



quality matters

ASQ Section 1301

November 2006

Volume 8 , Issue 3

Upsetting Project Managers and Pleasing Project Sponsors; A Practical Approach Using Earned Value to Judge Project Schedule and Budget Compliance

Join us on November 18, 2006, at the BTC in Kansas City, Missouri to learn how to apply the PMBOK best practice of Earned Value in determining whether a project will meet its budget and schedule requirements upon delivery.

Key Concepts

- Description of earned value and how it is used to identify a projects development efficiency.
- Use of a defined method to determine intermediate project progress.
- Definition and demonstration of a tool implemented to capture, explain, and report sub-team and project earned value and efficiency deriving project completion estimate metrics.

Learning Objectives

- Overview of earned value and its use to derive the efficiency and project end metrics
- Deriving project progress defined by “% complete”
- Practical implementation of these concepts

The information presented can be used to define earned value and efficiency to judge any project’s ability to meet its budget and delivery schedule scope. Attendants will be able to develop progress measures and derive earned value and efficiency metrics to Improve project delivery capability and gain user acceptance of the concepts and their viability

Presenter Biography

Brian Waddoups has been doing project management and quality assurance work for 26 years. His work with quality assurance and control started as a manufacturing engineer for Texas Instruments in 1979. He transferred to data processing as the Data Operations Manager for Texas Instruments Government and Military Semiconductor division where he was responsible for all software and hardware used to test and record data for Military and Class A/S semiconductors.

Brian joined Sprint Long Distance in 1990 as a software developer and quickly was promoted to a project manager. He used the concepts he is presenting to manage more than 35 projects over 5 years. All of these project finished on schedule and with in +/- 5% of budget .

Brian has been a leader or member

of the Sprint process improvement team for the last four years assisting in refining and improving the software development and quality assurance processes for the Sprint Information Technology group. Brian is currently working as the Sprint Nextel manager of quality assurance. In this capacity, Brian’s team is responsible for defining, testing, and managing the quality of over 600 projects running concurrently in the Sprint Nextel portfolio. They are creating automation to work with the Sprint Nextel collected project data. Once in use this automation will quickly allow identification and communication of the earned value and efficiency data to those projects’ management teams.

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Workshop Information

MCC Business Technology College , 6899 Executive Drive in KC, MO Near World's of Fun
 November 18, 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 or
 HeatherMcC@aol.com

Please make your Workshop reservation by
 November 15, 2006

Directions to Room 248

Come to the East Lobby
 address 6899 Executive
 Drive, Turn right in the
 lobby go up the stairs
 and turn left. The room
 is down the hall and on
 the left.



October's 5S Boot Camp

Situation Wanted:

Seeking KC area opportunities to conduct an internal or external ISO compliance audit under the direction and guidance of an IRCA certified ISO QMS Lead Auditor.

Please contact:
 Monte Olsen
 Chief QA Specialist
 785-838-2165 W
 816-213-7108 M

WELCOME !!! NEW SECTION MEMBERS

Joseph E. Bouchard
 Kristy K. Crissler
 Theodore Curry
 Debra K. Denavs
 Kim Drew
 Nidhin M. George
 Katie Jones
 Larry Kinder
 Noel Marchbanks
 Julie A. McBride
 Ryan K. Mcelfish
 Theodore J.
 Plemons

“Almost all quality improvement comes via simplification of design, manufacturing ...layout, processes, and procedures”

Tom
 Peters

CERTIFICATION EXAM DATES

| | <u>2006 EXAM DATES</u> | <u>APPLICATION DEADLINE</u> |
|---|------------------------|-----------------------------|
| 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 |

ASQ 1301 Board Meetings

Scheduled every 2nd Thursday of the month, from 6-8 pm

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

**“ Quality has to be caused, not controlled”
Philip Crosby**

Kansas City IIE
Conference

**An Engineered Approach
To Lean and
The Principles of Servant
Leadership**

**Presented by Amy
McHenry of H.B. Maynard
and Co., Inc.**

**November 9th, 2006
Great Wolf Lodge
Kansas City, KS**

Confessions of a State Quality Award Junkie

I have been an examiner for three rounds and a team leader for one round and although it is a lot of work, I keep going back for more....

Some of the reasons:

The Kansas and Missouri state quality awards are based on the national Baldrige Criteria and preparation to be an examiner includes introduction to the criteria as a quality management tool and a continuous improvement model.

Your reasoning, writing and cognitive skills are increased by comparisons of the applications with the criteria and crafting of comments.

You get to work with great people from your and other organizations, affording the opportunity to network and model team work.

It is interesting to examine other companies and industries and learn more about them. You might go on a site visit to an organization that you probably would not otherwise have the opportunity to visit.

