

Quality Matters

Volume 1, Issue 10

October 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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What Time Is It? It is...

National Quality Month

Celebrated annually in October, National Quality Month (NQM) is a public awareness campaign that encourages business, industry, government, and academia to focus on the strategic importance of quality and continuous improvement. For nearly two decades the NQM campaign has been a catalyst for increased attention to performance excellence. Administered by the American Society for Quality (ASQ) and celebrated annually in October, NQM encourages individuals and organizations to focus on the strategic importance of quality and continuous improvement. Every year individuals and organizations in the manufacturing, health care, government, education, and service sectors hold event to strengthen their commitment to quality and celebrate NQM.

National Quality Month began as a weeklong event initiated by the American Society for Quality's Washington, DC, Section in the early 1980s. In 1983, the Quality Week campaign

caught on in New York State and four dedicated ASQ members made a commitment to establish an annual national campaign. NQM began in 1984 with a joint resolution by Congress and a proclamation by President Ronald Reagan:

A commitment to excellence in manufacturing and services is essential to our nation's long-term economic welfare. Quality in manufacturing and services will contribute to increased productivity, reduced costs, and consumer satisfaction.

President Clinton continues the dedication to National Quality Month this year:

As the 20th century draws to a close, it is fitting that we should set aside this time to celebrate quality in America and to recognize the benefits that quality goods and services have brought to our individual lives and our national economy. The next century will hold new challenges for the global marketplace, and our nation will maintain its leadership and competitive

edge only if we reaffirm our commitment to quality - in businesses large and small, in industry, government, education, and every other pursuit.

Celebrate NQM with the Kansas City Section by bringing a friend to the October meeting where we will be recognizing the Missouri Team Quality Award recipients. There are many other ways to celebrate both at work and at home:

- Encourage your company to hold a NQM event.
- Include quality quotes in your e-mails.
- Talk to your child's class about quality and continuous improvement (broken popular toys make excellent examples).
- Send thank you notes to people that did a great job for you.

Overall, keep in mind that NQM is celebrated in October, but quality is something to think about all year long!

October Meeting Information on Page 2

October's Meeting

Missouri Team Quality Award Western Region

Plan to join us in honoring this year's Missouri Team Quality Award Regional Role Models. These teams have gone through a rigorous examination process administered by the Excellence in Missouri Foundation. They demonstrate the best in team-based improvement activities and will be showcased during this event. Each team will provide an overview of methods used and progress to date. The three teams being honored are:

Honeywell Federal Manufacturing & Technologies - Reservoir Team; E Family

Through a team-based approach the Reservoir Team will demonstrate how they applied Lean and Six Sigma methods to achieving reductions in cycle time, cost and defects.

Saint Luke's Hospital – Doc One Call Team

Utilizing Saint Luke's Continuous Performance Improvement Model, the Doc One Team made significant improvements to the patient transfer process.

Heartland Health System – TQA Team

The TQA II team will discuss how they set out to enhance the use of quality tools and methods across the organization.

The meeting will be held at the Hyatt Regency Crown Center, 2345 McGee St, Kansas City, Missouri. Date is Thursday October 19, 2000. Social Hour begins at 5:45 pm, with dinner at 6:30 pm. Team Presentations will begin promptly at 7:00 pm. Cost is \$36.00 which includes dinner and the presentations.

Guest are welcomed. Make your reservations by contacting Denise Hamalainen, Hallmark Cards, 816.274.5456 (work), (816.274.6567 (fox) or dhamal1@hallmark.com. Parking slips at the Hyatt will be validated for three hours of parking at the bellman's desk in the lobby. Every effort will be made to ensure that the meeting is over by 8:30 so that additional parking charges are not incurred by attendees."

Message From the Chair

Focus on the Positive

October is National Quality Month, but most of us will not do anything in observance of it. Why is there so little interest?

Are we are just too busy, feel it is contrived, or are we waiting for someone else to do something? In my biased opinion, these reasons are trivial. If you got into quality so you could make a difference, this month is a chance to do just that. If you have grown so jaded that you don't think you can make a difference, maybe you need a change.

You know about the phrase, "s**t happens." Remember that the opposite is also true: quality occurs. One way to observe quality month and keep the focus on something positive is to reward someone who does good work. Just saying "thanks" to someone who knows what to do, or to an employee that shows us good service, or our manager that makes a sound quality decision, is a way to celebrate this month.

Doug Wood -ASQ Section 1301 chair

Six Sigma In San Diego

ASQ headquarters presents its first Six-Sigma Conference, January 22 - 23, 2001 in San Diego.

