



# quality matters

ASQ Section 1301

March 2007

Volume 8 , Issue 6

## Software Validation Workshop

A Workshop For Quality Professionals With  
An Interest In Software Quality Assurance

### COURSE DESCRIPTION

#### Session 1—

#### What is Software Validation Verification and Validation Definitions

ASQ BOK, IEEE, Aviation  
& Medical Device Industries

#### Principles of Software Validation

Basis for determining validity  
Validation Methods  
Validation Support Processes

#### Validation in Regulated Industries

#### Documentation Requirements

Audit and Review Records  
Communications with  
Regulatory Agency  
Current Perspectives

#### Session 2—

#### Validation in the Software Lifecycle Model Software Validation Planning

Planning Objectives, Plan  
Reviews,

#### Software Validation Auditing

Auditing Objectives, Audit  
Checklists, Audit Checklist  
Audit Checklist Reviews,

### Software Validation Activities

Testing, non-testing, Documenta  
tion, Tracing and Reviews

#### Session 3—

#### Software Validation Aids Software Testing Tools

Test Automation tools  
Test Coverage analysis tools  
Example tool demonstration

#### Software Requirements & Risk Management Tools

Requirement Capture Tools  
Requirement Tracing Tools  
Risk Mitigation tracing using  
the same tools

#### Session 4—

#### The Leading Edge of Software Validation Validation of Adaptive Software

Deterministic and non-determin  
istic behavior, new territory in  
regulated and military  
applications

#### Model Based Analysis Formal Methods

A simple example is used  
throughout the presentation

### THE PRESENTER

Sam Jarrell is the founder and Managing Member of CertTech, L.L.C. He also serves as General Manager of the St. Louis regional office. He is the principle investigator of CertTech's ISO 9001:2000 certified quality management system and is the author of the majority of the process documents. His 24 year engineering career has been focused on highly automated means of detecting defects in both hardware and software that go into safety and mission critical applications. He is a member of the American Society for Quality and is a Certified Software Quality Engineer. He is also a member of IEEE and AAMI and serves on the AAMI Medical Device Software Committee. He has a BS degree in Electrical Engineering and graduate credits from the University of Missouri – Columbia.

**Join us on March 17, 2007**

## Workshop Information

March 17, 2007 is the date of our next Workshop

Time: 8:00 AM until 12:00 Noon

Location: The Metropolitan Community College Business Technology Campus (BTC) 1775 Universal Avenue, Kansas City, MO (near World's of Fun at I-435 and Front Street) Room 248—Enter through the BTC East Entrance. Go up the stairs and then turn left to Room 248. A continental breakfast is provided.

**RESERVATIONS: Heather McCain—(913) 440-2236: e-mail—HeatherMcC@aol.com**  
**Cost with reservations is \$16, without reservations \$20 and student with valid ID is \$10.** Please reserve at least three days in advance.

### **Kansas Center for Performance Excellence is accepting Examiner Applications for the Spring and Summer Kansas Award for Excellence application rounds.**

We are seeking experienced examiners who have served in the past as well as new examiners who are eager to learn more about the Baldrige Criteria for Performance Excellence in Business, Education, and Health Care and how to evaluate an organization using the Criteria as a guide.

The benefits of serving as an examiner include:

- Network with some of the region's foremost experts in business, education, and health care,
  - Use your expertise to improve Kansas' organizations competitive position,
  - Develop analytical and consensus-building skills and a systems perspective that can be applied to your own organization
- www.KansasExcellence.org".

