

# SCOPE



The Official Newsletter of the ASQ Orange Empire Section

November 2008

## Section Chair Column - ASQ Letter from the Chair



During the Monthly Dinner Meeting for the month of October, we honored Valerie Weed, Mark Lindsey, Jen Piccotti, and Daniel Shibley, the editors of the SCOPE publication, who supported our section to edit the monthly publication for 10+ years.

We started publishing the electronic version of the SCOPE last month. In the eSCOPE, we included additional articles that were well received by our members. In addition, we gave a new look to the publication. I would appreciate your feedback. We are also encouraging our members to submit articles on quality, compliance, continuous improvement and/or six sigma methodologies topics to the current editors Luke Foo (e-mail: [lfoo@spectrumpharm.com](mailto:lfoo@spectrumpharm.com)) and Daniel Shibley (e-mail: [daniel@adamscampbell.com](mailto:daniel@adamscampbell.com)).

In this issue of the eSCOPE, I would like to share information on “Cost of Quality.” The term is widely used and widely misunderstood. The “Cost of Quality” is not the price of creating a quality product or services but it is the cost of NOT creating a quality product or service. In other term, it is the cost incurred as a result of poor quality.

The cost of quality emerged in the 1950s and it was first described by Armand V. Feigenbaum in a Harvard Business Review article. Phil Crosby – the quality guru, best known for his book “Quality is Free,” published in 1979, mentioned that it costs money to achieve quality, but it costs more money when quality is not achieved. **When an organization designs and builds an item right the first time, quality is free.** It does not cost anything above what would have already been spent. **When an organization has to rework, scrap, or recall an item because of poor quality, it costs the organization more.**

Dr. Edward Deming – the quality guru, best known for reminding management that most problems are systemic and that it is management’s responsibility to improve the system so that workers can do their job more effectively. In emphasizing management’s responsibility, Deming noted that workers are responsible for 10 to 20 percent of the quality problems in a factory, and that the remaining 80 to 90 percent is under

management’s control. Workers are responsible for communicating to management the information they possess regarding the quality system. **Deming’s approach requires an organization-wide cultural transformation.**

In addition to Crosby and Deming, Dr. Joseph Juran, Dr. James Harrington, Dr. Kaoru Ishikawa, and Dr. Walter Stewart commented directly or indirectly on Cost of Quality by having zero defects, the right the first time approach, and exceeding customer expectations.

Cost of quality comprises of four elements:

1. External Failure Cost: The cost associated with defects found after the customer receives the product or service and cost associated with processing customer complaints, customer returns, warranty claims, field corrections, and product recalls.
2. Internal Failure Cost: The cost associated with defects found before the customer receives the product or service. Examples are scrap, rework, and re-inspection.
3. Inspection (appraisal) cost: The cost incurred to determine appropriate quality requirements. Examples include: measurement of quality data, evaluation quality data, or auditing of the quality system.
4. Prevention Cost: The cost incurred to prevent and keep failure and appraisal costs to a minimum for poor quality. Examples are new product reviews, effective design control process, supplier surveys, process reviews, an efficient CAPA System, quality improvement teams, education, and training.

In the organization, one should uncover quality “leaks” that are secretly draining organization’s profit, as well as expensed due to quality problems, such as scrap and rework. We come across many organizations that focus on quality and taking proactive approaches to manufacture products or provide services that meet or exceed customer satisfaction and as such, they keep internal failure, external failure, and prevention costs down. Not only will organizations take the lead in the market, but reduced scrap, rework, and reinspection activities will also help save money and ultimately help the organization improve the overall business.

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

## November 11 Dinner Meeting

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

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



For clinic # 1, **Dave Nagy** will present *Your Career Is Tied to Your Communication*. Understanding effective

communication strategies is a Critical Success Indicator for you career whether you are in leading an organization, a cross-functional team, a department, or in transition. Effective communication is not only about what you want to say; but having an audience that wants to hear. Communication effectiveness is delivering your communication in a way that meets the expectations of the recipient. By attending this clinic, you will:

- Determine your communication style
- Analyze your communication strengths and weaknesses
- Be given information to improve your communication effectiveness

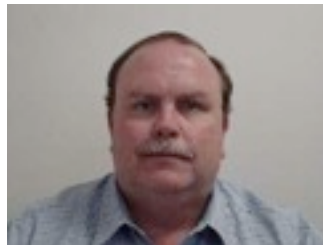
For clinic #2, **Ed Matthews** will present “**Learning to Solve Problems**”. Lean Sigma provides an organization



### Dave Nagy

Dave Nagy brings over 30 years of experience in operations, lean quality strategic planning, leadership development and sales, marketing, training and senior level management focusing on financial process improvement. As a principal of Bolero Associates LLC, Dave’s efforts have been focused on change management, leadership development, driving financial improvements, teaming, and team problem solving, and implementing a total quality management.

