

SCOPE



The Official Newsletter of the ASQ Orange Empire Section

May 2011

Section Chair Column - ASQ Letter from the Chair



Welcome to another addition of our e-Scope. We hope you find the information contained within this and all additional issues informative.

Though it is a little over a year away you should begin planning to attend. Begin now to plant the seeds within your organization for support of your attendance. We will be selecting an ASQ WCQI Site Chair and committee that will help with the planning of activities. We will also need many volunteers to work the event. Volunteers who work the event receive passes to attend the event (more specifics to be communicated).

Save the Dates

Add the dates to your calendar and work toward planning to attend.

May 21st to 23rd 2012 (next year)

ASQ World Conference Quality & Improvement

Best Regards,

Anaheim California

During our April meeting I mentioned that I will be attending the 2011 ASQ World Conference for Quality and Improvement (ASQ WCQI).

***Ed Matthews, MBA, CMQ&OE, CSSBB, Lean Master
Chairman ASQ Section 0701***

I was notified in late April that the 2012 ASQ WCQI will be held in Anaheim California.



May 10 Dinner Meeting

Doubletree Hotel, 201 E. MacArthur Blvd, Santa Ana



5:45pm Clinic # 1, **Daniella Picciotti** presents *What has 20 years in Aerospace taught me about supplier quality management? (It's more than I than I realized – until someone asked)*

It may seem obvious and in many ways supplier quality management can be a simple process. BUT, in today's global environment things have gotten complicated. It's not the general process that has changed – it's the devil in the details; from contractual flowdown requirements to on-sight supplier surveillance, supplier quality management can provide benefits that far outweigh the costs. This session will overview key elements in successful supplier quality management; from up front planning, supplier quality relationship management and surveillance throughout the procurement life cycle.

5:45pm Clinic # 2, *The Happiest Resume on Earth comes to ASQ* will be presented by **Heather Wieshlow**. Do you wish it was working better and don't know what to do? If you answered yes, realize that having a great Resume isn't a Fairytale and can be achieved with the right elements and criteria put into place. Come join us in this unique, hands-on presentation that has a Disney twist

and dovetails with the featured speaker, Bret Pfost experiences of working at Disneyland.

- Find out how to put the magic into your resume so that you can be one of the happiest people on earth.
- Understand what key factors make your resume look absolutely “fantasmic” instead of just plain goofy.
- Realize what to do if your work history hasn't always reflected a “living happily ever after” storyline.

Complimentary, spectacular resume reviews conducted between 5:00-5:30pm for interested participants.

At 7:30 pm, the dinner topic will be **Auditing MAGIC: The Disney Way** presented by **Bret Pfost**. The intent of this presentation will be to share with the audience how each audience member can bring MAGIC to their Audits. The content will include best practices, processes, and engagement activities that have made Disney a Leader in Audit practices/results. By attending this magical session, you will learn:

- How to set up an effective audit that motivates your Leaders.
- How to take your audits to the next MAGIC level of expertise

Do you want a high-performance organization or a collection of individuals with some kind of relationship to a boss?



Daniella Picciotti has 20 years of experience within the aerospace industry including over 10 years of program and supplier quality management experience with Contractors such as Boeing, L3 Communications and now Raytheon in the role of Senior Manager for Space & Airborne Systems Supplier Quality. Daniella has worked directly with the American Society for Quality in the Certification process most recently as ASQ's Certification Board Chair, and is currently supporting the a Division Affairs Council and the World Conference Technical Program Committee.

Picture not provided

Heather Wieshlow is a Certified Coach, Author, Speaker and Owner of Turning Point Coaching and Consulting. Since 1998 she has helped thousands of professionals gain clarity during their career transitions and creates success plans for their lives. She has worked with individuals in businesses, organizations and government programs in all aspects of Career Discovery, Career Design and Career Development. Her energetic, personal, insightful and interactive style combines over 20 years of business expertise with a solid foundation based on holistic principles and real-world common sense. Heather is a Graduate of the Newfield Coaching for Professional and Professional Mastery Program (CPPM), Master Career Director



Bret Pfost is Senior Manager, Safety, Training, and Compliance at the Disneyland Resort, in Anaheim, CA. Bret began his career with the Disneyland Resort in 1984 as a food host and has since gone to hold a variety of leadership roles, including food and beverage, attractions, and resort development. In 2004, Bret became the site leader for California in regards to world safety and accessibility for the Walt Disney Co. He has enjoyed the opportunity to audit the safe practices of Disneyland Paris, Disney World in Florida, Tokyo Disneyland, and Hong Kong Disneyland. In addition, Bret has spoken to international leaders about Safety/Auditing in Argentina and Rome. He is a senior member of ASQ and spends his free time volunteering at the Food Bank to assist underprivileged families. Bret resides in “Surf City” USA in sunny Huntington Beach, California.

