

december 2002

# quality matters

ASQ Section 1301—Kansas City

## *A Holiday Message to Section 1301*

It's hard to believe another calendar year is almost slipped away. We know for a many of our members, it has not been the best of years, but many blessings have still come our way. It is the time to remember and look forward to better times for the coming year.

Although we are not hosting a program in December, your Executive Board has passed a motion to make a donation with program revenues for Section 1301. There are a myriad of opportunities of which one will be identified at the December Executive Board meeting.

There are so many charities in need this year, particularly due to the economy. If you have considered donating to a Christmas fund this year, we recommend you access one of the following networks to identify options for donations or to volunteer in the Kansas City area:

- 1) Heart of America United Way  
<http://www.hauw.org/Holiday02.html>
- 2) Mid America Assistance Coalition  
(816) 561-2727 Ask for Estelle or visit their website  
<http://www.maaclink.org>

We know the need extends beyond the metropolitan Kansas City area and we encourage you to check for opportunities within your own communities.

HAPPY HOLIDAYS TO ALL!

Sincerely,  
Toni Madeira  
Vice-Chair and Section 1301 Executive Board

## *Apply for the 2003 KAE Board of Examiners*

Each year, the Kansas Award for Excellence Foundation selects a number of outstanding business and professional people to serve on its Board of Examiners. These volunteers read, review and score the KAE award applications. Their comments form the basis for the feedback report that is sent to applicants upon completion of the review process.

There are a number of benefits of being an examiner. They include:

- Strengthen your ability to use the Criteria for Performance Excellence for organizational assessment,
- Network with some of the state's foremost experts in business, education, and health care,
- Learn how leading organizations achieve performance excellence,
- Use your expertise to improve Kansas' competitive position.

If you would like to be considered for appointment to the 2003 Board of Examiners, download the application at [www.kae.myassociation.com](http://www.kae.myassociation.com). Applications are due April 25, 2003.

With a Vision to be  
the primary, recognized Quality  
Performance resource

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### ***Our Mission Statement:***

To cultivate the quality profession and be the primary recognized Quality performance resource by:

- Promoting the use of quality principles, methods and technologies through information, education and participation
- Enhancing member value of membership by motivating involvement in the local Section as well as ASQ Divisions and ASQ National
- Expanding quality awareness through the use of outreach opportunities to the communities, and
- Ensuring good stewardship of the section resources.



volume 4, issue 4

## *Missouri Quality Award Recipients for 2002*

Governor Bob Holden presented the 2002 MQA, MTQA and QLA at an Awards Banquet in Jefferson City on November 14, 2002. We are pleased to announce the following Missouri Quality Award recipients for 2002: Boeing Aerospace Support St. Louis Site, St. Louis Missouri; SSM Information Center, St. Louis; Sprint Local Telecom Consumer Markets Group, Overland Park Kansas and Saint Luke's Hospital of Kansas City. Additional information on the recipients can be found at [www.mqa.org](http://www.mqa.org).

Excellence in Missouri Foundation also announced the following Missouri Team Quality Award recipients for 2002: SLAM-ER Lean Pathways Team at Boeing Weapons Program in St. Charles; PIT Viper Team at Dana Corporation in Columbia; Open Architecture Based Machine Modernization Team at Honeywell FM&T in Kansas City; and Procurement Improvement Team at the Missouri Department of Labor and Industrial Relations in Jefferson City.

The 2002 Recipient of the Governor Quality Leadership Award is Ken Best of the Best Performance Group in St. Louis. He has achieved enormous success in producing high performing organizations and is generally considered to be among the foremost experts in the entire country regarding the implementation and use of the Baldrige leadership and management philosophy.

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## *Kansas Award for Excellence 2002*

Roger Quayle, Director of Quality and Technology at OMI, Inc., recipient of the 2000 Malcolm Baldrige National Quality Award, was the keynote speaker at our annual conference on November 7th. He also gave a presentation on OMI's journey to Baldrige at the morning session.

