



# quality matters

September 2004

ASQ Section 1301

Volume 5, Issue 1

## ASQ 1301 September 2004 WORKSHOP

### Vendor Relations Panel

The Business Technology College (BTC) on 6899 Executive Drive in Kansas City, MO (near World of Fun) is the site for the 2004 September Workshop. The workshop is on Saturday, September 18th, 2004, from 8:00 am until 12 noon. Cost is \$16 with a reservation, \$20 at the door and \$10 for a student with valid ID. A continental breakfast provided.

Vendor relationship - Tom Johnson, Alan Boyer, David Drovetta, Terry Bellmore (Doug Wood alternate)

Each panel member will present about 20 minutes on one or more of the topics below. A question and

answer session along with role playing will occur after each speaker has made his initial presentation

- Especially with single vendor, either due to lack of alternative or mandated supplier
- Supplier Certification
- Supplier Quality Ratings
- Unique problems with large and small vendors
- Bid factor that takes into account vendor quality, on-time delivery, customer service
- International vendors and unique problems
- Role playing

NOTICE - NO CHANGE IN THE PRICE OF THE

MEETING IF YOU MAKE A RESERVATION

The price will increase to \$20 at the door. This will help us better gauge the amount of food needed so we can order more accurately

Reservations: Heather McCain - (816) 274-8337 : e-mail - HeatherMcC@aol.com  
We hope you can attend our upcoming meeting. Please contact Heather McCain for more details.

[http://maps.yahoo.com/pmaps?name=&ed=lnCOKup\\_0TrYbb0Fzarkb4h\\_76Lhka6MGBbYiQfzY23m994lqXq0qwZyY\\_eQRc\\_wAq994p0g\\_s0WPZdTU0nyG3QJf7ScSTVu\\_d8UJZS\\_6azuGiLi&csz=KansasCity%2C+MO+64120-1313&desc=&mag=8&ds=n&st](http://maps.yahoo.com/pmaps?name=&ed=lnCOKup_0TrYbb0Fzarkb4h_76Lhka6MGBbYiQfzY23m994lqXq0qwZyY_eQRc_wAq994p0g_s0WPZdTU0nyG3QJf7ScSTVu_d8UJZS_6azuGiLi&csz=KansasCity%2C+MO+64120-1313&desc=&mag=8&ds=n&st)

### The Panel

**Tom Johnson** is a quality professional with over 25 years of aerospace and defense experience with Honeywell. He has successfully lead many improvement initiatives using Total Quality tools to map processes, eliminate waste and reduce cycle times. He is Six Sigma green belt certified and familiar with statistical tools

for data gathering and decision making. In addition, he is an ASQ Certified Quality Auditor and a Certified Quality Manager. He holds an MBA in Operations Management from the UMKC Bloch School of Business.

**Alan Boyer** has worked in Quality and Process management for over 35 years from

engineer up through Vice President and has worked with W. Edwards Deming in Japan.

He has managed quality for companies such as Sony Corporation of America, Sony of Japan, Lear Jet, and Sprint PCS.

He currently is President/

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**Doing something different or interesting in the Quality field?**

**Have a best practice that you would like to share? Want to brag about an accomplishment?**

**Use the 1301 newsletter as a vehicle to reach others in your section that might find your work interesting.**

**The Sky is the limit!**

Continue on page 3

# Baldrige Award Recipients to Attend KAE Banquet

The Kansas Award for Excellence Foundation will hold its 9<sup>th</sup> Annual Conference and Recognition Banquet on November 11<sup>th</sup> at the Capitol Plaza Hotel in Topeka. This will be an historic event. Six of this year's Baldrige Award recipients will be attending the conference. Never have there been so many world-class companies at a single event in Kansas.

In addition to presentations from the Baldrige Award representatives, the Kansas Excellence Award recipients

will share their best practices. The conference will conclude with an afternoon networking session.

Twenty-four organizations will be recognized at the evening Banquet. The keynote address will be given by Dr. David Spong of Boeing Aerospace Support. He is the only person ever to lead two different organizations to the Baldrige Award. Governor Kathleen Sibelius has been invited to present the awards.