There was a Board Meeting on February 8, 2007

Treasurer's annual report is complete as is the 1099 Tax Form, next years proposed budget and spending to be discussed at next meeting

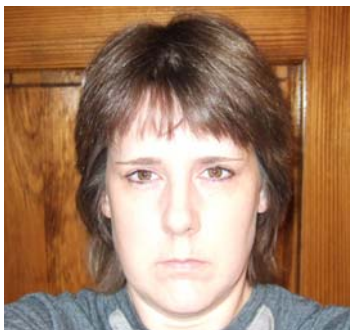
Starlite, June 27, 2007, Member social, Dirty Rotten Scoundrel's, approximately \$54.00/person

Board motioned and approved \$70 total for 2 persons to attend JEC Engineering week meeting

Board to provide up to \$1,000 to Gene Kelly to attend WCQI in April, contingent on attending leadership training

### **Introducing ASQ 1301 Member Cathy Kanninen**

Cathy Kanninen is currently the Newsletter Editor for ASQ Section 1301. She has worked in the Rubber Industry (Molding) for over 22 years starting in Michigan as an entry level laboratory technician. She has worked in the Aerospace, Automotive and currently in an Agricultural industry. She currently works for DeLaval Manufacturing in Chillicothe, MO as a Compounding Chemist. She is responsible for Quality Assurance in the Plant. She has a BS in Business Management and maintains ASQ certifications for Quality Auditor and Quality Manager. She is married, has one of six children left at home, and 3 granddaughters.



Seeking KC area opportunities to conduct an internal or external ISO Compliance audit under the direction and guidance of an IRCA-certified ISO QMS Lead Auditor. Opportunity needed in order to complete IRCA Auditor certification. Candidate's employer is willing to pay candidate's salary during the course of the audit and associated pre-post audit activities

**Monte Olsen**  
**Quality Manager**  
**Federal Health Solutions**  
**Solutions**

**785-838-2165 W**  
**816-213-7108 M**

2007 EXAM DATES

APPLICATION DEADLINE

**Slate of Officers for 2007-2008**

CQT/CRE/CMI/CHA  
CBA/CMQ OE  
Six Sigma Black Belt

March 3

January 12

CQE/CQA/CSQE  
CQIA/CCT/CQPA

June 2

April 6

CQT/CRE/CMI/CHA  
CBA/CMQ OE  
Six Sigma Black Belt

October 20

August 17

CQE/CQA/CSQE/CQIA  
CCT/CQPA

December 1

October 5

Chair-Gene Kelly  
Chair-elect-  
Greg McKain  
Vice Chair-  
Steve Spangler  
Secretary-John Vann  
Treasurer-Mike Kelly

**Elections to be announced at a Future Workshop**

**Section 1301  
Board Meeting  
3/8/07**

Mission HyVee Meeting Room,  
6655 Martway Mission, KS 66202  
Just South of Johnson Drive-East  
of Metcalf and West of Lamar  
6-8 PM.  
Contact: Diana Fiddick

**Thank you to current and future officers who through their volunteered time and effort make The ASQ events & opportunities possible for the rest of us.**

**Congratulations to the many ASQ1301 Members who passed examinations in the fourth quarter of 2006!!**

**Certified Six Sigma Black Belt (Oct 21, 2006)**

Fiddick, Diana L.  
Ketelaar, Lynn M.  
McKain, Gregory E.  
Spears, Timothy A.  
Taylor, Jeff M.

**Certified Manager of Quality/Organizational Excellence Oct 21, 2006**

Brown, Shannon K.  
Carlson, Pamela A.  
Eckwall, Robert P.  
Hamilton, Kent J.  
Kelly, Mike K.  
McCormick, James F.

**Certified Software Quality Engineer (Dec 2, 2006)**

Mills, Blaine E.  
**Certified Quality Process Analyst (Dec 2, 2006)**  
Bliss Tomlin, Christine

**Certified Quality Auditor (Dec 2, 2006)**

Azim, Ayana  
Plemons, Theodore J.  
Williams, Valeria P.  
Mackler, Jennifer M.  
Nelson, Jeremiah L.

