

# SCOPE



The Official Newsletter of the ASQ Orange Empire Section

September 2008

## Section Chair Column - ASQ Letter from the Chair



First, I would like to start by sharing some good news. On August 18, I joined another great organization - Edwards Lifesciences. Edwards is a global leader in products and technologies to treat advanced cardiovascular disease,

the global leader in acute hemodynamic monitoring and the number-one heart valve company in the world that employs 5600 employees. In my new role, I will manage the Global Supplier Quality Audit Department from Edward's Irvine Headquarter. Edwards has done a marvelous job to beat revenue and profit expectations for the past 3 consecutive quarters. I am truly excited to be a part of the Edwards family. I left Allergan after working there for 18+ years. I have high regards for the company, people, and their products. Most importantly, I will always remember Allergan for their significant contribution to my success. I wish Allergan continued success.

In this issue, I would like to recognize **Steve Peabody** and **Dan Shibley**. Dan has been editor of SCOPE since 2000. Steve has been involved with printing and mailing SCOPE at Peabody Services Incorporated for a long time and August 2008 issue of SCOPE will be his 206<sup>th</sup> consecutively produced issue. According to Steve, "Three more years would have gotten me a gold watch I think." Steve and Dan have done an outstanding job by consistently producing high quality publications. They have gone above and beyond to generate SCOPE for many years while showing flexibility to meet critical timelines. Due to their efforts, SCOPE is well recognized by our members and other ASQ sections. On behalf of our Section, I would like to thank them for their support and services. I have planned to honor Steve and Dan during the Dinner Meeting in September. When you see them at the dinner meeting, please thank them for their contributions.

I am sure that some of you may have wondered why SCOPE was printed on green paper. As we know, in the 21<sup>st</sup> century many organizations became environmentally friendly by "Going Green." There are the following benefits for adopting green initiative for future SCOPE publications:

- 1) Help the environment – By going paperless, we reduce the use of landfill space.
- 2) Save natural resources by saving trees.
- 3) Save fuel by reducing transportation of paper.
- 4) Create less waste
- 5) Electronic copies of the past several issues of SCOPE will be stored on ASQ Orange Empire Website and you can access them in minutes.
- 6) It gives members an option to read the publication online, and/or save a copy on their computers for future reading, and/or print a copy to read.
- 7) The initiative helps to save money.

According to data published in 2008 by Columbia University Graduate School of Journalism, we kill 35 millions trees each year to keep us informed. Based on another survey, more than 90% of publications (magazines, newsletters, and newspapers) are discarded. Based on our financial data, to generate and mail SCOPE to approximately 1500 members, it costs us \$33,000 per year. We are creating waste (**Muda**) of approximately \$30,000 per year.

As mentioned in the blast e-mail sent to you during the second week of August, 2008, after carefully evaluating all available options, a decision was made to store electronic copies of SCOPE on our website and stop sending paper copies. **Effective October 1, 2008, all members will access SCOPE from ASQ Orange Empire website (<http://www.asqorangeempire.org>)**. Our members are quality advocates for making changes on a routine basis in their profession. All of you make processes lean and foster continuous improvement and as such, I am confident that it would be fairly easy for our members to understand my continuous improvement initiative and support it. The initiative will help us cut down our third largest expense in addition to being environmentally friendly. As stated in American Airline's "American Way" publication dated July 15, 2008, "*if we truly care for one another, then leaving mother earth a better place for the next fellow will be as natural as saying hi to each other*" and "*our first opportunity to treat the environment well is with the next person we see.*"

Bob Mehta  
Chairman – ASQ Section 0701  
B.S. (Chem), MSQA, MBA, CQA, CSSBB, CQE

## September 9 Dinner Meeting

Doubletree Hotel,  
201 E. MacArthur Blvd,  
Santa Ana



For clinic # 1, “**Root Cause Analysis - How Can I It Using Analyzing Tools**” given by **Korina**

**Akhondzadeh**, you will obtain an understanding of root cause, learn methods for elimination of recurrences, and apply analysis tools such as Fishbone diagrams. By attending this clinic, you will: (1) Carry out a root cause analysis by applying fish bone diagram, and (2) Learn ways of understanding problems, and developing analytical tools to assist in elimination of reoccurrence as this is confirmation that the initial solution did not solve the problem in the first place.



