



ASQ

AMERICAN SOCIETY
FOR QUALITY™

Volume 9, Issue 2

Quality Matters

KANSAS CITY SECTION 1301

WWW.ASQ1301.ORG

October 2007

Attend the ASQ Workshop. on October 20, 2007

“Returning to Worker-Inspection (Were they the good old days?)”

This workshop is to help quality and/or operational managers and engineers reduce costs by reducing dedicated inspectors, while improving quality levels.

If this sounds unlikely, consider this: Hallmark Cards did it! While your company may appear to have little in common with the greeting card giant, consider that much of Hallmarks Card’s operations consist of a job shop environment.

While the approach you will see here is from a printing- type operation, you will be surprised how the concepts will translate to your business.

During the workshop, participants will have the chance to practice the concepts in the context of their company, discuss their situation with the instructor, and learn from the examples of other participants.

Speaker Biography

Doug Wood is the principal in DC Wood Consulting, LLC. The firm focuses on quality control consulting, business information planning, data analysis and related areas. Mr. Wood worked for Hallmark Cards for over 25 years in engineering and quality. He was part of a team that changed an inspection based quality control system to one focused on individual operator control of their process.

His book from ASQ Quality Press on “The Executive Guide to Understanding and Implementing Quality Cost Programs” is now available from ASQ or Amazon. This book uses concise language and common sense insight applied to measuring quality in dollars and cents, linking cause and effect in ways conventional accounting systems often do not.

He has been active in the American Society for Quality for more than 13 years. Besides holding several positions with the Kansas City chapter of ASQ, He is currently chair of the .



This month’s Speaker,
Doug Wood

Quality Costs Committee in the Quality Management Division. He was site committee chair at the 2003 Annual Quality Congress. He is currently certified with ASQ as a Quality Engineer and a Quality Manager, and has been an examiner 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.

Did you know that Doug has recently published a book entitled, “The Executive Guide To Understanding and Implementing Quality Cost Programs: Reducing Operating Expenses and Increase Revenue” ? it is available through The ASQ.org bookstore

Inside this issue:

SECTION INFO	2
ASEM FALL WORKSHOP	3
EXAM SCHEDULE & KCKCC COURSES	4,5
2008 CALENDAR KAE MQA CONFERENCE	6
COMMITTEE LIST	7
OCTOBER CALENDAR	8

Quality Matters

Workshop Details

DATE: October 20, 2007

TIME: 8 a.m.-12 noon in Room 2003

WHERE:

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)

COST:

\$16 with reservations

\$20 without reservations

\$10 students with valid ID

Continental Breakfast is Provided.

RESERVATIONS:

Heather McCain

913-302-9350 mobile HeatherMcC@aol.com

Please reserve at least three days in advance.

Directions to Room 2003

Enter at the South Entrance facing Park Place Hotel. Take the stairs to the second floor. 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.

ASQ Section 1301 Committee Meeting

Everyone is encouraged to attend our monthly meetings.

The next meeting is scheduled for Thursday, October 11, 2007.

Meet at the Mission Hyvee Meeting Room at 6:00 p.m.

The address is 6655 Martway, Mission KS 66202

Just South of Johnson Drive, East of Metcalf and West of Lamar

If you have any questions, contact a board member

Minutes from September Meeting

Attended by: John Vann, Doug Wood, Deb Denavs, Steve Spangler, Tim Snyder, Lois Cowden, Greg McKain

Review and Edit 2007-08 Business Plan SMP for KC Section 1301

Educational Opportunities: 8 in lieu of 12 seminars offered

Refresher Courses: 3 in lieu of 4 offered

Meetings/Programs: Changed to read 8 workshops in lieu of meetings

Meetings and programs, Activity description-changed to read Workshop Speaker Series

Succession Planning/Training Coordinator— Lois Cowden is the designated primary to maintain a succession plan for the executive committee and create training plan for chairs.

