

Quality Times

Section 1309

May 2011



Northern Colorado
Section
The Global Voice of Quality™

Website: www.asq1309.com
Email: info@asq1309.com



May Monthly Meeting

Section 1309 Monthly Meeting

Date: Wednesday, May 18, 2011

Time: 5:00—7:00 pm

Where: Hewlett Packard Ft. Collins Campus – Building 3, Conference room 3LC5

Please RSVP by Tuesday, May 17, 2011 to info@asq1309.com

Food: 5:30-5:45 pm

Presentation Time: 5:45-6:45 pm

Business Meeting/Announcements: 6:45-7:00 pm

Topic: Achieving Better Lean Six Sigma Efforts Using Effective Change Management

Speaker: Gary Vansuch

Overview: Lean Six Sigma efforts have often yielded good results for companies, but not consistently and not without some controversy. For instance, one recent research study by the Harvard & Wharton schools of business made headlines by concluding that that "widespread process management initiatives over the past few years have reached the limits of improvement". With regard to Lean Six Sigma specifically, the study's authors indicate that "you can go overboard. It's not an inexpensive thing."

Is this true? Have our current business improvement initiatives reached "the limits of improvement"? Are we going "overboard"? And, what should we do to get to break through and reach the next level of performance?

This session will:

- Explore this and other related criticisms of our current process improvement technologies, especially Lean Six Sigma;
- Introduce the concepts of change management; and

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Sponsor's Box

Section 1309 is looking for sponsors for this newsletter. Please contact any the newsletter editor (michael_tapia@yahoo.com) if you or your company is interested in advertising in this newsletter.

ASQ Certification Local Exam Schedule

Exam Date	Application Deadline	Certification Exam
June 4, 2011	Apr 15, 2011	CCT, CPGP, CQA, CQE, CQIA, CQPA, CSQE, SSGB
Oct 1, 2011	Aug 12, 2011	CBA, CHA, CMQ/OE, CQI, CQT, CRE, SSBB
Dec 3, 2011	Oct 14, 2011	CCT, CPGP, CQA, CQE, CQIA, CQPA, CSQE, SSGB

For more details or to register please visit: <http://www.asq.org/certification/>

May Meeting Notice (cont'd)

- Discuss how the effective management of the "people side" of change can help take us to the "next level" of results with Lean Six Sigma.

Speaker Bio:

GARY VANSUCH is Principal Administrator of Quality at the National Renewable Energy Laboratory (NREL), the nation's flagship research organization for renewable energy science and technology. He has over 30 years of business improvement and change leadership experience in the energy and financial services sectors, and has been an ASQ member since 1982.

Gary is a Lean Six Sigma Master Black Belt and a Certified Change Management Practitioner. Additionally, Gary served 6 years with the Malcolm Baldrige National Quality Award program, including 4 years as a Senior Examiner and as a member of the national Case Study Development Team. He has also been an Judge for the International Team Excellence Awards, and a Judge for the RIT / USA Quality Cup competition for improvement teams.

Directions from I-25:

- Take the Harmony Exit #265
- Go West towards Ft. Collins for approximately 1 mile, the HP campus will be on the North side of the road
- Take the 2nd entrance into the HP Campus (do not turn at the light for Lady Moon Drive, go to the second entrance co-labeled HP & Avago)
- Turn in and go straight into a circular parking lot, keep to your right and park anywhere on the right side of the circle
- At the NE corner of the circular lot is the Building 3 Lobby sign, go into the lobby, tell the security guard you're there for the ASQ meeting and sign in
- Mike Adamson will be there shortly and will need to escort everyone from the lobby to the conference room which is just down the hall
- Mike's cell phone is 970-481-1111, call if you need assistance

Section 1309 News

Speakers Needed for ASQ Section 1309 Monthly Meetings

Section 1309 officers needs speakers for 2010-2011. If interested in presenting or know someone that may be interested please contact Mike Adamson, Section 1309 Program Chair.

Mike can be contacted via email (mike.adamson@hp.com).

Job Openings—Local

Intern Undergraduate- Performance Management & Analysis

Requisition Number: 1945BR

Location: Golden, CO

Job/Research Summary

A student internship is available in the Performance Management & Analysis Team (PM&A) at the National Renewable Energy Laboratory (NREL) in Golden, Colorado. NREL is the nation's primary laboratory for research, development and deployment of renewable energy and energy efficiency technologies. The position would be temporary full time during the summer internship.