**Korina Akhondzadeh**

Korina is a partner and senior consultant at KARA & Associates, Inc. She has extensive experience working for Notified Bodies and in the medical industry in several quality/regulatory related roles. In her role, Ms. Akhondzadeh assists, trains, audits and provides her expertise to medical companies involved in design, development, manufacturing, servicing, repairs, logistics and contract manufacturing activities for medical devices. Her expertise includes thorough knowledge of: ISO 13485:2003, FDA (QSRs), and 21 CFR Section 820, elements of the Sherman Law, European Directives (MOD, AIMDD, and IVDD), JPAL MO, CMDR SOR/98-282, TGA and ISO 14971:2007. She is also involved in preparation of international and domestic product submissions including technical files, 510(k), and design dossiers.

For clinic # 2 we’ve got **Daniella Piciotti**, speaking on “**Recertification – Keeping your certification status current – it’s easier than you think**”. She will review the current requirements for ASQ certification holders to maintain their certification status; including some tips on keeping an active journal to ease the documentation process. In addition, there will be an interactive discussion regarding proposed changes to the current recertification journal requirements.

For the dinner speaker, **Jennifer Rosky** will discuss **Examining Your Existing Employment Opportunity – “To shift, or not to shift”**. This seminar will cover: (1) Maximizing the opportunities at your current company, (2) When is it appropriate to *change career directions*, (3) What’s the best way to plan for a Job Change, and (4) How to create a Job Change Plan. It will be a thoughtful and insightful evening!



**Daniella Piciotti**

Daniella has over 18 years of experience within the aerospace industry including 10 years of program and supplier quality management experience with Contractors such as Boeing, L3 Communications and now Raytheon. Currently in the role of Program Quality Manager for GPS & Navigations Systems in the ITP Business Area, Daniella is currently a Senior Manager for the Space & Airborne Systems division of Raytheon. Over the last 7 years Daniella has been working with the ASQ in the Certification process as a Certified Quality Engineer exam committee member, and is currently serving as the Chair ASQ’s Certification Board. She is a CQE and Certified Manager of Quality/Organizational Excellence. Outside the aerospace and quality arenas, Daniella is a member of Alpha Gamma Delta sorority and serves as a board member on the L.A. Area Alumnae Chapter and Operations Advisor to the collegiate chapter at Chapman Univ. in Orange. Daniella holds a B.A. degree from the Univ. of Michigan and a MBA from Cal. Poly, Pomona.



**Jennifer Rosky**

Jennifer Rosky is a 26-year veteran in Marketing Brand Management & New Product Development (*Nestle, ConAgra, Max Factor/Procter and Gamble*), Advertising Account Management (*Grey Advertising, Chiat-Day*), and Executive Recruiting (*Solution Marketing LLC*) for many major Southern California-based clients and as a Career Coach and Career Guide to the majority of her candidates in their job searches.

She has lived through a number of planned career changes herself, beginning with her pursuits in Agriculture and Veterinary Sciences through college (in the United States and New Zealand) through 14 years in Corporate side Marketing Management, to her last 13 years working in Recruiting and Career Coaching.