The cost for the conference is \$200

and \$85 for the banquet.

We are limited by the capacity of the hotel to 210 attendees at the conference. Please register early since the event is expected to sell out. There are several ways to register for the conference and banquet. The first is to register online at our website ([www.kae.bluestep.net](http://www.kae.bluestep.net)). Persons interested in attending the conference and/or banquet may also request a registration form from the KAE office (785-234-6351 or 800-743-6767).

## Faces of Quality

Who are the faces of quality? Not the big names we all recognize, like Deming and Juran, but the ASQ member sitting next to you at the Saturday meeting. What does their job entail? Do they face the same challenges as you do?

Do you want to get to know other section members? Maybe hook up with someone in your industry? Are the only people you recognize at an ASQ-Section 1301 meeting the officers and

only because you read Quality Matters?

We'd like to help members connect with others who might be a great resource for problem solving or just as a sounding board through the "Faces of Quality". We may call to find out about who you are and what you do or, if you're interested in being featured in Quality Matters, send your biography to [LB@qualitypartnership.com](mailto:LB@qualitypartnership.com) or contact Laurel Berenguer at

816-415-0826.

### Directions to September Board Meeting.

Cocoa & Beans

878 S. 291 Hwy, Liberty Missouri  
816-415-2326

Take the 152 Hwy exit off of I-35, head east.

Turn south on 291 Hwy.

Enter the Liberty Corners shopping center. This is on the southwest corner of 291 Hwy and Liberty Drive. Cocoa & Beans is in the shopping center.

## A Few Thanks are in Order....

Jennifer Helber and the Boulevard Brewery for the great hospitality and tour in June.

Roger Main and Karen McKenzie and the Business and Technology College of the Metropolitan Community Colleges for partnering with the 1301 Section to provide a

location for monthly workshops.

The Kansas City Kansas Community College for partnering with the 1301 Section to provide educational offerings to ASQ members and the community.

Cathy Scassellati and HyVee Ca-

tering for excellent service for our section meetings.



# Congratulations to the Certified

Congratulations to the following individuals who sat for the June 5, 2004 exams:

**CQE**  
Susan Curry  
Jerry Hull  
Todd Scrivens  
Gregory Sorenson  
Denise Thacker  
Richard Tucker  
Gary Wester

**CQA**  
Rhonda Dittmar  
Thomas Houchen  
Sherry Lewis  
Michael Byrd  
Scott Rowe  
Randell Wiechman  
Sherie Loman  
Samuel Kempland

**CSQE**  
Sai Suresh Medicharia  
  
**CQIA**  
Clinton Lancaster, III  
  
**CCT**  
Robert Halling

**CERTIFICATION CHANGE:** It is not necessary now as a prerequisite to be a Certified Quality Auditor to sit for the HACCP Auditor exam. One exam is now available - Certified HACCP Auditor (CHA).

## Community Outreach Update – August 2004

The ASQ 1301 Community Outreach program has been focused on the pilot program with the United Way of Greater Topeka and their associated agencies. Since May, we have been working with United Way and the Volunteer Center of Topeka on a strategic planning project that would consolidate the services of the two agencies. This project involved benchmarking other volunteer centers

around the Midwest to determine best practices for their combined organizations.

During the next year, we are planning a leadership forum that will provide regularly scheduled meetings on topics such as meeting management, balanced scorecard and quality tools for executive directors and staffs of United Way agencies. Guest speak-

ers, including ASQ 1301 members, will be invited to participate and share experiences with the group. The plan is to create a forum for sharing performance improvement methods and best practices within the non-profit community in the Topeka/Shawnee County area. A survey to collect initial topics and feedback is being developed and should be distributed by the end of August.

### The Panel—Continued from page 1

CEO of The Leader's Perspective, a consulting firm focusing on business and people development, business coaching, and process and quality consulting. His focus is to make swift, but significant impact to the companies he's working with, resulting in approximately 80% of his small business clients doubling their business in 3-4 weeks, and most of his larger clients doubling a single process in 3-4 days.

**Dave Drovetta** has worked in Quality Control/Quality Assurance for most of his career. His industry experience includes

medical devices, avionics and most recently telecommunications. He has been an ASQ Certified Quality Auditor as well as an RAB Quality System Lead Assessor.