Dave has been providing consulting and lean leadership consulting and training to client companies including: San Bernardino & Riverside Counties, Medtronic Cardiac and Neurological, Penske Automotive, National Oilwell Varco, Flowserve Pump, C. Brewer, NDC Engineering, Amerigon, Textron Aerospace Fastener Systems, and Rockwell Collins to name a few.



### Ed Matthews

Ed is a Quality Leader and Lean Expert with Honeywell International ACS-Building Solutions. Ed is currently a Lean Master Candidate Prior to this Ed was a Six Sigma leader of a team of Six Sigma Black Belts and Lean Experts that supported the National Operations Team. Additionally, Ed has 30 years experience in operations management overseeing Project Managers, Service Supervisors, and other field operations teams. Ed received his Bachelor of Science Business Management and MBA from Rutgers University. Ed is a ASQ Certified Quality Manager, Six Sigma Black Belt. Ed is also a Faculty Practitioner with the University of Phoenix

with methodologies for removing non-value added activities. As the organization works to improve their process they will encounter problems. Organizations may solve the current issue through some form of containment but have they actually identified the root cause? The A3 process helps an organization gain a clearer view of the problem, and the root cause. As a participant in this clinic, you will:

- Understand the use of the A3 Process to solve problems
- Understand how to gain agreement
- Understand how to mentor and lead the organization to root cause resolutions

For the dinner speaker, **Major George A. Durgin** will cover the specifications needed to **write a good paper, article, and book**. Procedures for assuring the specifications are met and the methods of verification will be covered. The guest speaker had his magazine article From The Chessboard To The Battlefield published in an international magazine. His book, The Delta Dogs, has been published as well as many papers and articles on quality subjects. After attend this very entertaining and informative meeting to learn how to write your paper, article, and book.



### George A. Durgin

Major George A. Durgin, US Army, Retired, is an American Society For Quality Certified Quality Engineer and Certified Manager of Quality/Operational Excellence, with a BSEE from the University Of Southern California, MBA from Pepperdine University and has taught for the American Management Association, the Canadian Management Centre, the Mexican Miquiladoras in Mexicali and Tijuana, Oklahoma State University, Colorado State University, California State University Northridge, and The American Society For Quality. For the past twenty-five years, Mr. Durgin has taught Quality Engineering, Reliability Engineering, Quality Management, Quality Supervision, Quality Mechanical Inspection, Statistical Process Control, Sampling Theory, Quality Costs, Japanese versus American Quality Techniques, Statistics, and Motivation & Human Factors.

## New! Quality Book for Children Unveiled



A new children's book called *Claire Anne and the Talking Hat* is now available from ASQ. It takes a unique approach to reaching kids by using quality concepts to make schoolwork easier and learning more fun. The book will make a great gift for children whose parents are involved in the quality profession. In addition to helping kids apply quality skills to improve their school work, it will also help children to gain a better understanding of quality in general and the kind of work their parents do. [Read the press release.](#)

**Two copies of this book will be raffled off at the November 11th dinner meeting.** Mark your calendars and be sure you attend!

### **Announcements**

#### **Instructors Wanted**

We are looking for instructors to teach future Certification Prep courses. Qualifications are: member of ASQ, certification in the subject matter being taught or higher, and demonstrated ability to teach. Please contact Margaret Benavides at [margaret.benavides@alconlabs.com](mailto:margaret.benavides@alconlabs.com).

#### **Looking Forward**

Mark your calendars for the December Dinner Meeting. We are having a fun-filled evening, starting with interactive Team Building exercises, then followed by special guest speaker, Richard Rumble who will mesmerize you and put you under his spell. And earn RU credits at the same time! Details on page 8.

#### **Leadership Position Open**

Consider volunteering for a great organization, ASQ Orange Empire section. The Vice Chair position is vacant. Take a leadership role, enhance your career, help deliver high quality services to your colleagues at ASQ. Please contact Bob Mehta at [Mehtabv@gmail.com](mailto:Mehtabv@gmail.com).

