

# SCOPE



The Official Newsletter of the ASQ Orange Empire Section

July 2009

## Section Chair Column - ASQ Letter from the Chair



I would like to say that the fiscal year 2008-2009 went by fast. We will start the new fiscal year 2009-2010 from the month of July. I wanted to thank our finest Leadership Committee Team and Committee members for their time and contribution during

fiscal year 2008-2009. Our accomplishments for the first 6 months have been published in the eSCOPE for January 2009. I would like to highlight some of our accomplishments during the second half of the year as follows:

1. Successfully converted from paper copy of the monthly publication to the electronic version. I can proudly say that our newsletter is one of the best among ASQ sections that I have seen. By converting to electronic format, we were able to increase number of articles and we supported the "Green" initiative. The highlights in past 6 months were more articles from our Leadership Committee, added photos of monthly dinner meetings, and publishing of my interviews with "Quality Leaders."
2. Recognized and honored the following Leadership Committee Members and volunteers during the past 6 months for their dedication and support:
  - a. Dave Nagy (Programs Chair) – for his dedication and support to the section for the past decade. Dave had held several positions for the past decade and I am fortunate to have him on my Leadership team.
  - b. Luke Foo (Secretary) – For his dedication and help as an editor in converting paper copies of the monthly publication into electronic copies, while continuing his outstanding role as a Secretary. Luke handled both roles efficiently.
  - c. Vinay Goyal (Treasurer) – For doing an great job as a treasurer, resolving issues with Acteva, the current online software for event management. Several checks had not been deposited (total amount of checks were in 5 digits) into our ASQ account during the past 3 years.

Vinay also helped to schedule a demo with "Cvent" – the online software for event management.

- d. Margaret Benavides (Education Chair) – Recipient of Member Leader Excellence Award for serving as a Career Chair for 5 years and Education Chair for the past 2 years. Margaret did an outstanding job in her role as an Education Chair to find the finest instructors to teach refresher courses.
- e. Mark Lindsey – (Refresher Course Instructor) Recipient of Member Leader Excellence Award for providing valuable service during the past decade as a Newsletter Editor, Treasurer, and serving as an instructor to teach several certification refresher courses. Mark also helped us to support scheduling, publicity, and registration of the Education Program. Negotiated contracts with Doubletree Hotel to provide 2 conference rooms side by side for 2 clinics vs. previous set-up where members had to interrupt meeting to go to the conference room in the back. We negotiated and reduced per meal cost.
3. From April 09, allowed our members to attend both clinic and dinner meeting presentation at no cost (no dinner provided) to learn and enhance knowledge.
4. Offered Design-of-Experiment full day seminar on June 23rd at a substantially reduced cost of \$30, including a lunch ticket. Based on information provided, a group of 22 individuals attended the training.

I wanted to thank you for your support and feedback/suggestions during the year. I am proud of our dedicated members who supported our section for the past years. A special thanks to our members for their attendance and providing valuable feedback for our speakers, topics, and facility.

I would like to announce that ASQ Orange Empire Section will have a "Quality Day" to celebrate the existence of 6 decades (60 years) of the Section which is scheduled to be held on Friday, October 16, 2009. We will provide additional details in coming weeks. As always, we are looking for volunteers for "Quality Day" and for the vacant "Booster Chair" position. If you are interested, please contact one of the Leadership Committee Members.

I wish you a safe and relaxing summer.

**Bob Mehta**

Chair – ASQ Section 0701

MSQA, MBA, B.S. (Chem), CQA, CSSBB, CQE, CBA, CSQE

## Leadership Team 2009

### Chair

Bob Mehta  
W: (949) 250-2459  
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### Vice Chair

Dale Leuer  
H: 714-970-5031  
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### Secretary

Lourdes Bernal  
E-mail: [Lourdes.Bernal@AlconLabs.com](mailto:Lourdes.Bernal@AlconLabs.com)

### Treasurer

Aaron Reddoch  
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### Programs Chair

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

### Voice of Customer

Dale Leuer  
E-mail: [d\\_leuer@sbcglobal.net](mailto:d_leuer@sbcglobal.net)

