

Quality Times

Section 1309

April 2006



Northern Colorado
Section

April Monthly Meeting (0.6 RU's)

Section 1309 Monthly Membership Meeting

Date: 4/12/06

Time: 5:30—8:00 pm

Please RSVP to: info@asq1309.com

Topic: Presentation on Detected Defect Index, followed by a workshop on Inspection Effectiveness.

New Location: Poudre Valley REA meeting room. The address is 7649 REA Parkway, Fort Collins, 50528. It is east of I25 at the Windsor exit. From exit 262 east toward Windsor from I-25, travel east, 1/2 mile to corner of hwy 392 & Country Rd 5 (there is a traffic light, turn right lane). Turn south onto Country Road 5. Pretty much an immediate left into the parking lot.

Dinner (pizza or subs) and soda to be provided

Speaker: John C. Crews



A rare moment when John's story telling puts his audience asleep

Speaker Bio

John C. Crews is an accomplished speaker and quality professional. He has spoken at local, regional and national conferences on quality and auditing topics. He worked at Eastman Kodak Company for 21 years and has been an independent consultant for 13 years providing a variety of quality related services. His many years of experience are leveraged into stories that make it easy to remember the topics covered.

More information on April's topics are on page 2.



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April Monthly Meeting Speaker Topics

Presentation: Detected Defect Index

The target audience is Top Management. This index is highly customizable to fit the needs of any organization. The concept is so simple it may seem too simple. Basically, we create a one-number index that summarizes all we know (or want to know) about the organizations defects or poor quality.

At a high-tech electronics company last year executive management wanted to monitor a few quality metrics on their global metrics program covering two countries and nine manufacturing sites. They asked me which metrics they should monitor. They historically monitored 1) Customer Returns and 2) In-circuit Rejects. We were able to provide one number that covered *all* known defects with Detected Defect Index.

Workshop: Improving Human Inspection

A high-tech electronics firm was 30% defective to the customer. The company had recently acquired this facility. My job was to turn it around fast enough to satisfy an irate customer. The final inspectors would send the finished product across a hall to customer source inspectors at a reject rate of 30%. The Quality Manager was an engineer adamant that Root Cause Corrective Action (RCCA) was the only way we could achieve satisfactory results. The only draw back to this approach was that it was a high-mix low-volume shop. This resulted in 2-3 weeks solving a problem on a product that may not run for 6-12 months.

This workshop will help participants understand the numbers, feedback systems, training, the human element and tools used. Those that participate in the workshop will receive a spreadsheet that calculates Inspection Effectiveness and the estimated Manufactured Defects that the manufacturing operation produces.

Customer Satisfaction Course from CSD April 26—27, 2006 in Fort Collins, CO

Customer-Focused Satisfaction Measurement is a 2-day course offered at the Hilton Fort Collins, April 26-27. This class is designed for leaders and managers looking to energize their customer-focus and satisfaction measurement (CSM) initiatives. The subject matter is relevant for quality, customer-care and marketing professionals. Discounts available for 3 or more from same company. Taught by Jeff Israel for ASQ's Customer-Supplier Division.

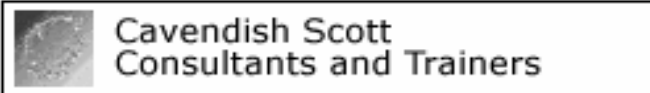


For more information, or to register, please visit: <http://www.asq.org/cs/courses>.

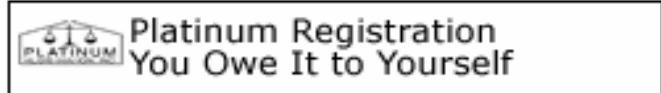
Jeff Israel is the Principal consultant with SatisFaction Strategies LLC. He has been working with customer surveys for over 25 years. Jeff is a frequent trainer and speaker for customer focus and satisfaction measurement topics. He has been active with ASQ's Customer-Supplier Division since 1992, and can be reached at jeff@satisfactionstrategies.com.