## Leadership Team 2008

### Chair

Bob Mehta  
W: (714) 246-6831  
E-mail: [mehtabv@gmail.com](mailto:mehtabv@gmail.com)

### Vice Chair

David Vu  
W: (714) 247-8659  
E-mail: [david.vu@amo-inc.com](mailto:david.vu@amo-inc.com)

### Secretary

Luke Foo  
W: (949) 743-9208  
E-mail: [lfoo@spectrumpharm.com](mailto:lfoo@spectrumpharm.com)

### Treasurer

Vinay Goyal  
W: (714) 773-8978  
E-mail: [VGoyal@beckman.com](mailto:VGoyal@beckman.com)

### Programs Chair

Dave Nagy  
W: (714) 634-4441  
E-mail: [daven@boleroassociates.com](mailto:daven@boleroassociates.com)

### Career Chair

Loan Vo  
E-mail: [loanvo01@yahoo.com](mailto:loanvo01@yahoo.com)

### Arrangements Chair

David Vu  
W: (714) 247-8659  
E-mail: [david.vu@amo-inc.com](mailto:david.vu@amo-inc.com)

### Publicity/Internet Chair

Joanne Pettigrew  
Cell: (714) 366-7171  
E-mail: [pettijo@voughtaircraft.com](mailto:pettijo@voughtaircraft.com)

### Education Chair

Margaret Benavides  
W: (949) 753-1393  
E-mail: [margaret.benavides@alconlabs.com](mailto:margaret.benavides@alconlabs.com)

### Certification/Renewals

Mark Belgen  
H: (714) 404-6189  
W: (949) 789-3914  
E-mail: [Mbelgen@aspus.inj.com](mailto:Mbelgen@aspus.inj.com)

### Examiner

Hassan Farah  
W: (310) 320-9768 ext. 177  
E-mail: [Hassan.M.Farah@usa.dupont.com](mailto:Hassan.M.Farah@usa.dupont.com)

### Auditing Chair

Darrell Moyer  
H: (562) 795-5990  
E-mail: [darrellmoyer@sbcglobal.net](mailto:darrellmoyer@sbcglobal.net)

### Nominating Chair

Don Shannon  
E-mail: [don.shannon@cox.net](mailto:don.shannon@cox.net)

### Deputy Regional Director

Gene Underwood  
H: (949) 830-2262  
E-mail: [Hillbillie9@aol.com](mailto:Hillbillie9@aol.com)

### Membership Chair

Jack Dhuwalia  
W: (949) 854-4534  
E-mail: [jdhuwalia@jdconsulting.com](mailto:jdhuwalia@jdconsulting.com)

### Booster Chair

Patrica Brinker  
W: (714) 517-6900  
E-mail: [path@lifemedofcalifornia.com](mailto:path@lifemedofcalifornia.com)

### ASQ Regional Director, Region 7

Holly Duckworth  
E-mail: [Holly.Duckworth@TRW.com](mailto:Holly.Duckworth@TRW.com)

### SCOPE Editor

Daniel Shibley  
W: (626) 330-3425  
E-mail: [dshibley@adamscampbell.com](mailto:dshibley@adamscampbell.com)

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



## Welcome New Members

Farhad Akhavan  
Don Archer  
Alvaro Bolanos  
George Carson  
Wendy P. Clark  
Bich-Ty N. Do  
Felicia M. Felix  
Juan Gallegos  
Teresa A. Gomez  
Bernadette P.  
Grunewald  
Mike Hoss  
Leah King  
Norman Lieberman

Juan Magallon  
Paul M. Mumford  
Marisol Munoz  
Derek Pepper  
Marc Smith  
Lisa R. Stone  
Lorrie A. Strong  
Jasmine Thompson  
Vincent Q. Vu

\*\*\*\*\*

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](mailto:help@asq.org)