### Career Chair

Sharon Dalmage  
E-mail: [sdalmage@sce.cc.ca.us](mailto:sdalmage@sce.cc.ca.us)  
Phone: (714) 808-4575

### Arrangements Chair

Ed Arpawong  
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### Publicity/Internet Chair

Joanne Pettigrew  
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### Education Chair

Margaret Benavides  
W: (714) 654-2479  
E-mail: [qamargaret@gmail.com](mailto:qamargaret@gmail.com)

### Certification/Renewals

Karen Gaynor  
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### Examiner

Hassan Farah  
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### Auditing Chair

Darrell Moyer  
H: (562) 795-5990  
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### Nominating Chair

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

### Deputy Regional Director

Gene Underwood  
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### Membership Chair

Vinay Goyal  
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### Booster Chair

Vacant

### ASQ Regional Director, Region 7

Holly Duckworth  
E-mail: [duckworthha@cox.net](mailto:duckworthha@cox.net)

### SCOPE Editor

Luke Foo  
W: (949) 743-9208  
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*Please contact the Leadership Team and tell us how to serve you better*

## Welcome New Members



Eduardo Arroyo  
Barbara Bongiovanni  
Thomas Bullard  
Abel Cortez  
Will Garrick  
Del Herbert  
Luyanti Loh  
Isoud Manasir  
Denise Medal  
Gail Mellen  
Ron Ochsner  
Jadgdish Patel  
Veeresh Sarangmath  
Maulik Shah  
Kimberly Suder  
Curtis White  
Chun Yi

All new members are eligible for free admission to a dinner meeting within 3 months of becoming a member.

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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)

## July 14 Dinner Meeting



**Doubletree Hotel,  
201 E. MacArthur  
Blvd, Santa Ana**

Directions: [http://  
maps.google.com/](http://maps.google.com/)

In clinic # 1, **Dan Shibley** will present *Attacking the Cost of Poor Quality* The

Cost of quality has been a buzz term for over fifty years. However, the cost of Poor Quality has been a more recent term associated with the evaluation of cost incurred from poor quality. Cost of poor quality included prevention costs, lost opportunity costs and the result of poor relationships with customers. The cost of poor quality is a greater noose around the necks of businesses. This session will take various studies from ASQ and feature the results and table discussions that came from the studies. You will be surprised at the results and how easy it will be to have quality cost reductions in your company. In this session you will:

- See the Interaction between controllable and resultant Poor Quality Costs (PQC).
- Determine the best Interim Operating Point.
- See immediate Value Added returns.
- How to be the Change vehicle in PQC with time, avoiding complacency.

In clinic # 2, **Pritesh Patel** will present *Using Minitab for Capability Studies and Control Charting* In this clinic, we

will use Minitab to determine capability indices (Cp, Cpk) and also tie in the usage of SPC control charts. Capability studies allow us to see how a process is doing against a given set of specifications, mainly those from the customer (Voice of the Customer -- VOC). Understanding how your process can meet this VOC, one must first understand what the voice of the process (VOP) is. Control charts help us to determine the VOP. Key takeaways for the audience:

- Getting more familiar with Capability studies and control charting
- Using Minitab to perform the math behind these studies
- See how Capability Studies and control charts are linked to each other.

The dinner presentation will be *Building Your Network Using LinkedIn* given by **Rebekah King**. LinkedIn is one of the more popular social media tools for professionals, yet it's often a challenge to know how to spend your time on it in an effective manner – if at all. How do you know what works and what doesn't? Should you even care? This discussion will be your opportunity to learn best practices from Rebekah King of Rebizworks, who handles marketing strategies businesses and individuals using all forms of social media. In this discussion you will learn:

- What LinkedIn Is And Is Not
- Why **Anyone** Would Want To Use It
- The Best **Time And Uses** For LinkedIn
- How **Others Are Benefiting** In As Little As 1 Hour A Week.