If you have any questions, contact Annette Gelhar, Marketing Administrator & Education Development and Promotion, ASQ

Certification Exam Date

	Exam Date	Deadline
CQE, CQA, CSQE	12/02/00	10/13/00
CQT, CMI, CRE, CQMgr	03/03/01	01/12/01

CQE = Certified Quality Engineer
CQMgr = Certified Quality Manager
CMI = Certified Quality Inspector

CQA = Certified Quality Auditor
CRE = Certified Reliability Engineer
CQT = Certified Quality Technician

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

Nominate Deserving Teams & Individuals

ASQ honors superior achievement in the development, promotion, and communication of quality information and technology. ASQ National Medals and Awards are given each year at Annual Quality Congress.

Submission deadline: November 1, 2000.

For more information and nomination forms, view <http://www.asq.org/abtquality/awards/asqawards.html>. Nominees are not required to be ASQ members.

Get Refreshed—Classes Beginning

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

Course	Starting Date
CQA Refresher	October 2, 2000
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

October 12, 2000	Thursday	Executive Board Meeting	TBA
October 19, 2000	Thursday	Missouri Team Quality Awards	St Joseph, Mo
October 21, 2000	Saturday	CQT, CMI, CRE, CQMgr Exams	KCK Community College
October 26, 2000	Thursday	Kansas Quality Awards	Wichita, Kansas
November 16, 2000	Thursday	Monthly Meeting—Project Management	Hyatt Regency Crown Center

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

Toolbox 1301

Pareto Charts

Toolbox 1301

A Pareto chart is a bar chart in which the lengths of the bars represent the number of problems coming from each source. It is an effective communication tool and helps focus attention on problems in priority order.

Procedure for Pareto Chart

1. Collect data on problems by cate-

- gory and tabulate frequencies.
- Place bars in descending order with the bar length corresponding with the problem frequency. The chart may be drawn from top to bottom or from left to right.
- If appropriate, construct a cost, time, or impact Pareto chart to accompany the frequency Pareto chart.

Remember:

- When constructing the chart, at some point all remaining items can be grouped as “Other” in the final category.
- Pareto charts separate the vital few from the trivial many.

2000-2001 ASQ Section 1301 Committee Chairs

Section Chair

Doug Wood
Hallmark Cards, Inc.
(913) 829-6330 (home)
(816) 274-8108 (work)
dougwood@home.com (home)
(816) 545-6567 (FAX)

Vice Chair / Internet Liaison

Dewey Butts
Honeywell AES
(913) 248-9714 (home)
(913) 712-5586 (work)
dbuttscqe@aol.com (home)
dewey.butts@honeywell.com

Secretary

Cara Jiles
(816) 201-3047 (work)
(816) 201-9047 (FAX)
cjiles@cerner.com (email)

Treasurer

Bobbi Fiedler-Prinslow
Hallmark Cards, Inc.
(816) 741-6251 (home)
(816) 274-8711 (work)
(816) 274-7142 (FAX)
c-b-prinslow@juno.com (home)
bfiedl1@hallmark.com (work)

Education

Marty Ellison
Arc- Diversified
(913) 845-2742
arcks@swbell.net (work)

Arrangements

Gilbert Snedden
Hans Rudolph, Inc.
(816) 483-0408 (home)
(816) 363-5522 (work)
gill@kc.net (home)
gilbert@rudolphkc.com (work)
(816) 822-1414 (FAX)

Scholarship

Betty Joyce Neal
AlliedSignal FM&T
(913) 451-3844 (home)
(816) 997-4188 (work)
jneal@kcp.com (work)

Koalaty Kid/Auditing

Milisa Suckow
(816) 271-7727 (work)
(816) 271-1248 (FAX)

Auditing

Jerry Parker
(913) 268-2182 (work)
(913) 268-2360 (FAX)
jerry.parker.b@bayer.com

Kansas Quality Award/ Teller/Nominations

John Shoemaker
American Informatics, Inc.
(785) 379-9849 (home)
(785) 379-5590 (work)
john_shoemaker@qof.com

Long Range Planning

Fred Brown
Process Control Consulting
(913) 829-0940 (home)
fred.brown@mciworld.com (work)
(913) 829-7633 (FAX)

National Quality Month/ SMP

Heather McCain
Hallmark Cards
(913) 685-8334 (home)
(816) 274-8337 (work)
HeatherMcC@aol.com (home)
(816) 545-6567 (FAX)

Membership

Lois Cowden
Hallmark Cards, Inc.
(816) 455-7682 (home)
(816) 274-3935 (work)
Lcowde1@hallmark.com (work)
(816) 545- 6276 (FAX)

Placement/ Job Hotline

Rick Emerson
Remel Inc.
(913)-895-4154 (work)
(913) 397-0063 (home)
remerson@remelinc.com (work)

Historian / Librarian

Steve Wise
(913) 371-5000 (work)
(913) 371-2226 (FAX)
steve.wise@pentairpump.com (email)