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Please contact the Leadership Team and tell us how to serve you better

Welcome New Members



Johan A. Amlen
Aretha Betancourt
Roy Bronola
Jamie Byun
Kathryn Chang
Gary Chen
Kathleen Cortez
Jossip Doleo
Dean K. Edwards
Ma Asuncion P. Enriquez
Troy Evarts
Quanyin Gao
Orlando Guillory
Vidhya Harikumar
Mario Maricevic
Dorla Mirejovsky
Jon Nakamoto
Briana Sallows
Amgad Sifain
Sebastian Torres
Alan R. Waldron

Steven
Wittenbergderburg
Lori Wood

All new members are eligible for free admission to a dinner meeting within 3 months of becoming a member. Please contact Vinay Goyal for a free voucher at vinaygoyal@sbcglobal.net

Not receiving e-mail notifications of upcoming events? Call headquarters at 800-248-1946 and request the necessary changes, or e-mail them at help@asq.org

Come Join Us



Join the Networking Group

Quality professionals know how to evaluate a process and quantify its' capability; they can determine the proper sample size to provide 99 % confidence level and find a root cause when It's hidden in a bushel basket full of symptoms. But they find it hard to help themselves when it comes to the key component to getting all those other things done. They can't land that special job that helps them use their talents and creativity to its fullest. Whether you are dissatisfied with your current job, out of work because of the economic situation or are new to the quality field, you are a quality professional in transition.

Section 0701 is starting a networking group for quality professionals in transition to help us in this important area of career advancement; landing the right job. If you are between jobs, looking for a new position or are new to the quality field, we are looking for you to be part of our group.

The purpose of the group is to provide support and encouragement to those in transition by providing a platform for us to;

- Share job opportunities we are aware of
- Share contacts that may be of value to other job seekers
- Provide peer review of resumes and cover letters
- Share tips on interview skills
- Provide support and encouragement

The group plans to meet for the first time one hour before the May dinner meeting. The networking meeting will be at the same location as the dinner meeting.

Contact for this meeting is **Bill Kinney** who can be reached at wmjkinney@gmail.com. Please let him know if you plan on attending. If you are unable to make the dinner meetings but are available at an alternate time, please let Bill know that also.

Bring your expectations, ideas and enthusiasm and we will see you at the meeting.

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Dave Nagy, Principal

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www.CSUFextension.org/quality



Mail Recertification Packages to:

Alcon Laboratories

Attn: Karen Gaynor QADC

15800 Alton Parkway, Mailstop 145, Irvine, CA 92618

Course	Next Exam Prep Start Date	Exam Dates	Application Deadline
SSBB/Lean	Jun 30, 2011	Oct. 1, 2011	Aug. 12, 2011

Why Become Certified? In today's world, where quality competition is a fact of life and the need for a workforce proficient in the principles and practices of quality control is a central concern of many companies, certification is a mark of excellence. It demonstrates that the certified individual has the knowledge to assure quality of products and services. Certification is an investment in your career and in the future of your employer.

EDUCATION



ASQ Six Sigma Black Belt/Lean Certification Exam Refresher/Prep Course To register, visit: www.asqorangeempire.org/calendar/calendar.htm

Location: Alcon Laboratories, located at 15800 Alton Parkway, Irvine, CA.

Exam Date: Oct. 1, 2011

Exam Application Deadline: August 12, 2011

Course fee: \$500 plus cost of textbooks. Scholarships are available - contact Education Chair.
\$450 if register paid by March 24, \$250 with proof of unemployment.

Time: 6:00 pm - 9:00pm. 3 RU's will be given for this 30 hr course.

Session/Dates: 14 sessions total, Thursdays from June 30, 2011 to September 29, 2011.

Will Cover: Enterprise Deployment, Business Process Mgmt, Project Mgmt, Six Sigma Improvement Methodology & Tools (Define, Measure, Analyze, Improve, & Control), Lean Enterprise, & Design for Six Sigma. Plus, strategies/tips for preparing & taking the exam.

