

ASQ 1301 November 2004 WORKSHOP

Introduction to DOE

Don't be afraid of the Six Sigma and Quality Tool Design of Experiment!

The Business Technology College (BTC) on 6899 Executive Drive in Kansas City MO (near World of Fun) is the site for the 2004 November Workshop.

The workshop is on Saturday, November 20, 2004, from 8:00am 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. Doors open at 7:30 AM and networking until 8:15 AM.

Although many people say they are afraid of Design of Experiment, it is not any harder than basic high school mathematics... Let Fred Brown show you how easy it is!

Design of Experiments (D.o.E.) is a practice that employs statistical tools and methods in scientific experimenting. Using D.o.E., the experimenter successfully studies multiple variables in a single experiment. D.o.E. uses statistical experiment design plans to assure that the experiment work is done at maximum efficiency, while avoiding the pitfalls of the traditional scientific method.

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.

Link to directions to the BTC:

http://maps.yahoo.com/pmaps?name=&ed=lnCOKup_0TrYbb0Fzarkb4h_76Lhka6MGBbYiQfzY23m994lqXq0qwZyY_eQRc_wAq994p0g_s0WPZdTu0nyG3QJf7ScSTVu_d8UJZS_6azuGiLi&csz=Kansas+City%2C+MO+64120-1313&desc=&mag=8&ds=n&state=MO&uzip=64120&country=US&BFClick=&BFKey=&resize=s

Meet the Presenter



Fred Brown is retired from AdChem Corporation, Riverhead, NY, where he held the position of Technical Director, reporting to the CEO. His career included work in the Quality and Research and Development fields.

His experience includes use of Design of Experiments and other Statistical tools He received training under Dr. Mason Westcott at the Rochester Institute of Technology in "Use of Statistics in the Chemical Industry." He ran several process improvement projects, including a research project to eliminate asbestos from floor tile formulations.

Fred is a senior member of ASQ. Brown has a Bachelor of Science degree in Chemistry from Ohio University.

Inside this issue:

<i>KEA Banquet News</i>	2
<i>Opportunities Abound</i>	2
<i>Exam Schedule</i>	3
<i>Workshop Calendar</i>	4
<i>October Minutes</i>	5
<i>Employment Opportunity</i>	6
<i>Section Team List</i>	7

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!

KAE Foundation Selects Kansas Excellence Award Recipients for 2004

The Kansas Award for Excellence Foundation has selected the Kansas Excellence Award recipients for 2004. This year there are three recipients.

They are:

Boeing Commercial Airplanes - Wichita Division Wichita

Saint Luke's South Hospital
Overland Park

Shawnee Mission Medical Center
Shawnee Mission

The Kansas Excellence Award is the state's most prestigious business award. It is awarded to organizations that have demonstrated through their practices and achievements the highest level of excellence and can serve as a role model for other Kansas Organizations. The recipients will share their best practices at the 9th Annual Conference and Recognition Banquet on Nov. 11th at the Capitol Plaza Hotel in Topeka.

The Foundation will recognize a number of organizations that have made significant progress in building sound, systematic processes and management practices. These organizations were selected to receive Certificates of Progress. They include Buckley Industries, Inc. of Wichita, Honeywell Aerospace Electronic Systems of Olathe, Johnson County MED-ACT of

Olathe, Kansas Gun Drilling of Wichita, Koesten, Hirschmann & Crabtree, Inc. of Overland Park, Lee Aerospace, Inc. of Wichita, R & R Precision Metals, Inc. of Wichita, and Raytheon Aircraft Company – Hawker Business Unit of Wichita.

Those organizations that are just beginning to apply the principles of performance excellence to their operations will be recognized with a Certificate of Commitment. The following organizations will be presented with this certificate at the Awards Banquet: Delta Dental of Kansas of Wichita, FMI, Inc., of Wichita, Harlow Aircraft Manufacturing, Inc. of Wichita, Technics 2000, Inc. of Olathe, United Way of Greater Topeka, and the Workforce Development Center, Hutchinson.

Lt. Governor John Moore will present the 2004 awards and certificates at the recognition banquet. The banquet follows a full-day conference that will feature the 2004 Kansas Excellence Award recipients as well as six of the seven current Malcolm Baldrige National Quality Award recipient organizations.

There is still time to register for this event. For information, contact:

John or Tina Shoemaker
785-234-6351

Section Help Needed—Get Involved!

In an effort to get more of our membership involved, several positions are opened to anyone who would like to get involved in the Section. Minimal time is needed, meet new people plus you earn certification points.

Board Secretary: Duration (04-05 year) See job description online. Take and publish minutes of board meetings. Respond to section correspondence.

Membership Team: New Packets: Duration (04-05 year). Send new member welcome packets monthly. List and packets are provided to you.

Program Team: Registration desk: Duration (1 or more programs) Arrive at 7:30 am and help set up registration desk. Check in attendees, collect money and issue receipts.

Newsletter Team: Reporter: Duration (1 or more programs). Attend program and submit article to newsletter editor by 20th of month describing highlights of program.