ASQ Certification Local Exam Schedule

Exam Date	Application Deadline	Certification Exam
June 3, 2006	April 7, 2006	CQA, CQE, CSQE
Oct 21, 2006	Aug 18, 2006	SSBB, CMQ/OE, CMI, CRE, CHA, CBA, CQT



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Job Openings

For current job openings please visit: <http://www.asq1309.com/jobopenings.htm>.

Submit your resume to: info@asq1309.com if you'd like it to be posted on our job seekers site.

Free Courses offered by e-Learning

Looking for FREE training that provides value? Visit <https://secure.asq.org/perl/elearning/catalog.cgi> for two courses that you can apply immediately to your job, making you and your organization more successful and efficient. The free courses are #6 (Basic Skills Used in Auditing) and #18 (Continual Improvement What it is and Why 2005 Edition). **Each course provides 0.1 CEUs and is 1 hour in length.**

Basic Skills Used in Auditing

This training course is designed to provide an understanding of how basic skills (like time management, effective communication, conflict resolution, and presentation methods) are applied by auditors within their organizations in order to improve auditing to virtually any performance management standard (ISO 9001, FDA GMPs, HACCP, FAA, TS16949, and more).

Continual Improvement - What Is It and Why? (2005 Edition)

Designed for managers, quality practitioners, and system-process auditors, this course explains the importance of continual improvement to an organization and how to sustain the process over time (even from manager to manager).

Volunteer For ASQ Section 1309 Board

Be a leader and earn RU's! We are currently filling board positions for this member year. We are seeking energetic, enthusiastic individuals to fill several board positions. Benefits of serving on the board include earning recertification points for your ASQ professional certification, visibility in the local quality community, the opportunity for free leadership training, and free ASQ membership for board members. If you are interested in volunteering, please contact any of the board members listed in this newsletter.

Open Positions:

Programs: Organizes monthly speakers and plans events such as holiday parties and fundraising.

Boulder Course Offerings

Course name	Course Fee ¹	Exam Date	Exam Application Deadline	Class Dates	Class Registration Deadline
1305 - Certified Software Quality Engineer (CSQE) Review	\$400/ \$450	June 3, 2006 Dec 2, 2006	Apr 7, 2006 Oct 6, 2006	Mar 29, Apr 5, 19, 26, May 3, 10, 17, 24, 2006 (24 hours)	Mar 14, 2006
1301 - Certified Quality Engineer (CQE) Review	\$400/ \$450	June 3, 2006 Dec 2, 2006	Apr 7, 2006 Oct 6, 2006	Apr 29, May 6, 13, 2006 (24 hrs)	Apr 15, 2006
1302 – Certified Quality Auditor (CQA) Review	\$400/ \$450	June 3, 2006 Dec 2, 2006	Apr 7, 2006 Oct 6, 2006	May 6, 13, 20, 2006 (24 hrs)	Apr 22, 2006
1318 - Certified Quality Improvement Associate (CQIA) Review	\$250/ \$300	June 3, 2006 Dec 2, 2006	Apr 7, 2006 Oct 6, 2006	May 20, 2006 (8 hrs)	May 6, 2006
1303 - Certified Quality Technician (CQT) Review	\$400/ \$450	Oct. 21, 2006	Aug 18, 2006	Sep 30, Oct 7, 14, 2006 (24 hrs)	Sep 16, 2006
1304 - Certified Mechanical Inspector (CMI) Review	\$400/ \$450	Oct. 21, 2006	Aug 18, 2006	Sep 30, Oct 7, 14, 2006 (24 hrs)	Sep 16, 2006
1310 – Certified Manger of Quality / Organizational Excellence (CMQOE) Review	\$400/ \$450	Oct. 21, 2006	Aug 18, 2006	Sep 30, Oct 7, 14, 2006 (24 hrs)	Sep 16, 2006
1321-Six Sigma Overview Benefits, Basic tools, Analysis, Success Planning	\$325/ \$350	No direct ASQ Exam. This is a well-rounded course that fits company leaders and potential team members		Call (16 hrs)	Call

¹ASQ or other professional society member/non-member fee. Cost of primers, texts, workbooks, etc. are in addition to course fee.

