

Quality Matters

Volume 3, Issue 3

November 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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ASQ 1301 November Workshop

ERP and Lean Manufacturing

The Business Technology Center on 6899 Executive Drive in Kansas City MO (near World of Fun) is the sight for the 2001-2002 November Workshop. The workshop is on Saturday, November 17, 2001 from 8:30 am until 12 noon. Cost is \$16 with a continental breakfast provided. For those seeking re-certification credit, the workshop will count as two regular meetings.

The session will be given by August Tetzlaff on the Interface of ERP with Lean Manufacturing. Augie is a consultant in the PEAK Services Group of BKD LLP. Augie has held positions in operations as: press operator, production supervisor, project engineer, project manager, Director of Purchasing, and Director of Materials - - overseeing shipping, receiving, scheduling, purchasing, product and process engineering, and quality assurance as well as the integration of enhanced information systems with internal and external JIT/TQ initiatives. In consulting and education positions prior to joining BKD he has been a Vice President and General Manager of firms active in Just-In-Time and Lean Practices, TQ, SPC, and ERP. He holds B.A., B.S., and MBA degrees from the University of Kansas.

In the opening session of the workshop, we will review and discuss the development of Just-In-Time, Total Quality, and Enterprise Resource Planning information systems and the elements of Lean Practices. Participants are encouraged to share their perspectives and experiences in regards to keeping work processes and information systems synchronized. The elements of Lean Practices in the work place will be reviewed. We will form participant groups to facilitate a pull signal demonstration and group presentations will be made after the break, in the second part of this workshop.

For Reservations Contact:
Denise Hamalainen (816) 274-5456 or email at dhamall@hallmark.com

Link to directions: <http://www.kcmetro.cc.mo.us/maps2/btcMap.html>

PLEASE PLAN TO ATTEND!!!

FYI - What is going on in the Section

Notes from the Section's Board Meeting:

- Attended JEC so should get a directory this year. Shawnee-Mission school had representation. How can JEC influence kids to become engineers?
- Dewey attended last KCHPRN meeting. Will be putting together a calendar of events/programs from all members.
- Changes since last month: Monthly meeting 9/22 net gain of \$90.45. First time ever!!!!
- Donations: received the \$800 donation from Hallmark's "VIP" Hallmark Employee Volunteer program involvement in a not-for-profit organization. Min of 25 hrs of service in past 6 mos. Harley's volunteer program of up to \$1000 per person for nfp (3C status). We have 3 Harley people on our board.
- Total hits on main page, ave 12/day in September – up from summer average. Usage improving even more in October. Patty is considering adding additional StatTrax measures to other pages.
- Will add a line item to the main web page to solicit input regarding the kind of library material would be useful, with Steve's email address as the contact.
- Started compiling local print/tv/radio contact information for Section 1301.
- August non-renewals always removed from our section listing. We dropped about 207 who failed to renew.
- September meeting was a huge success! 31 people paid to attend Project Management training. See story below.
- Will conduct a feasibility study for conducting a Leadership Training event in KC.

The Board of ASQ 1301 wish your family and friends a Happy Thanksgiving.
Keep in your thoughts our Troops around the globe keeping freedom alive.
May America be blessed!

September's Meeting is a Resounding Success!

If you missed the September Member Workshop and Meeting, you really missed out on **two** good things.

The Workshop topic was the Fundamentals of Project Management: Seven Steps to Project Success with Ms. Gwen Duzenberry of iN Touch Consulting presenting.

Combining lecture with participant exercises, the workshop covered the Project Management Body of Knowledge: process groups and knowledge areas in addition to the Seven Steps to Project Success. Also discussed were the key responsibilities and attributes of a successful project manager.

Ms. Duzenberry's credentials made her an ideal facilitator for the workshop. She holds Masters degrees in education, Project Management and Business Administration and is a certified Project Management Professional (PMP) and Registered Education Provider (REP) with the Project Management Institute (PMI).

The second good thing was the meeting format change itself. Compared to the average attendance of XX, there were ZZ in attendance on Saturday, September 22, 2001, offering the membership even more networking opportunities than before. Of course, the appeal of the food is always hard to resist and this meeting offered both a continental breakfast and an outstanding lunch buffet. Even with the abundance of information and networking, attendees were out by noon. The meeting was held at a convenient and comfortable location, The Business Technology Center on Executive in Kansas City, Missouri; just off I-435 and Front Street.

Overall, a well-managed project from start to finish.