The Panel Judges met on October 7th in Topeka to select the 2002 award recipients. Four organizations were awarded the Kansas Excellence Award (Level 3), the highest award given by the Kansas Award for Excellence Foundation. The Level 3 Award recipients are Boeing Information Services, Boeing Strut, Nacelle and Composite, Boeing Wichita Development & Modification Center, and LSI Logic Storage Systems Division.

The Panel of Judges also awarded "Best of Category" awards in each of the six approach and deployment categories of the Baldrige Criteria. The 2002 Best of Category Award recipients are:

- Category 1 - Boeing Wichita Development & Modification Center
- Category 2 - LSI Logic
- Category 3 - Boeing Information Services
- Category 4 - Boeing Wichita Development & Modification Center
- Category 5 - LSI Logic
- Category 6 - Boeing Information Services

Performance in Quality Awards (Level 2) were given to 12 companies and Commitment to Quality Awards (Level 1) were presented to 27 companies. A complete list of recipients can be found at [www.kae.myassociation.com](http://www.kae.myassociation.com).

## Calendar of Events

Event	Date	Place	Cost
CQMgr Certification Prep	December 3—February 18	KCKCC	\$525.00
ISO 9001:2000 Internal Auditor Transition Workshop	December 3—4, 2002	Business Technology College	\$600.00
How to Better Design Plant & Facility Layouts	December 5, 2002	MAMTC	Public Seminar
How to Accelerate Product and Service Flow By Achieving and Sustaining a Clean, Safe or Organized Workplace	December 5, 2002	MAMTC	BEAT Session
CQE, CQA, CSQE/CQIA	December 7, 2002	KCKCC	n/a
How to Organize a Visual Workplace with the 5S System	December 10, 2002	MAMTC	Public Seminar
ASQ I301 Board Meeting	December 12, 2002	Hunan's	n/a
Rocky Mountain BioMed Discussion Group`Winter	December 18, 2002	Denver, CO.	\$99.00
Getting Ready for ISO 9001:2000 Seminar	December 18, 2002	Business Technology College	Free
Section I301 Workshop—	NONE in December		
ASQ Six Sigma Conference	January 27-28, 2003	Palm Springs, CA	n/a
CQT/CRE/CMI/ HACCP/CQMgr/SSBB	March 1, 2003	KCKCC	n/a
Getting Ready for ISO 9001:2000 Seminar	March 25, 2002	Business Technology College	Free
AQC	May 2003	Bartle Hall, KC Mo.	TBA
CQE/CQA/CSQE/CQIA	June 7, 2003	KCKCC	n/a

**MAMTC = Mid American Manufacturing & Tech Center 913.469.6268**

**Business Technology College = See ad on page 6**

**KCKCC = Kansas City Kansas Community College 913.288.7189**

**have an event for the calendar? email newsletter editor. see page 7.**

## Certification Exam Dates

	Exam Date	Deadline
CQT/CRE/CMI/ HACCP/CQMgr/SSBB	03/01/03	01/10/03
CQE/CQA/CSQE/CQIA	06/07/03	04/04/03

CQE = Certified Quality Engineer

CRE = Certified Reliability Engineer

CQIA = Certified Quality Improvement Associate

HACCP = Hazard Analysis Critical Control Point

CQA = Certified Quality Auditor

CMI = Certified Quality Inspector

SSBB = Six Sigma Black Belt

CQMgr = Certified Quality Manager

CQT = Certified Quality Technician

CSQE = Certified Software Quality Engineer

Contact Mike Beatty for more information at 816.997.5174, email [mbeatty@kcp.com](mailto:mbeatty@kcp.com) or register online at [ASQ.org](http://ASQ.org)

All Exams held at Kansas City Kansas Community College unless otherwise noted

### Quality Manager 112018

3-5 Years in a Quality and or Manufacturing Engineer's role. Prefer candidate to have experience in Process Improvement, Process Change and Continuous Improvement. Must be a degreed engineer. New position paying \$55-\$65K per year. No direct reports initially.

