

ASQ 1301 February 2005 WORKSHOP

Six Sigma Plus & Lean

The Business Technology College (BTC) on 6899 Executive Drive in Kansas City, MO (near World of Fun) is the site for the 2005 February Workshop.

The workshop is on Saturday, February 19, 2005, 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. Doors open at 7:30 AM and networking until 8:15 AM.

William “Cliff” Cross

Cliff works as a Senior Staff Engineer with Honeywell Aerospace. With 35 years experience in Engineering, Engineering Management and Manufacturing Management of both Avionics and Industrial Control products, he is responsible for improving the quality and delivery performance of key suppliers to the Honeywell facility in Olathe, KS.

Cliff received his B.S. degree in Electrical Engineering from the University of South Carolina and M.S. degree in Engineering Management from the University of Kansas.

Cliff is the 2004-2005 National Director of Membership in the American Society for Engineering Management, 2005 Past-President of the local Kansas City Section of ASEM, and a charter member of the ASEM National Honor Society. He is a Honeywell Certified Six Sigma Black Belt, ASQ Certified Quality Engineer, SOLE Certified Professional Logistician, and ISO-9000 element leader for Statistical Process Control Techniques.

Presentation Topic

Honeywell’s Six Sigma Green Belt training program consists of five key tools:

1. Process Mapping (PMAP)
2. Failure Mode & Effects Analysis (FMEA)
3. Numerical Evaluation of Metrics (NEM)
4. Measurement System Evaluation (MSE)
5. Design Of Experiments (DOE)



This presentation will focus on NEM, the use of Statistical Process Control (SPC) charts to analyze data and pro-actively control key processes. We will cover types of variation and how to apply rational sub-grouping and sampling strategies to analyze data.

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_sOWPZdTU0nyG3QJf7ScSTVu_d8UJZS_6azuGiLi&csz=Kansas+City%2C+MO+64120-1313&desc=&mag=8&ds=n&state=MO&uzip=64120&country=US&BFClick=&BFKey=&resize=s

Inside this issue:

<i>ASQ Discount</i>	2
<i>On-Line Black Belt Training</i>	2
<i>Need Certification Units</i>	3
<i>1301 Upcoming Events</i>	4
<i>January Board Minutes</i>	5
<i>Employment Opportunities</i>	6
<i>1301 Contacts</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!

FedEx Kinko's Offers 20% Discount To ASQ Members

FedEx Kinko's is delighted to be able to bring our products and services to members of the American Society for Quality (ASQ) at a 20% discounted price.

FedEx Kinko's has combined over 1,200 locations and 20,000 print and technology resources into a single seamless network to support the needs of ASQ members throughout the continental U.S. Our expertise in document preparation and our ability to share information across multiple locations can help ASQ members save time, increase productivity, and realize efficiencies.

FedEx Kinko's offers comprehensive copying and digital printing services for any business need. Options include binding and fulfillment services that make creating, producing, and distributing presentations, brochures, and manuals extremely easy and effective.

Safety Officials Investigating Scratches on Planes

SOURCE: The Wall Street Journal U.S. safety officials are investigating tiny scratches on some older model Boeing planes to see if they are evidence of a potentially dangerous problem with the jets' outer shells.

The scratches, or scribe marks, appear near joints here sections of the aircraft's aluminum skin overlap, says Boeing spokesman Jim Proulx. A sealant used on the joints is scraped off when a plane is repainted, he says.

The scribe marks can lead to deeper cracks that can spread, potentially leading to an uncontrolled decompression that can strip off pieces of the skin, according to an FAA safety bulletin.

Proulx says Boeing will issue a bulletin to airlines later this year telling them to inspect planes once they've taken off and landed about 4,500 times after being repainted. An inspection involves taking the paint off along the joints to make sure there isn't any scribing, he says. The problem first came to light during routine maintenance last October, says Federal Aviation Administration spokeswoman Diane Spitaliere. Inspections began on about 80 aging jetliners that had been painted in the past few years, she says. Only two have been found with cracks.