## Leadership Team 2008

### Chair

Bob Mehta  
W: (949) 250-2459  
E-mail: [mehtabv@gmail.com](mailto:mehtabv@gmail.com)

### Vice Chair

Open

### 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

Pritesh Patel  
E-mail: [Patel\\_Pritesh@Allergan.com](mailto:Patel_Pritesh@Allergan.com)

### Arrangements Chair

Ed Arpawong  
E-mail: [asq0701@cox.net](mailto:asq0701@cox.net)

### 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

Angela Baca  
Frank P. Bongiovanni  
Doug Bostrom  
Don Cerney  
Thomas A. Culhane  
Michael J. Harrison  
Maryjean Henson  
Luis M. Jones  
Teddi Jo Lorch  
Patrick M. Nutcher  
William Ray  
Richard Regalado  
Yasmine Shad  
Thomas M. Song  
Donald J. Stephens  
Erika Torres

\*\*\*\*\*

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

Exam	Next Exam Prep Start Date	Exam Dates	Application Deadline
Certified Quality Engineer	September 4, 2008	Dec 6, 2008	Oct 3, 2008
Certified Quality Auditor	October 1, 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
Six Sigma Black Belt	Oct 30, 2008	Mar 7, 2009	Jan 16, 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.

## Upcoming Certification Courses



### **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>

## Upcoming Certification Courses

### Six Sigma Black Belt Certification Exam Prep Course

**Location:** Alcon Laboratories, 15800 Alton Prkway, Irvine, CA. Room assignment will be given on 1st day of class.

**Course fee:** \$500 plus cost of textbooks. Scholarships are available - contact Education Chair. Class fees must be paid by the 3rd session. No refunds will be made after the 3rd session.

**Time:** 6:00 pm - 9:00 p.m.. 4.5 RU's will be given for this 27 hr course.

**Session/Dates:** 15 sessions total, Thursday nights from October 30, 2008 to March 5, 2009. No classes during Thanksgiving, Christmas, and New Year's Day.

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

**Reference Books:** Certified Six Sigma Black Belt Primer & Solution Text (required). \$110. 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 January 16, 2009.

### Certified Quality Auditor Exam Refresher/Prep Course

**Location:** Advanced Sterilization Products, 33 Technology Drive, 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 42 hr course.

**Session/Dates:** 9 sessions total: Thursdays from Oct. 1, 2008 to Dec 3 2008. No class on Thanksgiving week. 1 additional class will be scheduled.

**Will Cover:** Certification overview, Auditing fundamentals, Auditor competencies, Audit preparation, Audit performance, Audit follow-up & closure, Audit business applications, Quality tools A& techniques, plus tips and techniques on taking the exam.

**Reference Books:** CQA Primer + Solution Text, Quality Council of Indiana (required). Cost \$105. Or the ASQ Auditing Handbook 3rd edition from ASQ Press. Cost \$63.

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

Purchase the ASQ Handbook item # H1263 from [www.qualitypress.asq.org](http://www.qualitypress.asq.org) or 800-248-1946.

Optional texts: Quality Audits for Improved Performance by Dennis Arter, How to Plan an Audit by ASQ Quality Audit Technical Committee, both available from ASQ Quality Press.

**Instructors:** Aaron Reddoch ([Aaronreddoch@yahoo.com](mailto:Aaronreddoch@yahoo.com)). Mark Lindsey ([Mark.Lindsey@disney.com](mailto:Mark.Lindsey@disney.com)), cell: 714-273-2678

**Enrollment:** Open through October 19, 2008



ASQ Section 701 proudly supports Green Initiative by going paperless.

## Mark Your Calendar for the December 9 Dinner Meeting



### **Richard Rumble, Hypnotist**

Richard Rumble is Certified by the National Guild of Hypnotists, American Board of Hypnotherapy and the Society of Applied Hypnosis. He participates in ongoing educational training each year to be able to bring you the best and most current hypnosis technology available today.

Using hypnosis and self hypnosis techniques, he will teach us how to **unlock the creative artist inside** or the champion you are already within you. **Unleash the super salesman or the productive manager** that is there now, just right under the surface. Richard will show you how to **unlock your potential and become a star performer at work.**

The demonstrations will be **educational, informative, funny, exciting and entertaining** (eligible for RU credits). Don't miss this event of the year! To learn more about Mr. Rumble, go to [www.misterhypnosis.com](http://www.misterhypnosis.com).