**Mail Recertification Packages to:**

Mark Belgen, ASP , Johnson & Johnson, 33 W. Technology Drive, Irvine, CA 92618

<b>Exam</b>	<b>Next Exam Prep Start Date</b>	<b>Exam Dates</b>	<b>Application Deadline</b>
Manager Quality/ Organizational Excellence	August 2008	Oct 18, 2008	Aug 15, 2008
Certified Quality Inspector (CQI)	August 2008	Oct 18, 2008	Aug 15, 2008
Certified Quality Technician (CQT)	August 2008	Oct 18, 2008	Aug 15, 2008
CQA - Biomedical	August 2008	Oct 18, 2008	Aug 15, 2008
Certified Reliability Engineer (CRE)	None at this time	Oct 18, 2008	Aug 15, 2008
HACCP Auditor (CHA)	None at this time	Oct 18, 2008	Aug 15, 2008
Certified Quality Engineer	September 2008	Dec 6, 2008	Oct 3, 2008
Certified Quality Auditor	October 2008	Dec 6, 2008	Oct 3, 2008
Certified Six Sigma Green Belt	None at this time (consider SSBB)	Dec 6, 2008	Oct 3, 2008
Certified Software Quality Engineer	None at this time	Dec 6, 2008	Oct 3, 2008
Certified Quality Improvement Associate	None at this time	Dec 6, 2008	Oct 3, 2008
Certified Calibration Technician	None at this time	Dec 6, 2008	Oct 3, 2008
Quality Process Analyst	None at this time	Dec 6, 2008	Oct 3, 2008

---

**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.

# Upcoming Certification Courses



## **Certified Quality Auditor - Biomedical Exam Refresher/Prep Course**

**Exam Requirements:** Completed project(s) required to take certification exam but not required to participate in the course to receive an overview & earn 3.6 CEU's/RU's. See [www.asq.org](http://www.asq.org) for more information on the exam.

**Location:** Alcon Laboratories, 15800 Alton Prkway, Irvine, CA

**Course fee:** \$400 plus cost of textbooks. Scholarships are available - contact Education Chair.

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

**Session/Dates:** 10 sessions total: Wednesdays from August 13, 2008 to October 15, 2008.

**Will Cover:** Food, Drug, & Cosmetic Act, Quality System Regulation, Medical Device Directive, ISO 9000:2000, ISO 13485, Audit Requirements, QSIT Domestic and International Standards and Guidelines, Sterilization, Biocompatibility, Environmental Control, Software, Laboratory Testing, etc. Also covers strategies/tips for preparing & taking the exam.

**Reference Books:** The Biomedical Quality Auditor Handbook, ASQ Quality Press (Order #H1171), Member price \$75, List price \$95

Quality Audit Handbook, 2nd Edition, ASQ Quality Press (Order # E1046), \$70

**Instructors:** Various; instructors are selected based on their subject-matter expertise.

**Enrollment:** Open through September 3, 2008

## **Certified Quality Inspector/Quality Technician Exam Refresher/Prep Course**

**Exam Requirements:** Completed project(s) required to take certification exam but not required to participate in the course to receive an overview & earn 3.6 CEU's/RU's. See [www.asq.org](http://www.asq.org) for more information on the exam.

**Location:** Alcon Laboratories, 15800 Alton Prkway, Irvine, CA

**Course fee:** \$400 plus cost of textbooks. Scholarships are available - contact Education Chair.

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

**Session/Dates:** 10 sessions total: Wednesdays from August 13, 2008 to October 15, 2008.

**Will Cover:** Inspection & Test techniques and Methods, Metrology, Calibration, GD&T, Basic Statistics, Statistical Process Control, Capability Analysis, Acceptance Sampling, etc. Also covers strategies/tips for preparing & taking the exam.

**Reference Books:** Quality Council of Indiana CQI or CQT Primer. Latest edition with solutions required. Purchase the text directly through the Quality Council of Indiana at 1-800-660-4215 or [www.qualitycouncil.com](http://www.qualitycouncil.com) prior to the first class.

Griffin, Quality Technician's Handbook, Latest edition recommended.

**Instructors:** Aaron Reddoch ([Aaron.Reddoch@Landsberg.com](mailto:Aaron.Reddoch@Landsberg.com)) and Linda Garriz ([Linda.Garriz@AlconLabs.com](mailto:Linda.Garriz@AlconLabs.com))

**Enrollment:** Open through September 3, 2008

## Upcoming Certification Courses

### Manager of Quality & Organizational Excellence Exam Refresher/Prep Course

**Exam Requirements:** Completed project(s) required to take certification exam but not required to participate in the course to receive an overview & earn 3.6 CEU's/RU's. See [www.asq.org](http://www.asq.org) for more information on the exam.