**Certified Quality Engineer (Dec 2, 2006)**

Moyer, Jerry D.  
Patrick, Kenneth R.  
Poettker, Scott A.  
Zhang, Yanpeng

**Certified Quality Improvement Associate (Dec 2, 2006)**

Evans, Marilyn J.  
Henry, Debbie L.  
Currie, Al

**Certified Six Sigma Green Belt (Dec 2, 2006)**

Sreenivasan, Suman  
Wang, Zheng



**Kansas City Kansas Community College**  
**QUALITY TRAINING SERIES – Spring 2007**



**Probability and Statistics Refresher**

.9 CEUs (9 contact hours)  
 Location: Flint Building, Room 2606  
 Date: Saturday, March 24 & 31, 2007  
 Time: 8:00 AM – 1:00 PM (3/24)  
 8:00 AM – Noon (3/31)  
 Cost: \$125 (includes textbook)  
 Instructor: Doug Wood  
 This course is designed only as a refresher for those who are already familiar with probability and statistics, but need a review. The class will cover descriptive statistics, probability concepts, distribution types, confidence intervals, Central Limit Theorem, statistical inference, hypothesis testing, and analysis of variance. Designed as partial preparation for several ASQ certification examinations. Exam application fees are separate.

**Cost of Quality**

.8 CEUs (8 contact hours)  
 Location: Flint Building, Room 2606  
 Date: Saturday, April 7, 2007  
 Time: 8:00 AM – 4:00 PM  
 Cost: \$125 (includes textbook)  
 Instructor: Doug Wood  
 This course focuses on tracking quality costs using the PAF model. The various categories of quality costs (prevention, appraisal, and failure), cost drivers and their relationship to key business measures will be covered. Emphasis will be on implementation of a quality cost system.

**Basic Quality Tool Application**

.8 CEUs (8 contact hours)  
 Location: Flint 2606  
 Date: Saturday March 10, 2007  
 Time: 8:00 AM to 4:00 PM  
 Cost: \$79 (includes textbook)  
 Instructor: Glenda Overstreet

This course is for anyone new to the quality field or for someone wanting to know more about quality tools. Participants will learn about process improvement and problem solving tools. Participants will gain a practical, how-to understanding of applying basic quality tools in their workplace. Designed as partial preparation for several ASQ examinations. Exam application fees are separate

**Kansas City Kansas Community College** To register by phone call 913-288-7660. Credit card payment is required with phone registration. For course information, call 913-288-7228.

Human Error Prevention" Seminar - presented by BW (Ben) Marguglio "Problem Reporting, Root Cause Analysis, & Corrective Action" Seminar - presented by BW (Ben) Marguglio "TRIZ - Innovative Problem Solving - A Six Sigma Tool" Seminar - presented by Dr. Valery Krasnoslobodtsev "Information Quality Improvement" Seminar -

April Seminars in Salt Lake City, Utah, for more info: High Technology Seminars Management and Technical Consulting 845-265-0123

**St. Louis Spring Quality Conference At Clayton Crowne Plaza Hotel**  
**11-Apr-07 to 13-Apr-07**

This is the premier quality event in the region. Six Workshops are scheduled on April 11th and 12th including:

- Dennis Arter presents "Supplier Auditing" (1 day) & "Process Auditing" (1 day)
- Mike Simms presents "Quality Leadership Renewal" (2 days)
- Thomas Zidel presents "Applying Lean Principles in Healthcare" (2 days)
- Rob Herhold presents "Balanced Score Card" (2 days)
- Dale Furtwengler presents "Making the Exceptional Normal" (1 day) & "7 Steps to Becoming Invaluable" (1 day)
- Dan Davison presents "Buy-In for Successful Process Improvement" (2 days)

Mark your calendar!! See website for more information

**Web site:** [http://asq-stl.org/2007\\_Spring\\_Conference/index.htm](http://asq-stl.org/2007_Spring_Conference/index.htm)

**Contact Information:**

**Name:** Stephen Mundwiller **Phone:** 314-863-5079  
**E-mail:** sem55@swbell.net

The following examinations are being offered at the conference:		
CCT	CQE	CSSGB
CQA	CQIA	CQPA
CQT	CQI	CMQ OE