Database: new member list to be sent directly to Newsletter chair

Meeting reservations and receptions need clarification on Measure/Goals— Suggest 2 copies of reservation list, keep track of cash and checks, and keep track of member and non-member attendance.

State Quality Awards: Change to 10 members participating as examiners/judges in lieu of 20 need to table this item for discussion with John Shoemaker.

Need to add John and Tina Shoemaker to the board ASQ 1301 email list. KAE awards ceremony schedule for late November or Early December 2007 at the Ritz Charles of Overland Park or the Convention Center of the same. KAE

examiner deadline July 2008. Examiner training is late July or Early August 2008

Workshop Speaker Series progress report—so far 4 people found to head up organizing team with 3 people to help

ASQ 1301 board moved and accepted agreement to pay Corporate Document Services

Board discussed upcoming programs for September 2007-June 2008. No significant changes are scheduled



Kansas City Section of American Society for Engineering Management

Are you looking for PDH Hours, but don't want to pay much for them? Do you want to learn more about current Management Topics? Do you want to get out of "honey-dos" for on Saturday morning?

Then check out the Upcoming Fall Management Workshop

DATE: Saturday, October 20, 2007, registration 8:30 a.m., program ends at noon.

LOCATION:

KU Edwards Campus 12600
Quivira Road,
Overland Park KS
Regents Center, Room 110

COST: \$10.00 ASEM Members

\$15.00 Non member

RSVP before Thursday, October 18th

The three one hour sessions include:

"The Relationship Between Team Success and Team Virtuality" by Herb Tuttle, University of Kansas

"The Importance of Culture in Engineering Management" by Bob Godsy, Garmin International

"How to Play in the Sandbox" by Linda Miller, University of Kansas

Contact

Alysen M. Abel, P.E.
Peridian Group, Inc.
265 N. Stone Creek Drive
Gardner, KS 66030 (913)856-7899 Phone (913)856-7644 Fax
aabel@peridiangroup.com

Kansas City Section

American Society for Engineering Management

ASEM Management Workshop Fall 2007

Management Workshop

Saturday, October 20, 2007

First Name _____ M.I. _____ Last Name _____
Company _____
Address _____
City _____ State _____ Zip _____
Phone Number _____ Email Address _____

Cost:

\$10 – ASEM Member _____

\$15 – Non Member _____

RSVP Before Thursday, October 18th

Payment:

Make checks payable to "ASEM"

Mail:

Mail this form, along with your payment, to:

Alysen Abel

ASEM

12805 Slater Street

Overland Park, KS 66213

Questions:

Email questions to aabel@peridiangroup.com or Call Alysen at (913) 626-1062

Quality Matters

2007-2008 Certification Exam Dates

**CQT/CRE/CFI/CHA/CBA/
CMQ OE/CSSBB**

Exam: October 20
Application Deadline:
August 17

**CQE/CQA/CSQE/CQIA/CCT/
CQPA/CSSGB**

Exam: December 1
Application Deadline:
October 5

2008

**CQT/CRE/CFI/CHA/CBA/
CMQ OE/CSSBB**

Exam: March 1

Application Deadline:
January 11

**CQE/CQA/CSQE/CQIA/CCT/
CQPA/CSSGB**

Exam: June 7
Application Deadline: April 4

**CQT/CRE/CFI/CHA/CBA/
CMQ OE/CSSBB**

Exam: October 18
Application Deadline:
August 15

**CQE/CQA/CSQE/CQIA/CCT/
CQPA/CSSGB**

Exam: December 6
Application Deadline:
October 3

TECHNICAL SEMINARS PRESENTS TWO SEMINARS FOR INDUSTRIAL PERSONNEL

“Capability Studies & Sampling Methods” October 29-30, 2007

“Structuring Effective Quality Systems” October 31-Nov 1

Marriot Hotel, Oak Brook IL

By Thomas E Shahnazarian

Phone 203-966-5331

“It is easier to do a job right than to explain why you didn't”