Dave joined the Sprint Corporation in 2001 and was a key member of the team which led Sprint to its first ISO 9001/TI 9000 registration.

**Doug Wood** has worked for Hallmark Cards for over 20 years. He has worked in engineering and quality, with extensive data acquisition experience. 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 5 years.

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

He is active in the American Society for Quality for more than 10 years. He was site committee chair at the 2003 Annual Quality Congress.

# ASQ1301 Upcoming Programs

Business and Technology College , 6899 Executive Drive in Kansas City MO (near World of Fun) Room 176  
8:00am social 8:30-10:15 Lecture/ 10:30-12:00 Project Workshops

## Saturday September 18, 2004

Vendor relationship - Tom Johnson, Alan Boyer, David Drovetta, Terry Bellmore (Doug Wood alternate) See Page 1

## October 16, 2004-

The Flavors of ISO –

Industry specific ISO specifications and small group industry specific small group discussions - Moderator - Roger Main - Business and Technology Center

Small group leaders for breakout discussions for specific industries

- ISO 9000, 9001, 9004, 14000, 13485 - Roger Main, BTC
- QS-9000 to ISO/TS 16949- Automotive - Deepak Dave', Harley Davidson
- TL 9000 - Telecommunications - Andrea Hazlett - Sprint Office of Transformation
- Medical, Pharmaceutical and Environmental – volunteer needed
- Electronics and Engineering- Amet Chandra

## November 20, 2004 -

Design of Experiment - Fred Brown

## December 18, 2004 - no meeting

## January 15, 2005 –

Code of Conduct - Bobbie Fiedler-Prinslow - Hallmark

## February 19, 2005 -

Six Sigma Plus and Lean - Mini-Green Belt - Statistical Process Control - Cliff Cross - Black Belt Trainer - Honeywell - Joint meeting with ASEM

## March 19, 2005 –

Quality Tools - Quality 101 - Andrea Hazlett, Sprint Office of Transformation and Mary Culver, Sprint University of Excellence

## April 16, 2005 –

Team Building and Team Improvement - Herb Tuttle - University of Kansas

## May 21, 2005 –

Café – Small group exploration of what membership would like to happen in Section 1301

## 2004 International Seminars by the ICC

The Metropolitan KC Chapter ICC is sponsoring educational seminars October 18-21, 2004 at Avila University in Kansas City, Missouri.

The seminars will provide an understanding of the requirements of the 2002 National Electrical Code, the 2003 International Energy Conservation Code and the structural provisions of the 2003 International Building Code.

Participants will earn continuing education credit. For more information contact Bill Watson by phone, 816-513-1574 or e-mail, [Bill\\_Watson@kcmo.org](mailto:Bill_Watson@kcmo.org)

**2002 National Electrical Code Wiring Systems** - Monday, October 18, 2004 through Tuesday October 19, 2004.

**Commercial Provisions of the International Energy Conservation Code** – Wednesday, October 20, 2004.

**2003 IBC Special Inspector Certification Renewal** – Thursday October 21, 2004.

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# ASQ 1301 Executive Board

## Summer Strategic Planning Session

### Member Update

- Mike announced that he has accepted a 2-year assignment which will require his resignation from the board. He still plans on maintaining his membership. He recommended Dana Yarnell for Certification Chair; he will contact Dana. The Examining Chair must be filled by a Senior Member. Mike will submit a status report to assist with the transition.
- Diana Fiddick expressed an interest in the Vice Chair position. She was appointed Vice Chair for 2004-05. Laurel will update the officer/committee list.