The evening's events will start at **6pm** (registration starts at 5:30pm), beginning with some **Team-building exercises**, followed by dinner at 7pm, and Richard Rumble's presentation at 7:30pm.

Cost: members registering in advance through **Acteva**: \$30, and non-members \$40. Charge cards accepted and secured (MC, Visa, Discover). Members and non-members registering at the door: \$45, and \$55 respectively (**cash or check only will be accepted at the door**). Family and friends invited!

Self-parking is free. Valet parking is available for \$10.

### **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 <a href="mailto:dshibley@adamscampbell.com">dshibley@adamscampbell.com</a> .				



### ***Letter from the Editor:***

*In this month's Scope, we feature an article on quality tools from renowned author Jack ReVelle, a message from Holly Duckworth, our region 7 director, and an announcement from ASQ Headquarters.*

*Dan Shibley – E- Scope editor.*

---

## **Add Quality Tool Value by Using Connectivity**

By Jack B. ReVelle, Ph.D.

The July 2008 issue of the e-zine, ***The TRIZ Journal***, included an article entitled, "Add Value by Connecting Tools and Techniques." The article focused on the concept of connectivity that permeates processes, i.e., in any process the output of one tool/technique becomes the input to the next. Even at the conclusion of a process (whatever the process may be), its output becomes the input to the next process.

The article points out that even when the application of every tool in the connectivity chain perfectly completes its assigned task, it is necessary to turn over the results of the application to the next tool in the sequence to reach the ultimate goal, i.e., identification and selection of the optimal new or replacement methodology that smoothly functions in conjunction with the remainder of the unit.

It behooves interested quality professionals to expand their individual and collective knowledge of the various tools and techniques that support TRIZ to insure that the application of TRIZ culminates in its maximum potential for innovation. Without the application of the connectivity chain of tools and techniques, the value of TRIZ is unnecessarily, artificially constrained.

For readers who are interested in reading the article, the URL is: <http://www.triz-journal.com/archives/2008/07/05/>

---

**Region Brief – October 2008**  
by  
**Holly Duckworth**  
**ASQ Region 7 Director**

For many ASQ members, and even ASQ leaders, the organization structure of our professional society can be a little confusing. I'd like to take the opportunity, in this Regional Brief, to clarify this point.

ASQ is a professional society of over **90,000 members**. It is one of the largest not-for-profit professional societies. To run the "business end" of ASQ, there is a very small staff of folks that sit in Milwaukee, Wisconsin, our corporate headquarters. The primary responsibilities of this small staff is to handle the money, ensure that the business is run smoothly, maintain the infrastructure, and make sure all the records are kept. They do not lead programs or offer member services...that is done by us, the member leaders of the society. In ASQ, much of the value to members is delivered by other members!

The two primary organizational units of these member leaders is the "**Section Affairs Council**", or SAC, and the "**Division Affairs Council**", or DAC. Again, these units are filled with member leaders...not paid staff. SAC is responsible for the management of the 255 geographic sections of the society, and DAC is responsible for the 25 divisions of interest. As Regional Director for Region 7, I am a member of SAC. Our Region is one of 15, and we have 14 Sections in our Region. Our Region has about 6,000 members. For each of these Sections, there is an Executive Committee, of member leaders, who volunteer their time and energy to ensure that the members of that Section, or local geographic area are served. You are receiving this brief from your Section leadership.

In summary, as a full member, you are a **Section member**, your Section is part of a Region, which is part of the Section Affairs Council. This Council is filled with member leaders who are responsible to deliver value to you. This service is delivered by member leaders, who volunteer their time to manage the society. This ensures that almost all of the membership fees you pay, are returned right back to you in value. But it also means that the society is only as good as the members volunteering to provide value and leadership. ASQ is a respected professional society because of the hard work and dedication of your member leaders, and we thank them for their service.

**Holly Duckworth**  
**ASQ Region 7, Director**

---

## ASQ Announces Quality for Life Initiative

### *Members Encouraged to Submit Stories of How Their Quality Skills Impact Lives*

**Milwaukee, Wis., October 7, 2008** – Quality is more than a profession. For many, quality is a skill that can be used to serve a higher purpose: to improve the lives of others. To recognize these individuals and countless others in the quality community for their contributions, the American Society for Quality (ASQ) has developed a *Quality for Life* program. As part of the new initiative, ASQ members are encouraged to submit stories detailing their community involvement to [qualityforlife@asq.org](mailto:qualityforlife@asq.org).

