



Quality Quest

Volume 43 Issue 1

<http://www.weiquality.com/asq1508/>

September 2001

Next Meeting: *Monday, September 10, 2001*

A Presentation by

Linda Carty of Verizon



Capability Maturity Model

We are honored to have as our speaker for September Linda Carty of Verizon Data Services. Linda will discuss the Capability Maturity Model (CMM) and what it means to Software Process Management.

Linda M. Carty has over 28 years in the telecommunications industry. She worked seven years in outside plant engineering, seven years in marketing, four years in operations, and ten years in IT (Information Technology). Linda has managed software development applications using client server, web, and mainframe platforms. Four of her ten years in IT was spent managing a centralized integrated test team supporting multiple billing and ordering applications. Linda is currently the Process Performance Manager at Verizon Data Services.

Linda has a MBA from NOVA Southeastern University in Fort Lauderdale, Florida. She is the current chairperson for the Tampa Bay SPIN (Software Process Improvement Network).

Reservations are Required
Details on Page 3

5:30pm – Networking
6:00pm – Special Feature
6:30pm – Dinner
7:30pm – Speaker

Please make your reservation by e-mailing Sophie [and](mailto:sophie@weiquality.com) Glen so that if one of them is out of the office the reservation can still be processed... or try our new on-line service at <http://weiweb.com/reservations>

Message from the Section Chair

I am not an avid fan of professional golf but I have a passing interest in the game as I do play occasionally. For some reason the British Open at the Royal Lytham StAnnes links course caught my attention so Carol and I spent most of Saturday slumped in front of the TV. Our efforts were rewarded with an excellent example of a failure in quality control. After scoring a birdie on the first hole, Ian Woosnam discovered to his chagrin that he had too many clubs in his bag. He was penalized two strokes. He spoke sharply to his caddy and threw the extra club into the woods. After recovering his composure he played well for the rest of the day. The TV commentators later calculated that failing to count his clubs cost him \$300,000 in prize money.

I was impressed with how the incident was handled. There were no arguments, no appeals and no tantrums. The decision of the official was accepted without question and many nearby spectators were unaware of the quiet incident. This was in stark contrast to most other professional sporting events where rules are only grudgingly respected. I am curious to see what corrective action Ian puts in place after the event. Will he fire his caddy for the expensive mistake or will he consider the \$300,000 an investment in his caddy's education that will guarantee the problem will not be repeated.

But to more local matters. I would like to give Lauren Watson my sincere thanks for handing over a section that is in such good condition. We have a great team on the board, the section has momentum and we are moving forward in many areas. This is a very different situation from the one that Lauren inherited a couple of years ago when the section was in some disarray. Hopefully we can continue the progress she initiated.

We have already had one board meeting during the summer break and the enthusiasm is tremendous. We have a second meeting scheduled in early August and we are teaming with the Manasota section to host some leadership Training for the new board members and some of the not-so-new board members.

The year holds great promise. I look forward to seeing you all at our monthly meetings at the new location, the Embassy Suites Hotel on Cypress Street.

John Conrad, Section Chair

Note: Since this was written Ian has fired his caddy for oversleeping and turning up late for a tournament!

 QA RA Compliance Connection, Inc.

