



# quality matters

ASQ Section 1301

April 2007

Volume 8 , Issue 7

[www.asq1301.org](http://www.asq1301.org)

## "Making the Economic Case for Quality: Why me, why here, why now?"

**Join us on April 21st  
for this timely  
discussion.**

### **COURSE DESCRIPTION**

The presentation and workshop will cover the ASQ initiative "Making the Economic Case for Quality." Where the program came from, why it is important to those in the quality field, why it is important to the United States economy, how it moves organizations toward excellence, and what we can all do to increase quality's relevance in today's business climate.

There is probably no more important program to see this year; as organizations shrink their investments in quality, as market pressures grow, a firms grow to the breaking point, this information will help all of us prosper and grow.

### **The talk will cover**

- the beginnings of ASQ's program
- the current state of the initiative
- how the program fits with other sets of quality tools/ processes
- Tools to use
- What others are doing
- What's in it for each of us
- What we can do

### **THE PRESENTER**

Doug Wood has worked for Hallmark Cards for over 25 years. He has worked in engineering and quality, with extensive experience in business intelligence. One major initiative has been the cost of quality measurement for the Operations division at Hallmark. This project has provided an 8 figure savings over the last 10 years. He has been active in the American Society for Quality for more than 10 years. Besides holding several positions with the Kansas City chapter of ASQ, he is currently chair of the Quality Costs Committee in the Quality Management Division. He was site committee chair at the 2003 Annual Quality Congress. He is certified with ASQ as a Quality Engineer and a Quality Manager, and has been active with both the Kansas Award for Excellence and the Missouri Quality Award.

Prior to Hallmark, he worked for the Kellogg Company in Battle Creek, Michigan. His degree is in Industrial Engineering from Western Michigan University

Time is running out to register for the St. Louis Quality Conference. See Page 4 for more Information  
Doug Wood will be presenting "Quality Costs"

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**Doug Wood**





## Workshop Information

April 21, 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 2003—Come in the South Entrance (faces Park Place Hotel), go up the stairs and turn back towards the front of the building. Room 2003 is located to the right of the big window at the front of the building. 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.

### Section 1301 Board Meeting April 12, 2007

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

### Semi-Annual Treasurer's Report as of March 19, 2007

Checking Account Balance \$31,166.53

DWS-Schudder Money Market Fund  
\$9,141.60

CGM Mutual Fund \$23,160.52

Average revenue from Fall, 2006

Workshops \$351

Average expense from Fall, 2006

Workshops \$299

Average Net Income \$52

Quarterly reports have been submitted  
to ASQ Headquarters.

Steve Spangler

### Slate of Officers for 2007-2008

Chair-Gene Kelly

Chair-elect- Greg McKain

Vice Chair- Steve Spangler

Secretary-John Vann

Treasurer-Mike Kelly

Elections to be announced later

### Section 1301 Summer Social Event

No, it's not an article about Section 1301 Board, but an opportunity to join your ASQ friends for an evening at the theatre. ASQ is sponsoring a summer social Wednesday, **June 27** for Starlight Theatre's production of **Dirty Rotten Scoundrels**. Scoundrels follows two con artists as they take on the lifestyles of the rich and shameless - and end up with a lot more than they bargained for. In addition to this Tony-nominated Broadway comedy, you'll enjoy dinner at the Applause Club and a backstage tour. All this begins at 6:15 pm. Estimated cost \$47 per person. It will be a fun way to get to know some of your quality peers and could make a fantastic date night! Tickets will need to be purchased in advance. Watch for details. For more information about Starlight or Dirty Rotten Scoundrels, check out **KCStarlight.com**. Please contact Heather McCain for reservations.

The ASQ 1304 St. Louis Quality Conference  
is April 11-13, 2007

If you are interested in going and would like to  
arrange to share transportation with other  
local Section members please contact Lois  
Cowden

CQE/CQA/CSQE / CQIA/CCT/CQPA

exam      Appl  
June 2      April 6

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

October 20      August 17

CQE/CQA/CSQE/CQIA  
CCT/CQPA

December 1      October 5



Greg McCain  
ASQ 1301  
Placement Chair

# Career Corner Career Corner

## Career Transition – Ten Milestones (Part 1) <sup>(1)</sup>

We have spent the last several months exploring the key elements of an effective job search. However, your job search needs to be managed just as you would any other major project. There are **Ten Milestones** designed to help you structure your search, keep it on track and maintain the productivity level you need to complete your search successfully. We will address the ten milestones in a three part series of articles. Listed below are the milestones grouped in the three parts.

