



ASQ

AMERICAN SOCIETY FOR QUALITY™

Quality Matters

KANSAS CITY SECTION 1301

WWW.ASQ1301.ORG

Volume 9, Issue 6

March 2008

Improving the Audit Experience for Participants

DATE:

March 15, 2008

SPEAKERS:

Theresa Wasche
and
Nancy Sciortino
Lead Auditors,
Cerner
Corporation

Synopsis of Presentation:

The information included in the November 2007 ASQ Quality Progress article, *Improving the Internal Audit Experience*, co-authored by the speakers will be the foundation for this presentation. Participation in a quality audit can be an intimidating experience for the average person. Lack of understanding of the audit scope and the participant's role in the audit can lead to confusion, inappropriate responses, and potential negative findings. Cerner Corporation has developed an audit participant training class to educate their associates on the audit process and the benefits gained by effective audit preparation.

An internal auditor training curriculum was an established component of the Cerner's quality audit program. Initially this training was provided to Cerner audit participants, but did not provide the desired positive impact on the auditee level of preparedness. Upon further analysis and feedback from associates it was determined that a training class with the participants viewpoint as the focus would be developed. The methods used to create the participant focused class, the challenges faced in training a global organization, and the benefits gained by the audit participants and Cerner Corporation will be presented in the workshop. Cerner Corporation develops, markets and supports healthcare information systems (software) globally. The unique internal and external audit challenges posed by the regulated healthcare industry, software and medical device industries and it's impact on the training class' scope will also be presented

Speaker Information

Theresa Wasche is lead internal auditor for Cerner Corporation. She is responsible for managing Cerner's internal and external audit program. Theresa received a bachelor's degree in clinical science from Northern Michigan University in 1986 and started her career as a Medical Technologist prior to joining Cerner Corporation in 1987. In 2001 Theresa joined the Cerner Regulatory Affairs/Quality Assurance Department as an internal auditor and regulatory liason for the newly developed Cerner Managed Services Organization. Theresa is a ISO9001 and FDA certified lead auditor as well as an ASQ Biomedical Quality Auditor and is certified to BS17799:2002 IT Security Standards.

Nancy Sciortino is a Senior Regulatory Affairs Specialist and Audit Leader in the Regulatory Affairs/Quality Assurance (RA/QA) Group. Nancy joined the RA/QA group in 1997 and has experience in all activities performed by the Group. Her main areas of responsibility include conducting

internal audits, assisting Theresa Wasche, Lead Auditor, in the management of Cerner's audit program, as well as coordination and participation in the external audits of Cerner. She also provides consulting services to Cerner associates regarding the audit program, medical device regulations, premarket submissions, and risk management. Nancy has a clinical background as a Medical Technologist and worked for a Cerner client for eight years prior to joining Cerner. She is a ISO9001:2000 and ISO13485:2003 lead auditor and in 2003 earned RAB certification As a Quality Management System Lead Auditor.

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Quality Matters

Workshop Details

DATE: March 15, 2008

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.

MAP TO METROPOLITAN COMMUNITY COLLEGE (BTC) CAMPUS



WELCOME NEW SECTION MEMBERS!

January

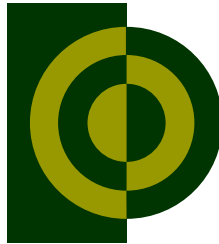
Karen Fleischer, Katherine Gardner, Scott B. Gilmore, Dale Hockel, Brian Kidwell, Dave Koczan, Kevin Lundberg, Arlo H. Millen, Kenneth D. Miller, Kim A. Olson, Larinda J. Reach, Norbert Russ, Herbert Russell, David A. Turnbull

One of Our New Section Members Needs Your Help!

Kevin Lundberg, Quality Assurance Engineer for Unitech, Inc. of Lee's Summit, MO is looking for the following opportunity:

Kevin is attempting to convert from a push to a pull manufacturing system. He is looking for a local contact who would be able to demonstrate how a "Pull" manufacturing system redefined the organization. Kevin, his President and Manufacturing Manager would like to tour such a manufacturing facility. Kevin's phone number is 816-554-6530.