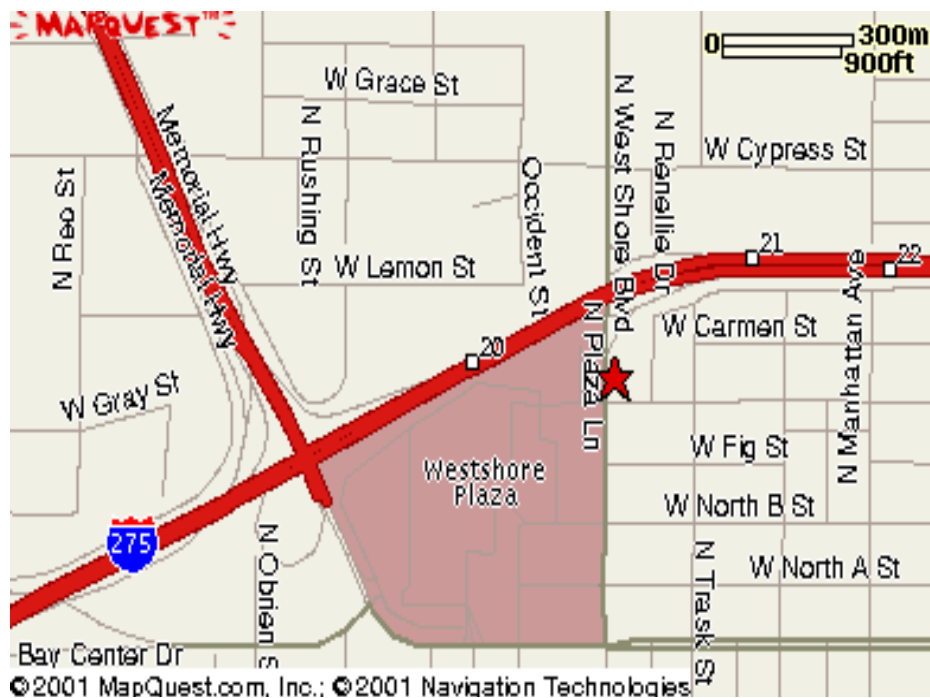
Marie B. Teixeira
Principal Consultant

*FDA QSR/ISO 9000 Training
Quality Management System Compliance
Audit Assessment/Gap Analysis
FDA 510k's, CE Technical Files
Internal Auditor Training
Document Development/Flowcharting
Establishment Registration, Device Listings*

**P.O. Box 448
Odessa, Florida 33556
(813) 784-8457
e-mail: marie@qaracc.com
Website: www.qaracc.com**

Change in location for Meetings:

Our meetings for the 2001/2002 year will be held at the Embassy Suites Hotel, 555 N. Westshore Blvd., Tampa. See Map below for directions.



Section 1508

Mission Statement

To serve our members and our community by providing:

- Current information on quality systems, concepts & practices
- Opportunity for networking
- Seminars & courses in quality related topics
- Assistance with professional certification
- Local connection to the ASQ National Organization

Directions

From St. Petersburg, Sarasota, Bradenton – take **I-275N**, crossing the Howard Frankland Bridge, take the first exit (20A), Kennedy Blvd., stay on Kennedy 5 lights to Westshore Blvd., turn left and go to the 2nd. Light and turn right. Embassy Suites Hotel 555 North Westshore Blvd. (813) 875-1555

Section 1508 - Monday, September 10, 2001. Dinner Meeting

Embassy Suites Hotel Tampa Airport Westshore

Menu: London Broil, served with Mushroom sauce, Salad, fresh seasoned vegetables, Chef's choice of starch, Dessert & coffee.

RESERVATIONS ARE REQUIRED

Please e-mail your reservations, with your phone number and company name to Sophie and Glen.

schicoineau@transitions.com

and Gcavanaugh@essilorusa.com

If you prefer you can still call the ASQ Reservation Hot Line at:

(813) 872-1500 x 2555

Before 5:00PM, Friday, September 7, 2001

Cancellations should be made by noon on the Friday before the meeting but every effort will be made to accommodate late cancellations. If you have a special dietary request - vegetarian, low fat, etc. - please indicate this at the time you make your reservation. \$20.00 per member with a reservation or \$25.00 at the door for guests and members without a reservation. **Only cash or check accepted at the door.** If you make a reservation and do not attend, the section must still pay for your meal. In this event you should reimburse the section by sending a **check**, payable to ASQ, for \$25.00 to our treasurer, Glen Cavanaugh, Essilor 4900 Park St. N, St. Petersburg, FL 33709

ASQ would like to thank **Electric Supply of Tampa** for their continued support providing the reservation hotline.



Sharing Information

On-line Reservations

New Reservation System

We have decided to offer an on-line reservation system for our monthly meetings at the Embassy Suites. A link has been provided on our web site or you can go straight to <http://weib.com/reservations> to make a reservation.

INTELLIGENT QUALITY, Inc.

- Quality Management System Design
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- Training to ISO 9001:2000
All Levels of Management and Associates
- Audits-Internal/Supplier



(813) 655-7996 Fax (813) 655-7915
 dukesdc@earthlink.net
 >intelligentquality.com<

When Your Life Changes

If you change jobs or move homes please let the folks at ASQ headquarters know about the change so that the delivery of your Quality Progress and Quality Quest can continue uninterrupted. Please e-mail your changes, with your name and membership number, to cs@asq.org.

