



quality matters

February 2006

ASQ Section 1301

Volume 7 , Issue 5

February ASQ 1301 Workshop

Process Mapping and FMEA

For the ASQ Workshop on the 18th of February, William "Cliff" Cross of Honeywell Aerospace in Olathe, KS will present this months topic.

Outline:

- Purpose and goal of presentation
- 3 types of FMEA
- Construct an FMEA
- Show relationship to Process Map
- Interpret FMEA results

About the Speaker:

Cliff is a Supplier Quality & Development Project Manager at Honeywell Aerospace in Olathe, KS. 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 Honeywell Aerospace facilities.

Cliff received his B.S. degree in Electrical Engineering from the University of South Carolina and M.S. degree with Honors 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, a Senior Member of ASQ, ASQ Certified Quality Engineer, SOLE Certified Professional Logistician, and former ISO-9000 element leader for Statistical Process Control Techniques.

Cliff has been a guest lecturer on the use of Six Sigma Tools in the Engineering Management Masters Degree program at the University of Kansas several times. He made a 3-hour presentation on "Numerical Evaluation of Metrics" at the American Society for Quality (ASQ) workshop in Kansas City in February '05.

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In all affairs it's a healthy thing now and then to hang a question mark on the things you have long taken for granted.

Bertrand Russell
January 2006
Quality Managers Alert

Continued from page 1

February Workshop Details

The Business Technology College (BTC) at 6899 Executive Drive in Kansas City, MO (near World's of Fun) is the site of the February 2006 Workshop. The workshop is on Saturday, February 18, 2006 from 8 AM until 12 noon. A continental breakfast is provided. Cost with reservations is \$16, without reservations \$20 and student with valid ID \$10. Please contact Heather McCain for more details.

The meeting room has changed from Room 176 to Room 2003 which is located in the west wing of the building. Come in the south entrance (faces Park Place Hotel) with the address of 1775 Universal, go up the stairs and turn back towards the front of the building. Room 2003 is located to the right of the big window at the front of the building.

Reservations: Heather McCain - (816) 274-8337; e-mail - HeatherMcC@aol.com <<mailto:HeatherMcC@aol.com>> Please make your reservation by February 15, 2006.

Link to directions to the BTC:

http://maps.yahoo.com/pmaps?name=&ed=InCOKup_0TrYbb0Fzarkb4h_76Lhka6MG

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Courses Offered By The Customer Service Division of ASQ

Supplier Management & Customer Satisfaction Learning Opportunities

ASQ's Customer-Supplier Division is pleased to bringing three of its most popular courses to the Midwest and Rocky Mountain Regions.

CSD's 1-day courses on Supplier Auditing and Supplier Certification will be offered on back-to-back days in each of three cities (Kansas City: April 3 – 4; Springfield, MO: April 4 – 5; and Memphis: April 5 – 6). Discounts for early registration (by March 10); attending both courses; or for sending three or more from the same company.

CSD's 2-day course – **Customer – Focused Satisfaction Measurement** – will be offered twice, first in Kansas City (April 24 – 25), and then Fort Collins (April 26 – 27). Discounts for early registration (by March 24); or for sending three or more from the same company.

Quality Audits for Improved Supplier Performance is taught by Dennis Arter. Topics addressed in this 1-day course include:

- Supplier Quality
- Purchasing Controls
- Your Audit System
- Preparing to Audit
- Fieldwork
- Reporting Results
- Follow up

Courses Offered By The Customer Service Division of ASQ, continued from Page 2

Supplier Certification: The Quality Link in Supply Chain Management is taught by Richard Gould. Topics addressed in this 1-day course include:

- Supplier Certification?
- Introduction and Definitions
- Specifications
- What about ISO & Clones?
- Choosing Suppliers
- The Players
- Supplier Performance Measurement

Customer – Focused Satisfaction Measurement is taught by Jeff Israel. Topics addressed in this 2-day course include:

- Customer – focused foundations
- To measure, or to change?
- Match approach to purpose
- Customer identification
- Characterizing the service process
- Identifying customer requirements
- Customer satisfaction measurement (CSM) surveys
- Mastering service performance

For more information; to download a brochure; or, to register for any of these courses, please visit www.asq.org/cs/courses.



Notice!!!!

The Date and location for the April Workshop has changed!