Job Duties

The purpose of this summer internship is to provide meaningful professional data analysis and process improvement experience to students with proven academic performance and a strong desire to learn and contribute. The PM&A Team provides data collection; analysis and dashboard display of critical laboratory operational metrics. The PM&A Team also leads and mentors process improvements in the laboratory using industry standard tools and methods. The intern will assist a dedicated staff to help accomplish critical tasks related to these important missions.

This position will work under close supervision and guidance to perform basic day-to-day support functions. Contacts are typically within the Center /Office and occasionally with external contacts. Contacts involve obtaining or providing information or data requiring some explanation or interpretation.

This position will perform clearly defined, short-duration tasks and activities in support of the PM&A Team goals and objectives including:

- Participate in data collection and analysis activities to include some basic statistical analysis.
- Meet with Center / Office Director level and below to interpret data and teach the analysis mechanics.
- Create KPIs and more detailed graphs and charts which describe the data in a meaningful way to the identified audience.
- Participate in process analysis and development activities to include recording process flows and associated measurements.
- Participate in process improvement activities to potentially include problem identification and definition, root cause analysis, solution identification, implementation and measurement.
- Create standard reports, documentation, and records of simple nature.
- Present / co-present specific expertise in process or data analysis to cross functional audiences consisting of 15 – 50 individuals.
- Assist in developing recommendations for improving operations.
- Provide a summary presentation at the conclusion of the internship regarding the internship experience.
- Perform other duties as assigned.

Required Education and Experience

- Must be enrolled as a full-time student.
- Undergraduate students enrolled in a minimum of twelve credit hours.

Job Openings—Local (cont'd)

- Graduate students enrolled in a minimum of nine credit hours.
- Minimum of a 3.0 grade point average in the last completed semester.
- Must be a United States citizen or permanent resident.

Additional Required Knowledge, Skills and Attributes

- Intermediate skills in data analysis, statistical modeling and technical skills (programming, scripting, and statistical package skills – MiniTab, SAS, etc.).
- Basic task and time management skills.
- Proficient in written/verbal communications.
- Very good team collaboration and interpersonal skills with an incredible zeal to learn new skills.
- Ability to perform duties with minimal supervision.
- Familiarity with Microsoft Office (including Visio) , Microsoft Outlook, Microsoft SharePoint.

Preferred Qualifications

Completion of three years or more in an accredited university in a business administration, statistics, applied mathematics, information technology or related degree program (such as industrial engineering, systems engineering, business management, operations research, or management science).

For more information see: http://www.nrel.gov/employment/job_openings.html

Job Openings—Local (cont'd)

Executive Director – Environment, Health, Safety, Security and Quality

Requisition Number: 1981BR

Location: Golden, CO

Job Summary

The National Renewable Energy Laboratory (NREL) located at the foothills of the Rocky Mountains in Golden, Colorado is the nation's primary laboratory for research, development and deployment of renewable energy and energy efficiency technologies. NREL has an opening for the position of Executive Director – Environment, Health, Safety, Security and Quality.

The successful candidate will be a strong strategic thinker with demonstrated success in leading the environmental, health, safety security and quality functions for a high tech, utility, research and development, or manufacturing organization.

Full relocation package will be provided.

Job Duties/Role Description

- Works proactively with management and staff across the Lab to foster continuous improvement and shape behavior in safety and environmental protection before incidents occur.
- Serves as corporate resource in providing technical assistance, coordination, and integration in the resolution of safety and environmental issues.
- Provides high-quality, customer-focused assistance that enables improved program and field implementation of safety and environmental protection.
- Identifies Lab-wide safety and environmental protection assistance needs and opportunities. Leads efforts to identify assistance needs, prioritize assistance activities, and resolve issues through direct interface with customers and stakeholders.
- Serves as the Lab's resource for interpretation and guidance on existing and emerging external environmental regulations on hazardous waste management and site cleanup (RCRA; CERCLA), pollution prevention and electronics stewardship, toxic chemical inventory reporting, cultural and natural resource protection (air, water, and biota), as well as hazardous substance release response.
- Assists in the development and delivery of compliance training and risk assessment tools to support Lab operations, cleanup, and long-term stewardship.
- Manages activities to develop, promulgate, and maintain worker safety and health policy.
- Maintains liaison with regulatory agencies with respect to worker safety and health matters.
- Provides management oversight and direction NREL security operations, including physical protection, and operational security.
- Directs Lab-wide emergency response activities associated with operational emergencies and emergency assistance situations.
- Directs investigations of alleged or suspected acts against NREL facilities impacting national security, personnel security, compromise of classified or sensitive information, as well as violations of applicable laws.
- Provides technical support to NREL in understanding how to implement internal and external QA requirements.
- Identifies Lab-wide quality assurance assistance needs and opportunities.