CERTIFICATION EXAM DATES

	<u>Exam</u>	<u>Application Deadline</u>
CMI/CQA-HACCP	October 20, 2001	August 24, 2001
CQE/CQA/ CSQE/CQIA	December 1, 2001	October 5, 2001

Jobs

We continue to receive information on job opportunities in the Tampa Bay area. Check the Jobs page of our Section Web Site for more information on Quality jobs:

<http://www.weiquality.com/asq1508/>

Recertification

Please call Paul Racine if you need an information brochure on ASQ certification.

Tel: (727) 768-8177

Mail recertification packages including all required supporting documentation to:

**Paul Racine M/S 1171
 Raytheon Systems Co.,
 7887 Bryan Dairy Road,
 Largo, FL 33777**

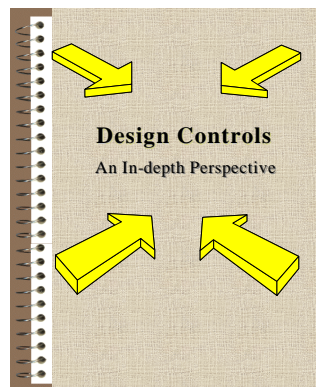
*An In-Depth Seminar for
Regulatory, Quality, R & D and
Marketing Professionals and
Executives*

Date: Wed 9/19 and Thu 9/20/2001

Time: 8 AM to 5 PM

Earn 1.6 CEUs

Design Controls An In-Depth Perspective



Highlights

- ◆ In-depth review of design control requirements
- ◆ Real life interactive implementation examples
- ◆ FDA's Inspection Technique
- ◆ Typical auditor questions

This course is designed to provide participants with the knowledge and skills necessary to understand and implement an effective design control program which meets ISO 9000 and FDA QSR requirements. Interactive exercises help participants understand first hand how to apply design control concepts to day to day operations.

The seminar will be lead by Marie Teixeira a leading expert in regulatory affairs and an RAB Certified Lead Auditor, and by Richard Bradley a Product Development Expert with over 25 years experience in the industry.

The seminar will be held in Tampa at the:
Holiday Inn Express Hotel & Suites
3025 N. Rocky Point Drive
Tampa, FL 33067
PHONE (813) 287-8585

SAVE \$100 off the \$795 registration fee per person if you register before 8/15/01. Bring your whole department and save even more — only \$595 per person for 3 or more from the same company! Call for a brochure.



Mark your calendar and call today to reserve your space!

Phone: (727) 946-6559 or
(813) 784-8457
Fax: (916) 237-3020
Email: richard@globalconsultnet.com
or marie@qaracc.com

QA RA Compliance Connection Inc.
PO Box 448
Odessa, FL 33556

Global Consulting Network Inc.
36181 East Lake Road Suite 300
Palm Harbor, FL 34685

CQE EXAM PREP & STATISTICS SEMINAR

Tuesdays – October 23rd, 30th, and November 6th from 12:00 – 7:00
plus OPTIONAL STUDY WORKSHOP Tuesday, November 27th from 12:00 – 5:00

ENJOY THE BENEFITS OF BEING A CERTIFIED QUALITY ENGINEER!

- **INCREASE YOUR SALARY POTENTIAL**
- **BE RECOGNIZED FOR YOUR SKILLS**

CQE certification is known and respected worldwide as a mark of excellence in quality engineering over 125 companies have formally recognized ASQ certification as verification of the skills necessary to be successful to ensure quality of products and services. In addition, the results of a 1998 Salary Survey conducted by ASQ and published in the November 1998 issue of Quality Progress magazine show that Certified Quality Engineers earn an average of 7.4% more than their peers without certification!

DON'T WAIT TO GAIN THE ADVANTAGES OF CERTIFICATION!

The next exam is Saturday – December 1, 2001.

WANT TO IMPROVE YOUR CHANCES FOR PASSING THE EXAM?

Supplement your work experience and increase your chances of passing the exam by attending the upcoming 21 -hour "CQE Exam Prep" Seminar offered by TRANSFORMATION TECHNOLOGIES, Inc. *This seminar is so effective that our participants average over a 75% exam pass rate while the average national pass rate is only about 32%!*

This seminar was designed specifically to prepare participants for the CQE exam by covering in detail the Body of Knowledge topic most often failed - "Quantitative Methods (Statistics & Probability)". The materials are presented in a practical, easy-to-follow, hands-on manner so that no prior knowledge of statistics is required. The seminar materials are comprehensive and easy to follow. Sample exam problems and solutions are provided and demonstrated. Tips and strategies for taking the exam are also discussed.