Building A Better Workplace With Tom Terez will now be held
April 22, 2006

The new location will be the BTC, Room 248/249

Enter through the East Entrance and go to the 2nd Floor

Don't forget to visit his web sites: BetterWorkplaceNow.com &
TomTerez.com

January Workshop With Glenda Overstreet



Winners of the Sprint Quality Tools Handbook from the January Workshop were:

Mary Wagner
Bill Rankin
Rosemary Durkin

Ayana Azim
Nancy Sciortino



TOOLS FOR CONTINUOUS IMPROVEMENT AND EFFECTIVE PLANNING

An expanded version of this workshop is being offered at KCKCC in February



Section 1301 Treasurer's Report Semi-Annual Report as of 12/31/05

Checking Account Balance	\$30,796.45
Scudder Money Market Fund	\$8,666.40
CGM Mutual Fund	\$20,853.93
Average Revenue from Fall 2005 Workshops	\$373.00

ASQ 1301 Calendar of Events– 2006

February 6	Deadline to volunteer for nominating committee and board
February 7	IIE Spring Conference "Are You Ready for 21st Century Leadership?"
February 18	"FMEA and Process Mapping" Cliff Cross Basic Quality Tool Application- 8-4 KCKCC
February 23	2006 Engineers' Week Luncheon
March 4	Exam Date CQT/CRE/CMI/CHA/CBA/CMQ OE Six Sigma Black Belt
March 11,18,25	Probability and Statistics 8-12 KCKCC
March 18	"Introduction to Probability and Statistics" Doug Wood and Heather McCain
March 20-29	Probability and Statistics Mar 20-29, KCKCC
March 30	ASQ Spring Quality Conference, Parsippany, NJ
April 1 & 8	FMEA, 8AM to 12PM KCKCC
April 3,4	Supplier Auditing and Supplier Certification KC
April 22	"Building a Better Workplace" Tom Terez <i>DATE HAS CHANGED!</i>
April 17-24	FMEA 6-9 PM KCKCC
April 24-25	Customer Focused Satisfaction Measurement KC
May 1-3	ASQ World Conference on Quality and Improvement Milwaukee
May 20	Annual Business Meeting
June	Garmin Plant Tour

Quality Training Series — Spring 2006 — KCKCC

Course Info

Basic Quality Tool Application

.8 CEU (8 contact hours)
 Location: CEB Conference Room B
 Date: Saturday, February 18, 2006
 Time: 8:00 AM – 4:00 PM
 Cost: \$79.00

Instructor: Glenda Overstreet
 Course No. CE-1236-01 06/1T

This course is for anyone new to the quality field or for someone wanting to know more about quality tools. Participants will learn about process improvement and problem solving tools. Participants will gain a practical how-to understanding of applying basic quality tools in their workplace. The course material includes part of the body of knowledge to prepare for any ASQ certification: CQA, CQE,

Probability and Statistics

1.2 CEU's (12 contact hours)
 Location: CEB Conference Room B
 Date: Saturdays, March 11-25, 2006
 Time: 8:00 AM – 12 Noon

Cost: \$149
 Instructor: Doug Wood
 Course No. CE-1237-01 06/1T

Probability and Statistics

1.2 CEU's (12 contact hours)
 Location: Flint Building, Room 3632
 Date: Monday/Wednesday, March 20 - 29, 2006
 Time: 6:00 – 9:00 PM

Cost: \$149
 Instructor: Heather McCain
 Course No. CE-1237-02-06/2T

This course will cover descriptive statistics, probability concepts, distribution types, confidence intervals and statistical inference. The course material includes part of the body of knowledge needed to prepare for the CQE and CSSBB ASQ certifications.

Failure Mode and Effects Analysis

.8 CEU (8 contact hours)
 Location: CEB Conference Room A
 Date: Saturday, April 1 & 8, 2006
 Time: 8:00 AM – 12:00 PM
 Cost: \$125 Instructor: Doug Wood-
 Course No. CE-1238-01 06/2T

Failure Mode and Effects Analysis

.8 CEU (8 contact hours)
 Location: CEB Conference Room A
 Date: Monday/Wednesday, April 17-24, 2006
 Time: 6:00 – 9:00 PM
 Cost: \$125 Instructor: Heather McCain
 Course No.: CE-1238-02 06/2T

This course covers the basics of Failure Mode and Effects Analysis (FMEA). Participants will be introduced to process, product and systems FMEA. They will analyze potential failures and assess failure effects. The course material includes part of the body of knowledge needed to prepare for the CQE and CSSBB ASQ certifications.

Three ways to register:

1. Register by phone with a credit card number or company purchase order number at 913-288-7660.
2. Register by mail. Be sure to include your name, complete address, day and evening phone numbers along with the name of the class you are registering in and your payment. Checks and credit card payments (VISA, MasterCard, and Discover) are accepted by mail.
3. Register in person at the Community Education Building on our main campus at 7250 State Avenue, Kansas City, Kansas. Our office hours are 8:00 AM to 8:00 PM Monday – Thursday and 8:00 AM – 4:00 PM Friday.

Congratulations to the Certified !

Congratulations to the following who sat and attained certification this past year.

