



# Quality Quest

Volume 43 Issue 3

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

November 2001

**Next Meeting: *Monday, November 12, 2001***

**A Presentation by Susan Hudson**

Susan is a Medical Technologist with over 30 years experience in the Blood Bank and Transfusion Service field. She is currently Compliance Manager for Regulatory Affairs at Soft Computer in Palm Harbor, FL, a Clinical Information Software Company which develops Class I and Class II Medical Devices. She was Transfusion Service Coordinator at Shands Teaching Hospital at the University of Florida for 13 years, Transfusion Service Manager at Memorial Hospital Jacksonville, and Transfusion Service Manager at Palmetto General Hospital in Hialeah, FL and has an extensive teaching background with Medical Technology students and Pathology Residents in the field of Transfusion Medicine. Susan was Clinical Trial Coordinator for the Trial to Reduce Alloimmunization to Platelets, an NIH funded multisite clinical trial and is published in the New England Journal of Medicine.

She received her Medical Technology degree from Florida College of Medical Technology in Miami, FL, a BS in Healthcare Administration from Saint Leo University, and MBA from Saint Leo University. She is a Certified Quality Auditor (ASQ), Diplomate of Laboratory Management (ASCP), Blood Bank Technologist (ASCP), an Assessor for the American Association of Blood Banks, and a State of Florida licensed Medical Technologist. She is a member of the Accreditation Program Quality System Subcommittee for the American Association of Blood Banks and an active member of the National Association for Healthcare Quality.

Susan will discuss the stringent standards applied to Blood Banks and Transfusion Services, and some of the effects of September 11 on Blood Banking Industry.

**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](#) 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://weireb.com/reservations>

### Message from the Chair

We are beginning to address our general objective of improving member participation in our section. In order to measure our progress we will be keeping the following member metrics over the coming months:

- 1) Attendance at monthly meetings
- 2) Attendance at board meetings
- 3) Number of section members
- 4) Number of members with at least one ASQ certification
- 5) Number of registrations for section training courses
- 6) Number of contributions to the newsletter or website.

The specific goal is to improve the perceived benefit of membership for every member of section 1508. In order to do this I believe that we need to understand how our members participate in ASQ and why they participate. So if you think that we are measuring the wrong things or you have suggestions for other metrics, please let us know.

For those of you who attended our last two meeting you will have noticed that we are also increasing the amount of member participation during the meeting. Mark Puetz is doing a great job encouraging attendees to express their opinions so that everyone can benefit from their wisdom. Most people are a little reluctant at first but gradually they gain confidence in expressing themselves in public. I am encouraged by the positive comments that I have received about the meetings. We will continue with these forums, but not every month. We are going to try something different next month.

In reviewing the section database it became clear that about a dozen local companies have significant numbers of ASQ members. One of those companies is Transitions Optical. The pre-dinner event at the November meeting will be two or three members from Transitions giving an overview of the company, its products and its relationship with ASQ. There will be time for questions so lets take this opportunity to learn about one of our major customers!

See you in November.

John Conrad

## **October Speaker**

### **Mike Rigg**

### **Principal and Cofounder of Operations Associates**

“Let’s take a Test”, were the first words of wisdom from our highly academically decorated speaker for the evening, Mike Rigg. A test of trivial, proved to be most enlightening, and entertaining as well. A test with a purpose, which most of the group did well.

