



quality matters

ASQ Section 1301 March 2006 Volume 7 , Issue 6

MARCH 18, 2006 WORKSHOP

Probability and Statistics– Heather McCain



Probability and Statistics The Basics!

Join us for a fun look at probability and statistics. Yes, fun! Roll dice, flip coins, play card games, and be entertained by computer simulations all while learning about the basics of probability and statistics. Chocolate will also be involved!

This workshop will cover the following topics:

- Probability concepts
- Types of data and collection methods
- Descriptive statistics
- Graphical methods
- Common data distributions

Bring your laptop and we will even have some fun using Excel!

About this month's speaker:

Heather McCain is currently a Quality Consulting Engineer at Hallmark Cards, Inc. Her primary responsibility is to provide information and advice to operations on quality and process

improvement. Prior to joining Hallmark Cards, Heather was with AlliedSignal (now Honeywell) Aerospace and Automotive. Heather is a Senior member of American Society for Quality (ASQ). She is very active in the Quality Management Division of ASQ and is the current Chair-Elect. She is also active in her local ASQ section and is a past section chair. Heather has been involved with the both the Kansas Award for Excellence and the Missouri Quality Award. Heather is a Certified Quality Engineer, Certified Quality Manager, and Six Sigma Master Black Belt. She has a BS in Electrical Engineering from Kansas State University and a MS in Engineering Management from The University of Kansas.

IN THIS ISSUE

March Workshop	1
This and That	2
KCKCC Spring Classes	3
CSD Road Show	4
Updated Contacts	5

For a KCKCC course in Probability and Statistics see page 4.	CERTIFICATION EXAM DATES
CQE/CQA/CSQE CQIA/CCT/CQPA	June 3
CQT/CRE/CMI/CHA CBA/CMQ OE Six Sigma Black Belt	Oct 21
CQE/CQA/CSQE/CQIA CCT/CQPA	Dec 2

Continued from page 1

March Workshop Details

The MCC Business Technology College (BTC) at 6899 Executive Drive in Kansas City, MO (near World's of Fun) is the site of the March 2006 Workshop. The workshop is on Saturday, March 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 March 15, 2006.

Link to directions to the BTC:

http://maps.yahoo.com/pmaps?name=&ed=lnCOKup_0TrYbb0Fzarkb4h_76Lhka6MG

BbYQfzY23m994lqXq0qwZyY_eQRc_wAq994p0g_s0WpZdTU0nyG3QJf7ScSTVU_d8UJZS_6azuGiLi&csz=Kansas+City%2C+MO+64120-1313&desc=&mag=8&ds=n&state=MO&u

zip=64120&country=US&BFClick=&BFKey=&resize=s

ASQ World Conference on Quality and Improvement

If you plan to attend the Milwaukee Conference and would like to volunteer go to the following web site for more information:

[Http://wcqi.asq.org/volunteers/index.html](http://wcqi.asq.org/volunteers/index.html)

6σ BLACK BELT STUDENTS NEEDED

A Self Help group has formed to prepare for the October Black Belt Exam. The next meeting is scheduled for March 7, 2006. The group meets at the KU Regents Center. Contact Diana Fiddick for more information

If you have any study materials that another ASQ member might find useful for exam preparation, contact Diana. The section is considering starting a lending library of these materials.

Course Offered By The Customer Service Division of ASQ

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.

The course is taught by Jeff Israel and topics covered over the two 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

Visit www.asq.org/cs/courses

Quality Training Series — Spring 2006 — KCKCC

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.



Customer Supplier Division

Working Together For Excellence

Reply to:
Dennis Arter
ASQ Customer-Supplier
Division
415 N. Quay St., Ste B-3
Kennewick, WA 99336
(509) 783-0377, no fax
dennis@auditguy.net

January 30, 2006

Newsletter Editor, ASQ Section 1301

THE CUSTOMER-SUPPLIERS ARE COMING! (AGAIN)

A virtual interview with Dennis and Dick

Newsletter: I'm here with Dennis Arter and Dick Gould, course instructors for the ASQ Customer-Supplier Division. I understand you have plans to teach some seminars in the area?

Dennis: Yes, we plan to be here on Monday and Tuesday, April 3 and 4. We will be at the Doubletree Hotel, out in Overland Park.

Dick: Dennis will teach the one-day class on **Supplier Auditing** on Monday. I will follow with **Supplier Certification** on Tuesday. Both are basic classes and no experience is required (or expected).

Newsletter: Wow! With two high-powered guys like you, I'll bet these are expensive!

Dennis: Actually, no. We are charging \$400 per participant per class and offer several discounts for registering early, attending both seminars or sending multiple people from your firm.

Dick: That's right. We don't use fancy hotels or drive big cars. Plus, we feed you. Both breakfast and lunch are part of the package.