About 60 Boeing planes have been found with the scribe marks, Proulx says. The vast majority are 737s, the world's most popular plane, with about 2,800 in service. The 737s tend to be older and to have been repainted more often than other aircraft.

Online Black Belt Training

Let your members know about this exciting online Black Belt training opportunity! The University of Colorado (CU) in association with Boulder ASQ Section 1313 is offering Six Sigma Black Belt training starting February 7th, 2005. One of the unique aspects of this training is that in addition to face-to-face classes, it is being offered internationally via an online multimedia capture. The online version features a small lecture recording, a content slide with real-time annotations, a text and audio chat feature, and the ability to pause or browse individual slides in the lecture. This same format is captured for on-demand attendees who can view the course lectures and discussions on their schedule. All attendees will be given copies of interactive video sessions so that topics covered in class can be studied again as needed – a huge benefit for these advanced topics! Licenses for the statistical analysis software used will be provided for the duration of the course. CU will soon be posting the details of a tuition discount for people registering by January 28, 2005. In addition, if three or more ASQ members register, there will be an additional 10% reduction in the tuition, so make sure you mention that you are an ASQ member when you register!

To learn more, ***and to see an online demo***, visit the course website at: <http://www.colorado.edu/ContinuingEducation/sixsigma/>

To register, call 303-492-5148 in the USA or visit <http://www.colorado.edu/ContinuingEducation/images/Noncreditregistrationform.pdf> to obtain a form for faxing.

ASQ Certification Exam Dates 2005

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

Need Recertification Units? Proctors Needed

Dana Yarnell, Examining Champion is in need of Proctors for upcoming Certification Exams for 2005. By proctoring at test, you earn recertification units plus the satisfaction of helping others who are wanting to become certified in their chosen discipline.

You must be certified and total time commitment is approximately six hours. For more information or to volunteer, please see page 7 and email Dana.

Baby Boomers, Beware!

Don't Let Your Resume Date You!

If you're a job seeker of the Baby Boom generation, you may be feeling a little left out by the job market. You're certainly not ready to retire, but the young recruiters you send resumes to don't seem to respond to your skills and experience. If you're feeling symptoms of age discrimination, you should know that your resume could be the culprit, categorizing you as out of date and over the hill.

There are three ways your resume can put you in the over the hill category. Your resume is due for an update if it contains:

1. Outdated technology skills
2. Outdated industry or occupational terminology
3. Outdated resume trends

Don't despair if your resume is out of

date. You can perform an extreme resume makeover by using the tips below.

1. Make sure you are up to date on your industry's technology.

Check multiple job descriptions within your industry to see what technologies employers really want. Determine which technologies are missing from your resume. Then decide what you need to learn or do in order to fill that technology gap. Consider adult education classes, college classes, or even online learning.

You should be aware that technology terms are often used as keywords to filter the best resumes from electronic databases. If your resume doesn't have them, it may never be seen. Make sure your

technology skills aren't leaving you behind.

2. Make sure your resume is using current terminology.

If you have just been adding to the same old resume over the years, then your early entries may be using outdated terms. One way to bring your resume up to date is through publications from your industry's professional associations. If you don't belong to any professional associations, you might be missing out on the latest industry-speak.

Another good resource is job descriptions. Search job descriptions in your field for recurring terms. Learn to use the current terminology for your industry correctly and effectively.

Continue on page 4

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

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

Continued from page 4

3. Make sure your resume reflects today’s trends in resume format and style.

Ten or fifteen years ago, the old-fashioned reverse-chronological format may have worked for you. But now that you have more experience, it may not be the best choice. The more advanced hybrid format may be much better at promoting your skills and expertise, providing you with a more professional presentation. With the hybrid resume, potential employers will form an impression of you based on your best accomplishments, not just your most recent job description.

You should also realize that some of the old resume rules just don’t apply any more. For example:

· “Limit your resume to one page.” This is a really old idea that limits your ability to show all of your skills and expertise.

