

Quality Matters

Volume 3, Issue 1

May 2001

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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Message from the Section Chair:

Value to the Membership

I would like to welcome all of our members to the start of the 2001 - 2002 membership year for the Kansas City section. The board has been actively working throughout the summer putting together the goals and objectives for the upcoming year. These initiatives have been molded into activities that will define the course we will take for the rest of our year.

Among the challenges will be a change to the format of the monthly section meeting. In an attempt to provide more value to our membership, we are changing from a Thursday evening format to a Saturday morning format. This will be held every other month. This format will include a presentation as well as a workshop and will count as two meetings for recertification purposes.

Value to our membership is one of the key elements that we are wrestling with from both a local level as well as from the national level. How does a quality professional measure the value of their ASQ membership? Some gain value in the networking with other professionals, the sharing of one's success stories or hearing about other's successes. Sometimes its just enough to hear others talk about their frustrations and the problems that they encounter implementing quality initiatives.

We as the section leaders have made a commitment and also carry the obligation to provide value to our membership and to our community. We hope to put forth the right effort in the areas of education and information to achieve a maximum participation from our membership (YOU) and to do so in a cost-effective manner. Without you, we would not be a section nor would we have a purpose. You are our customer, and you determine what value is.

It is our hope that you provide feedback to help us bring value to your membership. We encourage and welcome your participation in the events and activities in the upcoming year.

Dewey Butts III, CQIA, CQT, CQA, CQE, CQMgr

New Format Unveiled—The September Workshop

Seven Steps to Project Success

The Business Technology Center on 6899 Executive Drive in Kansas City Mo (near World's of Fun) is the sight for the 2001-2002 September Workshop. The workshop is on Saturday, September 22, 2001 from 8:30 to 12:00. Cost is \$16.00 with a continental breakfast provided.

The session will be given by Gwen Duzenberry of iN Touch Consulting on Fundamentals of Project Management, particularly "Seven Steps to Project Success." She will do an overview of the PMBOK (Project Management Body of Knowledge) with focus on Schedule Control and Quality--particularly the synergy of a Quality Philosophy and effective Project Management.

Gwen Duzenberry entered the business world as a property manager for Meridian Properties and learned first-hand about the need for project management tools and techniques. She has held a variety of posi-

tions in Training and Development, Global Business Planning, Quality Performance Improvement, Marketing, and Program Management for Dart Industries, Coca-Cola Foods, and Marion Merrell Dow/Hoechst Marion Roussel/Teva Marion Partners.

She is currently with iN Touch Consulting. iN Touch Consulting focuses on value-added solutions in the areas of integrated strategic and business planning, business process improvement, business performance excellence and project management.

She holds Masters degrees in education, Project Management, and Business Administration and is a certified Project Management Professional (PMP) and REP (Registered Education Provider) with the Project Management Institute (PMI).

For reservations contact Denise Hamalainen, (816) 274-5456 or email at dhamall@hallmark.com

WANTED: ASQ SENIOR MEMBERS

Looking for another way to promote your professional growth, and accomplishments in quality or the allied arts and sciences to your employer or potential employer? Why not submit an application to advance to Senior Member of ASQ?

What are the benefits for a Senior Member? First, your long-term commitment to ASQ and the Quality profession to your employer or potential employer; second, you are actively practicing in the quality field through your job, professional affiliations, teaching or ASQ re-Certification efforts; and third, your choice of a journal, with topics ranging from Quality Metrics to Software to Management, there is a journal for enhancing your professional knowledge in the quality field.

Additional information and Senior Membership Application forms are available at all ASQ monthly meetings, through ASQ National (form B0130) or by contacting Mike Beatty, Certification/Examining Chair (816) 997-5174 / email – mbeatty@kcp.com or Lois Cowden, Membership Chair, (816) 274-3935 / email Lcowdel@Hallmark.com. Please take advantage of this opportunity to promote yourself and the quality profession.

Quality Press Article

One of our members is published in the August Quality Press! **Russ Russo's** article is on pages 49 -55 and is titled "10 Steps to a Baldrige Award Application."

It is an excellent article that includes a plug at the end to become involved with state and local quality awards. The tips are very good!

Be sure to check it out!