Photos from February Workshop with Betsi DeFrates



Treasurer's Report	
2007-2008 Fiscal Year to Date	
Average workshop Revenue	\$345
Average workshop Expenses	\$268
Average Monthly ASQ Dues Revenue	\$782
The section is up to date with its records and reports to ASQ headquarters.	
Provided by Steve Spangler	

Examinations	Exam Date	Application Deadline
CQT/CRE/CMI/CHA/CBA/CMQ OE/CSSBB	March 1	January 11
CQE/CQA/CSQE/CQIA/CCT/CQPA/CSSGB	June 7	April 4
CQT/CRE/CMI/CHA/CBA/CMQ OE/CSSBB	October 18	August 15
CQE/CQA/CSQE/CQIA/CCT/CQPA/CSSGB	December 6	October 3

Quality Matters

Visit Our Website for More Details on the Following Job Opportunities Posted in January/February

VISIT OUR JOBS PAGE

[http://
asq1301.org/
jobs.asp](http://asq1301.org/jobs.asp)

Quality Assurance Coordinator
Quality Assurance Specialist (AMMO)
Quality Engineer
Quality Control Manager
Director of Technology and Quality
Product Development Quality Engineer
Purchased Product Quality Engineer
Quality Technician
Quality Control Lead (3rd Shift)
Quality Assurance Auditor
Manager, SLBSI Quality & Informatics
Quality Resource Analyst
Quality Assurance Auditor
QA Technical
ISO Consulting Professionals
Professional Product Manager

Delcan Corporation
Lake City Ammunition Plant
Johnson Controls, Inc.
Lakeshore Engineering Services
FPC
Honeywell Aerospace
Honeywell Technology Solutions, Inc.
ITW Dymon
Lifetouch Publishing
MHC Kenworth
St. Luke's Hospital
St. Luke's Hospital
UBC
The Valspar Corporation
Kansas City Area Consulting Firm
Kansas City Area Consulting Firm

Any ASQ Member or Interested Party is Welcome to Join us at the Monthly Board Meeting to offer input or learn more about how the organization works

The next Meeting is March 13 Mission HyVee Meeting Room at 6:00 p.m. 6655 Martway Mission KS 66202 Just south of Johnson Drive, East of Metcalf and West of Lamar

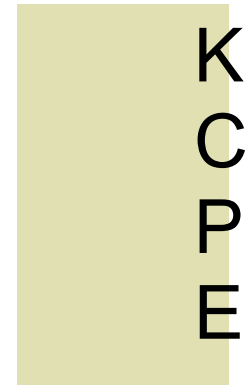
Highlights from the February Board Meeting

- Steve Parscale, Chairman, Board of Directors for Kansas Center for Performance Excellence updated the board on the organization's status. Ft. Hayes State will no longer administer the organization's program. Organization now consists of all volunteers. Jerry Lanees will assume the duties of Tina and John Shomaker who have moved to Washington State. ASQ 1301 elected to continue with donation of \$1000.00
- No Revisions advised for the 07-08 SMP, suggested that awards portion be increased
- 13 of the 15 courses offered were cancelled, only two left. Johnson County Community College to showcase new program to the public. New program scheduled to include 6 sigma training and Project Management Instruction. JoCo is willing to support ASQ1301 Courses as long as there is no conflict with those existing. First course with JoCo is Six Sigma Champion and is scheduled for February 29, 2008
- Because of lack of promotion time, all but Rob Lawton presentation tabled.
- Suggested need for Publicity Chair
- ASQ Nominating Committee met February 10, 2008
- Russ McGuire will take over as Treasurer of ASQ 1301

By now you have probably heard from a member of the nominating committee and have been encouraged to fill out an interest form for Board Positions. By replying, you are in no way committing to filling a position. We are simply trying to be proactive in filling positions in upcoming years. In fact, we are reducing the work load of some positions by having two or more persons serving as a team. We are also trying to develop better documentation so that "hand offs" are more seamless in the future.

Kansas Center for Performance Excellence Schedule

Date	Milestone
March 1, 2008	Mailing to Kansas organizations announcing KCPE program and Application/award cycle
April 1, 2008	Request for Examiner Applications
May 30, 2008	Examiner applications due
June 30, 2008	Award application—intent to apply-deadline
July 21, 2008	Award application-deadline
Week of 7/28/08-8/4/08	Examiner training-three days
8/11/08-9/13/08	Independent review by team members
9/15/08-10/4/08	Consensus meetings
10/6/08-10/17/08	Site Visits
10/20/08	Panel of Judges Meeting



In
Upcoming
Months

Board
Nominations

followed by
Elections

Introducing Our New Treasurer, Russ McGuire

Russ McGuire answered the call and volunteered to serve as our **Section Treasurer**.

Russ is a Quality leader with more than 20 years experience in process development and optimization, information services delivery and software engineering.

Currently he is employed by Capgemini American, Inc. and is charged with auditing the Americas operations, including vendors and sub-contractors. Capgemini, headquartered in

Paris, provides business process outsourcing, information technology outsourcing and consulting services.