Reference Books: Certified Six Sigma Green Belt Primer and Solution Text from Quality Council of Indiana (Required)

TI 36X Solar Statistical Calculator (Required)

Cost: Primer (816 pgs.) \$110.00, which includes Solutions Text. Ph: 800-660-4215, www.qualitycouncil.com

Instructor: Linda Howe Garriz (linda.garriz@alconlabs.com)

Mark Lindsey (Mark.Lindsey@disney.com cell 714-273-2678)

Enrollment: Open through August 18, 2011. Class fee must be paid by the 3rd session. No refunds after the 3rd session. Minimum class size: 8 students.



2011 Edwards Lifesciences

Quality Scholarship

We are pleased to announce that Edwards Life Sciences will be offering again in 2011 scholarships to graduating seniors who reside in Orange County. If interested in applying, please click on the link below:

[http://
www.edwards.com/
careers/
ewqualityhighschool.htm](http://www.edwards.com/careers/ewqualityhighschool.htm)

Please note: deadline is May 6!!!



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1/4 Page	3.667" x 4.912"	\$70	\$385	\$700

Ad Size	Inch Size	1 Issue	6 Issues	12 Issues
Business Card (1/8 Page)	3.667" x 2.36"	\$35	\$195	\$350

Checks should be made to: ASQ Orange Empire Section, and mailed to ASQ, PO Box 14183, Irvine, CA 92614, with ad copy, instructions for placement, and frequency. SCOPE Editor: Luke Foo 949-743-9208 or luke.foo@sppirx.com

Lean and Green

In this section our intention is to share interesting articles, books, and web-links related to Green activities with our readers. We hope that some articles will have some money saving ideas for our members and at the same time help them to contribute their fair share in saving our planet from pollution and thus environmental hazards.



From time to time we also publish and have clinics (at dinner meetings) on regulations related to Environmental Health and Safety (EHS), and Product Environmental requirements.

If you want to share or publish any article in this section of Going Green, please contact Vinay Goyal at vinaygoyal@sbcglobal.net

In recent years more and more service providers and companies have been encouraging to go for paperless billing, statements, payments, direct deposits etc. While most of us are very skeptical about providing our personal information that could be accidentally leaked or released, more people are managing accounts on-line than ever before.

Recently I was browsing on the internet and found one interesting website **<http://www.payitgreen.org/consumer/calculator.aspx>** on Going Green Calculator. You can instantly calculate how much you can reduce your environmental impact by switching to electronic billing, statements and payments.

Calculator fact sheet: **http://www.payitgreen.org/files/resources/PayItGreen_Calculator_FactSheet_201008.pdf**

Environmental Benefits:

http://www.payitgreen.org/files/resources/PayItGreen_Calculator_EnvironmentalBenefits_201007.pdf

The Southern California Discussion Group of the ASQ Biomedical Division in Orange County Presents:

Driving Success

An Industry Roundtable Discussion

Thursday, May 26th, 2011 5:30pm to 8:30pm

In today's environment cutbacks due to the current economy and business competition (especially due to the international marketplace) are extremely common. Employer's expectations continue to grow while employees are left handling multiple responsibilities with limited training and resources. In this environment, clear thinking, working smarter, establishing the right strategies, and changing culture will drive success and boost your reputation and career. Master Black Belt Larry Bartkus has successfully guided individuals and various departments such as Document Control, Marketing & Sales, Human Resources, Supply Chain, Manufacturing, Quality, etc through this journey.

Discussion Take-Aways:

- Analyzing the Workflow
- Communicating with Management & Employees
- Processing the Change
- Selling the Change

Expert: Master Black Belt Larry Bartkus

Larry Bartkus was named ASQ Biomedical SCDG Speaker of the Year 2007-2009 for his informative, interactive, and always humorous presentations. He is a Six Sigma Master Black Belt and Certified Quality Engineer with over thirty five years experience in the Quality profession. Larry has extensive experience having held engineering and managerial positions in a variety of companies in the Biomedical Industry including positions such as Supplier Quality Program Manager for ev3, Master Black Belt for J&J, and currently Corporate Quality at Edwards Lifesciences in Irvine.

Larry is highly active in the community having volunteered his talent and knowledge as a guest speaker at The Society of Plastics Engineers, Society of Manufacturing Engineers, APICS, USC, and ASQ. He is a past Chairman of ASQ Section 702 and has served on the Executive Board for over twenty years now. He is frequently called upon to be an instructor for CQE Refresher Courses and has conducted seminars on topics such as Six Sigma/Lean, Process Control, Statistical Sampling, Design of Experiments, etc.