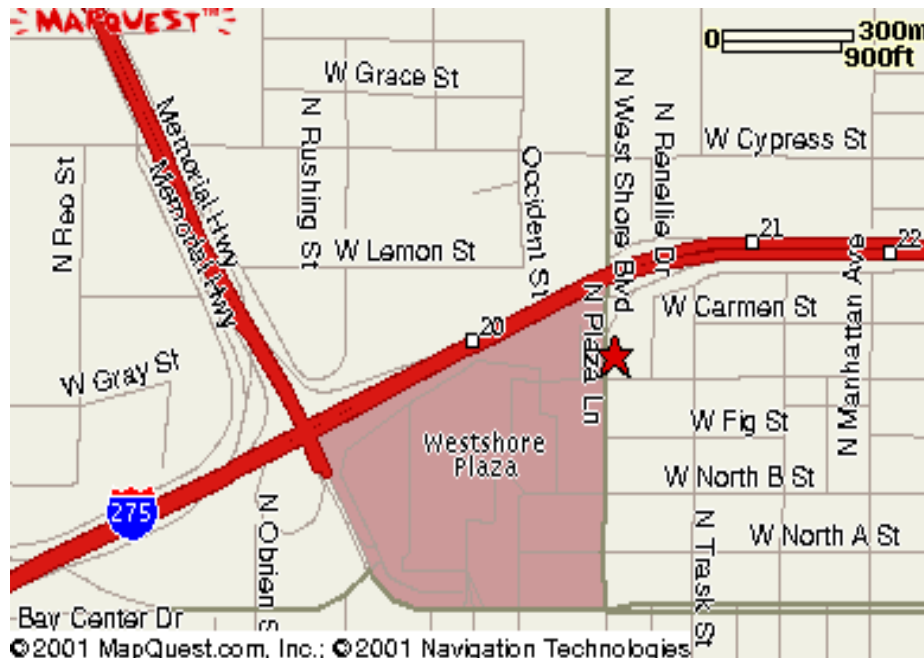
Mikes mission was to further arouse us on the concepts of Advanced Project Management. He advised us that “Human factors” play an important role in the success of projects: Decision-Making, Forecasting, Estimating, Planning and Risk Tolerance. He went on to explain the various phases of a Project Methodology, and emphasized that there is no typical point where one might enter a project. We were also introduced to the Stress Curve, which plots the level of Stress vs. Time. Mike told us of Project Alignment and it’s association with Team Alignment. Group questions surfaced when Mike touch on the subject of “Front-End lessons”, and Forecasting. “How good are people at forecasting”? Mike briefed us on Addition Errors in the project management process (Logic errors, memory trace, and illusory cause-and-effect) to name a few. A good comparison was made when mike spoke of the butterfly effect, when used to illustrate how chaos also has a role in projects.

Mike’s presentation was accepted graciously by the group. Several members requested the entire presentation be forwarded to them, which was a good sign that his topic was value added. I know we would all like to thank Mike for providing us another opportunity to expand our horizon. I know my knowledge was elevated, when I realized the gestation period of an Asian elephant was 645 days, and the Nile River was 4,187 miles.

**By: Carl G. Wilkerson, Programs Co-Chair**

## 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, November 12, 2001. Dinner Meeting

Embassy Suites Hotel Tampa Airport Westshore

Menu: Herb Crusted Roasted Pork Loin with a garlic dijon sauce,  
Salad, fresh seasoned vegetables, Chef's choice of starch, Dessert & coffee.

**RESERVATIONS ARE REQUIRED**

**On-line Reservations** <http://weiweb.com/reservations> to make a reservation

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

[schicoineau@transitions.com](mailto:schicoineau@transitions.com)

and [Gcavanaugh@essilorusa.com](mailto: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, November 9, 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



## Sharing Information

### 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/>



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## CERTIFICATION EXAM DATES

### Exam

CQE/CQA/CSQE/CQIA

December 1, 2001

If you are interested in helping proctor exams, please contact: Guerry Thode@ Thode@gte.net

## Recertification

Please call Paul Racine if you need an information brochure on ASQ certification. Mail recertification packages including all required supporting documentation to:

**Paul Racine M/S 1171**

**Tel: (727) 768-8177**

**Raytheon Systems Co.,  
7887 Bryan Dairy Road,  
Largo, FL 33777**

**\*\*\*If you are interested in taking over next year as Certification Chair, please contact Paul Racine.\*\*\***



Attn: J. Conrad  
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**Mark Anderson**

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### Membership Statistics (August, 2001)

Fellows	4
Members	606
Seniors	33
Students	10
Sustaining	5
	=====
Total	658