· “End your resume with References Available Upon Request.” You don’t need to say that; it’s assumed.

· “You should show every job you have ever held and give each equal importance.” Your employment history should only go back as far as it related to your current employment objectives. Think of your resume as a marketing piece that highlights the best parts rather than as a tell-all.

· “Your resume should go back no more than ten years.” Don’t use an arbitrary number to determine how much to include on your resume. Use the rule of relevancy to decide how many of your jobs to include.

· “One resume should handle everything.” Not anymore! In addition to tailoring your resume to different fields or industries,

you’ll also need to tailor the way that you save it.

You’ll want to have (1) a standard Word format (for printouts and as email attachments), and (2) a Plain Text version for online forms. This will save you a lot of time in repairing lost formatting, which often occurs when cutting and pasting a Word document into a text-only form.

Let your experience work for you rather than against you. Using these tips to update your resume can make a noticeable difference in interest from employers. And your new resume will be a better reflection of your hard-earned skills, talents, and expertise.

Compliments of:
Deborah Walker, CCMC
Resume Writer ~ Career Coach

January Workshop

Over 20 people attended the ASQ 1301 January Workshop as Bobbi Fiedler-Prinslow of Hallmark presented the “Code of Conduct for Suppliers”.

Subject matter included “What is Social Compliance”, “Supply Chain Responsibility”, “Social Activism”, “Negative Media Attention”, “Objectives”, “Issues regarding Supplier Conduct”, “Key Elements”, “Qualification of Suppliers”, and “Auditing Strategies” .

Bobbi included pictures from Central America and China as the group partook in a live debate of social issues and supplier responsibilities both at home and overseas. See pictures on page 5.

ASQ 1301 Board Minutes—January

Website

Management has changed at Twenty First Century. The contract may change. Some changes have already been made. Twenty First Century will begin working on the website beginning in February or March.

Examination Chair

Dana requested update on the calendar of events to reflect correct date. Dana will ask for proctors at the January 15, 2005 meeting for the next examinations. Dana would like to be on the section contact list. His e-mail address is dyarnell@kinedyne.com

Treasurer

Alan to provide petty cash and check for HyVee for Saturday meetings.

Newsletter

The newsletter e-mail was sent to the publisher about December 22 to the publisher but and was disregarded. Jim will follow up with the publishers.

Jim is looking for an alternate supplier with present firmware (Docutechs). Alan has a contact. Jim will contact Kinko's and others. It is anticipated that a new supplier would bill monthly and not yearly.

Chair Elect

Jim anticipates bringing about ten guests to the February meeting.

Contact Person

Lois Cowden reported that Larry Cahill will help with new members packets.

January Workshop in Pictures

Please see story on page 4



Quality Manager

The Quality Manager will report to the Plant Manager and is responsible for ensuring quality systems are established, implemented and maintained in accordance with **lean manufacturing, ISO14001 and TS16949 quality standard processes**. Additional responsibilities of the Quality Manager include overseeing the quality department, developing and implementing risk-management strategies, maintaining current and obtaining new certifications, managing internal/external audits, and **participating in new product introduction processes** including design reviews, FMEA'S quality planning and testing.

EDUCATION AND EXPERIENCE REQUIREMENTS

- Bachelor's degree in engineering, business administration, or production management is required; MBA will be viewed favorably.
- Five years leadership experience in quality engineering and/or manufacturing is required; experience in metal manufacturing is preferred.
- Must have direct experience in ISO and TS certifications, specifically leading quality initiatives in a TS16949 and ISO14001 environment. Automotive related quality management including working knowledge of QS9000, AIAG systems, SPC, FMEA, PFMEA and PPAP are strongly preferred.