Although specific information about the company that you examine is confidential, general lessons that you learn from being an examiner can be applied to your own business situations.

I have gotten benefits from each and every round and new things of value are learned in each round.

If you are interested in learning more, please visit the websites listed below:

<http://www.kansasexcellence.org/>

<http://www.mqa.org/qualityaward.htm>

Submitted by Diana Fiddick

Introducing ASQ 1301 Member Doug Wood



Doug Wood has worked for Hallmark Cards for over 20 years. He has worked in engineering and quality, with extensive data acquisition experience. One major initiative has been the cost of quality measurement for the Operations division at Hallmark. This project has provided an 8 figure savings over the last 10 years.

He has been active in the American Society for Quality for more than 10 years. Besides holding several positions with the Kansas City chapter of ASQ, he is currently chair of the Quality Costs Committee in the Quality Management Division and he was site committee chair at the 2003 Annual Quality Congress. He is certified with ASQ as a Quality Engineer and a Quality Manager, and has been active with both the Kansas Award for Excellence and the Missouri Quality Award.

Prior to Hallmark, he worked for the Kellogg Company in Battle Creek, Michigan. His degree is in Industrial Engineering from Western Michigan University.

Quality
Costs
Committee
Chair

Kansas City Kansas Community College
QUALITY TRAINING SERIES – Spring 2007



**Certified Manager of Quality/
Organizational Excellence Overview**

1.1 CEU's (11 contact hours)

Date: January 20 & 27, 2007
8:30 AM – 3:00 PM (Saturday)
Location: CEB, Conference Room A
Instructor: Heather McCain
Cost: \$133
Course No. CE-1813-01-071T

The deadline for applying for the exam is January 12, 2007 for the exam on March 3, 2007. Exam application fees are separate and applications are to be handled by each student. Exam application Fee: \$420 non-ASQ members; \$270 ASQ members.

Certified Quality Engineer Overview

1.1 CEU's (11 contact hours)

Date: February 3 & 10, 2007
8:30 AM – 3:00 PM (Saturday)
Location: CEB, Conference Room B
Instructor: Doug Wood
Cost: \$133
Course No. CE-1812-01-071T

The deadline for applying for the exam is April 6, 2007 for the exam on June 2, 2007. Exam application fees are separate and applications are to be handled by each student. Exam application Fee: \$360 non-ASQ members; \$210 ASQ members.

This course is an overview of the body of knowledge. Participants will study test questions and determine where their strengths lie and where they need help to pass the exam. Specific courses will be suggested to help build up missing knowledge areas.

Certified Quality Auditor Overview

1.1 CEU's (11 contact hours)

Date: February 3 & 10, 2007
8:30 AM – 3:00 PM (Saturday)
Location: Flint Building, Room 2606
Instructor: TBA
Cost: \$133
Course No. CE-1811-01-071T

The deadline for applying for the exam is April 6, 2007 for the exam on June 2, 2007. Exam application fees are separate and applications are to be handled by each student. Exam application Fee: \$360 non-ASQ members; \$210 ASQ members.

This course is an overview of the body of knowledge. Participants will study test questions and determine where their strengths lie and where they need help to pass the exam. Specific courses will be suggested to help build up missing knowledge areas.

Introduction to Quality

.9 CEUs (9 contact hours)

Location: TBA
Date: Tuesday/Thursday February 13,15,20, 2007
Time: 6:00-9:00 PM
Cost: \$125 (includes textbook)
Instructor: Heather McCain
Course #: CE-1800-01-071T

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.

Quality Management Systems

.8 CEUs
(8 contact hours)
Location: CEB Conference Room A
Date: Saturday, February 17, 2007
Time: 8:00 AM – 4:00 PM
Cost: \$79 (includes textbook)
Instructor: John Shoemaker
Course #: CE-1810-01-071T

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.

Introduction to Auditing

.9 CEUs (9 contact hours)

Location: Flint 3619B
Date: Wednesday/Monday/Wednesday, February 21,26,28, 2007
Time: 6:00-9:00 PM
Cost: \$125 (includes textbook)
Instructor: Tim Snyder
Course #: CE-1807-01-071T

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

Kansas City Kansas Community College To register by phone call 913-288-7660. Credit card payment is required with phone registration. For course information, call 913-288-7228.



Greg McKain
ASQ 1301
Placement Chair

Career Corner Career Corner

Career Transition – Create Your Communications Strategy ⁽¹⁾

Last month we talked about your personal marketing plan and the networking benefits of getting involved in local Kansas City Area Job Clubs. A list of local Job Clubs with key contact information can be viewed by visiting on-line at www.asq1301.org and clicking on the “Jobs” page. There you will find an area to click for the Jobs Clubs just above the listing of job opportunities.