### Education

- Doug reported on the status of refresher courses. Individuals and organizations may be “tapped” out. Courses were offered, but many canceled due to lack of participants. The second set of course offerings during the section year seem to be more successful. Consideration will be given to limiting the offerings next year.
- In response to customer need, a new training course format has been developed. The format will be a full day. New instructors are also being recruited. This will be part of the 2004-05 goals. Recruiting new instructors also addresses the goal of increasing membership participation.
- We were unsuccessful in developing a new venue during 2003-04 despite repeated efforts to work with Johnson Community College (JCCC) or to launch a video training consortium between KCK, BTC, and JCCC. 2004-05 goals will include an offering in Johnson County. This will also address goals of collaborating with others.
- Doug will work with Diana to coordinate the subject matter of training courses and programs to increase the benefit to members.
- Diana reported on the 2004-05 programs. Doors will open at 7:30 am. The program will start at 8:00 am and end by noon. All programs are scheduled at the BTC. September 18<sup>th</sup> is the first program (Vendor Relations). The cost of the programs will be \$20 at the door, \$16 with reservations, and \$10 to anyone with student identification. Laurel will contact Gil Snedden about excess quantity of food last year. Caterer will be instructed to plan on 35 attendees. Heather will notify Gil if reservations exceed 35.

### Circles of Success

- The “Circles of Success” did not seem to be successful and will no longer be used as the organization structure.

### Arrangement and Location of Meetings

- Programs will continue at the BTC. No information regarding the potential loss or room reassignment due to BTC library.
- Executive Committee Meetings will begin at 6:00 pm. Laurel will get with Gil to see if BTC can provide meeting space. Board members volunteered to host the first quarter meetings. The schedule will be published in the newsletter. Hosts will be responsible for providing Jim Urkevich directions for the newsletter.
  - o September 9, Cocoa and Beans, hosted by Laurel Berenguer
  - o October 14, Banta Publications, hosted by Jim Urkevich
  - o November 11, Hallmark
  - o No meeting is scheduled for December
- 2004-05 goals will be changed to publish and review progress quarterly

### Participation (General)

- Capitalizing on Doug’s idea of contacting membership for a volunteer reporter. It was decided the board would take a more direct role in recruiting members to become more involved. This role would include contacting members for specific, limited activities. Heather has been working with Phil ? on the database and has only assigned certain tasks instead of the entire database responsibility. Diana will identify and contact a member to assist with an upcoming program
- Diana? Will have a sign up at the first program requesting volunteers for specific, limited tasks, i.e. registration, faces of quality article

### Website

- Laurel and Jim will meet with Jon Steltenpohl on the state of the website, based on that meeting, we will determine if RFQs will be sent. Diana has identified a volunteer to assist on the website. Consideration will also be given to training officers or committee chairs how to make limited updates.

## QUALITY ENGINEER 040803

HEATRON, INC. has grown to become a leader in innovative heating element and thermal management designs and solutions, since its founding in 1977.

### Responsibilities:

1. Develop, maintain and continuously improve elements of the quality control system including Quality Plans so that they continue to meet ISO9001.
2. Plan and implement a company-wide audit program of the Quality System.
3. Reviews and administers follow-up/reporting on all Corrective Actions (CAR, RMA, Complaints and MDR)
4. Uses metrology and statistical methods to monitor operations and to diagnose and correct quality control practices or solve quality problems.
5. Plans and implements a company-wide audits of procedures within departments for completeness and adequacy and ongoing daily spot audits of departments for conformity to department procedures, product processes, quality system procedures and completeness of those procedures and processes.

### Requirements:

1. BS degree in Engineering and 2-4 years' related experience.
2. Experience working with ISO Standards and Lean Principals
3. Must be able to present technical information, work in a team environment, and also have experience in preparing statistical charts and SPC

Heatron, Inc. offers competitive wages, comprehensive medical/dental/vision insurance, quarterly bonus plan, 401k, PTO, and a tuition reimbursement program.

Qualified candidates, please forward resume and salary requirements to [sandyv@heatron.com](mailto:sandyv@heatron.com) or fax to (913) 651-4105. Attention Sandy. See 1301 web page for more information.