Greg McKain  
ASQ 1301  
Placement Chair

# Career Corner Career Corner

## Career Transition – Interview, Negotiate, Close <sup>(1)</sup>

The last few months we have talked about your communication strategy and the importance of utilizing both written and verbal communication tools. All the effort in developing your marketing plan and establishing your communication strategy has created opportunities to talk to the hiring manager. Now, let's focus on the next steps of your search: **interview, negotiate, close**. This is where practicing interviews and answering interview questions is very important. Your local Kansas City Area Job Clubs can help in providing the support and resources for building effective interview skills and feedback. A list of local Job Clubs with key contact information can be viewed by visiting on-line at [www.asq1301.org](http://www.asq1301.org) and clicking on the "Jobs" page. There you will find an area to click for the Jobs Clubs just above the listing of job opportunities.

In addition, anyone interested can register on-line to receive emails automatically when a new job is posted. A link to the National ASQ website is also available to search national job postings. I encourage you to share the ASQ 1301 website with your HR representative or hiring manager so the website can be utilized to post Quality job opportunities that may come open in your company. This is a free service and will help provide networking vital to effective job searches.

### Interviewing

Your resume, cover letter and networking efforts have gotten you the interview. Your job in the interview is to portray – sincerely and enthusiastically – that you are knowledgeable about the organization and have something to offer it. Interviewing doesn't have to be intimidating. The best jobs go to the candidates that are qualified and prepared. You have two minutes to make an impression and typically an hour to get your message across convincingly. To ensure your interview success, use the tips listed below.

#### ***Prepare for the interview:***

- Research the company - know what kind of interview to expect.
- Prepare yourself to present the marketable skills you have to offer.
- Practice how to answer standard interview questions.
- Be prepared to answer the hard questions.
- Know how to deal with illegal questions tactfully.
- Prepare questions you wish to ask and line up your references in advance.

#### ***During the interview remember to:***

- Arrive early – bring extra resumes, reference lists, a notepad and pen.

Continued from page 5

- Get your core message across to the hiring manager, regardless of the person's skills as an interviewer.
- Take some time to formulate your answers before you speak.
- Do not talk negatively about former employers.

**Conclude the interview:**

- Summarize the interview and ask what the next steps will be.
- Arrange a date for your next contact.
- Make notes about the interview right after you leave.
- Send follow-up letters within 24 hours to each interviewer (correct spelling and title).

**Negotiating**

You need to know what, how and when to negotiate. Negotiating starts when an offer is extended. Everything about an offer is potentially negotiable and it's essential you take a win-win stance. The more work you've done in advance in terms of being clear about what you will or will not accept, the better your position.

Although crucial, salary isn't the only thing to be negotiated. Here are some tips for negotiating successfully:

- Identify your non-cash compensation items to consider when negotiating.
- Determine your worth in today's job market. This requires you to do some research.
- Resist accepting an offer on the spot. Always ask for time to think it over.
- Negotiate cash compensation first. Include bonuses, profit sharing and tangible non-cash compensation.
- Negotiate with enthusiasm.

**Closing the Deal**

Accepting a job offer (or declining one) is an important part of the job search process. This is not the time to take foolish risks or do anything that might compromise your chances. Offers can be withdrawn, so use good judgment in negotiating and closing the deal. Here are some ways to protect yourself:

- Agree on a decision date and give your answer by that date.
- Until you are on the payroll, don't completely stop your search for a job.
- Get the offer in writing or write a letter confirming the agreement.
- Eliminate any contingencies, such as reference or security checks.
- Keep the offer to yourself until it is finalized.

Congratulations on successfully completing your career transition. Now it's time to celebrate and help others with their career transition process.

<sup>(1)</sup> Reference to this article is provided by excerpts from Lee Hecht Harrison *Career Resource Network*. Permission granted. For more information visit their website: [www.LHH.com](http://www.LHH.com)

**JOB OPPORTUNITIES**

for a **Quality Tech** and a **Director of Quality**

HEATRON, INC. has grown to become a leader in innovative heating element and thermal management designs and solutions, since its founding in 1977. We currently seek a **QUALITY Technician** to provide calibration, metrology and inspection for our progressive, growth oriented ISO9001 Company. Heatron, Inc. offers competitive wages, comprehensive medical/dental/vision insurance, quarterly bonus plan, 401k, PTO, and a tuition reimbursement program.

