



quality matters

ASQ Section 1301

September 2006

Volume 8 , Issue 1

THE SEPTEMBER 16th WORKSHOP EXPLORES THE BALDRIGE QUALITY AWARD

This month's presenter is **Roger W. Pearson** of Ellsworth County Medical Center.

Mr. Pearson holds a Masters Degree in Hospital Administration from the University of Minnesota. In his many years experience in hospital administration he has used his management, consensus and problem resolution skills to oversee the planning, construction and operation of million dollar medical facilities. He is experienced in grant writing, medical accreditations and medical recruitment and has used his talents to serve several Kansas communities. In addition he has served his communities through participation in numerous Public Boards and Committees. He will be sharing with us Ellsworth County Medical Center's five year journey to earn the Baldrige Quality Award

PROGRAM AGENDA

- **Introduction:** Understanding the Baldrige application process and identifying the difference between Quality and Excellence
- **Baldrige Core Values:** Understanding 11 core values common to high performing organizations
- **Baldrige Model:** Understanding the integrative Baldrige Model
- **Baldrige Performance Criteria:** Understanding the Requirements of the Baldrige Criteria
- **ECMC's Performance Excellence Journey:** Understanding ECMC's 5 year journey and key lessons learned.

Don't forget to check out the KCPE Baldrige Workshops See Page 3

PLEASE NOTE:

The location for this years ASQ Workshops will be Room 248 at the MCC Business Technology College. More detail on page 2.

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Workshop Information

MCC Business Technology College
 6899 Executive Drive in KC, MO
 Near World's of Fun
 September 16, 2006
 8 am to 12 noon
 Continental Breakfast Provided
 Cost with Reservations is \$16
 Without reservation \$20 and
 students with valid ID \$10
 Reservations: Heather McCain
 913-302-9350 Mobile
 HeatherMcC@aol.com

Please make your Work-
 shop reservation by
 September 13th, 2006

Directions to Room 248

Come to the South Entrance
 facing Park Place Hotel,
 address 1775 Universal,
 go up the stairs and turn
 right. The room is down the
 hall and on the left.

Workshop Dates for The Year

October 21, 2006
 November 18, 2006
 January 20, 2007
 February 17, 2007
 March 17, 2007
 April 21, 2007
 May 19, 2007
 Subject to change

ASQ 1301 Board Meetings

No special invitation is needed– any member or
 prospective member is invited to participate

Scheduled every 2nd Thursday of the month, from 6-8 pm
 The first three for the 2006-07 fiscal year are
 September 14, October 12, November 9

At

Lucky Brew Grille
 5401 Johnson Drive
 Mission, KS

The meeting is in the coffee shop area but full menu may be
 purchased (diners pay for their own meals)
 Questions? Call Diana Fiddick 913-648-5420

CERTIFICATION EXAM DATES

	<u>2006 EXAM DATES</u>	<u>APPLICATION DEADLINE</u>
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
	<u>2007 EXAM DATES</u>	<u>APPLICATION DEADLINE</u>
CQT/CRE/CMI/CHA CBA/CMQ OE Six Sigma Black Belt	March 3	January 12
CQE/CQA/CSQE CQIA/CCT/CQPA	June 2	April 6
CQT/CRE/CMI/CHA CBA/CMQ OE Six Sigma Black Belt	October 20	August 17
CQE/CQA/CSQE/CQIA CCT/CQPA	December 1	October 5

“

Quality means
 doing it right
 when no
 one is
 looking.