## Quality Engineer – Raw Materials Inspection 040804

ATK in Independence, Missouri, has an immediate opening at the Lake City Army Ammunition Plant for a Quality Engineer. This position requires a BS degree in Engineering or related discipline or substantial work experience in the quality field. Prefer quality certification such as CQE, CQA or CQM ,experience in a manufacturing environment and knowledge and familiarity with military specifications and standards. Demonstrated experience qualifying vendors, facilitating disputes and performing quality audits on quality systems and procedures is required. Requires the ability to travel within the US and internationally. Candidates must have proficient computer skills using MS Office including Access and PowerPoint. Your resume must detail your experience related to the job requirements. Qualified candidates should submit resumes one time by either fax to (816) 796-5089, e-mail to [hrlb@ATK.com](mailto:hrlb@ATK.com) or utilizing the on-line application at [ATK.com](http://ATK.com). Resumes and/or cover letters must refer to position number 012398QM and be received no later than August 31, 2004, for consideration. ATK is an equal opportunity employer and welcomes resumes from qualified women and minorities.

EOE M/F/H/V

In brief my company anticipates receiving a contract from a major government agency within the next two months. We must recruit at least two people in Kansas City with a minimum of four (4) years experience in quality auditing and inspections, who also have a certificate from a nationally recognized quality body (for example, ASQ Lead or Internal Quality Auditor). This effort must take place now in case the customer moves the award date up.

David R. Wester, Manager, Business Development, ASR International Corp,  
1-800-968-1086 X216, [david@asrintl.com](mailto:david@asrintl.com),

## DEDICATION

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# 2004-05 Section Team List

Position	Name	Email Address
Chair	Laurel Berenguer	Lberenguer@kc.rr.com
Chair-Elect	Jim Urkevich	Jurkevich@kc.rr.com
Vice Chair	Diana Fiddick	diana.l.fiddick@mail.sprint.com
Secretary	Barbara VanVleck	B_Vanvleck@yahoo.com
Treasurer	Alan Boyer	AlanBoyer@leaders-perspective.com
Arrangements Chair	Gilbert Snedden	Gilbert@rudolphkc.com
Auditing Chair	Jerry Parker	Jerry.parker.b@bayer.com
Authorized CQMgr Trainer	Heather McCain	HeatherMcC@aol.com
Certification Chair		
Contact Person	Lois Cowden	Lcowde1@hallmark.com
Database Chair	Heather McCain	HeatherMcC@aol.com
Education Chair	Doug Wood	Dwood4@hallmark.com
Examining Chair		
Historian/Librarian	Melynda Steward	Mstewa4@hallmark.com
Immediate Past Chair	Toni Madeira	tjmadeira@aol.com
Internet Liaison	Jon Steltenpohl	jonceram@swbell.net
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Publicity Chair	John Donart	john.donart@garmin.com
Recertification Chair	Pam Carlson	pamac@cbckc.org
SMP Chair	Laurel Berenguer	LBerenguer@kc.rr.com
Student Branch Counselor	Tina Coffelt	tinac@mail.nwmissouri.edu
SIG—Community Quality	Fred Brown	Fredpccasq@aol.com
KAE (KS Quality Award)	John Shoemaker	Jshoemaker@qof.com
MQA (MO Quality Award)	Paul Orton	the5ortons@earthlink.net
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## American Society for Quality

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Kansas City, Missouri 64141-4693

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## Concerning Certification Exams

We have recently received phone calls about whether certain member types can take exams. Anyone can take the exam, but the price paid is different depending on the membership type. The ASQ member price applies to student, associate, regular, senior, and fellow members. Everyone else must pay the non-member fee including Forum members.

## ASQ Certification Exam Dates 2004 & 2005

<b>Certification Exams</b>	<b>Exam Date</b>	<b>Deadline</b>	<b>Location</b>
CQT/CRE/CMI/CHA/CSSBB CQA-Biomedical CQMgr.	October 16, 2004	August 20, 2004	KCKCC
CQE/CQA/CSQE/CQIA/CCT	December 4, 2004	October 11, 2004	KCKCC
CQT/CRE/CMI/CHA/CSSBB CQA-Biomedical CQMgr	March 5, 2005	January 7, 2005	TBD
CQE/CQA/CSQE/CQIA/CCT	June 4, 2005	April 1, 2005	TBD
CQT/CRE/CMI/CHA/CSSBB CQA-Biomedical CQMgr	October 22, 2005	August 19, 2005	TBD
CQE/CQA/CSQE/CQIA/CCT	December 3, 2005	October 7, 2005	TBD