**Daniel Shibley**, best known for being the author of “*Quality in the Trenches*” has been in the quality field for over thirty years. Obtaining his ASQ senior status in 2001 as well as being a certified ISO internal auditor, Daniel has been active in Quality bringing ISO quality systems to over four major Southern California companies in the last fourteen years. In 2004 Daniel was a member of the “The State of World Quality” and was a featured author of this group that included a panel of ASQ members from Europe, Africa, Asia and North & South America.



**Pritesh Patel** is a Senior Member of the ASQ, and obtained his ASQ CQE and CMQ/OE certifications. He has currently been using Minitab for over 8 years, and was hooked onto the power of Minitab as he sat through 2 six sigma Black Belt training sessions. Currently working in the pharmaceutical industry, Pritesh frequently uses Minitab and the outputs of Minitab to support validation of processes and products.



**Rebekah King** is the founder and principal of Rebizworks ([www.rebizworks.com](http://www.rebizworks.com)), a social media marketing firm based in southern California. Her firm works with agencies around the country and locally with clients like Western Digital, Ziba Beauty, rock.com, and Breer Law to build community around products and service - to get people talking and reach more. She's also the founder of the largest health & beauty industry association in California, SCHB, and sits on the board of directors for the Eli Home ([www.elihome.org](http://www.elihome.org)). When not working with clients she's traveling as a speaker on social media and networking topics. Keep up with her on twitter, LinkedIn, facebook, or via her blog at [www.rebekahking.com](http://www.rebekahking.com)

# Highlights from the June Dinner Meeting



**Ed Matthews** presented the dinner meeting talk on *Creating a Lean Culture*. Lean principles adapted from the Toyota Production System were discussed with the common methods of implementation into management systems for manufacturing, administrative and service processes.



Bob Mehta, Section Chair presented **Margaret Benavides** with the section's Volunteer Recognition Award for her many years of participation and service to Section 0701. Margaret currently serves as the section's Education Chair.



Bob Mehta presented **Mark Lindsey** with the section's Volunteer Recognition Award for over 20 years membership and service as an instructor in the section's certification refresher classes.

# Congratulations to Members Who Have Recertified!

Date	Name	Date	Name
<b>December-08</b>	Dan Tran		Darrel Woodside
	Everardo Garcia		Karen Kosnosky
	Jeff Peters		Jay Potkar
	Charlie Poisier		Todd Lowe
	Christopher Karner		
	David Delaney		
	Khai Trinh		
	Kimberly Taylor	<b>May-09</b>	Farhad Akhavan
Rafael Munoz		James Lusk	
Richard Harcourt		Gulzar Ahmed	
Sanjay Patel		Paul Sue	
Sean Meade		Brian Green	
Wencil McClenahan		David Cordova	
Thomas Mullens		Cyndi Valenzuela	
Aaron Reddoch		Betty Hickok	
David Stachovitz	<b>6/1/09</b>	Anthony Roberts	
James Eyster	to	Carla Sivak	
Mark Julstrom	<b>6/20/09</b>	Christina Yang	
Peter Lindwall		Henry S. Gee	
Susan Willis		Jack Sedaka	
Paul Perry		Joel L. Roth	
<b>January-09</b>	Heber Enriques		Joel Roth
	Michael Cunningham		John F. Salvagno
	Michael Desrosiers		Katrina Dayman
<b>February-09</b>	<i>NONE</i>		Leslie Freeman
<b>March-09</b>	<i>NONE</i>		Margaret Benavides
<b>April-09</b>	Gary Leaf		Matt Rink
	Jesus Arellano		Mehrdad Mahintaorabi
	Robert Peterson		Paul S. Ahuja
	Jennifer Holmes		Robert Martinez
	Gregory Tabata		Steve Martin

# An Open Letter From Some of Our Student Members

## From ASQ Section 0701 Student Members

Dear Mr. Mehta and Mr. Leuer,

We would like to thank Mr. Mehta and Mr. Leuer for the tremendous support and help that you provided when we joined the Orange Empire ASQ section as student members. Prior to joining ASQ Section 0701 section as student members, we spent time to go to ASQ Orange Empire Website and would like to inform you that we were very much impressed with your leadership team, programs and certifications offered, the monthly publication eSCOPE, and monthly dinner meetings. After becoming student members, we were seeking guidance for the CSSGB exam and Mr. Mehta and Mr. Leuer were very patient and insightful in explaining the structure of the exam and the opportunities it brings to an MBA student.

