

Quality Matters



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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Message from the Chair

What Does It Take!

Here it is November, and Christmas is almost upon us. We had a great program on October 19; for those that missed it, Three Western Missouri work teams were honored. The Heartland Health TQA team, the Saint Luke's Hospital Doc One Call team, and the Honeywell Reservoir team (E family) all were 2000 Missouri Team Quality Award Western Region Role Models. While Heartland Health TQA team was unable to attend, the other two provided ASQ section 1301 with an exceptional program.

The next meeting is on Thursday, November 16 on Project Management. Gwen Dunzenbury of In Touch, Inc. will be presenting. The format will be back to having snacks, and the cost will again being \$16.

While the quality of the programs this year has been outstanding, I am puzzled as to attendance. We don't have as many evening meeting attendees, as we would have liked. Typically, only 25-30 or so out of 750 members attend any particu-

lar meeting.

Over the last few years, this has been a subject at the executive board meetings. Two years ago we thought it may have been due to our practice of moving the meetings from place to place around town; people didn't know where the next meeting would be. We kept the bulk of our meetings at the Hyatt Regency at Crown Center; this hasn't helped.

Last year we thought the price for a dinner with a private room was too high. We have used the snack concept to reduce the cost to the \$16; that hasn't helped.

We have periodically sent our surveys, but with little response. Here is a chance for you to tell us what ASQ membership means to you. What would you like to get from your membership? *What problems do you face in your quality work that you have no answer for?*

I would like each of you that reads this to respond—either by e-mail, phone, or mail. Why have you missed meetings? Is it a lack of interesting meetings (please

suggest some topics)? Is it a question of not able to attend evenings (please suggest alternative times)? Do you have any other reasons (fill in yours here)?

ASQ is not alone in having declining attendance in evening meetings. Every professional society I know in Kansas City is facing the same situation. There must be a logical explanation. Some other groups are facing extinction; luckily, ASQ section 1301 is not. We have a strong educational program, a good certification program and recertification program. Our total membership count in Section 1301 is slightly down from last year. This may be a result of computer system changes at ASQ headquarters.

What we are looking for is come hints from you on what we can do better. Here is the contact information:

Douglas C. Wood
P.O. Box 414693
Kansas City, MO 64141-4693

Phone: 816-274-8108 (w)
Fax: 816-545-6567
Email: dwood4@hallmark.com

November Meeting Information on Page 2

November Meeting**Project Management in Six Sigma**

The complexity of today's business practices requires strong project management. Our scarce resources must be allocated to improvement projects that create value for the customer and key stakeholders. With the advent of Six Sigma, Lean and Activity-based Management a strong process for project management is needed to effectively deploy these practices.

This presentation will provide an overview of proven project management skills that enhance the success of Six Sigma, Lean and Activity-based Management practices. After a brief overview on how the Balanced Scorecard builds project alignment, key project management steps will be discussed that include:

- How to define a project and determine what will make it a success
- How to develop a cohesive results-oriented project plan
- How to develop a realistic project schedule
- Developing a work breakdown structure (WBS)
- Understanding the relationships between a variety of project activities
- How to establish the project budget
- What it takes to build and lead a team
- Negotiating skills needed for project management
- How to gain the support you need from functional areas
- The critical role of communications
- Tracking, reporting, and managing project performance

Presenters: Gwen Duzenberry, PMP, MS, MPM, MBA – is a senior partner with iNTouch Consulting and Rob Herhold, CQM is the Vice President with the Excellence in Missouri Foundation.

Date: Thursday November 16th

Time: 5:45 Social Hour
6:30 Speaker

Location: Hyatt Regency Crown Center
2345 McGee Street Kansas City MO

Cost: \$16 (includes Appetizers, Punch & Coffee)

All Guests are Welcome—Members and Non-Members

Please make reservations by noon on Monday, November 13th (email preferred). For Reservations Contact Denise Hamalainen (816) 274-5456 or email at dhamal1@hallmark.com

May you and your
family have a safe and
Happy Thanksgiving!

From your
friends and committee
at ASQ Section 1301

Certification Exam Date

	Exam Date	Deadline
CQE, CQA, CSQE	12/02/00	10/13/00
CQIA (See Story on 3)	01/27/01	01/05/01
CQT, CMI, CRE, CQMgr	03/03/01	01/12/01
CQE, CQA, CSQE, CQIA	06/02/01	04/06/01

CQE = Certified Quality Engineer	CQA = Certified Quality Auditor
CQMgr = Certified Quality Manager	CRE = Certified Reliability Engineer
CMI = Certified Quality Inspector	CQT = Certified Quality Technician
CQIA = Certified Quality Improvement Associate	

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

New Certification Exam

ASQ will be piloting a new certification examination for Quality Improvement Associate on January 27, 2001. Application deadline is January 5, 2001. If this certificate would be of interest to you contact :

Mike Beatty—816.997.5174 or

ASQ National—800.248.1946
and request item

B1158

Don't Get Left Behind!

Classes Beginning

ASQ Chapter 1301 is offering the following refresher courses and workshops:

Course	Starting Date
CQM Refresher	December 5, 2000
Statistical Process Control Basic Concepts	October 11 & 12, 2000
Internal Quality Auditor	November 14 & 15, 2000
Statistical Process Control Advanced Statistical Techniques	December 6 & 7 2000
ISO 9000/2000	December 8, 2000

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

Get Involved!

