

The Business Technology Center (BTC) on 6899 Executive Drive in Kansas City MO (near World of Fun) is the sight for the 2001-2002 January Workshop. The workshop is on Saturday, January 19, 2002 from 8:30am until 12 noon. Cost is \$16 with a continental breakfast provided. For those seeking recertification credit, the workshop will count as two regular meetings.

One of the significant changes from the ISO 9001:1994 standard to ISO 9001:2000 is the requirement for a 'process' based Quality Management System design. Many organizations developed their 1994 QMS systems using an element approach. This session will highlight the major changes in the new quality standard and provide attendees an opportunity to practice mapping core processes of provided sample businesses and then defining the core process interrelationships. Additionally, attendees will correlate the major clauses of ISO 9001:2000 to those core processes.

The session will be given by Mr. Roger Main on: ISO 9001:2000 – Designing a Process Based Quality Management System. Roger is a performance consultant with the BTC. He holds a Masters Degree in Business Administration and a BA degree in Management and Human Relations. Roger has been a consultant, manager, teacher, trainer, researcher, machinist, and consultant for more than 26 years. He has won awards for teamwork, innovation, and creativity. He is fluent in quality management system implementation methods for ISO, QS, & AS 9000, performance support system design, leadership development programs, and technology based training design and delivery. In addition, Roger is a member, and past President (1998/1999) of the International Society for Performance Improvement and a graduate of their award winning Human Performance Technology Institute.

PLEASE PLAN TO ATTEND!!!

FYI - What is going on in the Section

Board voted to buy a sign for special events such as when a booth is setup for Kansas Quality Awards.

The workshops are showing promise. Attendance up from the “traditional” meetings plus feedback has been favorable concerning subject matter.

Kansas City Visitor’s Bureau will assist our section and the AQC in Denver this 2002. KC is hosting 2003.

Doug Wood still looking for volunteers for helping with the 2003 AQC in KC. A Treasurer is desperately needed. Give Doug a call— see page 4.

DOE class a possibility this spring

Leadership training for ASQ is scheduled at present for February.

JEC directory is out.

Southwestern College and KCKCC may collaborate on classes (college credit) in near future.

Participation from our section is needed overall.

Joint Meeting: Between IIE Local Chapter 92 / ASQ Section 1301

John Shoemaker will speak on the Malcolm Baldrige and the Kansas Award for Excellence at the Golden Ox Restaurant, 1600 Genessee St., Kansas City, MO on January 15th, 2002. From 6:00 pm - 7:00 pm there will be a Social and Cash Bar following from 7:00 pm - 8:30 pm Dinner and Presentation.

Cost is \$21 per person with a choice of KC Strip Steak or Grilled Chicken Breast. Meal also includes - garden salad, baked potato, rolls, and coffee or tea.

RSVP: By Jan. 10th with choice of meal to either Bill Wrennall (wrennall@tlgltd.com, 913-402-6785) or Brian Mc

Attention ASQ SENIOR MEMBERS

Looking for another way to promote your professional growth, and accomplishments in quality or the allied arts and sciences to your employer or potential employer? Why not submit an application to advance to Senior Member of ASQ?

What are the benefits for a Senior Member? First, your long-term commitment to ASQ and the Quality profession to your employer or potential employer; second, you are actively practicing in the quality field through your job, professional affiliations, teaching or ASQ re-Certification efforts; and third, your choice of a journal, with topics ranging from Quality Metrics to Software to Management, there is a journal for enhancing your professional knowledge in the quality field.

Additional information and Senior Membership Application forms are available at all ASQ monthly meetings, through ASQ National (form B0130) or by contacting Mike Beatty, Certification/Examining Chair (816) 997-5174 / email – mbeatty@kcp.com or Lois Cowden, Membership Chair, (816) 274-3935 / email Lcowde1@Hallmark.com. Please take advantage of this opportunity to promote yourself and the quality profession.

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

January 10, 2002	Thursday	Monthly Board Meeting—6:00 pm	House of Hunan
January 15, 2002	Tuesday	IIE Joint Meeting	Golden Ox
January 28-29, 2002	Monday	Six Sigma Conference	Tampa
February 8-9, 2002	Friday	Practical Reliability Engineering	KCKCC
March 2, 2002	Saturday	CQT, CMI, CRE, CQMgr, SSBB, HACCP Cert Exams	KCK Community College
June 1, 2002	Saturday	CQE, CQA, CSQE, CQIA Cert Exams	KCK Community College

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

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
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

Please see Employment Opportunities for more section news!!!

COMMITTEE CHAIRS

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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

DYNA PROCESS LEADER

The primary purpose of this position is to "lead" and "partner" with stakeholders in assuring that motorcycles are assembled at a high quality level, efficient cost with adherence to daily/monthly/yearly production requirements. This is to be accomplished in a partnering environment in alignment with the KCOS, with the union and employees of the assembly area. Responsibilities include partnering in maximizing product effectiveness, 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. Will also be responsible for leading the team in development of performance metrics and goal setting that will ensure the success of the new product platforms. Should develop and implement personnel and operational developmental strategies 3-5 years from current year.