Martin Van Buren

COURSES
AT
KCKCC

October/November Courses

Certified Manager of Quality /Organizational Excellence Exam Preparation

This course is an overview of the body of knowledge, and focuses on getting ready for the exam itself. Participants will practice test questions and determine where their strengths lie and where they need help to pass the exam. Later courses will be suggested to help build up missing knowledge areas. This course will be given once for both fall and spring exams. See the examination schedule for dates and application deadlines. Application fees are separate and applications are to be handled by the student. Exam application fee: \$420 non-ASQ mem-

bers; \$270 ASQ Members

Section 1 Heather McCain
10/6/07, 10/13/07
8:30 am –3pm

Team Dynamics

This course offers a short overview of team dynamics and managing change. Topics include team initiation, stages, facilitation techniques, organizational roadblocks, negotiation and conflict resolution techniques, and motivation techniques. Designed as partial preparation for several ASQ certification examinations and can help participants in specific areas of the certification BOK. Section 1 Mike Kelly 11/10/07 1:00pm-5:00pm

Basic Quality Tool Application

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 applying basic quality tools in their workplace. Designed as partial preparation for several ASQ certification examinations, and can help participants in specific areas of the certification body of knowledge. Glenda Overstreet Section 1 10/27/07 8am-5pm Section 2 11/5/07,11/7/07,11/12/07 6:00pm-8:30pm

October/November Courses Continued

FMEA Failure Mode and Effect Analysis

This course offers a short overview of FMEA. Participants will understand the terminology, purpose, and use of FMEA approaches to apply to processes, products or services. Designed as partial preparation for several ASQ certification examinations, and can help participants in specific areas or the certification body of knowledge. Section 1 Steven Spangler 11/10/07 8 am to 12:00 pm

Section 2

Mike Kelly 10/22/07 and 10/24/07 6:30 pm to 8:30 pm

Auditing, Inspection, Metrology

This course covers the basics of auditing a quality system along with basic inspection approaches and measurement systems. Participants will gain an understanding of auditing principles, how to audit a quality system, and what steps are involved in an audit. Preliminary work, executing, reporting and closing an audit will be covered. Creation and implementation of inspection plans and measurement systems are introduced. Designed as partial preparation for several ASQ certification examinations, and can help participants in specific areas of the certifi-

cation body of knowledge.

Section 1 Tim Snyder
10/29/07,
10/31/07,11/07/07
6:30pm-9 pm

Cost of Quality

This course focuses on tracking 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. Doug Wood

Section 1 11/3/07
8am-4pm

Section 2 2/4/08, 2/6/08,
2/11/08 6:30pm-9pm

Signing Up for KCKCC Courses

Additional information about course enrollment and fees are available online. Carefully follow these instructions to view the ASQ Courses.

The classes can be found on the KCKCC website by following these steps:

1. Go to www.kckcc.edu and click on "Community Education and Workforce Development" (on the left side about halfway down the page).
2. Click on "Classes and Registration"

3. Click on "Courses" (on the left side, right under the woman's picture).

4. Find the "Professional Education" column. Scroll down to "Quality Professionals (ASQ)."

Participants can enroll online using a credit card, or they can call 913-288-7660
course information: 913-288-7228
Kansas City Kansas Community College

Business and Continuing Education
7250 State Avenue
Kansas City, KS 66112

To view the course description online, double click on the Course Title.

You can also view Educational Opportunities on the ASQ website by clicking on "Calendar" then "Education Opportunities"

<http://www.asq1301.org/EducationOpportunities.asp>

NEW QUALITY JOB LISTINGS

GO TO

ASQ1301.ORG/JOBS.ASP

UPDATED 9/23/07

NEW LISTINGS

INCLUDE:

QUALITY ENGINEER

TS-BYRNES & RUPKEY, INC.

ENGINEER

HALLMARK

QUALITY CONTROL

SUPERVISOR

PROAG MANAGEMENT, INC.