”

Henry Ford

Certified Six Sigma Black Belt — Study Group (ASQ Section 1301 Kansas City)

Meeting Location

PT's Coffee
 (inside Jayhawk Central, next to KU Ed-
 wards Regent Center)
 12520 Quivira
 Overland Park, KS 66213
 913-897-5208

Time

6 pm to 8 pm– time changed because the
 coffee shop closes at 8 pm

Study Materials

CSSBB Primer
 Quality Council of Indiana
 9/12 Chapt 10 Lean Enterprise 62 pgs 24 questions
 Chapt 11 Design for Six Sigma 60 pgs 24 q
 10/3 Review
 10/21 CSSBB Exam (application deadline was August 18)

Contacts

Diana Fiddick Diana.L.Fiddick@sprint.com
 w 913-791-7793
 Greg McKain Greg_McKain@colpal.com
 w 913-573-6559

KANSAS CENTER FOR PERFORMANCE EXCELLENCE ANNOUNCES SUMMER/FALL WORKSHOP SERIES

Contact:
John Shoemaker, Ph.D.
Senior Consultant
Kansas Center for Performance Excellence
John.
shoemaker@AmericanInformatics.biz
785-234-6251

Thousands of organizations throughout the country have discovered that a Baldrige-based assessment is the best way to accelerate an organizational improvement effort. Whether for self-assessment or submission for third-party review, preparing a Baldrige-based assessment document is not easy. To make it easier for you, we offer two additional "Writing a Baldrige-based Assessment" workshops this year.

Writing a Baldrige-based Application (Basic)

This basic workshop includes an orientation to the 2006 Criteria and guidance on writing a Baldrige-based application. It provides participants with a self-assessment process to determine their organization's readiness for a formal recognition program.

Writing a Baldrige-based Application (Advanced)

This advanced workshop is designed for organizations that are currently using the Baldrige Criteria. Participants will obtain valuable tips on how to write better assessment documents and how to implement the Opportunities for Improvement in their feedback reports. The text for this workshop is any Baldrige-based application that those attending the workshop have prepared as well as the feedback report.

These workshops have proven to be great motivators for application writing teams who can establish their plans during the session. Each full-day workshop costs \$250 per participant (either track). This includes the cost of the workshop, and all materials.

Both workshops are scheduled at the Kansas Center for Performance Excellence offices at 112 SW 6th Avenue in Topeka on the following dates:

September 21
November 14

Either workshop can be scheduled as in-house training with appropriate modifications for your organization if it is more cost-effective for scheduling more than 8 individuals for this training. Contact John Shoemaker for registration information at John.shoemaker@AmericanInformatics.biz

Introducing ASQ 1301 Member Greg McKain

Employment:

Quality Manager
Colgate Palmolive Co
1806 Kansas Ave
Kansas City, KS 66105
913-573-6559

Greg McKain
2006 – 2007 Placement Chair
ASQ-CQM 2005

Education:

BS ISE – Ohio State University – 1975
MBA – Baker University – 1995

Background Employment Information:

I am originally from Cincinnati, Ohio. I became employed by Colgate Palmolive at the Jeffersonville IN plant upon graduating from Ohio State in 1975. I worked at that location for four years and then was transferred to the New York headquarters where I held various positions in Packaging Development, Quality Assurance, Industrial Engineering, and Purchasing. In 1989, I was transferred to Kansas City plant as Quality Manager, responsible for the Quality Laboratory, Quality Engineers, and Documentation to support a 24/7 operation of personal care products registered with the FDA.



Personal Information:

I am married (33 years) and have three daughters and four grandchildren. I reside with my wife, Debbie, in Overland Park, KS. My hobbies include home improvement projects, bicycling, volunteering at church, and spending time with my family. I am a member of the Methodist Church of the Resurrection in Leawood, KS.

CERTIFICATION PREPARATION CLASSES AT KCKCC



Introduction to Quality

Monday/Wednesday September 11, 13, 18, 2006 6:00-9:00 PM

Cost: \$125 (includes textbook)

Instructor: Heather McCain

This course is for anyone new to the quality field or for someone wanting to know more about basic quality concepts. Participants will learn about the practices and principles of quality, total quality management and process improvement concepts, as well as quality gurus. Participants will gain an understanding of quality concepts and common quality practices. Designed as partial preparation for several ASQ certification examinations. Exam application fees are separate.