### Part 1

- Milestone 1: Survey Your Professional Environment
- Milestone 2: Determine Your Professional Objective
- Milestone 3: Create Your Communications Strategy and Resume

### Part 2

- Milestone 4: Define Your Target Market
- Milestone 5: Gather Marketplace Information
- Milestone 6: Get Your Message Out

### Part 3:

- Milestone 7: Talk with Hiring Managers
- Milestone 8: Consider Other Methods of Search
- Milestone 9: Interview, Cultivate Offers and Negotiate
- Milestone 10: Transition Into a New Position

As mentioned in previous articles, your local Kansas City Area Job Clubs can help in providing the support and resources for keeping your job search productivity at a high level. 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.

### **Milestone 1: Survey Your Professional Environment (*Don't spin your wheels*)**

Point yourself in the right direction by deciding up front where you fit in today's market. Surveying your profession and industry helps you to better understand the overall environment in which you will be conducting your search. Completing this milestone will help you identify the key trends shaping the future of your profession and industry – and how these trends will directly affect your career goals.

The guidelines for surveying your professional environment can include:

- Study ads/online postings to determine which companies and industries need your skills.
- Read about your profession to generate questions and gather information to share.
- Develop sources of reliable information about your profession/industry.
- Talk to people within your profession to get the most recent information.

### **Milestone 2: Determine Your Professional Objective (*Clarify Your Career Goal*)**

Can you concisely state what you want to do in your next position? A clear goal helps you create an effective plan of action and provides direction to your search. You need to be able to state your professional objective in a phrase or sentence so that the kind of work you are seeking is clearly understood by people inside and outside of your profession.

## Continued from Page 3

Your professional objective will result from examining your:

- Career vision, priorities in life, and values.
- Skills and competencies (things you can do, and things you know)
- Interests and personal characteristics

Suggested actions include:

- Assess your personal interests, values, skill and preference. Confirm your self assessment by talking to two or three people you trust.
- Talk with a knowledgeable person, such as a professional career consultant.
- Write down your work related accomplishments.
- Draft a sentence or a phrase that concisely describes the kind of work you are seeking.

### Milestone 3: Create Your Communications Strategy and Resume (*Need a Great Resume?*)

A great resume is only one part of a communications strategy. You need a strategy that is appropriate to your professional objective, appeals to hiring managers in your target market and is reflected in all of your communications tools. Thinking through your communications strategy enables you to write a great resume.

Therefore, the purpose of this milestone is to create a communications strategy that ensures your key qualifications and assets support your professional objective and are clearly reflected in the following communication tools:

- Your exit statement
- Your positioning statement
- Your accomplishment statements
- Your resume (chronological or functional formats)

<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)

## St Louis Quality Conference

Stephen Mundwiller, Conference Chair at [sem55@swbell.net](mailto:sem55@swbell.net)

[www.asq-stl.org](http://www.asq-stl.org)

### April 11-12 Workshops

Supplier Auditing

Process Auditing

Quality Leadership Renewal

Applying Lean Principles in Healthcare

Balanced Score Card

Making the Exceptional Normal

7 Steps to Becoming Invaluable

Buy-In for Successful Process Improvement

### April 13 6 Tracks of Breakout Sessions

Healthcare Track

People & Processes

Professional Development

Quality Tools Track

Leadership

Alternate Channels

ASQ Examinations on Saturday

### JOB OPPORTUNITIES

for 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 **Director of Quality** 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.

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

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**

**785-838-2165 W**

**816-213-7108 M**

# 2006-07 Section Officer & Committee List

Chair	OFFICER	Diana Fiddick	fiddick@everestkc.net	913-648-5420*
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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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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

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### Schedule of Events

- April 6-CQE/CQA/CSQE/CQIA/CCT/CQPA Application Deadline
- April 7-KCKCC Course, Cost of Quality
- April 11-13— St. Louis Spring Quality Conference
- April 12-Section 1301 Board Meeting
- April 21-Section 1301 Workshop
- Upcoming Events

June 2- CQE/CQA/CSQE/CQIA/CCT/CQPA Examination

**Dirty Rotten Scoundrels  
 Wednesday June 27**

# April 2007

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6 exam deadline	7 KCKCC
8	9	10	11 <b>ASQ</b>	12 board meeting	13 <b>St. Louis</b>	14
15	16	17	18	19	20	21 Workshop
22	23	24	25	26	27	28
29	30					