

# Quality Times

Section 1309

September 2006



Northern Colorado  
Section

Website: [www.asq1309.com](http://www.asq1309.com)  
Email: [info@asq1309.com](mailto:info@asq1309.com)



## September Monthly Meeting

**Section 1309 Monthly Membership Meeting**

**Date:** 9/20/06

**Time:** 5:30—8:00 pm

**Please RSVP to:** [info@asq1309.com](mailto:info@asq1309.com)

**Topic:** Explaining Accounting Reports and Terms

**Location:** Boulder Scientific at 4161 Specialty Place. From I-25 and Hwy 119 (Longmont exit), go 1 block east to the Frontage Rd. Take the Frontage Rd south for slightly over 1 mile, then turn east onto Specialty Place. Take Specialty Place until it dead-ends into the Boulder Scientific parking lot.

**Dinner (pizza or subs) and soda to be provided**

**Speaker:** Roy Isiminger

**Roy E. Isiminger** has worked for Boulder Scientific Company in his current capacity as Controller since April 2004. Previous to his employment at BSC, Roy worked most recently as a Consultant working primarily on the Qwest Corporation Financial Restatement Project. Previous to that, Roy was with Level (3) Communications as a Senior Financial Analyst. Roy also has several years of manufacturing experience primarily with Advanced Micro Devices as Controller of their Texas Operations and also was the Controller of SEMATECH, the semiconductor Research and Development Consortium. Roy has also been an Auditor and Financial Planning Manager for various manufacturing companies. Roy has a Masters Degree (MBA) from the University of Texas at Austin in addition to his undergraduate degree from West Virginia University where he majored in Accounting.

**We need speakers for the 2006—2007 program calendar.  
If you or someone you know would like to volunteer, please email us!**

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## Upcoming National Events

### *6th Annual Six Sigma Forum Roundtable Fort Lauderdale, FL, Sept 15– Sept 16, 2006*

Two-day networking event designed by and for Six Sigma professionals and practitioners. Registration is limited to 150 attendees! Web site: <http://six-sigma-roundtable.asq.org/>

#### **Contact Information**

Name: Jeanine Becker  
Phone: 414-272-8575 x7369  
E-mail: [jbecker@asq.org](mailto:jbecker@asq.org)

## 15th Annual Service Quality Conference *Las Vegas, NV, Sept 18, 2006*

The ASQ Service Quality Division annual conference brings the hottest topics in service quality to its members and the larger community.

Web site: <http://www.asq.org/conferences/service-quality/index.html>

#### **Contact Information**

Name: Jen Piccotti  
Phone: (949)677-3624  
E-mail: [jen\\_piccotti@yahoo.com](mailto:jen_piccotti@yahoo.com)

## *Blended Six Sigma Green Belt Training for Healthcare St. Louis, MO, October 9-11, 2006*

Participants will learn the tools at the Six Sigma Green Belt certificate level enabling them to define, collect data, analyze, solve and implement systems and procedures that will improve the quality of processes in their organizations, and at the same time reduce the costs of providing those services. The Six Sigma approach emphasizes evidence-based analysis, customer-driven results and an efficient flow of products and services.

Web Site: <http://www.asq.org/courses/six-sigma-green-belt-healthcare.html>

## *ASQ Certification Local Exam Schedule*

Exam Date	Application Deadline	Certification Exam
Oct 21, 2006	Aug 18, 2006	SSBB, CMQ/OE, CMI, CRE, CHA, CBA, CQT
Dec 2, 2006	Oct 6, 2006	CCT, CQA, CQE, CQIA, CSQE, QPAC, SSGB

ASQ Northern Colorado  
Section 1309 Member Leaders

**Chair:**  
**Randy Johnson**  
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**Education:**  
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970-217-4031  
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## *Job Openings*

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

Submit your resume or job opening to: [info@asq1309.com](mailto:info@asq1309.com) if you'd like it to be posted on our job site.