Probability and Statistics Refresher

Monday/Wednesday, September 25-October 2, 2006 6:00-9:00 PM

Cost: \$125 (includes textbook)

Instructor: Doug Wood

This course is designed only as a refresher for those who are already familiar with probability and statistics, but need a review. The class will cover descriptive statistics, probability concepts, distribution types, confidence intervals, Central Limit Theorem, statistical inference, hypothesis testing, and analysis of variance. Designed as partial preparation for several ASQ certification examinations. Exam application fees are separate.

Quality Management Systems

Saturday, September 30 – October 7, 2007 8:00 AM – 4:00 PM

Cost: \$179 (includes textbook)

Instructor: John Shoemaker

This course offers an overview of two quality management approaches, the Malcolm Baldrige quality award criteria and the ISO 9000/ 2000 registration process. Aspects of the two approaches will be compared and contrasted, allowing attendees a better understanding of these common quality management approaches. Designed as partial preparation for several ASQ certification examinations. Exam application fees are separate.

Cost of Quality

Saturday, September 23, 2006 8:00 AM – 4:00 PM

Cost: \$79 (includes textbook)

Instructor: Doug Wood

This course focuses on tracking quality costs using the PAF model. The various categories of quality costs (prevention, appraisal, and failure), cost drivers and their relationship to key business measures will be covered. Emphasis will be on implementation of a quality cost system.

Introduction to Auditing

Wednesday/Monday/Wednesday, October 11, 16, 18, 2006 6:00-9:00 PM

Cost: \$125 (includes textbook)

Instructor: Tim Snyder

This course covers the basics of auditing a quality system. Participants will gain an understanding of auditing principles, how to audit a quality system, and what steps are involved in an audit. Preliminary work, executing, reporting, and closing an audit will be covered.

Designed as partial preparation for the Certified Manager of Quality/ Organizational Excellence examination.

Exam application fees are separate.

Basic Quality Tool Application

Saturday, October 14, 2006 8:00 AM-4:00 PM

Cost: \$79 (includes textbook)

Instructor: Glenda Overstreet

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. Designed as partial preparation for several ASQ certification examinations. Exam application fees are separate.

ASQ Job Postings and Networking Through Job Clubs



Greg McKain
ASQ 1301
Placement Chair

Do you know anyone who fits the following profile?

- Recent graduate
- Returning to the workforce
- Affected by downsizing and restructuring
- Changing careers
- Seeking advancement

If so... advise them to visit on-line at www.ASQ1301.org and view the "jobs" page to see recent postings of Quality related jobs. Anyone interested can register on-line to receive emails automatically when a new job is posted. A link to the National ASQ website is also available to search national job postings. I also encourage you to share the ASQ 1301 website with your HR Department so the website can be utilized to post Quality job opportunities that may come open in your company. This is a free service and will help provide networking vital to effective job searches.

Speaking of networking, it's been reported approximately 80% of the jobs are found through networking. Technical skills and experience are important, but the success in landing a job is getting an opportunity to talk to the hiring manager. In today's environment of resume screening by computers, it becomes more important to develop a strong network of individuals who will help lead you to the hiring manager.

The Community Career Services of Johnson County Community College has published a list of Kansas City Area Job Clubs. Attending these job clubs can provide the support in connecting with individuals for networking, as well as, an opportunity to learn about the job markets and enhance your job seeking skills.

Listed below is a brief description of the various Job Club locations and the persons to contact for more information on meeting times and discussion topics.

If you are interested in obtaining the official published list with detailed information on the KC Area Job Clubs, please send me an email at gregmckain@yahoo.com and I will be glad to provide you a copy.