QUALITY

ASSURANCE TEST

ANALYST I

UIT

QUALITY

MANAGEMENT

SYSTEM TECHNICIAN

THE GREENIES COMPANY

QUALITY OUTCOMES

COORDINATOR-ORG

IMPROVEMENT

UNIVERSITY OF KANSAS HOSPITAL

QUALITY ASSURANCE

MANAGER

SERVICE MANAGEMENT GROUP, INC

QUALITY & COMPUTER

SYSTEMS VALIDATION

SPECIALIST

SRA OSS INC.

Quality Matters

2008 Calendar for Kansas Center for Performance Excellence Recognition Program

Milestone	Date
Intent to Apply Deadline	June 30, 2008
Application Deadline	July 21, 2008
Examiner Training (locations to be announced)	Week of 7/28/08 (3 days) Week of 8/4/08 (3 days)
Independent Review	8/11 to 9/13/08
Consensus Meetings	9/15 to 10/4/08
Site Visits	10/6 to 10/17/08
Panel of Judges Meeting	10/20/08

For more Information about the KCPE program, please contact John or Tina Shoemaker whose contact info is on the Contact List on the next page. A website link is also available for both the Kansas and Missouri Excellence programs at the www.asq1301.org website.

Excellence In Missouri Foundation

2007 Excellence in Missouri Conference

November 14-16, 2007

Tan-Tar-A Resort and Spa

Celebrating the Excellence in Missouri Foundation's 15th year, all three recipients of the Baldrige National Quality Award will be featured as keynote speakers at the conference.

Breakout Learning Session Topics:

Leadership Forum: A Look at Leadership and Strategic

Planning

Succession Planning and Developing Senior Leaders

Introduction to Balanced Scorecard Concepts

A Look at Performance Improvement Tools

Principles of Knowledge Management

Understanding Process Management

Performance Management Systems

More info at www.mqa.org

Healthcare Conference

Implementing Lean Principles in Healthcare Organizations

October 22-24, 2007
Primaris Conference Center-Columbia MO

Cost \$575 per person

Facilitated by Tom Zidel, President, Lean Hospitals, LLC

Contact Info:
1-888-935-7272 or primesolutionsinc.org

JOINT ENGINEERING COUNCIL DIRECTORY

If you do not wish to have your name included in the upcoming JEC directory, please contact Phil Grieshaber, Database Chair, to have your name omitted
Thank you!