This Roundtable Discussion will utilize the synergy of our well-versed Subject Matter Expert along with your Regional Industry Peers. Please submit your discussion questions on-line and help make this a valuable experience for everyone.

Location: Abbott Medical Optics (AMO)

1700 E Saint Andrew Pl, Santa Ana, CA 92705

Dinner: Dinner to be catered by Boston Market

To Register: <http://www.acteva.com/booking.cfm?bevaid=217920>

Members \$20-, Non-members \$30-, Walkins \$30- (cash only) if seating is available
Seating is limited to the first 40 registrants, so sign up soon!

For more information, contact: Katrina Dayman at (949)900-3354 e-mail Katrina.Dayman@amo.abbott.com
Tiffany Abrams at (714) 247-8572 email Tiffany.Abrams@amo.abbott.com

As volunteers in a not-for-profit professional organization ASQ Biomedical, SCDG (Southern California Discussion Group) is committed to providing low cost high value events for biomedical professionals and the local community. We are able to keep our costs low by utilizing a registration system that incurs minimal administrative overhead expenses and minimizes excess time and effort spent by our volunteers to bring you these events. Please help us continue providing low cost quality programs to you by using the system that works well for us. If you do not wish to use the registration system to preregister, you may attempt to register at the event, however seating is limited therefore entrance and/or food cannot be guaranteed. Also, due to the nature of the low pricing scheme and the registration system used, we are unable to perform refunds.

Congratulations to the following members who have sent in their recertification packages:

Jaime Valivieso
Ben Swansen
Brenda Le
Prakash Sharma

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Congratulations!

Donna Litwinski has won the drawing for a free dinner at the monthly ASQ meeting held at the Doubletree Hotel every 2nd Tuesday at each month. Please join us at the next meeting, and you too may win a chance for a free dinner!



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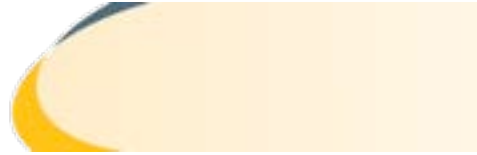
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		<p><small> online program *valid for programs and courses listed in this ad only.</small></p>

American Society for Quality Orange Empire Section 0701

Title of Seminar: Audits for Improved Supplier Performance

Presented by: Bob Mehta

Seminar Date: Friday, May 13, 2011 from 8:30 am to 4:30 pm

Speaker's Bio:

Bob Mehta has written over 20 educational articles in the areas of Quality and Compliance in the eSCOPE under the "Chair's Column." He is a GMP/ISO consultant at GMP ISO Expert Services (www.gmpisoexpert.com) to the pharma, biotech, and medical device industries. Bob has over 20 years of experience in Quality Assurance, Quality Control, Supplier Quality, and Regulatory Compliance areas. He has completed several globalization and process improvement projects using Lean and Six Sigma methodologies.

Bob is an adjunct instructor at North Orange County Community College, University of Redlands, and UC Riverside. He teaches courses on Risk Management and FDA's Quality Systems Regulations. Bob has presented at global conferences on Quality-by- Design, Risk Management, Quality Systems, and Supplier Quality related topics.

Bob possesses MSQA, MBA, and B.S. (Chemistry) degrees. He possesses 7 ASQ certifications - CSSBB, CQE, CRE, CSQE, CBA, CPGP, CQA, and a Lean Pharma certification from Michigan School of Engineering. Bob currently serves as ASQ Section 0701 Outreach Chairman.

Topics Covered: The Purchasing requirements in the ISO 9001:2008 and ISO 13485:2003 standards help to ensure that products and services you purchase from various suppliers fully meet your needs so that you can, in turn, satisfy your customers. Many firms however feel that they are adequately auditing and managing suppliers yet find they are having myriads of quality issues. For the past few years, heavy focus has been on supplier management during customer and regulatory audits to ensure that products and services meet customer requirements and patient safety is not compromised.

Take Away:

- Discuss ISO requirements for supplier audits
- Define criteria for suppliers
- Evaluate current suppliers
- Establish qualification process for new suppliers
- Phases of supplier audit

Location: Doubletree Hotel, 201 E MacArthur Blvd, Santa Ana, CA 92707

Registration at 7:45 AM, Lunch will be provided.

Cost: ASQ Section 701 Members \$105.00 & All Others \$120.00

1.0 R.U. will be granted for participation. For more information: Contact Roqué Garcia at garcia2004@hotmail.com

Register by going to: <http://www.asqorangeempire.org/>