Call Laurel Berrenguer for more details. Laurel's phone and email address are on page 7.

ASQ Certification Exam Dates 2004 & 2005

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

What's YOUR Weakest Link? Building a Strong Job-Search Chain

A chain is only as effective as its weakest link—and you don't know which link is weak until the chain is tested. If your job search is falling short, one of your job-search skills may be the weak link. By analyzing your chain of job search skills, you can build a stronger chain, one that can stand up to any test.

There are three critical links in your job search chain. Consider each of them carefully to determine your weakest link, then work to strengthen that link.

Link #1: Resume and Cover Letter

If your resume and cover letter aren't attracting attention and generating interviews, this may be your weakest link. A quality resume should:

- Sell your best transferable skills
- Support those skills with bottom-line impacts and achievements
- Be easy to understand at a glance, without dense reading
- Have an easy-to-read format with a clear outline
- Not typecast you into an industry or job you are trying to leave
- Focus on only one career objective

An effective cover letter should:

- Support—but not repeat—the resume
- Not sound like a form letter
- Not start every sentence with “I,” “Me,” or “My”
- Focus on the hiring motives of the reader

If your weakest link is your resume and cover letter, you may want to consider investing in a professional resume writer. Many of them have experience in Human Resources and recruiting, so they know what hiring managers are looking for and the best way to present that information.

Link #2: Resume Exposure

Even the best resume will fail to generate interviews if it doesn't reach a wide enough target audience. To a certain degree, generating interviews is a numbers game. If the resume is effective to begin with, then the more resumes you send out, the more interviews you will win.

How much exposure is enough for your resume? The answer is subjective, but you'll definitely increase your exposure by using the following methods and online tools:

- Post your resume on numerous job boards (i.e., more than two or three)
- Distribute your resumes using a reputable online resume distribution service
- Proactively mass-target your resume to prospective employers
- Proactively send your resume to a wide audience of recruiters
- Identify numerous job boards that target your specific industry or occupation (again, more than two or three)
- Use job board profile options to have job postings emailed to you on a regular basis
- Utilize your existing network or build a stronger network of industry and occupational contacts to uncover job leads

If resume exposure is your weakest link, then you might benefit from the expertise of a career coach to help guide you in better job search strategies. A career coach can assist you in building a campaign to gain maximum exposure for your resume.

This is the first of a two part series. Next newsletter will detail “Interviewing Skills”.

This article was courtesy of Deborah Walker at www.AlphaAdvantage.com.

ASQ1301 Upcoming Programs

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

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

Web Site Proposals

ASQ Section 1301 is currently accepting proposals for developing, hosting, and, maintaining our website. We understand how important a tool our website can be so we are looking into different ideas on keeping it current and user friendly.

Successful submission will include the following services at a competitive price considering that we are a non-profit organization:

Services:

Pages or areas: Employment, Calendar, online registration for programs, contact names, newsletters, minutes. Feature to highlight most recent activities. Also will need to maintain mailing lists, Ability to have volunteers update. Links with national website for responding to commonly asked questions. Bulletin board. Members only area. Should include virus protection and other security measures as necessary.

Proposals may be faxed to 816-415-2048 or e-mailed to LB@qualitypartnership.com. Potential suppliers may be requested to make a board presentation.

November Board Meeting

The November board meeting moves mid-town and will be held at Crown Center's food court. We will meet in the area between Fritz's (trains) and Z-Teca.

Directions to Crown Center (<http://www.crowncenter.com/complex/index.html>):

From the North on I-29, I-35 and Broadway Bridge. Follow I-35 South and exit at 20th Street (exit 1D). Turn east on 20th Street. Follow the directional signs to Crown Center.

September Workshop



ASQ 1301 Board Minutes—October

The October ASQ 1301 Board meeting was held October 14, 2004 at Banta Publications Group in Liberty, Mo. As with all Board meetings, everyone is encourage to attend and even participate if you want to get involved. Highlights from October meeting include:

Website

Will be accepting proposals; will publish in November newsletter; use 21st Century as baseline, may inspire volunteers concerns regarding cost. Deadline for submission November 15, review at December meeting for release December 15.

Can we get discount by letting them put in advertising in Quality Matters?

Jon reported we do have potential volunteers. Discussed the idea of whether we should do this or not. Need to check on the section's financial status to determine if we can do it (Alan)

Website Development Proposal-21st Century Solutions

Things we have/need/want: Employment, calendar, online registration, contact names, mailing lists, newsletters, minutes. Most recent activities or new stuff feature. Ability to have individuals have access to update specific areas. Links with national for commonly asked questions. Have individuals sign up, bulletin board. Members only area.

May want to view JEC's website. www.jec-kc.com.