PROFESSIONAL ADVANCEMENT

Continuing Professional Education

Course	Date
CQE	September 29 - Nov 17 , 2001

For information on course enrollment, contact **Carla Pestock**
Kansas City Kansas Community College (913) 288-7189.

Calendar of Events

September 13, 2001	Thursday	Board Meeting	Hunans 75th Wornall
September 22, 2001	Saturday	ASQ 1301 Workshop	Business Technology Center
September 22, 2001	Saturday	Open House—Harley Davidson	Harley Davidson
October 2001	TBA	Kansas Awards of Excellence	Topeka, Kansas
October 20, 2001	Saturday	CQT, CMI, CRE, CQMgr, HACCP Cert Exams	KCK Community College
December 1, 2001	Saturday	CQE,CQA,CSQE,CQIA Cert Exams	KCK Community College

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

Certification Exam Date

	Exam Date	Deadline
CQT, CRE, CMI, HACPP, CQMgr SSBB	10/20/01	was 08/24/01
CQE, CQA, CSQE, CQIA	12/01/01	10/05/01
CQT, CRE, CMI, HACCP, CQMgr, SSBB	03/02/02	01/11/02
CQE, CQA, CSQE/CQIA	06/01/02	04/05/02

CQE = Certified Quality Engineer
CQMgr = Certified Quality Manager
CMI = Certified Mechanical Inspector
CQIA = Certified Quality Improvement Associate
SSBB = Six Sigma Black Belt

CQA = Certified Quality Auditor
CRE = Certified Reliability Engineer
CQT = Certified Quality Technician
HACCP = Hazard Analysis & Critical Control Point
CSQE = Certified Software Quality Engineer

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

In Remembrance

Please keep in your prayers and thoughts Phillip Crosby who passed away this past month from complications to cancer. Phil is widely known for his book "Quality Is Free", but after reading accolades from his other constituents, it appears he wrote the book "Family & Friends Are Dear". He will be dearly missed.

COMMITTEE CHAIRS

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Vice Chair

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Open

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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.

EMPLOYMENT OPPORTUNITIES

SENIOR QUALITY ENGINEER

Seeking qualified candidate to lead quality department for startup optical system manufacturing company.

Responsibilities:

- Must have optical and systems experience
- Proven track record to develop and manage quality organization and quality policies
- Develop and implement ISO9000/TL9000 certification and six sigma programs
- Establish CPK values for critical design parameters and performing risk assessments on new designs
- Develop inspection plans internally and externally (cm's and vendor's)
- In depth knowledge in SPC, DOE, QA methodology, DFM, TQM, Cost of Quality
- Perform system reliability prediction, failure modes, and effects analysis (FMEA)

Skills and qualifications:

- 10+ yrs experience in quality engineering
- Bachelor's degree in ME, Industrial Engineering or equiv., Master's degree preferred.
- ASQ, CQA, CQE certificates desirable

Reliability experience:

- Set up and lead quality reviews internally and with contract manufacturing

Work as a team player with all organizations – design, mfg, vendors, project management

This position is located in Richardson, TX

Contact:

David Fouse, Account Manager

American Service Systems Corporation

Two Galleria Tower, 13455 Noel Road, Suite 1405, Dallas, TX 75240

(972) 702-7350, (972) 702-7351 (FAX)

www.ameriss.com dfouse@ameriss.com

1-888-926-8253

EMPLOYMENT OPPORTUNITIES

Quality Control Inspector

Quality minded, organized, self motivated, legible handwriting, math skills, skilled use of measuring instruments, use of the computer, repeated handwork, sitting, standing and bending.

Quality Technician

Quality minded, excellent written and verbal communication, excellent math skills, organized, use of computer terminal & PC, self motivated, legible handwriting, read & interpret engineering drawings, skilled use of measuring instruments, repeated handwork, sitting, standing, bending.

Pat Logan
913-651-4420 ext 227
patl@heatron.com

Senior Quality Engineer

Northeastern Oklahoma location -- base salary to mid \$50's + a bonus -- BS degree -- prefer manufacturing experience -- fabrication or assembly a + -- support production + assist installing an ISO 9002 system -- SEEKING hands on experience with ISO or similar programs -- NEW position -- opportunity for advancement within this plant or other plants throughout the company.