By Laurel Berrenguer (Participant)

PROFESSIONAL ADVANCEMENT

Continuing Professional Education

Course	Date
CQE	September 29 - Nov 17 , 2001

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

Calendar of Events

October 23, 2001		Kansas Awards of Excellence	Topeka, Kansas
November 15, 2001	Thursday	Section Board Meeting - 6:30	House of Hunan
November 17, 2001	Saturday	Bi-Monthly Workshop	Business Technology Center
December 1, 2001	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
CQE, CQA, CSQE, CQIA	12/01/01	10/05/01
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

Congratulations to Section 1301

Congratulations go to ASQ Section 1301 Leaders for achieving the SMP Total Quality Award for Y2000-01, and the Implementation Level for Y2001-02!

The section represented by Dewey Butts will receive the SMP Total Quality Award from our President of ASQ, Tom Mosgaller, at the Annual Business Meeting, at AQC 2002 in Denver on Sunday evening of May 19, 2002.

Congratulations again to the entire Kansas City Section with a special "Thanks" to Heather McCain who without her leadership, this award would not be probable!!!

COMMITTEE CHAIRS

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Quality Solutions

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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

CONTINUOUS IMPROVEMENT ENGINEER

Harley Davidson – Kansas City, Missouri

Job Summary:

This is a working leadership position inclusive of responsibility and authority. The scope ranges from ongoing "back to the basics" low cost J.I.T, continuous improvement activities, and operational strategies to meet quality and schedule requirements. The candidate must demonstrate the ability to represent, perpetuate and practice the corporation's values and must demonstrate competence in "working with the "KCOS" and recognizing social networks. Must be assertive at the right time, value the differences in people, and be aware of own interpersonal impact.

Qualifications:

This position requires a Bachelor's Degree or equivalent combination of education and experience, plus 5-10 years of manufacturing experience. An advanced degree is desirable and a strong plus. The candidate must be trained in and have working knowledge of J.I.T. Manufacturing Techniques and must have a demonstrated background in a supervisory or management capacity. Must have demonstrated good interpersonal skills. Ability to lead and take risks in a group environment along with proven communication skills, teaching skills, and ability to coach employees is preferred.

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

CONTINUOUS IMPROVEMENT ENGINEER (POWERTRAIN)

Harley Davidson – Kansas City, Missouri

Job Summary:

This is a working leadership position, inclusive of responsibility and authority. The scope ranges from ongoing "back to the basics" low cost J.I.T, continuous improvement activities, and operational strategies to meet quality and schedule

requirements. The candidate must demonstrate the ability to represent, perpetuate and practice the corporation's values and must demonstrate competence in "working with the "KCOS" and recognizing social networks. Must be assertive at the right time, value the differences in people, and be aware of own interpersonal impact.

Qualifications:

This position requires a Bachelor's Degree in a technical field or equivalent experience, plus 5-10 years of manufacturing experience. An advanced degree is desirable and a strong plus. The candidate must be trained in and have a working knowledge of J.I.T. manufacturing techniques and must have a demonstrated background in a supervisory or management capacity. Experience in powertrain assembly, precision component manufacturing, or assembly is a strong plus. Must have demonstrated good interpersonal skills. Knowledge of fast-paced assembly production processes and planning is required. Ability to lead and take risks in a group environment; along with proven communication skills, teaching skills, and ability to coach employees is preferred.

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 II/SR. Harley Davidson – Kansas City, Missouri

Job Summary:

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.

1. Partners through collaboration, facilitation and consensus decision making to determine the processes.
2. Proposes work process designs, including technology, work place layout, equipment requirements, detailed job

EMPLOYMENT OPPORTUNITIES

specifications (including process sheets).

3. Determines operating processes and procedures.
4. Collaborates with other teams on technical issues to maximize commonality and effectiveness.
5. 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.
6. 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 travel.

Qualifications:

A Bachelor of Science in Mechanical/Manufacturing Engineering or equivalent combination of education and experience is required 3-5 and 5-7 years of detailed weld or process engineering, tool design activities, or industrial engineering, whichever is appropriate. Must have experience in welding fabrications or tube bending and machining of welded fabrications, whichever is appropriate. A strong knowledge and successful experience with Just-In-Time (J.I.T.) and Statistical Operator Control (S.O.C.) is required. A demonstrated performance of leadership activities is required, as well as managing major equipment acquisition projects for new products, if appropriate.

This individual must have sufficient knowledge and exposure to assure that the proper technical expertise.

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

CONTINUOUS IMPROVEMENT LEADER-PAINT

Harley Davidson – Kansas City, Missouri

Job Summary:

This is a working leadership position inclusive of responsibility and authority. The scope ranges from ongoing "back to the basics" low cost J.I.T, continuous improvement activities, and operational strategies to meet quality, cost and schedule requirements. The candidate must demonstrate the ability to represent, perpetuate and practice the corporation's values and must demonstrate competence in working with

the "KCOS" and recognizing social networks. Must be assertive at the right time, be aware of differences in people, and be aware of own interpersonal impact.