**Location:** Alcon Laboratories, 15800 Alton Prkway, Irvine, CA

**Course fee:** \$400 plus cost of textbooks. Scholarships are available - contact Education Chair.

**Time:** 6:00 pm - 9:00pm. 2.7 RU's will be given for this 27 hr course.

**Session/Dates:** 9 sessions total: New night: Mondays from August 11, 2008 to October 13, 2008. No class on Labor Day Sept. 1, 2008

**Will Cover:** Leadership, Strategy Development & Deployment, Quality Management Tools, Customer Focused Organizations, Supplier Performance, Management & Training/Development. Plus, strategies / tips for preparing & taking the exam.

**Reference Books:** Certified Quality Manager of Quality/Organizational Excellence Handbook (Required), Cost \$63, available from ASQ Quality Press at <http://qualitypress.asq.org>, item # H1264 or call 800-248-1946.

The Memory Jogger II - Pocket Guide of Quality & Planning Tools (Recommended). Cost \$10.95, available from GoalQPC at <http://www.goalqpc.com> or call 800-643-4316.

**Instructors:** Eliot Dratch ([DratchE@aol.com](mailto:DratchE@aol.com)) 714-993-1220 ext. 270. Mark Lindsey ([Mark.Lindsey@disney.com](mailto:Mark.Lindsey@disney.com)), cell: 714-273-2678

**Enrollment:** Open through September 8, 2008

### Certified Quality Engineer Exam Refresher/Prep Course

**Exam Requirements:** Completed project(s) required to take certification exam but not required to participate in the course to receive an overview & earn 3.6 CEU's/RU's. See [www.asq.org](http://www.asq.org) for more information on the exam.

**Location:** Alcon Laboratories, 15800 Alton Prkway, Irvine, CA

**Course fee:** \$500 plus cost of textbooks. Scholarships are available - contact Education Chair.

**Time:** 6:00 pm - 9:00pm. 4.2 RU's will be given for this 42 hr course.

**Session/Dates:** 14 sessions total: Thursdays from Sept 4, 2008 to Dec 4, 2008. No class on Thanksgiving Day Nov 27, 2008. 1 additional class will be scheduled.

**Will Cover:** Management & Leadership in Quality Engineering; Quality Systems Development, Implementation, and Verification; Planning, Controlling, and Assuring Product and Process Quality; Reliability and Risk Management; Problem Solving and Quality Improvement; Quantitative Methods; and exam tips.

**Reference Books:** CQE Primer + Solution Text, Quality Council of Indiana (required). Cost \$105.

Purchase the text directly through the Quality Council of Indiana at 1-800-660-4215 or [www.qualitycouncil.com](http://www.qualitycouncil.com) prior to the first class

The Certified Quality Engineer Handbook (recommended),

Gryna, Quality Planning and Analysis, Latest edition (recommended).

TI 36X Statistical Calculator (required).

**Instructors:** Linda Howe Garriz ([Linda.Garriz@Alconlabs.com](mailto:Linda.Garriz@Alconlabs.com)). Mark Lindsey ([Mark.Lindsey@disney.com](mailto:Mark.Lindsey@disney.com)), cell: 714-273-2678

**Enrollment:** Open through October 9, 2008

**To Register For the Class:** go on-line at [www.asqorangeempire.org/calendar/calendar.htm](http://www.asqorangeempire.org/calendar/calendar.htm)

**To Register For the Exam:** go on-line at <http://www.asq.org>

---

Continued from page 1:

vision and support initiatives for lean and six-sigma while involving employees in problem solving and managing change. In order to inspire employees, the leaders should reward employees for their efforts to reduce cost and improve cycle time. In addition to the 4 principals listed above, the organization MUST understand customers and their needs. To be recognized as a "World Class Organization", the organization shall translate customer needs and quality attributes into products and CONSISTENTLY meet and / or exceed customer expectations.