Prior to joining the business school, we had close to five years of experience in the Technology Industry. In our last role, we were working as engineering analysts at Dell, where we had a chance to explore six sigma projects and understand business process improvement processes. Currently, we are Full time MBA students at University of California Irvine seeking to understand quality and learning methods to improve the way we work. At Orange County, we were looking to find people with similar interests and ASQ Orange Empire provided us with the great opportunity. We felt that certification from ASQ would complement our learning at business school. We found the ASQ Orange Empire site to be quite informative and contacted Mr. Mehta. He was very responsive and we had a long conference call to address our queries. Additionally, Mr. Mehta also facilitated our meeting with Mr. Leuer, Vice Chair ASQ. Mr. Leuer had an excellent dossier which contained great insights about the exam and suggested areas of study. This study session, really helped us in channelizing our focus for the exams and how to effectively prepare for it. We also got to learn about the possibilities of a career in quality.

We feel we have made a great leap forward by joining ASQ and the Orange Empire section and look forward to getting involved with different activities at ASQ Orange Empire. We wanted to thank you for all your help and time.

We would highly encourage student members to leverage from ASQ.

Saurabh Mallik & Pallavi Arunika

Full Time MBA Candidate of 2010

University of California, Irvine

**UCIRVINE** | THE PAUL MERAGE  
SCHOOL OF BUSINESS

## A Message From Out-going Treasurer Vinay Goyal

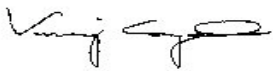
Dear Members,

As most of you know, I will have completed my term as the treasurer on July 1, 2009. Thank you for your trust and support and allowing me the opportunity to serve two consecutive years as the treasurer of your section, one the largest sections of the American Society for Quality (ASQ).

It has been a pleasant journey from when I first spoke with Gene Underwood and Melanie Cummings (ex Section Chair), to attending a few Leader Committee meetings prior to beginning my term, to being nominated and elected twice for this position. I was amazed to see certificates, letters, binders, awards from as early as the 1960s and the details of the work done by our ex-leadership members. It is not possible to be where we are today without their vision, commitment and hard work to make this section better, stronger and one of the best in the country.

Continuing in the same tradition, I am pleased to inform you that this section is financially healthier than ever before. While a global recession is occurring, our section's financials grew over 25% in the past 2 years. There was a time when we had only \$2000 in our checking account and funds were being depleted slowly and constantly. By enacting a few corrective measures, we were able to turn our balance sheet around from a negative to a positive cash flow without compromising with the quality of services to our valued members. Now, effective July 1, 2009, I will pass on our accounts to our new treasurer, Aaron Reddoch. I will, however, be working with him until our annual financial audit is complete (in the third week of July).

Finally, I would like to thank entire ASQ leadership for their support in paying attention to our financials closely and implementing changes necessary to make this society as one of the elite in the country. I would also like to thank all the members of the ASQ for your participation and recommendation of ways of improving this society as well the constant vigilance to ensure we stay focused on our path of continuous growth and improvement to ultimately better serve our communities, society and membership.



Vinay Goyal  
Out going Treasurer ASQ 0701  
2007-2009

# Going Green

## What is RoHS?

RoHS is the acronym for **R**estriction **o**f **H**azardous **S**ubstances. It is a directive from the European Union (EU) that restricts the use of six substances in new **Electrical and Electronic Equipment** (EEE) that are placed on the market on or after **July 1, 2006**.

## What are those substances?

There are six substances considered hazardous in the current RoHS directive 2002/95/EC. Those substances are:

1. Cadmium (Cd)
2. Mercury (Hg)
3. Lead (Pb)
4. Hexavalent Chromium (Cr6)
5. Polybrominated Biphenyl (PBB)
6. Polybrominated Diphenyl Ether (PBDE)

## Are they totally banned in the EEE products?

No, their concentration is **restricted** at **homogenous material** level

## What are the restriction limits?

Restriction limit for Cadmium is 100 parts per million that is equivalent to 100 parts per million at homogenous material level.