“Quality for Life extends beyond the office, lab or plant floor; it’s encompassed in everyday life,” said Roberto Saco, president of ASQ. “This initiative is designed to share the stories of quality professionals who use the passion, commitment and skills they use in the workplace and apply them to volunteer efforts.”

For Chris Parker, corporate director of quality systems development and lean manufacturing for Benchmark Electronics, Winona, Minn., applying quality tools to a local volunteer activity was a concept that hit home — literally. When a massive flood damaged his hometown of Stockton, Minn., in August 2007, Parker didn’t hesitate to offer his expertise. The problem was, the community did not know where to begin.

“When I asked the mayor what I could do to help, he gave me a puzzled expression,” says Parker. “In any type of problem management, the key is finding a place to start.”

After becoming the city’s new emergency response coordinator, Parker modified Deming’s plan, do, check, act model (PDCA) to reflect the city’s emergency situation. The new reactive model worked so well that the city of Stockton had established a sense of normalcy within the first week. In fact, Parker was asked to present his plan to the Southeast Minnesota League of Municipalities and the Homeland Security Office based in Minneapolis to help standardize emergency plans for small communities. Looking back, Parker has no regrets volunteering to help his community.

“It felt like I accomplished something,” concludes Parker. “I was able to offer leadership that assured the residents of Stockton that something was getting done.”

### **Share Your Story**

ASQ members are encouraged to participate in the *Quality for Life* initiative by submitting stories of their community involvement to [qualityforlife@asq.org](mailto:qualityforlife@asq.org). Once stories have been collected, they will be shared in the electronic newsletter *ASQ Weekly*, and ultimately highlighted on the ASQ Web site. Another element of the *Quality for Life* initiative is a blog that has been established on the ASQ Web site. Hosted by ASQ board member Kay Kendall, the blog can be accessed at: [www4.asq.org/blogs/quality-life/](http://www4.asq.org/blogs/quality-life/). Kendall will offer her insight and inspiration on the value of quality as a means to make life and the world a better place.

# Highlights From October Meeting



Valerie Williamson Weed, Mark Lindsay, and Dan Shibley, past paper Scope editors being honored by Chairman Bob Mehta for their contributions for the last 18 years.



Larry Curtis looking relaxed before giving Clinic # 1 on Root Cause Analysis.



Diane Kulisek teaching the finer points of CAPA during Clinic # 2.

## Open Position: QA/QC Manager

This is an **Executive Search** for a **Full Time QA/QC Manager in the Nutritional Supplements and Vitamin industry**. My client refers to this position as a **QA/QC Associate**. This position provides technical and QA/QC support to the Research & Development Department and staff, including the EVP, Directors, Marketing, Production and International Departments. The position is based in Los Angeles (very close to the 10 Frwy) and is with a medium-sized, but rapidly growing company. I am looking for someone with 7+ years of experience in QA/QC and might be familiar with the industry.

This is a newly created position, as they are currently facing the new rules and regulations of CGMP compliance in June and must prepare for it. The Job Description is attached. Please take a look at the attached Job Description and let me know if *you, or anyone that you may know of*, might be interested in this position.

Please have any interested parties contact me directly by e-mail and I will follow up with a phone interview before submitting any candidates to the client. My contact information is [Jennifer@solution-marketing.com](mailto:Jennifer@solution-marketing.com).

Jennifer Rosky



PO Box 36709 \* Los Angeles, CA 90036

tel 323.935.3053 x101

fax 323.932.6138

[jennifer@careerprogressions.net](mailto:jennifer@careerprogressions.net)

[www.careerprogressions.net](http://www.careerprogressions.net)

## 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**

## GreenData Manager

[www.greensofttech.com](http://www.greensofttech.com)

323-254-5961

The productivity tool to manage your green compliance data and documents

- RoHS compliance certificates
- Material composition substance data
- MSL and peak temp. data for Pb-free mfg.
- Tin-whisker mitigation strategies.
- BOM scrub, lifecycle status, RoHS cert.
- Material substance PPM, tin whisker mitigation

**GreenData Manager will also:**

- Validate compliance against all flavors of RoHS
- Report compliance status on all parts or BOMS

**Download a 30-day free trial**

from **GreenSoft Technology**



**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)