Calendar of Events

November 16, 2000	Thursday	Monthly Meeting - Project Management	Hyatt Regency Crown Center
December 2, 2000	Saturday	CQE, CQA, CSQE, CQIA Exams	KCK Community College
December 14, 2000	Thursday	Board Meeting	TBA
December 21, 2000	Thursday	Monthly Meeting - Social & Charitable Donation	Hyatt Regency Crown Center
January 18, 2001	Thursday	Monthly Meeting - Quality in Healthcare	Hyatt Regency Crown Center
February 7-9, 2001	Wednesday	Missouri Quality Awards	Marriott Downtown—St. Louis

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

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Run Charts

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A Run Chart is a exploratory statistical tool used to chart individual process measurements over time. It plots data values in order of occurrence, showing how the process output is changing over time. It is an exploratory tool that gives a quick, intuitive feel for the process and reveals clues about problem causes or improvement opportunities.

Procedure

Collect process data in order of occurrence. Determine a convenient number scale for the data to be plotted against on the vertical axis (Y). The horizontal axis (X) should represent time. Plot the data over time using a dot to indicate each data value. Connect the dots.

It is important to plot data in a run chart prior to any further analysis. If trends or patterns in the data are not considered, misleading results may occur in subsequent analyses. Run Charts provide a picture of the average level of the data and the variation of the data over time.

2000-2001 ASQ Section 1301 Committee Chairs

Section Chair

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Kansas Quality Award/ Teller/Nominations

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Long Range Planning

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Placement/ Job Hotline

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(913)-895-4154 (work)
(913) 397-0063 (home)
remerson@remelinc.com (work)

Historian / Librarian

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(913) 371-5000 (work)
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steve.wise@pentairpump.com (email)

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Jad Jadunath
(303) 876-3251 (work)
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rherhold_mqa@email.msn.com

Recertification/Database

Richard Homeyer
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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

Thank you Marshall and David for your comments this past issue. Jim

Help Wanted

RSM McGladrey, Inc. ISO 9000
Business Solutions QS-9000
TL 9000

1-800-427-1385 Ext. 8560

National Reputation - Local Support

RSM McGladrey, Inc. is one of the accounting and consulting firms, specializing in middle market, owner-managed businesses. Our Kansas City office specializes in Quality Systems Management.

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- Management and Staff Training
- Gap Analysis
- Registrar Selection
- ISO 9000: 2000 Upgrade
- Process Improvement

1309 Campbell, Liberty, MO 64068

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

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
Topeka, Kansas 66607
or e-mail goverstreet@maxinc.com <mailto:
goverstreet@maxinc.com>

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email training-usa@lrqa.com,
or visit www.lrqa.com

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
or e-mail
brack@brackhunter.com
<mailto:brack@brackhunter.com>

Master Black Belt

Responsibilities: provide assistance and be a resource to plants, functional departments and business units, in identifying, planning and implementing six sigma projects. Teach, coach, mentor, and support black belts in the project ap-

plication of Six Sigma tools.

Education/Experience: Experience as a Master Black Belt scoping projects and mentoring Black Belts; or minimum of two years as a top ranking Black Belt in an organization that has deployed six sigma. Undergraduate degree required in business or technical discipline. Graduate degree a plus.

Contact: Paul Berry
1-800-886-2608
or e-mail paul@fpcsat.com
<mailto:payl@fpcsat.com>



1999 Quality Auditor Training Courses!

Now offered by AQS through Orion Registrars*
All Lead Auditor courses are accredited by the RAB.

- ISO 9000 Lead Auditor, 36 hour; \$1495
- ISO 9000 Internal Auditor, 16 hour; \$595
- ISO 14000 - EMS Lead Auditor, 36 hour; \$1595

Courses are to be held in the following cities:

- Denver, CO
- Salt Lake City, UT
- Reno, NV
- Albuquerque, NM
- Kansas City, MO

call Robert @ 303.456.6010 for a schedule and additional course information. Web page: www.dim.com/~orion

* Orion Registrar Inc. is an RvA and SCC accredited third-party registrar, specializing in small businesses, with over 100 client-companies registered to ISO 9000, QS 9000, ISO 14000

NO, This is not a Mistake!

If many of the jobs listed in this month's newsletter look the same, that's because they are still open.

For
Employment
Opportunities
Be sure to contact
Rick Emerson

remerson@remelinc.com (work)
(See page 4, Placement)

Help Wanted

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.

Quality Systems Engineer

Performs highly complex Quality System Engineering duties as they relate to the company's ISO 9001 compliant Quality System function. This individual will be involved in the development, application, and maintenance of Quality Processes, Tools, and Systems that result in continued ISO 9001 Compliance and overall Continual Process Improvement. Responsible for balancing technical issues and business concerns in providing Quality System Engineering support for the internal, as well as external, customer base.

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

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 event will be Thursday December 21st with a 5:45 Social Hour. Speaker begins at 6:30. Meet us at the Hyatt Regency Crown Center, 2345 McGee Street, Kansas City MO.

Cost: \$16 (includes Appetizers, Punch & Coffee) Everyone Welcome!!!!

American Society for Quality



611 East Wisconsin Avenue
P.O. Box 3005
Milwaukee, Wisconsin 53201-3005

**Meeting Date On
Page 2!!! Happy TG**

Quote of the Month

Education is when you read the fine print.
Experience is what you get if you don't.

Pete Seeger
(contributed by Marshall Smith)

Have a quote you want to share? E-mail us at the address below.

Visit Our New Website:
<http://www.asq1301.org>

The Light Side

Riddle Time

This riddle must be **DONE IN YOUR HEAD** and **NOT** using paper and pen.

Please do not cheat yourself. (Takes the fun out of it)

Take 1000 and add 40 to it.
Now add another 1000.
Now add 30. Now add another 1000.
Now add 20.
Now add another 1000.
Now add 10.

What is the total?
Did you get 5000?
Correct answer below

The correct answer is actually 4100. Don't believe it? Check with your calculator!

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