- Bob Mehta



Effective October 1, 2008, all members will access SCOPE from ASQ Orange Empire website (<http://www.asqorangeempire.org>). The last issue of paper SCOPE will be the September issue.



*Help Save Our Planet! We only have one!*

**SCOPE Ad Rates:**

Ad Size	Inch Size	1 Issue	6 Issues	12 Issues
2-sided insert	8.5" x 11"	\$300	\$1,650	\$3,000
Full page	8.5" x 11"	\$200	\$1,100	\$2,000
1/2 Page	7.5" x 4.912"	\$110	\$605	\$1,100
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: Dan Shibley 626-330-3425 or <a href="mailto:dshibley@adamscampbell.com">dshibley@adamscampbell.com</a> .				

## Quality in the Trenches - A real time look at the Quality Professional in today's ever changing world with the events that define and shape the Quality arena.

### Quality in Rough Economic Waters

*"The quality world like any other agency, company or institution is impacted in rough economic times. The perception of quality, the need for higher quality standards and the overall state of the quality professionals world is greatly impacted in rough economic waters". Daniel Shibley ASQ Clinic August 2008*

*The outside environment impacts our world of Quality Like everything else. Supplier's costs impact so many issues. Corners cut for the purpose of cost reduction is a dangerous trend. Customers look at product a little longer and much more critical. Some of the reduction factors might include:*

- *Personnel reviews.*
- *Staff reduction.*
- *Budget cuts.*
- *Reduction of working hours.*
- *Less capitol spending.*

*When Business does slow down, what are some of the areas we should focus on?*

- **Focus on quality:** *Although quality should always be a priority, when it comes to tough financial times, it should be raised up as probably the most important reason for being in business. Too often, companies cut expenses during financial trouble, but they cut those expenses which leads to a reduction in quality. This means that customers leave in droves.*
- **Customer Service** - *Improve or increase customer service. Focus on your current customers and give them the best service possible. Even during tough times, people will pay a premium for services that cater to them individually.*
- **Prepare to be reviewed** – *Justification of departments often come under review by the "fat cats" looking to cut areas and pampering themselves without the same ground rules.*

*Anticipate change:*

*Look around your company, what could change if the indicators demanded change are there opportunities for Leaner, faster, less costly or update?*

- *What could you do to anticipate change, how can you identify it?*
- *What is "old fashioned" or going on the "way we always dun it"?*
- *How many steps are wasted?*

**ANTICIPATE CHANGE:** *Continually look at your business model and anticipate how the "market" (internal and external to your business) is likely to change and affect you. Plan ahead for*

change and move to meet the changing "market" before it is too late. For example, an Internet customer anticipated the shift from PDA devices to smart phones and started to shift to "new" customers for her services when they had needs her company could address. In 2001, 36 of her 38 Internet business customers went out of business, yet she was able to sustain her business and ultimately grow it because she had anticipated this shift in the industry. Remember, you can apply this idea whether your external customer changes or whether your internal organization changes.

Partner up with suppliers:

- **BE A PARTNER TO YOUR CUSTOMERS:** Establish and maintain an excellent working relationship with your customer decision makers as well as the lead technologists. Put yourself in the shoes of your customer and ask what he or she expects from an excellent, reliable business partner. Ideally, you should be an indispensable element of your customers' success, working side by side with your customers through difficulties and in making future plans.
- **FOCUS ON YOUR CUSTOMERS' PERCEIVED AND REAL NEEDS:** You must always understand the customers' needs and be prepared to meet them. For example, if the customer is under pressure to cut costs, you must respond to this as a real need—by demonstrating how you can deliver appropriate value within their cost constraints. By keeping up to date with your customers' daily needs, you can be responsive to immediate changes. Your responsiveness gives you a sustainable advantage against off shoring.

Be a value added supplier!