CONTACT:

Don Pariset at Don Pariset & Associates, 1525 south 106 st, Omaha, NE 68124 OR call 1-800-944-0715
OR e-mail dpariset@home.com.

Wanted: Publicist

Immediate opening for the committee chair of Publicist for ASQ section 1301. The position promises challenges, opportunities, plus new friends and colleagues. This position requires no prior experience. A commitment of approximately 6 hours per month is all that is needed. You are your own Boss!!! Please contact Dewey Butts at dbuttscqe@aol.com. Don't miss the opportunity of a lifetime.!

EMPLOYMENT OPPORTUNITIES

TOTAL QUALITY MANAGER

This position reports to the Plant Manager and has 4 direct reports.

The Total Quality Manager will work hand in hand with 2 Focus Factory Managers and their quality staff.

Company is located in the St. Louis, MO area, about 40 minutes east of St. Louis. Pay is commensurate with experience.

This is a very name recognizable Fortune 500 company with over 30 facilities in the United States. Over \$5 billion in sales with \$300 million in profits in 2000.

This position is at the flagship facility of a Fortune 500 company. The successful candidate will have the opportunity to move into a Director level position with responsibility for Total Quality at multi-locations.

QUALIFICATIONS:

Looking for a minimum of 5 years experience in a Quality Manager, Supervisor, or Engineer position. The successful candidate must have a Technical Degree from a 4 year accredited university (Master's Degree preferred). Strong experience in ISO certification and standards is a must. Background in plastics preferred. Moving expenses for relocation will be covered.

CONTACT

Mark Sokol at 310-445-5063 during business hours. On weekends call 213-910-6542 this number is for weekends only. Email correspondence to msokol@purcellintl.com

Quality Manager

Salary up to \$63,500 plus an \$8K bonus. Please call for job description.

Dan Prussing
Austin Nichols Technical Search
816-471-5575
www.austintec.com
dan.prussing@austintec.com

Quality Engineer

North central Georgia --community of 25,000 but only 40 minutes to 100,000 + community --support fabrication, welding and assembly --salary to mid \$50's --degree --1-2+ yrs experience preferred.

See web page for more information

NATIONAL REPUTATION—LOCAL SUPPORT

RSM McGladrey, Inc., one of the nation's leading accounting and business consulting firms, serving in middle market, owner-managed businesses. Our Kansas City office focuses on Quality Systems Management.

Consulting and Training Services:

- Internal Auditing
- Gap Analysis of your current system
- Supplier Management
- ISO 9000: 2000 Upgrade
- Documentation Development
- Senior Management and Staff Training
- Registrar Selection
- Process Improvement

RSM McGladrey, Inc.

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fax: (563) 864-7545

**ISO 9000
QS 9000
AS, TL, TE**

THE LIGHT SIDE



Word of the Month

Egregious (i GREE jus) *adj.* Extremely bad; flagrant; glaring:
The manager's egregious neglect was responsible for her employee's leaving.

Riddle of the Month

I pass before the sun, yet make no shadow. What am I?

Answer Below

Quick Tips

Make a slight crack on a dish vanish with 1 1/3 cup Carnation Nonfat Dry Milk and 3 3/4 cups water. Place the dish in a pan, cover it the mixture and bring to a boil. Let simmer for 45 minutes.

Don't forget to visit the web site at:

<http://www.asq1301.org>

For the latest news releases!!

Quote of the Month

"Real Maturity is the ability to imagine the humanity of every person as fully as you believe in your own humanity." Tobias Wolf

Did you Know...

One way to help avoid tuition loans is to put extra money into your retirement plans rather than paying down your mortgage.

The reason is the equity in your home is often counted as an asset by schools when determining financial aid. Schools may assume you are able to fund your child's college when your mortgage is lower. However, retirement accounts are not counted when determining financial aid.

WUZZLES

1
gnivom
moving

2
End
- Love

Answers: Wuzzles: 1) moving back and forth. 2 Endless Love. Riddle: Wind. Trivia: Americans eat an average on 23 quarts per year.

TRIVIA

Where is the ice cream capital of the world?

- A) Ireland
- B) United States
- C) Norway
- D) France

American Society for Quality

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