A list of instructor biographies, course descriptions, and registration information can be found on the ASQ Boulder Section web site, <http://www.asq1313.org/>. Select the link for course offerings to obtain the registration form. If enough Northern Colorado section members sign-up for a class, the Boulder section is willing to consider a location in the Fort Collins area. If a class you need is not listed above, please contact the Boulder education chair David Woolever at Education@ASQ1313.ORG.

GUARANTEE: If you pay for and take one of Boulder's ASQ Certification review courses and still fail the Certification Exam, you may retake the course for free as many times as you need. The instructor reserves the right to charge for course materials (e.g., handouts, etc.).

Program Calendar for Northern Colorado

Please click on this link for the program calendar: <http://www.asq1309.com/programs.htm>

Rocky Mountain Conference April 17—18, 2006 in Arvada, CO

The Rocky Mountain Conference on Quality in Business (formerly the Rocky Mountain Quality Conference) has served businesses in the Rocky Mountain region for almost 30 years by delivering an educational conference designed to improve performance excellence in small and large businesses throughout the Front Range. This Conference provides a unique opportunity to attend intensive training programs, tutorials, and case studies, and attracts a variety of professionals, educators, and practitioners.

World Conference on Quality May 1– 3, 2006 in Milwaukee WI

Healthcare organizations are no strangers to rapid change. Bringing quality to healthcare means putting quality processes in motion while always upholding the highest level of patient care and safety.

ASQ has gathered the recognized leaders in the healthcare industry – professionals who use quality to guide how hospitals, clinics and laboratories are run, and how patients are helped.

See for yourself how quality has transformed the face of healthcare, today and for the next 60 years.

Register Early and Save!

Register before March 17, 2006 and save over \$90! **Happy Birthday ASQ!**

Join us as we celebrate the 60th anniversary of ASQ and quality! Since 1946, we've been the leader in *transforming the face of quality* beyond manufacturing – evolving and showcasing its importance in service, healthcare, government and education across the globe.

Bring your party hats – we'll be celebrating until the cows come home at this year's conference!

14 Certifications Offered at World Conference

Attendees or visitors of the ASQ World Conference on Quality and Improvement have the unique opportunity to choose from one of 14 ASQ certifications being offered On-Site at the conference for one day only.

Visit <http://wcqi.asq.org/> for more information.

Newsletter or Website Submissions

Please contact info@asq1309.com for newsletter or website submissions. Acceptable submissions received before the 20th of each month will be included in the following month's newsletter or website. Examples of submissions are:

- Job Postings
- ASQ Member Resumes
- Ads (there is a fee for advertisements)
- Conference Information



Remember to go to www.asq.org for ASQ news, events, courses, job searches, and updates to your profile.

ASQ Northern Colorado
Section 1309 Member Leaders

Chair:

Randy Johnson

970-498-3435

rjohns@woodward.com

rajohnsco@aol.com

Vice Chair:

Doug Peariso

970-686-7236

doug.peariso@cps4you.com

Secretary:

Linda Kaiser

lkaiser@stoller.com

Treasurer:

Jim Camp

303-423-6564

jdcamp13@aol.com

Auditing/Certification:

Art Terrones

970-278-0419

artterrones@msn.com

Newsletter & Webmaster:

Mei Lee Purvis

970-266-3547

asq1309news@yahoo.com

Membership:

Stewart Dugas

307-633-5247

stewart.dugas@echostar.com

Recertification:

Don Rocca

303-772-2103

canam92@yahoo.com

Education:

John Crews

970-217-4031

Crewsr1@aol.com

Web Address

www.asq1309.com

Email

info@asq1309.com