- **BE ABLE TO SUPPLY SIGNIFICANT VALUE ADD WITH YOUR SUPPLIERS:** This activity may be in the form of content or a process technology. Team up with your suppliers to form a value added team that the end use customer can sink their teeth into.
- **KEEP ABREAST OF NEW TECHNOLOGY:** This includes both the technology your customer is employing as well as the tools you must employ to address customer needs most effectively. If you are the most knowledgeable supplier and you repeatedly deliver quality results in a timely and cost effective manner, you will remain the most reliable source to your customer. Know the technology and when it is applicable to your customers.
- **CONTINUOUSLY OPTIMIZE YOUR BUSINESS MODEL:** Regularly review your business model and look for ways to be more efficient and then share this information with your suppliers. Look for ways to remove redundant activities and "right size" the results you deliver. Find ways to reduce the number of steps in your processes or other unnecessary overhead. To do these things, you must continually measure what you do with an appropriate yardstick for your efforts.

We can survive these rough waters together. Network, push for the "next best thing" look to streamline and be in shape!



*We can impact this world, even though the seas are stormy!*

Daniel Shibley, Quality Manager; the Adams Campbell Company.

Daniel Shibley has been in the Quality field since 1976 and currently is the Quality Systems Manager at the Adams Campbell Company. Questions and comments regarding this article may be e-mailed to:

[dshibley@adamscampbell.com](mailto:dshibley@adamscampbell.com)

## Bolero Associates, LLC

[www.boleroassociates.com](http://www.boleroassociates.com) 714-634-4441

*Dave Nagy, Principal*



Bolero Associates, a consulting company focused on increasing productivity, improving processes, and improving the bottom line for our clients.

- QMS ISO 9001:2000, AS9100, and TL 9000
- Team Problem Solving and Decision Making
- Change Management - Achieve your vision
- Innovative Supply Chain Solutions
- Communication Development
- Leadership Development
- Baldrige & CA Quality Strategy Deployment

## Cal State Fullerton

[www.csufextension.org/quality](http://www.csufextension.org/quality)

### Assure your competitive excellence

Get the leading-edge professional development you need in CSUF Extension's wide range of certificate programs:

- Business Communication Skills
- Business Management
- Engineering
- IT & Technology
- HR & Leadership
- Lean Enterprise & Six Sigma

**Custom workforce solutions also available**

### Mechanical Inspector/Metrologist

**CoreValve Inc.**, a device company headquartered in Irvine, CA seeks a Mechanical Inspector/Metrologist. It's proprietary ReValving system allows percutaneous aortic valve replacement (PAVR), and is intended to provide an alternative to open-heart surgery.

**Responsibilities:** evaluate product returned from the field. Perform receiving, in-process, and final inspection using optical comparator, calipers, electronic balance, pin gages, micrometer, scale, surface plate set-ups, universal materials tester (tensile/compression tester), workmanship standards, etc. Train others performing inspections, and help others interpret inspection requirements. Write inspection and test instructions. Serve as go-to resource for measurement methods and techniques.

**Skills & Abilities:** hands-on self starter willing to learn and do new things. The candidate will interface with Quality, Manufacturing, and R&D organizations. Team player. Ability to work independently under minimal supervision. Familiar with the calibration process. Good metrologist. Able to read drawings.

**Required Education & Experience:** experienced mechanical inspector. Good written & verbal communication skills. Proficient with PC and MS Office applications. 3 yrs. minimum inspection experience. ASQ CQT, CQI, or CCT certification a plus. Familiar with measurement of gas/liquid pressure, volume, flow a plus. Previous medical device experience and BS/BA are a plus. Competitive compensation and benefits. No phone calls. Send resume to [careers@corevalve.com](mailto:careers@corevalve.com). EEO.



**People who deliver.**  
Professional. Global. Exceptional.

**Quality**  
**Regulatory Compliance**  
Permanent and Contract Placements

**Rosemarie Christopher**  
ASQ Member since August 1990  
Sustaining ASQ member since 1997  
Phone 1-800-507-5277  
[rosechristopher@medexecintl.com](mailto:rosechristopher@medexecintl.com)  
[www.medexecintl.com](http://www.medexecintl.com)