FEE: **\$795.00 per person (10% discount for 3 or more from the same organization)**

LOCATION: **The Pinellas County STAR Center, 7887 Bryan Dairy Rd., Largo, FL 33777
(corner Bryan Dairy and Belcher roads)**

INSTRUCTOR: Dr. Lois Jordan, P.E., C.Q.E.

Dr. Lois Jordan is a highly rated national seminar leader who has developed numerous successful seminars for ASQ National, USF MTEC and other organizations. She has over 21 years of Quality Engineering and Quality Management experience, and has been providing training and consulting since 1991 for companies such as Moen, Fidelity Investments, Paradyne, Agilent Technologies, Becton Dickinson, Linvatec, Medtronics, Rockwell Collins, TECO, Transitions Optical and TRW. She is a Certified Master Black Belt instructor for ASQ and is an adjunct instructor for the University of South Florida and the University of Tampa.

**TO REGISTER: Contact TRANSFORMATION TECHNOLOGIES, Inc. at (727) 545-3387
or fax this form to (727) 545-3397.**

NAME: _____

COMPANY: _____

ADDRESS: _____

TELEPHONE: _____ FAX: _____

e-MAIL ADDRESS: _____

RAB-APPROVED ISO 9001:2000 2-DAY TRANSITION TRAINING

September 11 – 12, 2001 from 8:30 – 4:30

The new ISO 9001:2000 standard contains beneficial changes including an emphasis on continual improvement and top management commitment. This course is designed to provide training for auditors who will be performing audits under the new standard. Designed to meet the requirements of the RAB for transition training, this hands-on seminar will engage you in lively discussions of the changes to ISO 9001:1994 and the special challenges that internal and external auditors face. This course will also provide powerful insights for management representatives, managers, and others who will be involved in transitioning their organizations to ISO 9001:2000.

- ✓ Learn the purpose of the ISO 9001:2000 Quality Management System and its role in the organization
- ✓ Understand the 8 Quality Management Principles behind ISO 9001:2000
- ✓ Understand the purpose and intent of the year 2000 standards (ISO 9001:2000, ISO 9004:2000, and ISO 9000:2000), how they relate to each other, and how they will affect the ways audits are performed
- ✓ Examine requirements for ISO 9001:2000 and the objective evidence needed to show conformance and effectiveness of the Quality Management System
- ✓ Compare the ISO 9001:1994 and ISO 9001:2000 standards
- ✓ Learn the implications of the changes in ISO 9001:2000 on auditing techniques - the changes required to audits resulting from the process orientation of ISO 9001:2000; the changes to audit methodology to address the increased emphasis on top management commitment and responsibility; the performance of system document reviews in light of the proposed reduction in mandatory requirements for documented procedures; the changes to audit methodology and auditor training necessary to address the increased need for audit trails; and how organizations should be expected to demonstrate continual improvement of the Quality Management System

Who Should Attend?

QMS certified lead auditors, auditors, and professional auditors requiring transition training; everyone performing internal audits or assisting their organizations with ISO 9001:2000 registration (including quality directors, managers, engineers, ISO coordinators, executives, and anyone responsible for leading and audit)

SEMINAR FEE: \$599 per person (10% discount for 3 or more from the same organization)
 LOCATION: The Pinellas County STAR Center, 7887 Bryan Dairy Road (corner Bryan Dairy and Belcher), Largo, FL 33777
 INSTRUCTOR: Jack Doherty, RAB Certified Lead Auditor & RAB Certified Lead Auditor Trainer

**To register call TRANSFORMATION TECHNOLOGIES, Inc. at (727) 545-3387
or fax this form to (727) 545-3397**

NAME: _____

COMPANY: _____

ADDRESS: _____

TELEPHONE: _____ **FAX:** _____

e-MAIL ADDRESS: _____



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19824 Wyndham Lakes Drive.
Odessa, FL 33556

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Quality Quest is published monthly by the
Tampa/St. Petersburg Section of the
American Society for Quality.

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Membership Statistics (July, 2001)

Fellows	4
Members	796
Seniors	35
Students	16
Sustaining	4
	=====
Total	855