For other five substances: Pb, Cr6, Hg, PBB and PBDE is 1000 parts per million that is equivalent to 1000 parts per million at homogenous material level.

## Does it apply to Chemistry products e.g. cleaners, reagents etc?

No, the restriction does not apply to chemistry products. It applies to hardware product that falls under the definition of Electrical and Electronic Equipment (EEE)

It applies to 8 out of 10 categories referenced in the directive. The two categories 8 for Medical Devices and 9 for Monitoring and Control Devices are outside the scope of current RoHS directive. The 10 categories are:

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# Going Green

- Cat 1 – Large household appliances
- Cat 2 – Small household appliances
- Cat 3 – IT & Telecommunication equipment
- Cat 4 – Consumer equipment
- Cat 5 – Lighting equipment
- Cat 6 – Electrical and electronic tools
- Cat 7 – Toys, leisure & sports
- Cat 8 – Medical equipment systems (with the exception of all implanted and infected products). **Currently outside the scope of the directive**
- Cat 9 – Monitoring and control instruments. **Currently outside the scope of the directive**
- Cat 10 – Automatic dispensers

## **What is Electrical and Electronic Equipment (EEE):**

It is same as WEEE (Ref: July 2009 e-Scope issue).

## **Does it only apply to electrical and electronic parts and components?**

No. It applies to electrical and electronics as well as any other parts e.g. sheet metal, nut, bolt, screws, paint, label etc that is integral and essential part of any EEE. The only part it does apply to is battery. Batteries are covered under **Battery Directive 2006/66/EC** that we will cover in future e-Scope issues.

## **What is “Homogenous” material?**

Homogeneous material means a material that cannot be **mechanically disjointed** into different materials. Homogeneous means ‘of uniform composition throughout’ e.g. individual types of plastics, ceramics, metals, alloys, paper, board, resins and coatings

A plastic or metal sheet has one homogenous material that cannot be further disjointed but if coated with another material that could be separated with the actions e.g. unscrewing, cutting, crushing, grinding and abrasive processes.

A wire has two homogenous materials: 1. conductor and 2. insulator

Most of the products are made of one or more substances and have more than one homogenous material.

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# Going Green

## What does mechanically disjointed mean?

Mechanically disjointed means that materials can be, *in principle*, separated by mechanical actions such as unscrewing, cutting, crushing, grinding and abrasive processes

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If you have any questions, please email your questions to Vinay Goyal at [vinaygoyal@sbcglobal.net](mailto:vinaygoyal@sbcglobal.net) and we will try to publish them in the e-Scope based on the space and merit of the question. Watch out this section for more information on product environmental requirements in our future issues.

**Disclaimer:** Please be aware that the statements contained here do not represent legal advice and are presented without any guarantee as to accuracy. The material represents the author's interpretation of respective product environmental requirements. Before acting on any of this information, we advise you to verify the accuracy of the author's interpretation and if required check with your own legal counsel.

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Vinay Goyal has implemented product environmental requirements e.g. Restriction of Hazardous Substances (RoHS), Waste Electrical and Electronic Equipment (WEEE), Mercury Prevention and Elimination laws, Packaging law, Battery law, REACH (Registration, Evaluation, and Authorization of Chemicals) in many US companies.

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
CSSBB	Jul 9, 2009	Oct 17, 2009	Aug 21, 2009
Mgr Quality/ Organization Excellence	Aug 10, 2009	Oct 17, 2009	Aug 21, 2009
CQI/CQT	Aug 3, 2009	Oct 17, 2009	Aug 21, 2009
CQA - Biomedical	Aug 5, 2009	Oct 17, 2009	Aug 21, 2009

**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.



### SCOPE Ad Rates:

Ad Size	Inch Size	1 Issue	6 Issues	12 Issues
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 [dshibley@adamscampbell.com](mailto:dshibley@adamscampbell.com).