Job Openings—Local (cont'd)

- Prioritizes assistance activities and resolves issues through direct interface with customers and stakeholders.

Required Education and Experience

Previous management and budget administration experience required. Program strategy, development and implementation experience required. Degree in appropriate field may be required.

Required Knowledge, Skills and Attributes

Extensive knowledge of the renewable energy industry, as appropriate, as well as regulations, principles, procedures and practices of relevant discipline(s). Solves variety of multi-dimensional problems in absence of guidelines or precedents.

Models and embeds NREL values. Keeps abreast of key issues affecting respective Center/Office industry discipline(s). Builds effective teams; creates strong morale and spirit; shares wins and successes. Demonstrated ability to effectively lead and direct personnel with diverse skills, work styles and values, both directly and through subordinate management.

Additional Required Knowledge, Skills and Attributes

The successful candidate will have a background that includes a minimum of 15 years of relevant work experience as evidenced by the following:

- Critical:
 - Established record working with all levels of an organization, including senior leadership.
 - Demonstrated ability to apply a broad knowledge and understanding of the following disciplines:
 - ◆ Environmental
 - ◆ Health
 - ◆ Safety
 - ◆ Security
 - ◆ Quality
 - Demonstrated ability to apply seasoned business judgment to related issues and advise on appropriate solutions.
 - Proven leadership with strong problem-solving aptitude and ability to plan and meet fiscal objectives.
 - Demonstrated thorough understanding of Laboratory management, financial planning and interdisciplinary laboratory applications.
 - Successful track record involving business and organizational planning, coordination and execution.
 - Demonstrated leadership, organizational and planning skills to accomplish task assignments within stringent deadlines and often with limited lead time.
 - The successful candidate will be subject to a U.S. government security investigation and must meet eligibility requirements for access to classified information. In order to meet the government security investigation requirements, U.S. citizenship is a prerequisite.
- Travel Requirements:
 - Extensive travel will be required based on business need.
- Personal Attributes
 - Strong leadership skills.
 - Strategic thinker.
 - Strong business and financial acumen.
 - Strong sense of integrity and trust and the ability to respond with flexibility and adaptability in re-

Job Openings—Local (cont'd)

sponse to business demands.

- Demonstrated capability to analyze, synthesize, and integrate information to effectively identify and solve problems.
- Demonstrated ability to identify and work under firm deadlines and multiple ongoing tasks.
- Demonstrated ability to identify and pursue opportunities, takes prudent risks and assume responsibility in the face of uncertainty or challenges.
- Strong attention to quality.
- Creativity.
- Interpersonally savvy.
- Demonstrated managerial courage.
- Education:
 - Bachelors degree at minimum plus a minimum 15 years related experience and/or training is required.
 - Masters degree or equivalent preferred.

For more information see: http://www.nrel.gov/employment/job_openings.html

Spring 2011 ASQ Boulder Section 1313 Course Offerings

Course name	Course Fee ¹	Class Dates	Class Registration Deadline
1301 - Certified Quality Engineer (CQE) Review	Member \$400.00 Non-Member \$450.00	Sat May 7, 14, 21 2011 1:00pm to 9:30pm (24 Hours) half hour dinner break from 5:00PM to 5:30PM	Apr 30, 2011
1323 – ASQ Exam BoK: Statistical Principles, Techniques and Applications	Contact ASQ Section 1313	TBD	TBD
1324 – ASQ CQE Book of Knowledge (Bok) Review	Contact ASQ Section 1313	TBD	TBD

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 John Beachman at john.beachman@covidien.com.

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.).

Welcome from your Newsletter Editor

Dear ASQ Section 1309 Member,

This is the seventh newsletter for the 2010/2011 membership year. As always, please send your comments to me at michael_tapia@yahoo.com.

Michael Tapia

Open Positions:

Volunteers earn 1.5 RCU per committee per year!

- Auditing/Certification
- Nominations

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
- Informative Articles
- News



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

ASQ Northern Colorado
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