## *ASQ1309 Program Calendar*

October 18	November 15
Gary Vansuch	Bill Tian
Accelerating Lean Six Sigma through Effective Change Management	Design-for-Reliability: How to Deliver Reliable Products at Low Cost

## *Newsletter or Website Submissions*

Please contact [info@asq1309.com](mailto: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](http://www.asq.org) for ASQ news, events, courses, job searches, and updates to your profile.*

# *The Impending Talent Crisis ... Six Sigma and Lean to the Rescue*

By Tim Noble

“Talent Wars” and “Brain Drain” are not the latest must see horror movies from this summer, but U.S. business leaders might want to sit-up and take notice of an emerging crisis that could play-out frightening results for their organizations in the coming decade.

As 77 million U.S. Baby Boomers begin to retire over the next decade, there are only 46 million Gen-X’ers available to backfill the Boomers’ retiring ranks. Even with a modest two percent economic growth rate over the next 15 years, demand for critical talent could increase by as much as a third, creating a “war” for critical talent. For some companies the crisis may be even more immediate. One recent study of the nation’s 500 largest companies reported that they expect to lose half of their senior management over the next five years. Additional studies suggest that up to 85 percent of major companies surveyed have no formal program or process in place to deal with this impending crisis.

In the past few years companies have been so transfixed on downsizing to contain costs that they have largely neglected this looming threat to their competitiveness. There is no doubt that over the next decade or so, demand for talent will ebb and flow with the economy, however there is no denying this demographic shift and the potential impact it will have on U.S businesses. Some companies may be in for a rude awakening when they are unable to achieve even the most modest of business goals due to drastic staffing and talent shortfalls.

A less visible but no less dangerous problem is the loss of knowledge, or “brain drain,” resulting from senior workers departing the organization without passing on their expertise to others. This lack of knowledge management will place many companies in a position to repeat prior mistakes and expose businesses to additional financial and operational risks. Worse yet, if no action is taken, some organizations could be headed for a point of no return with the complete loss of process knowledge in a few years.

Companies that rely solely on a strategy of outsourcing as a potential solution may be in for a shock as well, as existing sources of talent from offshore labor pools, such as India, Mexico and China, dry up as these countries recognize their own needs and provide incentives to retain talent in order to support their own local economic business objectives.

Given this looming demographic shift, the time for corporate leaders to act is now; however, companies must resist the urge to rush ahead without a well-balanced and deliberate approach to managing and leveraging their human capital. Part of the solution may lie with such tools as Six Sigma and Lean. With their focus on process discipline, variation reduction and waste elimination, these tools are well-suited to help companies address this impending crisis.

Six Sigma has long been utilized by organizations to transform manufacturing and transactional processes from art to science by defining and validating key process variables to gain process control and eliminate variation. A key part of this methodology is the capture, transfer and validation of knowledge from process owners, thus making Six Sigma an essential part of any action plan to deal with the dangers of organizational “brain drain.” Companies need to not only view Six Sigma as a tool to drive productivity and service, but also as an essential methodology for critical knowledge management within their organizations. Six Sigma has a built-in tool set that lends itself very nicely to capturing and validating critical process knowledge that may otherwise be lost when key talent departs an organization.

The Lean tool kit can also play an important role in aiding organizations as they deal with this imminent crisis. Lean has a built-in methodology with such tools as “value-stream-mapping” and “standardized work” that can help organizations identify and eliminate non-value-added processes that waste human capital. Lean, with its focus on waste elimination, is ideal for helping organizations to free up human capital for redeployment. However, Lean will need to move beyond its stereotype as a tool set for only manufacturing and be accepted and applied to transactional processes in order to be an effective tool to mitigate the effects of this impending crisis.

Six Sigma and Lean are only part of the potential solution, providing a proven set of tools that can be part of a broader business talent management strategy. Business leaders will first need to recognize that the short-term solutions of the past will not work and accept that the landscape for talent management will dramatically change, requiring a more balanced and comprehensive solution in order to remain competitive in the coming decades.