Qualifications: This position requires a Bachelor's Degree or equivalent experience, plus 5-10 years of experience in a high volume, highly cosmetic manufacturing operation. An advanced degree is desirable and a strong plus. Demonstrated Leadership ability is a must. The candidate must be trained in and have working knowledge of J.I.T. Manufacturing Techniques and must have proven leadership and good interpersonal skills. Knowledge of painting processes of metal and plastic substrates involving e-coat, powder painting, robotics as well as production planning is a strong plus. Ability to lead and take risks in a group environment along with proven communication skills, teaching skills, and ability to coach employees is preferred.

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

QUALITY ENGINEER-INTERNATIONAL

Reporting to Corporate Quality Director

Seeking a person that has no problem traveling international 30+% of the time.

High volume-Consumer Products. Vendor Plants in USA, Mexico, Asia, and sometimes Europe. Make common sense decisions on site in the vendor facility. Proven capability to utilize spc, DOE, and etc. Make sound judgments that work in the assembly in the USA. Must have a 4 year degree and we desire technical. Salary will max somewhere in the \$60s.

Person Must HAVE:

4 year degree.

Min. of 3yrs experience in manufacturing.

A good decision maker with the tools to perform the job.

CQE or other certifications are DESIRED but not required.

Ernie Green,CPC

Phone: 800-256-1690 Phone: 318-387-0099

Fax: 318-361-0386 Mobile:318-355-5234

Email: egreen@willstaff.net

Company: WillStaff Worldwide Search
1500 Louisville Avenue Suite 102
Monroe, La. 71201

Web Site: www.willstaff.net

EMPLOYMENT OPPORTUNITIES

Notice!

Do you or your company have a job position you need filled?

The Kansas City Star can only do just so much. T

The ASQ1301 job placement chair has people searching for a position to fill.

Send your job requirements to Rick Emerson at remerson@remelinc.com and see the response you will obtain.

The nicest thing about the ASQ job placement, is the fact it is a free benefit to the ASQ members!

**Metropolitan Community College
Business & Technology Center**

Free ISO Seminar

Presented by: Roger Main, Management Representative BTC & Frank Sidorowicz, BVQI Regional Director of Marketing/Sales

Welcome / Introductions
Presentation of ISO 9001:2000 Requirements
The Auditing Processes
Transition Planning/Resource Requirements/
Automated System Support
Question and Answer Session
Tour of BTC

Start time is 8 am on November 7, 2001. Seminar should end approximately 12 noon, depending on questions.

Link to directions: <http://www.kcmetro.cc.mo.us/maps2/btcMap.html>

QA Technician Manufacturer of Imaging Products

Receiving Insp, Electronics Mfg Insp. experience preferred.
Will be trained to perform system testing.
(Previous exp. not a must). No phone calls please

Send resumes to
Diane Cobb
QA Mgr., Bremson Inc.
e-mail DCobb@Bremson.com
Fax 913-894-4155

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

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fax: (563) 864-7545

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

THE LIGHT SIDE



Word of the Month

Veracity: (vuh RAS uh tee) n. Truthfulness
“The veracity of the internal audit was questionable and as a result, Management contracted a consultant.”

Riddle of the Month

I am the part that is left behind, but if you have me, then people like you. What am I?

Kansas City Trivia

Who was the last person to score a touchdown at Municipal Stadium?

A. Marv Fleming; B. Buck Buchanan; C. Lenny Dawson.

Don't forget to visit the web site at:

<http://www.asq1301.org>

For the latest news releases!!

Quote of the Month

“Sales people should take lessons from their kids. What does the word “No” mean to a child? Almost nothing.” Jim Rohn

Just the Facts!

Common phone frauds reported by the Better Business Bureau:

Pay-Per-Call Abuses. You are tricked into calling a pay-per-call service. An email message tells you to call an 809 area code (in the Caribbean) and you are charged hundred of dollars.

Cramming. You are charged for miscellaneous services you never agreed to buy such as voice mail or Internet access charges.

Collect Call Scams. Consumers are charged for accepting a collect call.

WUZZLES

1
WORL

2
DIP
MAT

Answers: Wuzzles: 1) World without
end. 2) Diplomat. Riddle: a peel / appeal
Trivia: A—on X-Mas day 1971.

It's A Record

The largest pyramid in the world is the Quetzalcoatl Pyramid. Sixty three miles to the southeast of Mexico City. It is 177 feet tall with a base that covers an area of 45 acres.

American Society for Quality

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