## Upcoming Certification Courses



### Six Sigma Black Belt / Lean Certification Exam Refresher/Prep Course

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

**Exam Date:** Oct. 17, 2009 **Exam Application Deadline:** August 21, 2009

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

**Time:** 6:00 pm - 9:00pm. 4.5 RU's will be given for this 45 hr course.

**Session/Dates:** 15 sessions total: Thursdays from July 9, 2009 to October 15, 2009.

**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 Black Belt Primer & Solution Text (Required). Text cost: \$110.00 for Six Sigma Black Belt Primer (816 pages) & Solution Text. Order online at [www.qualitycouncil.com](http://www.qualitycouncil.com) or call 800-660-4215.

**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 September 10, 2009. Class fee must be paid by the 3rd session. No refunds after the 3rd session. Minimum class size: 8 students.

**To Register For the Class:** go on-line at [www.asqorangeempire.org/calendar/calendar.htm](http://www.asqorangeempire.org/calendar/calendar.htm). Class fees must be paid no later than 3rd session.

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

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

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

**Exam Date:** Oct. 17, 2009 **Exam Application Deadline:** August 21, 2009

**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: Mondays from August 10, 2009 to October 12, 2009.

**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)

The Memory Jogger II (Recommended - Pocket Guide of Quality & Planning Tools)

Students to purchase prior to class. CQM/OE Handbook \$63.00 available from ASQ Quality Press at

<http://qualitypress.asq.org> Item#H1264 or call 800-248-1946.

The Memory Jogger II \$10.95 available from GoalQPC at <http://www.goalqpc.com> or call 800-643-4316

**Instructors:** Eliot Dratch (Contact at 714-993-1220 X270 or [DratchE@aol.com](mailto:DratchE@aol.com)) and Mark Lindsey ([Mark.Lindsey@disney.com](mailto:Mark.Lindsey@disney.com)), cell: 714-273-2678

**Enrollment:** Open through September 8, 2009. Class fee must be paid by the 3rd session. No refunds after the 3rd session. Minimum class size: 8 students.

## Upcoming Certification Courses

### CQI/CQT Certification Exam Prep Course

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

**Exam Date:** Oct. 17, 2009 **Exam Application**

**Deadline:** August 21, 2009

**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 45 hr course.

**Session/Dates:** 10 sessions total: Mondays from Aug 3, 2009 to October 12, 2009.

**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 (One additional class TBD)

**Reference Books:** Quality Council of Indiana CQI or CQT Primer, Latest Edition with solutions (Required).

Griffith, Quality Technician's Handbook, latest Ed (recommended). Cost \$100 for either CQI or CQT Primer/Solution Test. To be purchased by the student directly through the Quality Council of Indiana at 1-800-660-4215 or at [www.qualitycouncil.com](http://www.qualitycouncil.com) prior to the first class.

**Instructors:** Linda Howe Garriz ([Linda.Garriz@Alconlabs.com](mailto:Linda.Garriz@Alconlabs.com)), Aaron Reddoch ([aaronreddoch@yahoo.com](mailto:aaronreddoch@yahoo.com)), Vinay Goyal ([vinaygoyal@sbcglobal.net](mailto:vinaygoyal@sbcglobal.net))

**Enrollment:** Open through September 8, 2009. Class fee must be paid by the 3rd session. No refunds after the 3rd session. Minimum class size: 8 students.

### CQA - Biomedical Refresher Exam Prep Course

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

**Exam Date:** Oct. 17, 2009 **Exam Application**

**Deadline:** August 21, 2009

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

**Time:** 6:00 pm - 9:00pm. 3.3 RU's will be given for this 45 hr course.

**Session/Dates:** 11 sessions total: Wednesdays from Aug 5, 2009 to October 14, 2009.

**Will Cover:** Food, Drug & Cosmetic Act, Quality System Regulations, Medical Device Directive, ISO 9000:2000, ISO 13485, Audit Requirements, QSIT, Domestic and International Standards guidelines, Sterilization, Biocompatibility, Environmental Control, Software, Laboratory Testing.