In addition, 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 encourage you to share the ASQ 1301 website with your HR representative or hiring manager 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.

Working with job clubs can help you develop networking and fine tune your personal marketing plan to identify your target market. Your **communication strategy** links your professional objective with your target market. Therefore, you need a good communications strategy that is appropriate to your professional objective and appealing to hiring managers in your target market. To help you visualize an entire communications strategy, listed below are the **communication tools** you will need to develop and practice to become effective in your job search.

Communication Tools:

- **An exit statement** – Your exit statement answers the question: *Why are you looking for a new job?* Since you will be asked why you left your former employer, think of it as your press release – the device that tells the world about your transition. An effective exit statement is brief, non-defensive, truthful, and positive. When applicable, it lets others know that your departure was not due to any fault of yours. You will be using your exit statement to talk with personal contacts, personal references, target company insiders, and when interviewing.
- **A positioning statement (the two minute tool)** – Your positioning statement is a key communications tool you will use in conversations throughout your search. It must be well-defined and communicate a clear, strategic focus on what makes you marketable to targeted employers. Challenge yourself to keep your positioning statement concise – under two minutes. Use your positioning statement in response to the question: *Tell me about yourself.* As you compose your statement, structure it around the following general categories:

Career Corner Continued from page 5

- Profession
 - Expertise
 - Types of organizations/environments
 - Unique strengths or selling points
- **Accomplishment stories** – You need to know your skills and be able to find positions that require those skills. An analysis of your achievements, accomplishments and successes can lead to a clear definition of your skills and enable you to identify recurring patterns or themes that have contributed to your success. From this, you can write your accomplishment stories. Create 10 to 20 stories and practice telling them in an engaging and sincere way. The easy-to-use S.O.A.R. technique helps you organize your material to be most effective in meetings and interviews:
 - **Situation** Describe the situation
 - **Obstacles** Describe the obstacles you faced
 - **Actions** List the actions you took
 - **Results** Describe the benefits to your employer you helped obtain
 - **Cover letters and Resumes** – Unless personally handed to a prospective employer, your resume should always be accompanied by a cover letter. Most resumes are reviewed and rejected in as little as five seconds. You need to have a flawless resume as part of your communications strategy. It is often the first impression a future employer has of you and it is one of your key sales tools. It gives an overview of what you have done in the past and implies what you can do for a potential employer in the future.

The two most common resume formats are the chronological and the functional. Sometimes, a combination of the two is used. The chronological resume is the most frequently used and accepted resume format. The functional resume format is designed to stress the qualifications of the job seeker, with less emphasis on specific employers and dates.

Since your resume is a key part of your communication strategy, we will explore in more detail in next month's "Career Corner" article – the various components that make an effective resume, the importance of preparing an "electronic resume", and the use of e-mail as an indispensable job search tool.

⁽¹⁾ Reference to this article is provided by excerpts from Lee Hecht Harrison *Career Resource Network*. Permission granted. For more information visit their website: www.LHH.com

Some of the new jobs listed on the web site this month include:

QA Manager/ Ducommun AeroStructures

Senior Lab Technician/ IdentiGEN

Supplier Quality Engineer AND Electronic Test Engineer/ Interconnect Devices

Quality Engineer/Customer Service AND Quality Assurance Manager/ Grede-Wichita Foundry

Go to Www.asq1301.org

Kansas Quest For Excellence XI 2006 "Continuing the Journey"

Conference and Awards Banquet
December 5, 2006 at the Wichita Marriot
Program and Registration Brochures available at www.kansasexcellence.org

Join us for a day of dynamic learning! Attend informative keynote sessions with 2005 Malcolm Baldrige National Recipients DynMcDermott Petroleum Operations Company, Bronson Methodist Hospital and Sunny Fresh Foods, Inc. In addition, there are several break-out sessions designed to offer conference participants interactive learning with other high energy professionals from the education, business, health care, non-profit and government sectors.

2006-07 Section Officer & Committee List

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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
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Kansas City, Missouri 64141-4693

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Schedule of Events

- November 9—
Section Board Meeting, pg 3
I IE Conference, pg 3
- November 14-KCPE Application Seminar
- November 18—
Workshop Earned Value

Upcoming Events
Certification Exams
December 2, pg 2
Kansas Quest For
Excellence XI 2006
December 5, pg 6

November 2006

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|-----|-----|---|-----|---------------------------------------|-----|-----------------------|
| | | | 1 | 2 | 3 | 4 |
| 5 | 6 | 7 <i>Election Day</i> | 8 | 9 <i>board mtg</i> KCIIE | 10 | 11 |
| 12 | 13 | 14 KCPE <i>application</i> | 15 | 16 | 17 | 18 <i>Workshop</i> |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| 26 | 27 | 28 | 29 | 30 | | |