About the Author:

Tim Noble is an executive recruiter and managing principal of The Avery Point Group, a leading national executive search firm providing functional expertise and executive search focus in the areas of Six Sigma, Lean, plant management, operations management, supply chain management and finance. [www.AveryPointGroup.com](http://www.AveryPointGroup.com)

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## Fall 2006 ASQ Boulder Section 1313 Course Offerings

Course name	Instructor	Course Fee (1)	Exam Date	Exam Application Deadline	Course Dates & Times	Course Registration Deadline
<b>1305 - Certified Software Quality Engineer (CSQE) Review</b>	Arnold Miller 303-385-6671	\$400/ \$450 (2)	Dec 2, 2006 Jun 2, 2007	Oct 6, 2006 Apr 6, 2007	Oct 11, 18, 25, Nov 1, 8, 15, 22, 29, 2006 (6 PM-9 PM, 24 hrs total)	Sep 27, 2006
<b>1301 - Certified Quality Engineer (CQE) Review</b>  * NEW BODY OF KNOWLEDGE FOR DECEMBER 2006 EXAM	Monrad Monsen 303-673-2438	\$400/ \$450 (2)	Dec 2, 2006* Jun 2, 2007	Oct 6, 2006 Apr 6, 2007	Oct 28, Nov 4, 11, 2006 (8 AM – 5 PM, 24 hrs total)	Oct 14, 2006
<b>1302 – Certified Quality Auditor (CQA) Review</b>	Yule Peterson 720-304-3046 Joan Fiore 303-939-8077	\$400/ \$450 (2)	Dec 2, 2006 Jun 2, 2007	Oct 6, 2006 Apr 6, 2007	Nov 4, 11, 18, 2006 (8 AM – 5 PM, 24 hrs total)	Oct 21, 2006
<b>1318 - Certified Quality Improvement Associate (CQIA) Review</b>	Yule Peterson 720-304-3046 Joan Fiore 303-939-8077	\$250/ \$300 (2)	Dec 2, 2006 Jun 2, 2007	Oct 6, 2006 Apr 6, 2007	Nov 18, 2006 (8 AM – 5 PM, 8 hrs total)	Nov 4, 2006
<b>1303 - Certified Quality Technician (CQT) Review</b>	Ted Brzycki 303-678-1184	\$400/ \$450 (2)	Oct. 21, 2006 Mar 3, 2007 Oct 20, 2007	Aug 18, 2006 Jan 12, 2007 Aug 17, 2007	Sep 30, Oct 7, 14, 2006 (8 AM – 5 PM, 24 hrs total)	Sep 16, 2006
<b>1304 - Certified Mechanical Inspector (CMI) Review</b>	Dave Woolever 303-776-5406	\$400/ \$450 (2)	Oct. 21, 2006 Mar 3, 2007 Oct 20, 2007	Aug 18, 2006 Jan 12, 2007 Aug 17, 2007	Sep 30, Oct 7, 14, 2006 (8 AM – 5 PM, 24 hrs total)	Sep 16, 2006
<b>1310 – Certified Manager of Quality / Organizational Excellence (CMQOE) Review</b>	Yule Peterson 720-304-3046 Joan Fiore 303-939-8077	\$400/ \$450 (2)	Oct. 21, 2006 Mar 3, 2007 Oct 20, 2007	Aug 18, 2006 Jan 12, 2007 Aug 17, 2007	Contact instructor for available dates (12 hrs total)	Sep 16, 2006
<b>1321-Six Sigma Overview</b> Benefits, Basic tools, Analysis, Success Planning	Janet Mutthersbough 303-641-3136	\$325/ \$375 (2)	No direct ASQ Exam.  This is a well-rounded introductory course that fits company leaders and potential team members.		2006 (16 hrs) (Times by appointment)	Call for times
<b>1322-ESD Simplified</b> ESD: practical applications, economical ESD protection, understanding ESD control and monitoring compliance	Janet Mutthersbough 303-641-3136	\$225/ \$275 (2)	No direct ASQ Exam.  Training may be specialized for your needs		2006 (8 hrs or tailored to your needs)	Call for times

(1) Course fee for ASQ or other professional society member/non-member. (2) **Cost of primers, texts, workbooks, etc. are not included and must be purchased by the student prior the first class. Contact the Boulder Education Chair for details.**

See <http://www.asq1313.org/> for instructor, course and registration info.