**Reference Books:** The Biomedical Quality Auditor Handbook, ASQ Quality Press (Order #H1171) Member Price - \$66.15; List Price - \$ 110.25 The FDA and Worldwide Quality System Requirements Guidebook for Medical Devices, Second Edition (e-Book) Member Price - \$57.00; List Price - \$ 95.00 Arter, Dennis R., Quality Audits for Improved Performance, 3rd ed., ASQ Quality Press, 2003 (Order #H1180) (or any quality system audit textbook as reference).

**Instructors:** are based on their subject matter expertise

**Enrollment:** Open through August 26, 2009. Class fee must be paid by the 3rd session. No refunds after the 3rd session. Minimum class size: 8 students.

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And the winner is....

**Gregory Meisenhelder** is the winner of the drawing at last month's dinner meeting. A winner will be announced at each dinner meeting, as a reward for attending the dinner.

# Summer Job-Search Strategies

by Deborah Walker

It's easy to lose career focus during the summer months. Kids home from school, warm sunny weather and household projects tend to distract job seekers. Additionally, the interview process often gets disrupted while employers accommodate multiple vacation schedules. These interruptions become an easy excuse to put a job search on hold till September. Don't give in to the temptation to take the summer off. Your summer sabbatical will add months to your job search. Increased competition in September means a smaller margin of error in interview performance. Keep your job-search momentum throughout the summer to avoid frustration in the fall.

Here are three tips to keep your job search moving forward.

## 1. Stay on track.

Keep a schedule of weekly job-search activities that include networking for leads. Summer is a great time for increased social activities, which can quite naturally lead to discussions about your search. Additionally, tap into your on line social network to find people who know people within your targeted companies who may be able to introduce you to hiring managers. Don't overlook the potential help of others in uncovering job leads.

Don't let your project "to-do" list take precedence over your job search activities. Yes, Summer is a great time to build a deck, paint a kitchen or landscape your yard, but don't allow your projects to keep you from moving forward toward a new job. Take care of your job-search goals first, then use all those extra day-light hours to fix up your nest.

## 2. Don't get impatient.

It's easy to let job-search activities slide when interviews get delayed, rescheduled or canceled. It's best to accept that hiring stalls are a natural summer phenomenon. Use your extra time to research targeted companies in greater depth. The insider information you pick up may give you the extra "leg up" in the interview to win out your competition. Remember, even though the hiring process seems slower during summer companies still interview and make offers June through August.

## 3. Keep your interview skills sharp.

The normal tendency in summer is to neglect critical interviewing skills. The idea is "once interviews start back up I'll pull out that book and get ready." Bad idea. Don't get caught off guard. Start perfecting your interview skills BEFORE your next interview is scheduled. Minimally you should be able to:

- \* State your strengths and weaknesses
- \* Give reasons for short job durations
- \* Sell your transferable skills
- \* Give examples of your accomplishments

Remember, these are just the minimum issues you should be able to handle in an interview. Every job seeker has their own list of questions they hope they don't get asked. You must identify the questions that make you squirm and be ready with great answers.

Following these tips will help you maintain your job search momentum during the busy Summer months. Remember, work on your job search, then work on your tan. Build your interview skills then build the deck. You'll be way ahead of the September crowd and months ahead in landing your next job.

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**Deborah Walker**, CCMC is a career coach helping job seekers compete in the toughest job markets. Her clients gain top performing skills in resume writing, interview preparation and salary negotiation. Learn more about Deborah Walker, Career Coach at:  
<http://www.AlphaAdvantage.com>

# Check Sheets and Check Lists

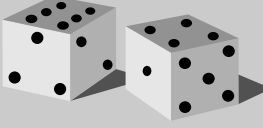
By Jack B. ReVelle, Ph.D.



**Check sheets** or **check lists**, as they are sometimes known, provide a systematic method for collecting and displaying specific data. In most cases, check sheets or check lists are simply forms designed for the purpose of collecting specific data. They provide a consistent, effective, and economical approach to gathering data, organizing it for analysis, and displaying it for preliminary review.