ASQ CQA December 2004

Richard Tucker * Katrina Kruger * Denise Thacker *
Cameron Perkins * Ryan Milburn * Mae Demers *
David Rogers *Patrick Dolson * Amy Glass *
Mahmoud Hassanizadeh * Steven McGourley *
Pamela Mara * Jessica Duncan * Stephen Cassie *
Terry Strief

ASQ CQE December 2004

Thomas Houchen * Jeff Taylor

ASQ CQIA December 2004

Jennifer Heiber

ASQ CSQE December 2004

Samuel Jarrell

ASQ SSBB March 2005

Anthony Perez * Joey Patterson * Kamron Miller *Matthew
Pierce

ASQ CCT July 2005

Scott Grubb

ASQ CQA July 2005

Nathan Lipscombe *Steve Spangler *Jeff Taylor *
Frank Harrison * Steve Becker

ASQ CQE July 2005

Trudy Witten

ASQ CQPA July 2005

Alvina Kweh

CERTIFICATION EXAM DATES 2006

EXAM DATES / APPLICATION
DEADLINE

**CQT/CRE/CMI/CHA
CBA/CMQ OE**

Six Sigma Black Belt March 4 January 13

**CQE/CQA/CSQE
CQIA/CCT/CQPA**

June 3 April 7

**CQT/CRE/CMI/CHA
CBA/CMQ OE**

Six Sigma Black Belt October 21 August 18

**CQE/CQA/CSQE/CQIA
CCT/CQPA**

December 2 October 6

SIX SIGMA BLACK BELT STUDENTS WANTED

If you are interested in participating in a Six Sigma self help group that would meet to study together for the Six Sigma Black Belt test, please contact Diana Fiddick at fiddick@everestkc.net or 913-648-5420 by February 6th

VOLUNTEERS NEEDED FOR SECTION 1301

Volunteers To Serve On The Nominating Committee—In need of 2-3 more people on the committee to give member input

Volunteers to Serve on the 2006-2007 Board

Please contact Diana by February 6, 2006

Contact: Diana Fiddick at fiddick@everestkc.net or 913-648-5420

If you would like to volunteer to Proctor ASQ Examinations contact Dana Yarnell

ENGINEERS WEEK LUNCHEON 2006



TO REGISTER: Fill out the registration form below completely and return by fax to
(913) 663-1633 no later than Wednesday, February 15, 2006

Luncheon Date: Thursday, February 23th

Event Times:

Kansas City Marriott Downtown, Muehlebach Tower, Imperial Ballroom
12th and Wyandotte Streets

Exhibits, 11 a.m.

Luncheon, noon – 2 p.m.

*Featured luncheon speaker: The featured speaker this year will be Mr. Wayne A. Cauthen, City Manager for Kansas City, Missouri since April 2003. Cauthen is currently focusing his efforts on downtown infrastructure and development issues, expanding international economic development, implementing a Citywide recycling program, and improving basic services to citizens.

Cost:

Corporate Sponsorship - \$1,000

- ◇ 1 Complimentary Booth in the Engineers Week Luncheon exhibit area.
- ◇ 1 Reserved table of 10, premier seating, logo table signage.
- ◇ Sponsor recognition in the printed event program.

Table of 10 - \$320

Individual ticket - \$33

YES, SIGN ME UP TODAY!

- ◇ Corporate Table of Ten \$1,000 _____
- ◇ Tables of Ten \$320x _____
- ◇ Individual Tickets \$33x _____

Total Amount Due: _____

Name _____

Company/Association _____

Address _____

Phone: _____ Fax: _____ E-Mail: _____

Method of Payment:

I will send my check for \$ _____ made out to:

MSPE Western Chapter
c/o Alysen Abel

Brungardt Honomichl & Co., P.A.

10895 Grandview, Suite 150, Overland Park, KS 66210

RETURN BY FAX TO (913) 663-1633, Alysen Abel at Brungardt Honomichl & Co., P.A.

Questions? Call (913) 663-1900 or E-mail Alysen.Abel@ibhc.com

Please note our cancellation policy. Refunds will be given for cancellations received by
5 p.m., Wednesday, February 15, 2006. Substitutions accepted.

2005-06 Section Officer & Committee List

Chair	OFFICER	Jim Urkevich	268346	Jurkevich@kc.rr.com	816-792-6420 W
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Treasurer	OFFICER	Stephen Spangler	63007459	sjspangler2002@yahoo.com	913-859-0990 ext 224 W
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Authorized CQMgr Trainer		Heather McCain	403914	HeatherMcC@aol.com	816-274-8337 W 913-302-9350 M
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Education Chair		Doug Wood	335954	Dwood4@hallmark.com	816-274-8108 W 913-402-7210 H 913-669-4173 C
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Placement Chair		Mark Krebs	63111640	MRKrebsWork@aol.com	913-648-5031
Program Chair		Tom Johnson	527944	TJohnsonleesumitt@sbcglobal.net	913-440-5471 W
Publicity Chair		Vacant			
Recertification Chair		Bobbi Fiedler-Prinslow	1108641	bfiedl1@Hallmark.com	816-274-8711
SMP Chair		Jim Urkevich	268346	Jurkevich@kc.rr.com	See above
Student Branch Counselor		Vacant			
Other: KAE (KS Qual Award)		John Shoemaker	437284	john.shoemaker@qof.com	
Other: MQA (MO Qual Award)		Paul Orton	289233	the5ortons@earthlink.net	
Other: JEC Rep		Heather McCain	403914	HeatherMcC@aol.com	See above
Other: Community Outreach		Gene Kelly	1039194	gkelly@rxcci.com	

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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

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