Financial Report

No financial report; Alan Boyer unable to attend
Need petty cash for monthly workshops (Alan)--\$40 in ones

Program

Will Fred still be doing DOE in November. Need to get with Diana ASAP to confirm.
Registration (Diana--Do we need someone? Who was on the sign up?)
Board members need to fill tables at program (tables will be based on telecommunication, automotive, aerospace, medical/pharmaceutical, and ISO)

National Archive Request

Melynda handed out a request from National for records. Discussion of who has what. Request to be added to mailing list. Laurel to contact past chairs (Fred, Doug, Daryl, Toni, Dewey) to see if they still have any ASQ documents. Jim to put together a CD of newsletters and pictures. Heather to put together CD of any information she has. CDs/documents should be sent to Melynda, and she will copy CDs and hold documents.

Next Meeting Reminder

- November 11, hosted by Hallmark.

Newsletter News

Jim encourages any one in 1301 to submit any stories of interest that may interest the membership.

Associate Program Manager

This position functions as an associate program manager in the Office of Transformation supporting Business Process Redesign initiatives across the enterprise. Responsibilities include, but are not limited to, the following:

Analyze, recommend and implement tasks for single or multiple non-complex projects/programs.

Assist in research and documentation for implementation.

Provide status reports and measurements throughout the life of the project/program.

Provide detailed analysis to design and document new project, program or system operational process.

Assist in managing the development process by obtaining reviews and approvals, tracking and documenting all activities including all time tables, and responsible parties as they relate to the program/project.

Analyze and reassess implementation procedures making recommendations for revisions as required, to ensure successful results.

Knowledge/Skills:

Job requires a level of knowledge typically gained through a combination of a college degree and/or relevant experience, totaling 6 years post-high school.

BA/BS or equivalent in Business, Finance, Engineering, Statistics, or similar field.

3-5 years progressive professional experience (Prior consulting experience is a plus).

Excellent communications, facilitation and interpersonal skills.

Demonstrated competency in process improvement, performance management, and/or change management.

Preferred:

1-2 years program/project management skills OR Masters degree with 1-3 years progressive professional experience.

Exposure to multiple operating divisions.

8. High proficiency with Microsoft Office Suite (PowerPoint, Excel, Word). Familiarity with Visio and Access is a plus.

Please contact:

Tammy Thompson
 Sr Recruiter
 6500 Sprint Parkway
 Overland Park, KS 66251
 913-315-5392 (voice)
 913-315-0313 (fax)
 tammy.thompson@mail.sprint.com

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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	OPEN	
Treasurer	Alan Boyer	AlanBoyer@leaders-perspective.com
Arrangements Champion	Gilbert Snedden	Gilbert@rudolphkc.com
Auditing Champion	Jerry Parker	Jerry.parker.b@bayer.com
Authorized CQMgr Trainer	Heather McCain	HeatherMcC@aol.com
Certification Champion	OPEN	
Contact Person	Lois Cowden	Lcowde1@hallmark.com
Database Champion	Heather McCain	HeatherMcC@aol.com
Education Champion	Doug Wood	Dwood4@hallmark.com
Examining Champion	OPEN	
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Immediate Past Champion	Toni Madeira	tjmadeira@aol.com
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Membership Champion	Lois Cowden	Lcowde1@hallmark.com
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Nominating Champion	Jim Urkevich	Jurkevich@kc.rr.com
Placement Champion	Mark Krebs	mark.krebs@us.fortis.com MRKrebsWork@aol.com
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SMP Champion	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
Community Outreach	Gene Kelly	gkelly@rxcci.com

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American Society for Quality

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Kansas City, Missouri 64141-4693

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ASQ 1301 Calendar of Events

November 11, 2004	KAE Award Dinner and Conference	Unknown	Capital Plaza, Topeka, Ks.
November 12, 2004	ASQ 1301 Board Meeting	6:00 am – 7:30 pm	Hallmark, Kansas City, Mo.
November 17-19, 2004	Excellence in Missouri	Unknown	Tan-Tar-A, Lake of the Ozark
November 20, 2004	Design of Experiments—Nov Workshop	8:00 am – 12:00 pm	BTC, Kansas City, Mo.
December 10, 2004	ASQ 1301 Board Meeting	6:00 am – 7:30 pm	TBA
January 6, 2005	ASQ 1301 Board Meeting	6:00 am – 7:30 pm	TBA
January 15, 2005	Code of Conduct	8:00 am – 12:00 pm	BTC, Kansas City, Mo.
February 10, 2005	ASQ 1301 Board Meeting	6:00 am – 7:30 pm	TBA
February 19, 2005	Six Sigma Plus and Lean	8:00 am – 12:00 pm	BTC, Kansas City, Mo.
March 10, 2005	ASQ 1301 Board Meeting	6:00 am – 7:30 pm	TBA
March 19, 2005	Quality Tools	8:00 am – 12:00 pm	BTC, Kansas City, Mo.
April 14, 2005	ASQ 1301 Board Meeting	6:00 am – 7:30 pm	TBA
April 16, 2005	Team Building and Team Improvement	8:00 am – 12:00 pm	BTC, Kansas City, Mo.

If you have an event for the calendar that may be of interest to the membership, please send to jurkevich@kc.rr.com.

Does not have to be ASQ related.