Candidate will be involved in typical quality responsibilities but will also have manufacturing engineering tools at their disposal. Measuring data, preparing reports, corrective actions, maintaining and implementing quality standards and procedures. Will also get into improving process, evaluate processes, writes project reports and recommendations, look at repairs and any additional equipment. Prefer someone having steel, foundry type experience.

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

### Continuous Improvement Engineer Ii (Repost) 112017

Materials Velocity  
Missouri -- Kansas City

This is a working leadership position inclusive of responsibility and authority. The scope ranges from ongoing "back to the basics" low cost J.I.T, continuous improvement activities, and operational strategies to meet quality. The candidate must demonstrate the ability to represent, perpetuate and practice the corporation's values and must demonstrate competence in "working with the KCOS" and recognizing social networks. Must be assertive at the right time, be aware of differences in people, and be aware of own interpersonal impact.

This position requires a Bachelor's Degree in Industrial Engineering, Distribution Management, or equivalent experience, plus 3-5 years of related job experience, preferably in distribution operations or manufacturing support. An advanced degree is desirable and a strong plus. The candidate must be trained in and have working knowledge of J.I.T. Manufacturing Techniques. Experience should include timeline management, distribution center design concepts, distribution/manufacturing management systems, and material handling engineering. Requires the ability to work within a group to reach consensus on realistic, specific goals and objectives and to work within group to prioritize those objectives. Must have demonstrated abilities to work with people in order to build high morale and group commitments to goals and objectives. Skills should include work group facilitation, negotiating, analyzing, and project management. Requires excellent oral, listening, and comprehension skills.

*Applications are accepted online by Harley-Davidson for this position.*

### Quality Managers 102414 & 102415

Industry leading foundry is searching for a talented Quality Manager to lead continuous improvement activities and be a key customer contact. This worldwide leader challenges mediocrity and strives for the highest quality in its products and customer satisfaction. Company offers a great working environment in which it embraces diversity and values human capital above all else. Enjoy a competitive salary plus bonus and an excellent benefits package when you join the team.

We're searching for a talented Quality Manager with a Bachelor's in Metallurgical Engineering and at least 5 years of quality experience in an aluminum or steel foundry. Must have great people skills and have at least two years in a quality management role. Lean, Six Sigma, and Toyota Production System skills are required. Join our team and become one of the industry's sought-after experts.

Michael J. Erdt, Account Executive Quality Assurance  
Management Recruiters of Davidson  
704-896-8890

### Quality Engineer <sup>001</sup>

Progressive company with a commitment to quality is in need of a Quality Engineer. 3 Plus years experience in a manufacturing environment engaged in quality engineering activities. Provides Quality Engineering leadership, training, and coordination of quality planning activities that ensure products are designed, validated, procured, manufactured and inspected in accordance with customer and company quality assurance requirements. The focus of this position is leadership in quality planning, process improvement and project management/coordination. Firm knowledge of ISO 9000, and / or similar quality system standards. Strong written and verbal communication skills.

- Knows what and how a Cpk is derived. Knows what an FMEA is, what it's used for and what an RPN is and what it tells you. You need to have used these in a work environment.
- Self Starter, good people skills, team facilitator and able to present to groups.
- Would like them to have SPC, CPK-Six Sigma, PPAP, ISO type background. 8 D problem solving would be a huge plus. Lean manufacturing environment.
- Fishbone or Pareto Analysis skills.
- Able to understand Vendor Supplier Qualifications, selection, auditing, etc.

\$50-55K preferred salary range, can go over \$60 for the right candidate.

Call Rick Emerson on page 7 or see web page for more details.

### Software Quality Engineer <sup>102413</sup>

Establish, implement and maintain plans and procedures governing the performance of process and product software quality assurance. Maintain/revise the SQA plans and procedures to assure contractual compliance. Interface with company customers to resolve problems/issues and to act as the customers' liaison and coordinating activities within the quality assurance dept. Apply metrics, audits, inspections, product evaluation/qualification, testing, problem identification, root cause analysis/corrective action, training, and continual quality assurance methods to assure the quality of software and related processes.