Job Club Name	Location	Address	Contact Person
"Job Changes" Group	Christ Church Anglican	5500 W. 91 st St, OP, KS	Bob Schroeder 913.649.0024
"Career Transitions" Support Group	Church of the Nativity Catholic Church	3800 W. 119 th St. Leawood, KS	Bill Eckert at 913.322.9177 x205 wdeckert2003@yahoo.com
"Employment Transition" Group	Church of the Resurrection United Methodist	13720 Roe Ave. Leawood, KS	Deanne Sheets at 913.491.0421 sheets@everestkc.net
"Job-Links" Networking Group	First Baptist Church of Raytown	10500 E. 350 Hwy. Raytown, MO	n/a
"Next Step" Job Networking Group	First Family Baptist Church	7700 W. 143 rd St., OP, KS	Teresa Moravek at 913.681.3341
"Job Loss Support" Group	Holy Cross Lutheran Church	119 th St & Lowell, OP, KS	Steve Robertson at 913.381.1285 turtle73@swbell.net
"CTM" Group	Holy Trinity Catholic Church	13520 W. 92 nd St, Lenexa, KS	Judy Ambler at 913.894.8125 judy.ambler@epcgconsulting.com
"Career Investment" Group	Johnson County Community College	12345 College Blvd, OP, KS	Laura Johannesmeyer at 913.469.3839 ljohanne@jccc.net
"Finding Your Career Future" Group	Lenexa United Methodist Church	9138 Caenen Lake Rd, Lenexa, KS	Bill Schmeling at 913.269.1133 BSchmeling@everestkc.net
"Career Connection" Group	Pleasant Valley Baptist Church	I-35 N & M-291 (exit 17) Liberty, MO	Patrick Magers at magerspr@aol.com
"St. Joseph's Career Transitions"	Prince of Peace Catholic Church	16000 W. 143 rd St, Olathe, KS	Fred Fosnacht at 913.226.6936 fmfosnacht@everestkc.net
"Job Transition" Group	St. Peter's United Church of Christ	700 E. 110 th St. & Holmes, KC, MO	n/a
"Career Transitions" Group	The Center for Spirit at Work	4310 Madison, Suite 204, KC, MO	n/a

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2007 JEC Directory

Published by **Catchword Graphics, Inc.**

8601 NW Overland Drive • KC, MO 64154 • Phone(816) 741-9484; FAX (816) 746-1989 • E-mail Catchword2@aol.com

Dear Advertiser:

The **Joint Engineering Council of Kansas City** is requesting your participation in its 2007 Directory. The JEC represents over **5,000 professional engineers** in over **23 professional engineering societies** from Kansas and Missouri. The JEC Directory is now published annually. Advertising in the directory provides you with **one year of exposure** to a large, professional group of engineers and engineering corporations in Kansas and Missouri. The 2007 Directory will be distributed in February, 2007 in conjunction with **Engineer's**

Week celebrations.

The JEC Directory will be approximately 100 pages. Each page is 8 1/2" x 11". 5,000 directories will be **mailed directly** to each person listed. The rates below are for black and white ads. Advertisers wishing to have up to four color ads can contact the publisher for rates. All advertisers receive a complimentary copy of the JEC Directory.

Advertising Rates

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Take advantage of the JEC Directory and get **one year of exposure** for your company with over **5,000 professional engineers and their firms** in Kansas and Missouri. For more information, call **Catchword Graphics, Inc.** at **(816) 741-9484** or **E-mail at Catchword2@aol.com.**

Chris Clarke

Owner, **Catchword Graphics, Inc.**

Publisher, 2007 JEC Directory

Current Members of the Joint Engineering Council

AACE Cost Engineers International Association of Energy Engineers American Institute of Chemical Engineers American Public Works Association American Society of Civil Engineers American Society of Certified Engineering Technicians American Society for Engineering Management ASM International American Society of Mechanical Engineers American Society of Plumbing Engineers American Society for Quality Construction Specifications Institute Engineers Club of Kansas City Institute of Electronics and Electrical Engineers Institute of Industrial Engineers Kansas Society of Professional Engineers Midwest Concrete Industry Board Missouri Society of Professional Engineers National Environmental Balancing Bureau Society of American Military Engineers Society of Fire Protection Engineers Society of Women Engineers Structural Engineer Assocation of KS and MO

ASQ Section 1301 Request for Input

One of the goals for ASQ Section 1301 for this year is to provide the most relevant and useful training and information possible to its members. What are the things that would help you in your work? What meeting times and locations are possible for you? What are the services that you like and what is being missed? If you have an idea, suggestion or comment, you may attend a board meeting, contact any of the board members listed on page seven or contact me.