Check sheets or check lists sometimes take the form of manual check sheets where automated data are not necessary or available. Data figures and check sheets should be designed to minimize the need for complicated entries which encourage personnel error. Properly designed, check sheets/lists can facilitate development data summaries for other tools such as **Pareto Analysis** and **Histograms**. Simple, straightforward tables are a key to successful data gathering.

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Judge : USA Today Quality Cup  
AZ Governor's Award for Quality

Awards Council : CA Governor's Award for Quality  
Examiner : Malcolm Baldrige National Quality Award

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QFD GOAL/QPC ASI  
7-QC 7-SUPP 7-MP 7-CREATE

## 2009 ANNUAL SURVEY

Thanks for participating in our survey. The purpose of the survey was to find out what our members think about the quality of services that are provided by the Orange Empire section, and to improve upon the services.

There were 58 participants in the Annual Section Member Survey. Respondents were permitted to give more than 1 answer to each question.

### **Question #1: Rate your satisfaction with the following (1 = low, 5 = high):**

- With the section events: 56 responded to this question with an average score of 4.26 (above the Medium-High satisfaction level).
- With the section website: 53 responded to this question with an average score of 3.94 (Medium-High satisfaction level).
- With your own participation in the section: 55 responded to this question with an average score of 3.56 (midway between Medium & Medium-High satisfaction level).
- With the eSCOPE newsletter: 55 responded to this question with an average score of 3.96 (Medium-High satisfaction level).

### **Question #2: Which influences your decision to attend section events.**

Section email blast: 41  
eSCOPE section newsletter: 17  
Section Website: 5  
Booster contact: 5

### **Question #3: Do you plan to renew your section membership?**

Yes: 57  
No: 0  
No response: 1

### **Question #4: Your reasons for not attending section events such as monthly dinner meetings, seminars, breakfast meeting, special events.**

Schedule conflict: 36  
Lack of time: 23  
Topics not interesting: 14  
Offers poor value: 1

### **Question #5: Are you interested in one or more of the following section refresher courses?**

Six Sigma Black Belts: 12  
Six Sigma Green Belt: 10  
Quality Manager/ OE: 10  
Quality Auditor: 8

BioMedical Auditor: 5  
Quality Engineer: 4  
Software Engineer: 2  
Reliability Engineer: 1  
CMI: 1  
CQT: 1  
CQIA: 1  
HACCP: 0

### **Question #6: Suggestions to add value to your section membership:**

*"Think about visiting a key local industry with presentation by their management on how their Quality System functions."*

*"Keep up the good work."*

*"I appreciate that our section has both clinics & dinner presentations. Other sections do not provide that much opportunity for learning and networking."*

*"Work on increasing value to membership."*

*"Can you get ½ TV show on KOCE – I can Tivo the show & watch as time permits."*

*"Have a meeting every so often strictly for networking. Keep looking for speakers above and beyond the quality field. Speakers focusing on GMP, BioMed, FDA, etc."*

*"More info on various topics in the eSCOPE – bring in additional articles on other topics."*

*"Renewal of recertification needs to happen without roadblocks..."*

*"Add on-line database & accumulate RUs over the 3 yr. period. When you attend, pay, sign in, that info is entered by section leadership team for that event (dinner, sessions, special events, etc.) Members can then access & pull data when compiling their re-cert journals."*

*"More statistics clinics."*

*"The printed nametags for RSVP attendees is a great idea."*

*"Great section."*

*"Additional software sessions."*

*"Transitioning from one industry to another – engineering (ISO 9000) to aerospace (9100 B/C)."*

*"Need to find a monthly meeting place alternate. Why are we spending \$30+ for a dinner meeting? Look for lower cost alternatives – large company cafeterias, unused auditoriums, and so forth. People come for the meeting topics & clinics, not the rubber chicken and ice tea. Time to think about how the section's revenues are spent, and how you will obtain the best value for the available monies."*

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*Dave Nagy, Principal*



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