**Everything
Can Be
Improved**

C.W. Barron

2007-08 Section Officer & Committee List 9/24/07 ck

Chair	OFFICER	Gene Kelly	thekellys1@aol.com	913-681-3305 (H) 913-940-0565 (M)
Chair-Elect/SMP Chair	OFFICER	Greg McKain	gregmckain@yahoo.com	913-523-6250 (M)
Vice Chair	OFFICER	Stephen Spangler	sjspangler2002@yahoo.com	913-851-2801 (H)
Secretary	OFFICER	John Vann	john.vann@kc.rr.com	816-531-5310 (H)
Treasurer	OFFICER	Mike Kelly	kukelly@kc.rr.com	816-997-5806 (W) 913-485-5117 (M)
Arrangements Chair		Gilbert Snedden	Gilbert@rudolphkc.com	816-363-5522 (W) 816-483-0408 (H) 816-822-1414 (F)
Auditing Chair*^		Jerry Parker	Jerry.parker.b@bayer.com	913-268-2182 (W) 913-268-2160 (F) 913-568-9471 (M)
Authorized CQMgr Trainer		Heather McCain	HeatherMcC@aol.com	913-440-2236 (W) 913-302-9350 (M)
Certification Chair		Dana Yarnell	dyarnell@beaerospace.com	913-338-9812 (W) 913-583-1397 (H)
Contact Person		Tim Snyder	tim.snyder@honeywell.com	913-712-2417 (W)
Database Chair		Phillip Grieshaber	phillipgcqe@hotmail.com	816-914-7002 (H) 816-233-4530 (W)
Education Chair		Doug Wood	Doug@dcwoodconsulting.com	913-402-7210 (H) 913-669-4173 (M)
Examining Chair		Heather McCain	HeatherMcC@aol.com	See above
Historian/Librarian		Laurel Berenguer	LBerenguer@kc.rr.com	816-695-8941
Immediate Past Chair		Diana Fiddick	fiddick@everestkc.net	913-648-5420*
Internet Liaison		21 st Century Solutions	dale.ahle@21cs.com	816-935-1842
Membership Chair		Lois Cowden	lycdn@kc.rr.com	816-455-7682
Newsletter Editor		Cathy Kannianen	Cathy.Kannianen@DeLaval.com	660-646-5592 (W)
Nominating Chair		Jim Urkevich	Jurkevich@kc.rr.com	816-792-6420 (W)
Placement Chair		Diana Fiddick	fiddick@everestkc.net	913-648-5420*
Program Chair		Deb Denavs	ddenavs@hotmail.com	913-764-5934
Recertification Chair		Bobbi Fiedler-Prinslow	bfiedl1@Hallmark.com	816-274-8711
Other: KAE (KS Quality Award)		John Shoemaker-Tina Shoemaker	John.shoemaker@AmericanInformatics.biz Tina.shoemaker@AmericanInformatics.biz	785-234-6351 785-234-6251
Other: JEC Rep		Heather McCain	HeatherMcC@aol.com	See above
Other: Community Outreach		Gene Kelly	thekellys1@aol.com	913-681-3305 (H) 913-940-0565 (M)

Quality Matters is published monthly (except for the summer months) by ASQ Section 1301, **American Society for Quality**, 611 E. Wisconsin Ave., P.O. Box 3005, Milwaukee, WI 53201-3005

Issue No. 2, Volume 09 ASQ Section 1301 Members receive this newsletter free of charge. 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

NONPROFIT ORG.
 U.S. POSTAGE
PAID
 Shawnee Mission, KS
 Permit 115

KANSAS CITY SECTION 1301

We are on the Web !
www.asq1301.org

October 2007

SUN	MON	TUE	WED	THU	FRI	SAT
	1 <i>Submit SMP, Annual Budget 07-08</i>	2	3	4	5 <i>app dead-line DEC 1 exam</i>	6 <i>CMQOE Exam Prep</i>
7	8	9	10	11 <i>16th Annual Board Meeting</i>	12 <i>Audit Division Conference</i>	13 <i>CMQOE Exam Prep</i>
14	15	16 <i>International Quality 2007</i>	17 <i>Conference Denver</i>	18 <i>Software Lakewood CO</i>	19	20 <i>Exams Workshop</i>
21	22 <i>FMEA</i>	23	24 <i>FMEA</i>	25	26	27 <i>Basic Quality Tool Applications</i>
28	29 <i>Auditing Inspection Metrology</i>	30 <i>Performance Measures and Statistics Richland WA</i>	31 <i>Auditing Inspection Metrology</i>			

Schedule of Events

- 10/1—Submit SMP, Annual Budget for 07-08 to ASQ, HQ
- 10/1,2—16th Annual Service Quality Conference, San Diego CA
- 10/5—Application deadline, for Dec 1 exam
- 10/6, 10/13—CMQ OE Exam Prep
- 10/11—Section Board Meeting
- 10/11,12 — 16th Annual Audit Division Conference, Atlanta GA
- 10/16-10/18—International Conference, Software Quality Denver Lakewood CO
- 10/20—Section Workshop-Operators as inspectors CQT/CRE/CMI/CHA/CBA/CMQ OE/CSSBB Exams
- 10/22 10/24—FMEA Course
- 10/27—Basic Quality Tool App.
- 10/29 10/31 11/7—Auditing, Inspection, Metrology
- 10/29,30 Performance Measures and Statistics, Richland WA