In his current position he is responsible for Process and Product Quality Assurance and Corrective and Preventive Action. His goal is to ensure that the services delivered comply with the specifications in client contracts and the delivery process comply with documented procedures.

His years of experience have been spent with com-

panies such as GE Employers Reinsurance Corporation, CIBER, Nelcore Puritan Bennet and Cerner Corporation.

Mr. McGuire graduated University of Missouri, KC with a BS in Computer Science. He earned his MA & MBA at Webster University

He is an ASQ Certified Quality Auditor, an ISO Certified SPICE Assessor and ITIL Foundations Certified.

Thank you! Russ for volunteering to serve!

Quality Matters

St. Louis ASQ Section Spring Conference

April 1-4, 2008
Crowne Plaza Hotel-
Clayton
[www. asqstlouis.org](http://www.asqstlouis.org)

Early bird pricing of \$325
through March 17

Certification Exams, Book
Sales and Exhibitor Dis-
plays will be offered as well
as pre-conference work-
shops:

Effective Failure Reduction

with RED (Risk in Early De-
sign) - Katie Grantham

Finance for Improvement—
Doug Wood

A Hands on Demonstration
to Experience Lean—
Bizmanualz

Going Beyond Lean Six
Sigma and the Balanced
Scorecard: The Integrated
Enterprise Excellence (IEE)
System—Forest Breyfogle

Return to Worker Inspec-

tion—Doug Wood

Business Metrics— Doug
Wood

Lean Quality Management
Systems—Mike Mickle-
wright

Putting your Internal Audit
System on Steroids—Mike
Micklewright

Keynote Speaker: Jim Ep-
stein, President of Intercon
Chemical Company

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World Conference on Quality and Improvement

May 5-7, 2008 , George R. Brown Convention Center, Houston TX
Certification exams, Courses and over 75 Concurrent Sessions offered over 3 days
More information at www.asq.org

2008 Quest for Excellence Event

March 14, 2008
8:30 a.m.—3:45 p.m.
University of Missouri-
Columbia Cornell Hall
Auditorium
Cost: \$95 per person
Registration form is at
WWW.mqa.org

For a minimal \$95 in-
vestment, you can learn
how the 2007 Missouri
Quality Award recipients
have made the Criteria
for Performance Excel-
lence their way of doing
business. Featuring the

2007 Award Recipients
MoDOT, Dennis De-
Grootd, President and
CEO of Missouri Corpo-
rate Credit Union and
Honeywell Federal
Manufacturing and
Technologies

16th Annual International Conference on ISO 9000

The Foundation for Elevating Performance

March 3-4, 2008 Rosen Plaza Hotel Orlando, Florida

There will be exhibitors, concurrent education sessions, and three workshops:
More info at www.asq.org/conferences/iso-9000

2008 Food Safety& Security Summit, Washington D.C.
For conference information www.foodsafetysummit.com

**The Excellence
in Missouri
Foundation's
Mission:**

**To educate,
recognize, and
support Missouri
organizations on
their journey to
world- class
performance.**

2007-08 Section Officer & Committee List

2/24/08 ck

Chair	OFFICER	Gene Kelly	thekellys1@aol.com	913-681-3305 (H) 913-940-0565 (M)
Chair-Elect/SMP Chair	OFFICER	Stephen Spangler	sjspangler2002@yahoo.com	913-851-2801 (H)
Vice Chair	OFFICER	Vacant		
Secretary	OFFICER	John Vann	john.vann@kc.rr.com	816-531-5310 (H)
Treasurer	OFFICER	Russ McGuire		(W) (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		Dale Ahle at TCOM Inc.	Dale@TakeCareOfMyWebSite.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)		Jerry Lanees		
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)

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American Society for Quality

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KANSAS CITY SECTION 1301

We are on the Web !
www.asq1301.org

March 2008

Schedule of Events

SUN	MON	TUE	WED	THU	FRI	SAT
						1 Exams
2	3 Quality &	4 Environmental	5 Course Auditing	6	7	8
9	10 Course	11	12	13 Board Meeting	14	15 Workshop
16	17 St. Patrick's Day	18	19	20	21 Good Friday	22
23 Easter	24	25	26	27	28	29 Course
30	31					

March 1—Examinations, see page 3

March 3-5—Quality and Environmental Auditing

March 3,4— 16th Annual International Conference on ISO9000, Orlando FL

March 5 & 10— Probability and Statistics Refresher, KCKCC

March 13— Board Meeting

March 15—Workshop

March 29, April 5— Probability and Statistics Refresher, KCKCC