Newsletter: Is there more?

Dennis: Well, you get a copy of my book if you attend the audit class.

Dick: Or the supplier certification book if you attend my class. Plus, both seminars have course notes.

Newsletter: Is this part of the CSD Roadshow program?

Dennis: Yes. About five years ago, we really listened to the voice of the customer. Our CSD members, and others, were asking for short, focused, inexpensive learning events in their local community. Most folks can't afford the time and expense of traveling across country, staying in a fancy hotel, and missing a week of work.

Dick: So we decided to come to you! The last time we were here in Kansas City was November 2003. Trouble is, most of the Section didn't know we were here – until it was too late. We are trying to do a better job of getting the word out.

Newsletter: I want to attend! Where can I get more information and sign up?

Dennis: Check out our web site at <http://www.asq.org/cs/courses>. There, you will find the venues listed for the rest of the year. You can even download the pdf brochure to your hard drive.

Dick: I'm looking forward to meeting everyone in April.

2005-06 Section Officer & Committee List

Chair	OFFICER	Jim Urkevich	268346	Jurkevich@kc.rr.com	816-792-6420 W
Chair-Elect	OFFICER	Diana Fiddick	1340021	diana.l.fiddick@sprint.com	913-648-5420*
Vice Chair	OFFICER	Vacant			
Secretary	OFFICER	John Vann	63263854	jvann@kc.rr.com	816-823-2301 W
Treasurer	OFFICER	Stephen Spangler	63007459	sjspangler2002@yahoo.com	913-859-0990 ext 224 W
Arrangements Chair		Gilbert Snedden	113832	Gilbert@rudolphkc.com	816-363-5522 W 816-483-0408 H 816-822-1414 F
Auditing Chair*^		Jerry Parker	573620	Jerry.parker.b@bayer.com	913-268-2182 P 913-268-2160 F 913-568-9471 M
Authorized CQMgr Trainer		Heather McCain	403914	HeatherMcC@aol.com	816-274-8337 W 913-302-9350 M
Certification Chair		Dana Yarnell	1312435	dyarnell@kinedyne.com	785-841-4000 W 913-583-1397 H
Contact Person3		Lois Cowden	631696	Lcowde1@hallmark.com	816-274-3935 W
Database Chair		Heather McCain	403914	HeatherMcC@aol.com	See above
Education Chair		Doug Wood	335954	Dwood4@hallmark.com	816-274-8108 W 913-402-7210 H 913-669-4173 C
Examining Chair		Heather McCain	626993	HeatherMcC@aol.com	See above
Historian/Librarian		Melynda Steward	1387059	melynda@kc.rr.com	913-248-0550 W 913-248-1328 H
Immediate Past Chair		Laurel Berenguer	1087016	LBerenguer@kc.rr.com	816-415-0826 W 816-695-8941 M
Internet Liaison		21 st Century Solutions	N/A	dale.ahle@21cs.com	816-935-1842
Membership Chair		Lois Cowden	631696	Lcowde1@hallmark.com	See above
Newsletter Editor		Cathy Kannianen	1219647	Cathy.Kannianen@DeLaval.com	660-646-5592 W
Nominating Chair		Diana Fiddick	1340021	diana.l.fiddick@sprint.com	See above
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	

Publication's title and number: **Quality Matters** is published monthly (except for the summer months) by ASQ Section 1301, **American Society for Quality**, 611 E, Wisconsin Ave., P.O. Box 3005, Milwaukee, WI 53201-3005.

Issue NO. 6, Volume 07 ASQ Section 1301 Members receive this newsletter free of charge.

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

American Society for Quality

Kansas City Section 1301
 Quality Matters Newsletter
 PO Box 414693
 Kansas City, Missouri 64141-4693

NONPROFIT ORG.
 U.S. POSTAGE
PAID
 Shawnee Mission, KS
 Permit 115

Schedule of Events

- **Mar 4**—CQT/CRE/CMI/CHA/CBA/CMQ OE Six Sigma Black Belt
- **Mar 7**— 6 Sigma Study Group
- **Mar 9**—Section 1301 Board Meeting
- **Mar 11,18,25**—Probability and Statistics
- **Mar 18**—ASQ 1301 Workshop-Introduction to Probability and Statistics—Heather McCain
- **March 20-29**—Probability and Statistics offered at KCKCC
- **March 30**—ASQ Spring Quality Conference, Parsippany,
- N.J.

March 2006

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4 <i>Exams</i>
5	6	7 <i>6 sigma study</i>	8	9 <i>Board Meeting</i>	10	11 <i>KCKCC</i>
12	13	14	15	16	17	18 <i>ASQ Workshop</i>
19	20 <i>KCKCC</i>	21	22	23	24	25
26	27	28	29	30 <i>ASQ</i>	31	