A **Director of Quality** Position is also available

For a complete job description and application options, please visit us online at [www.HEATRON.com](http://www.HEATRON.com) EOE

**READY TO SCALE BACK?  
PROFESSIONAL NEEDED FOR QUALITY ASSURANCE AUDITS - PART-TIME BASIS**

Architectural Testing, a leader in the independent testing and product certification industry, is looking for a part-time auditor in the general vicinity of Kansas City. Responsibilities will include conducting unannounced plant audits within a 200 mile radius and submitting findings to Architectural Testing's Program Administrator. No prearranged schedule. Visit our web site at [www.archtest.com](http://www.archtest.com) and then call David Moyer, VP for **additional information at 717-764-7700.**

# 2006-07 Section Officer & Committee List

Chair	OFFICER	Diana Fiddick	fiddick@everestkc.net	913-648-5420*
Chair-Elect/SMP Chair	OFFICER	Gene Kelly	thekellys1@aol.com	913-681-3305
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Secretary	OFFICER	John Vann	jvann@kc.rr.com	816-531-5310 H
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Arrangements Chair		Gilbert Snedden	Gilbert@rudolphkc.com	816-363-5522 W 816-483-0408 H 816-822-1414 F
Auditing Chair* <sup>A</sup>		Jerry Parker	Jerry.parker.b@bayer.com	913-268-2182 P 913-268-2160 F 913-568-9471 M
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Certification Chair		Dana Yarnell	dyarnell@kinedyne.com	785-841-4000 W 913-583-1397 H
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Historian/Librarian		Laurel Berenguer	LBerenguer@kc.rr.com	816-695-8941
Immediate Past Chair		Jim Urkevich	Jurkevich@kc.rr.com	816-792-6420 W
Internet Liaison		21 <sup>st</sup> Century Solutions	dale.ahle@21cs.com	816-935-1842
Membership Chair/ Nominating Chair		Lois Cowden	lycdn@kc.rr.com	816-455-7682
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Program Chair		Tom Johnson	TJohnsonleesumitt@sbcglobal.net	913-440-5471 W
Program Chair		Deb Denavs	ddenavs@hotmail.com	913-764-5934
Recertification Chair		Bobbi Fiedler- Prinslow	bfiedl1@Hallmark.com	816-274-8711
Publicity Chair		Jim Urkevich	Jurkevich@kc.rr.com	816-792-6420 W
Other: KAE (KS Qual Award)		John Shoemaker	john.shoemaker@americaninformatics.biz	785-234-6351
Other: JEC Rep		Heather McCain	HeatherMcC@aol.com	See above
Other: Community Out- reach		Gene Kelly	thekellys1@aol.com	913-681-3305

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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.

## American Society for Quality

Kansas City Section 1301  
Quality Matters Newsletter  
PO Box 414693  
Kansas City, Missouri 64141-4693

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### Schedule of Events

- Mar 3 – CQT/CRE/  
CMI/CHA/CBA/ CMQ  
OE/ Six Sigma Black  
Belt examination
- Mar 8-Board Meeting,
- Mar 10— KCKCC  
Course Basic Quality  
Tool Application
- Mar 17– ASQ Work-  
shop, Software Vali-  
dation, 8am-12pm
- Mar 24 & 31—  
KCKCC Course  
Probability & Statis-  
tics Refresher
- Upcoming Events

#### Spring Quality

Conference in St. Louis,  
April 11-13

## March 2007

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3 CQT Exam
4	5	6	7	8 Board Meeting	9	10 KCKCC
11	12	13	14	15	16	17 Workshop
18	19	20	21	22	23	24 KCKCC
25	26	27	28	29	30	31 KCKCC