Regional Director

Jad Jadunath
(303) 876-3251 (work)
(303) 757-0187 (home)
jad93908@sprynet.com

Publicity/Missouri Quality Award

Rob Herhold
Excellence in Missouri Foundation
(816) 257-2067 (work)
(888) 904-1513 (pager)
rherhold_mqa@email.msn.com

Recertification/Database

Richard Homeyer
Quality Solutions
8609 Maple, Raytown MO 64138
(816) 358-7762
rdhomeyer@worldnet.att.net (home)

Reservations

Denise Hamalainen
Hallmark Cards
(816) 274-5456 (work)
(816) 274-6567 (FAX)
dhamal1@hallmark.com (email)

Examining/Certification

Mike Beatty
Honeywell FM&T
(816) 997-5174 (work)
(913) 341-9269 (home)
mbeatty@kcp.com (email)

Program

Toni Madeira
Butler Mfg. Co.
(816) 353-5603 (home)
(816) 968-3321 (work)
tjmadeira@butlermfg.org
(816) 968-3787 (FAX)

Newsleter

Jim Urkevich
(816) 792-6420 (work)
(816) 792-1273 (home)
cetiriurks@peoplepc.com (home)
jurkevich@banta.com (work)

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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

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(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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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 application 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>



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* 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

A Word From ASQ National

The ASQ e-Learning Center launches Sept. 29, with a contest and 8 fabulous prizes! The center promises to be a very viable way to offer the best web-based training available anywhere.

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

Value Stream Mapping

On Thursday, September 21st, ASQ Section 1301 sponsored a joint meeting with the Greater Kansas City Chapter #92 of the Institute of Industrial Engineers, (IIE). This being the first meeting of the membership year, we were very pleased to be able to share the evening with Lori Ashford, IIE Chapter 92 Chair and her esteemed colleagues.

The presentation, Value Stream Mapping, was given by Brian McCarthy of the Mid-America Manufacturing Technology Center (MAMTC). Value Stream Mapping (VSM) is one of the major tools used in Lean Enterprise efforts and is effective in identifying and prioritizing the opportunities for process improvement activities.

VSM is used across a business process to capture the evils of waste in terms of time, movement, material, space, etc. Most processes that have been around for a while will yield a myriad of opportunities that can improve the bottom line for any product line or business entity. During the presentation, Brian elaborated on the following key steps of the VSM process:

- The depiction of the entire process as a flow stream that starts at the supplier and ends with the customer.
- Material and information flows are both included into one integrated process map for a more complete picture of the process.
- All of the key processes and resources are explicitly identified on the map, including the often overlooked interim staging and movement (or lack thereof) of WIP between workstations.
- "Touch Time" of real value-added steps are quantified as well as setup times and the total cycle time to deliver an order.
- Opportunities to eliminate non-value added steps are drawn from the analysis of the maps as well as the improvement of the throughput of bottleneck areas.
- Lastly, the creation of the future state maps are necessary to help to display the direction of the efforts.

Brian concluded his presentation with the emphasis that this tool helps to provide a picture of the process under study. Value Stream Mapping is an approach used to focus on the major areas of a process to identify those activities that are considered non-value added ("waste") and helps to recognize the impact of one process change on the entire process stream.

Feedback from the attendees agreed that this was a well worth presentation and a start of a great alliance between the Kansas City Section of the American Society for Quality and the Kansas City Chapter of the Institute of Industrial Engineers. We wish to thank Lori Ashford and her IIE organization for their participation in the evening's presentation. We also wish to thank Toni Madeira, our section's Programs Chair and her committee for their efforts in organizing this presentation.

Crosby Coming to Wichita

Wichita ASQ section 1307 wishes to extend an invitation to our members interested in listening to their very special guest speaker Philip Crosby who will be in Wichita, Kansas on Tuesday, November 14th to speak to their section.

Dinner is included. There will also be a book sales and autographing session afterwards. The cost for the entire evening is estimated around \$25.00. More detail to follow.

If you have any interest, email mail the newsletter editor, Jim Urkevich and he will forward to the Wichita section. Address on page 4.

American Society for Quality



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

**Meeting Date Now
On Page 2!!! - Be Cool**

Quote of the Month

"Quality is 'a customer determination... based upon a customer's actual experience with the product or service'..."

Feigenbaum

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

There was a middle-aged couple who had two stunningly beautiful blonde teen-aged daughters. They decided to try one last time for the son they always wanted. After months of trying, the wife became pregnant and, sure enough, nine months later delivered a healthy baby boy. The joyful father rushed to the nursery to see his new son. He took one look and was horrified to see the ugliest child he had ever seen. He went to his wife and said that there was no way he could be the father of that child. "Look at the two beautiful daughters I fathered." Then he gave her a stern look and asked, "Have you been fooling around on me?"

The wife just smiled sweetly and said, "Not this time."

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