Qualifications:

B.S. Engineering, computer science, or related fields 4-6 years experience performing software quality assurance in an embedded or mission critical software environment. 3-5 years of software QA duties to MIL-STD, Dod, Dod requirements. 3 years evaluation/auditing software development using DP-17B compliant processes. Knowledgeable about SEI Capability Maturity Model, audit techniques, SPC, quality metrics, plans procedures and computer skills.

Dan Prussing, Austin Nichols Technical Search  
816.471.5575, [www.austintec.com](http://www.austintec.com)  
[dan.prussing@austintec.com](mailto:dan.prussing@austintec.com)

### Community Blood Center <sup>112019</sup>

4040 Main Street, Kansas City, MO 64111

An ISO 9002 accredited organization, Community Blood Center is the primary supplier of blood and blood components to over 70 hospitals in the KC metro area, eastern Kansas, and western and central Missouri. We are searching for Certified Quality Auditors for our internal audit program.

REQUIRED: Bachelors degree, CQA certification, excellent written and verbal communication skills, excellent inter-personal skills.

PREFERRED: Familiarity with FDA drug, device and/or biologicals regulations. Audit experience in an ISO-accredited, healthcare, pharmaceutical and/or medical-device organization.

Competitive salary and excellent benefits package.

Darren Enochs, Human Resources  
816-968-4022; [jobs@cbckc.org](mailto:jobs@cbckc.org)

### Business Technology College

816.482.5210 [www.btcenter.com](http://www.btcenter.com)

*Committed to training, development and quality excellence.*

Technical & Trade Skilled Trade  
OSHA/EHS Training Center  
Autodesk Training  
Quality Management Services

*Home of the ASQ 1301 Monthly Workshops*

## ASO Section 1301 2002-2003

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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  
611 E. Wisconsin  
Milwaukee, WI 53202-4606

Target Delivery Date for this newsletter is December 1. If you receive this after that date, please notify the editor.

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**MORE NEWS MORE NEWS MORE NEWS MORE NEWS MORE NEWS MORE NEWS MORE NEWS MORE NEWS MORE**

## *ASEM Forming—In Need of Help!*

You are invited to become an integral part of the newly forming Kansas City Chapter of the American Society of Engineering Management (ASEM). We are just beginning to get things organized, and we need your help! As of yet, we do not have any officers or chairpersons. We do not even have any official members, so now is the best time for you to get involved! ASEM membership and officer positions are open to anyone who works or is aspiring to work as an engineering manager. (Engineering management students as well as non-students are welcome.) Please consider nominating yourself for president, vice president, or secretary/treasurer. We plan to hold elections by e-mail. Nominations will be accepted via e-mail to [phillipsla@bv.com](mailto:phillipsla@bv.com) from now until December 2. Please include a brief description of yourself, your background, and any other information that you want to share with the voters (250 words or less). Descriptions of the positions are attached below. Ballots will be e-mailed out on or before December 6. Votes are due back via e-mail by noon on December 11, or you can vote in person at the next ASEM meeting the night of December 11. At the meeting, the nominees will speak before we vote.

If you are interested in other leadership opportunities, please consider volunteering to be the program chair or the membership/public relations chair. These positions will be filled at the next meeting on December 11. Meetings will be held once a month at the KU Edwards Campus. Our chapter is recognized by the ASEM headquarters as a professional chapter. For more information about the ASEM organization, visit the website at <http://www.asem.com>.

The next meeting for the Kansas City Chapter of the American Society of Engineering Management will be held in Room 208 at the Edwards Campus on Wednesday, December 11th from 5:30 to 7:00 pm with Social 5:30-6:00 pm and Meeting 6:00- 7:00 pm.

Hope to see you there!