Contact: Millie Boileau, Research Manager, ELF Associates,

Manufacturing Engineering Manager

The Manufacturing Engineering Manager will report to the Plant Manager and is responsible for ensuring that there is a continuous improvement attitude and continuing cost focus through the application of lean manufacturing techniques. S/he will lead a team of four engineers in facilitating the manufacturing process and contributing to cost improvement objectives through the management of manufacturing processes, facility maintenance, and tools and equipment within corporate quality, safety and regulatory standards. The Manufacturing Engineering Manager will also be responsible for the management and development of a maintenance and tool room supervisor.

EDUCATION AND EXPERIENCE REQUIREMENTS

- Bachelor's degree in engineering, industrial technology or operations is required; MBA or advanced engineering degree will be viewed favorably.
- Five to seven years' leadership experience in engineering and/or manufacturing is required; experience in a metal manufacturing environment is preferred.
- A solid understanding of Six Sigma and experience implementing lean manufacturing principles is required.
- Should possess a strong technical proficiency with experience reviewing manufacturing processes, identifying best practices and providing suggestions for improvements.
- Must have proven track record of managing on-time, on-budget manufacturing projects.
- Experience leading a new product launch will be viewed favorably.

Contact: Mimi Skinner, (913) 451-8866, miskinner@eflkc.com.

Lab Technician

A construction materials company in the Midwest of the United States is looking for a **Lab Technician**:

- Degree required: Chemical Engineer or Chemist or Biological Sciences.
- Entry-level position, 0-3 years exp.
- Interest in lab work, testing.
- You will test and analyze physical and chemical properties of materials and make reports to Quality Assurance Engineer.
- Excellent company with good benefits.
- Compensation is commensurate with background, training and experience.
- Position is open due to expansion.

Quality Assurance Engineer

A construction materials company in the Midwest of the United States is looking for a **Quality Assurance Engineer**:

- Degree required: Chemical Engineer or Chemist or Biological Sciences.
- 1-3 years exp.
- Interest in customer service, collecting samples & sending data regarding quality up; interfacing with corporate R & D.
- Implementing and assuring compliance with all Quality specs, STPs, Quality Assurance and Action plans.
- Will require additional hours at times in doing what it takes to assure production department has the information it needs and to assure that it is according to the required standards.
- Excellent company with good benefits.
- Opportunities for career advancement are excellent.
- Compensation is commensurate with background, training and experience.
- Position is open due to expansion.

If you are interested in applying either position please call me or contact me by e-mail and let me know how and when I could contact you by phone. There is no charge to you as a candidate should you wish to submit a resume. We are paid by our client companies. Also, for your information, we do not send your resume anywhere without your permission.

Contact: Mary O'Day, Ted Nelson & Associates, 8711 West 49th Street, Merriam, KS 66203, (800) 267-4244, fax: (913) 236-9491, maryoday@kc.rr.com

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	Fiddick@everestkc.net
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
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Certification Champion	OPEN	
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Recertification Champion	Pam Carlson	pamac@cbckc.org
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
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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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ASQ 1301 Calendar of Events

February 3, 2005	IEE—Root Cause Analysis	8:00 am—4:00 pm	Cabela's—KCK
February 7-8, 2005	ASQ's Six Sigma Conference	7:00 am—5:00 pm	Palm Springs, Ca.
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.
February 22-may 17, 2005	CQE Recertification Course	6:00 pm – 9:00 pm	Kansas City Kansas Community College
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 4-May 16, 2005	CQA Recertification Course	6:00 pm – 9:00 pm	Kansas City Kansas Community College
April 14, 2005	ASQ 1301 Board Meeting	6:00 am – 7:30 pm	TBA
April 16, 2005	Team Building and Improve	8:00 am – 12:00 pm	BTC, Kansas City, Mo.
April 23-May 21, 2005	CQIA Recertification Course	8:00 am – 12:00 pm	Kansas City Kansas Community College
May 21, 2005	Business Meeting and Café	8:00 am—12:00 pm	BTC, Kansas City, Mo.

For Up-To-Date Information on Courses and Employment Opportunities—Go To ASQ1301.org

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.