Cathy Kannianen, newsletter editor

Ckannianen@aol.com

2006-07 Section Officer & Committee List

Chair	OFFICER	Diana Fiddick	fiddick@everestkc.net	913-648-5420*
Chair-Elect/SMP Chair	OFFICER	Gene Kelly	thekellys1@aol.com	913-681-3305
Vice Chair	OFFICER	Stephen Spangler	sjspangler2002@yahoo.com	913-859-0990 ext 224 W
Secretary	OFFICER	John Vann	john.vann@kc.rr.com	816-531-5310H
Treasurer	OFFICER	Stephen Spangler	sjspangler2002@yahoo.com	913-859-0990 ext 224 W
Arrangements Chair		Gilbert Snedden	Gilbert@rudolphkc.com	816-363-5522 W 816-483-0408 H 816-822-1414 F
Auditing Chair *^		Jerry Parker	Jerry.parker.b@bayer.com	913-268-2182 P 913-268-2160 F 913-568-9471 M
Authorized CQMgr Trainer		Heather McCain	HeatherMcC@aol.com	913-440-2236 W 913-302-9350 M
Certification Chair		Dana Yarnell	dyarnell@kinedyne.com	785-841-4000 W 913-583-1397 H
Contact Person		Tim Snyder	tim.snyder@honeywell.com	913-712-2417 W
Database Chair		Phillip Grieshaber	phillipgcqe@hotmail.com	816-914-7002
Education Chair		Doug Wood	Dwood4@hallmark.com	816-274-8108 W 913-402-7210 H 913-669-4173 C
Examining Chair		Heather McCain	HeatherMcC@aol.com	See above
Historian/Librarian		Laurel Berenguer	LBerenguer@kc.rr.com	816-695-8941
Immediate Past Chair		Jim Urkevich	Jurkevich@kc.rr.com	816-792-6420 W
Internet Liaison		21 st Century Solutions	dale.ahle@21cs.com	816-935-1842
Membership Chair		Lois Cowden	lycdn@kc.rr.com	(816)455-7682
Newsletter Editor		Cathy Kanniainen	Cathy.Kanniainen@DeLaval.com Ckanniainen@aol.com	660-646-5592 W
Nominating Chair		Jim Urkevich	Jurkevich@kc.rr.com	816-792-6420 W
Placement Chair		Greg McKain	gregmckain@yahoo.com	(913) 449-7045 (M)
Program Chair		Tom Johnson	TJohnsonleesumitt@sbcglobal.net	913-440-5471 W
Program Chair		Deb Denavs	ddenavs@hotmail.com	913-764-5934
Recertification Chair		Bobbi Fiedler-Prinslow	bfiedl1@Hallmark.com	816-274-8711
Other: KAE (KS Qual Award)		John Shoemaker	john.shoemaker@qof.com	785-234-6351
Other: JEC Rep		Heather McCain	HeatherMcC@aol.com	See above
Other: Community Out- reach		Gene Kelly	thekellys1@aol.com	913-681-3305

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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

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

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Schedule of Events

- There are several KCKCC courses offered this month see details on pg 4.
- September 12 — Six Sigma Study Group, pg 2
- September 14 — Section Board Meeting, pg 2
- September 16— **Workshop** Baldrige Quality Award
- September 21— KCPE Application seminar, pg 3

September 2006

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11 KCKCC Quality	12 6 σ Study Group	13 Workshop reservation	14 Board Meeting	15	16 Workshop 8-12
17	18	19	20	21 KCPE App. Seminar	22	23 KCKCC Cost of Quality
24	25 KCKCC Statistics	26	27	28	29	30 KCKCC Quality Mgmt