Qualifications: A Bachelor's Degree in Business Administration, Industrial, Mechanical or Manufacturing Engineering or equivalent with seven or more years of demonstrated leadership including the management of salaried and hourly employees, preferably in a union environment. Should have extensive experience in the operation and maintenance of a high volume production area. An advanced degree would be highly valued. Must have a thorough working knowledge of assembly processes and a proven record of facility operations. Should have a history of balancing stakeholders' interests in large, complex programs. Demonstrated project management skills and being able to handle multiple tasks are a must. Proficiency in estimating and managing budgets is also necessary. A strong knowledge and successful experience with Just-In-Time (J.I.T.) and Statistical Operator Control (S.O.C.) is required. This individual must have a technical background, including some or all with the ability to master all of: Computer experience with a demonstrated competence in Industrial experience. PCs and the use of on-line systems both manufacturing and engineering. The application of engineering Practical application of ergonomics and safety practices (i.e. clamp load design, fastener selection, and measure techniques) The Competence with and application of costing methods and value analysis and more.

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

HEDMAN AND ASSOCIATES AUDIT PROFESSIONALS INTERNATIONAL

3312 Woodford, Suite 200
Arlington TX 76013-1139

PLANT MANAGER STEEL FABRICATION

NATURE OF THIS POSITION: reporting to the Vice President, for a metal products fabrication / manufacturing plant of about 400 Employees. Plant could benefit from lean manufacturing management implementation experience.

MINIMUM QUALIFICATIONS INCLUDE: progressive career experience including supervisory experience required in manufacturing / fabrication environment; BS and / or MBA in business or engineering related fields, and 5 + years manufacturing management in metal based products; looking for goal oriented team player with outstanding analytical, interpersonal, and leadership skills; U.S. Citizenship, required.

Preferred Qualifications: Candidates with experience in lean manufacturing, six sigma, an other modern manufacturing principles preferred.; Able to pass a post offer drug screening;

LOCATION: Eastern Oklahoma; moderate cost of living; comprehensive relocation assistance.

COMPENSATION: competitive low six figure base starting salary, significant performance bonus; 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.

Manufacturing Quality Engineer

Floor type Quality Engineer with most of the focus on supporting the floor manufacturing operations. Capability studies, Gage R&R, Doe, Pareto, and root cause. Salary up to 55,000. Location in North Carolina, near Charlotte.

1. Must be familiar with Ford Q1 quality system. 8-D.
2. Added plus, familiar with machining and heat treat. Especially, with gears.
3. 3+ Years of experience.
4. New launch PPAP experience.
5. Six Sigma or Shanin experience would help.

Michael Erdt
Account Executive
Management Recruiters of Davidson
704-896-8890
mje@MRDavidson.com

EMPLOYMENT OPPORTUNITIES

Calibration Technician

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.

57th ANNUAL QUALITY CONGRESS: Call for volunteers

In May of 2003, the American Society for Quality (ASQ) will be holding their 57th Annual Quality Congress (AQC) in Kansas City, Missouri. We have been asked by the Technical Program Committee (TPC) to invite qualified individuals to volunteer to help make this a successful event. We are looking for 2 or 3 candidates to review papers submitted for evaluation and selection for presentation at the AQC. The total number of Technical Paper Reviewers required each year is dependent upon the number of draft papers submitted. The Technical Paper Reviewers selected by the TPC who complete their reviews on time will receive a three-day complimentary conference registration to the 57th AQC.

The TPC also is looking for two volunteers to act as Topic Session Managers. This person is the individual that works with the selected authors of submitted papers to develop a 90-minute presentation session for the AQC. They are responsible for developing the theme of the session, reviewing and approving the final papers for publication in the conference proceedings, and creating presentation format that provides an integrated and interesting treatment of the subject at the AQC. This includes moderating the session, coordinating the presentations and assuring presentation visuals meet conference standards. The Topic Session Manager is also offered a complimentary three-day conference registration.

A list of the selected candidates must be submitted to the TPC from our section by March 4th, 2002. The qualifications and attributes as well as more specific information about these volunteer positions can be found on our website (www.asq1301.org)... Interested individuals who meet these requirements may contact me via my email address, (DButtsCQE@aol.com).

THE RIGHT SIDE

Use Quality Alignment to Tackle State Standards

Koalaty Kids By Sally J. Duncan

With the attention that state and national standards are receiving, schools often find themselves with multiple “to-do” lists. Districts must conform to state standards, develop curriculum guides, and monitor student performance on proficiency tests—also mandated in most states. Using a quality approach, however, the three major tasks cannot only be coordinated, but can actually support each other.

Aligning curriculum guides to state standards, for example, can be addressed with a few simple tools and the application of the quality alignment process. By studying the expectations listed in state standards documents alongside descriptions of a district’s curriculum plan and teachers’ lesson plans, it is possible to see where gaps occur. This is a simple, though tedious, exercise that may reveal, for example, that certain required concepts should have been presented to students in Algebra I, but were actually omitted entirely.

Where the challenge lies is in the discovery that concepts may be falling between the cracks because of teacher assumptions (someone else is doing this) or a lack of knowledge about what students will be held accountable for. When this information is elicited by the alignment process, quality tools can be used to address the issue. Brainstorming possibilities for how and where to include a concept, drawing flowcharts related to the concept and its connection to other curricular areas, and making check sheets to collect data about how well the process is working, all have roles to play in this process (see Figure 1).

Schools must always be alert to ways in which they can multitask. The process of alignment reduces workload for curriculum evaluators at the same time that it assures better curriculum coordination. And because it utilizes a variety of problem-solving and data collection tools, it reinforces an approach that can be used in a variety of tasks throughout the district.

<http://www.asq1301.org> *For the latest news releases!!*

American Society for Quality

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