



# SCOPE

## Featured Articles

The Official Newsletter of the ASQ Orange Empire Section October 2007



### Section Chairs Column

#### ASQ Letter from Chair

Hello fellow members! Happy Quality Month! Welcome Fall! As I write this, the temperature is close to 100°F and it doesn't feel much like Fall. I hope that by the time this goes to print, we have experienced some relief from the heat. Trust me though – the temperature in the hotel for our dinner meetings is quite cool so they are a great escape from

the heat if you need another reason to join us!

Our annual financial audit was completed in August. A report will be available at the dinner meeting for review. Everything checked out perfectly, thanks to Darrell! And thanks to the Audit Committee for their thorough work to make sure of it. Valerie Weed is the Audit Committee Chair with Gene Underwood as committee member. Vinay Goyal, incoming Treasurer was also on hand to help.

ASQ HQ will be holding an event entitled Ideas to Action Gathering in Milwaukee September 23 – 25. At this meeting they will be exploring

Extreme Member Value with the leaders of our member units. We are very lucky that Vinay Goyal (Treasurer) is willing and able to attend this event on our Section's behalf. Vinay will keep us all informed of the results of this special gathering.

If you attend our dinner meetings, you know that sometimes the line can be long due to a number of reasons (technical difficulties with the credit card machine, the person with the machine is stuck in traffic, lack of help at the table, etc.). Some of these problems are out of our control but one thing we can do something about is getting more help at the table. We really need 3 people to have the best efficiency at the table. If you are one of those people who usually arrive early, please consider volunteering to sit at the table and help with the sign in. If you would like to do this, please find David Vu at the next meeting and sign up with him. If we can get several volunteers, it is possible that you'd only have to take a turn every couple months. This way we can take turns and the same people do not always have to miss the clinic speaker.

Melanie Cummings, 0701 Section Chair



### Radical Thinking

“Who’s The Boss”

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Courses

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Trenches

“Pride in Your Team”

“Pride in Your Team”

Pg 10



ASQ AMERICAN SOCIETY FOR QUALITY™



mark this down...

Tuesday, October 2nd  
E-Board Meeting

Tuesday, October 9th  
Monthly Dinner Meeting



"INFORMATION YOU CAN USE"

EDITOR:  
Daniel Shibley

PUBLISHER:  
Peabody  
Services Inc.  
(Orange, California)

A Publication of  
Orange Empire  
Section, ASQ  
Melanie Cummings, Chair

### Orange Empire Section Mission Statement

Our mission is to function as the premier ASQ Section in serving its members and community. We will provide a strong leadership to promote Quality in all areas, by supporting ASQ goals, by offering communication and education in Quality methods, and by providing career development, Quality resources and personal growth through professional and social interaction.

## AMERICAN SOCIETY FOR QUALITY ORANGE EMPIRE SECTION 0701

Congratulations James Gonzalez, your survey was randomly selected from those that were turned in at the September dinner meeting.



You have won a FREE DINNER.  
We look forward to seeing you at an upcoming meeting.



## WELCOME NEW MEMBERS

Mrs Tiffany L. Abrams  
Mr Dorel Agafitei  
Mr Karl A. Anderson  
Ms Michelle Andres  
Mr Paul Barnes  
Mr Nicholas Belair  
Mr Steven F. Bergeron  
Ms Natalia Binui  
Mr Jason K. Boyd  
Ms Meghan Boyd  
Ms Barbara Caswell  
Kooiman  
Ms Monica Celnar  
Mr Neil F. Conroy  
Mrs Linda L. Crans  
Pam Drummond  
Ms Holly A. Duckworth

Ms Ellen J. Dumond  
Ms Lisa Fleckstein  
Mr Luke T. Foo  
Mrs Mireilys M. Freed  
Mr Dale Fullwood  
Dr Rene Simon Godschalx  
Ms Kathleen Gonzalez  
Mr Daniel L. Grimes  
Ms Shayan Habibi  
Mark Harbin  
Kelly Hartley  
Laura Henningson  
Ms Gail S. Hunter  
Mr Marco Alfonso Jimenez  
Mr Reddy A. Kal  
Mr Kenneth M. Kampman  
Ankush Kapoor

Mr Robert L. Kelley  
Deanna Kerylow  
Mr Stan Leontiev  
Graham Loff  
Mr Anibal A. Mejia  
Mr Grover Rice  
Ms Anita Saneie  
Ms Jayne M. Shinoda  
Mr James Simmons  
Ms Carla Sivak  
Mr James M. Sivak  
Ms Leah Summers  
Mr Hong Sun  
Mr Michael J. Valeriano  
Mr Kent R. Van De Vort  
Mrs Patricia C. Velazquez  
Mr Walter J. Wiegand II

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

### YOUR E-MAIL PREFERENCE

Would you like to receive e-mail notifications of upcoming events?

We currently send, on average, 3 e-mails per month announcing upcoming events such as monthly dinner meetings, quarterly breakfast meetings, seminars, refresher courses, etc. If you are not currently receiving these notices it could be that your e-mail preference for Section news is set to "NO" or your e-mail address in the database is incorrect. To receive these announcements you need to update your e-mail address and / or Section e-mail preference through ASQ Headquarters.

There are three ways to do this:

- 1) You can do this yourself on-line at [www.asq.org](http://www.asq.org). Simply log-in, click on the "MY ACCOUNT" link, and click on "Change Work/Home Addresses; E-mail". Scroll down to the E-mail Preference Section and update as appropriate. Be sure that the block next to "SECTION" has a check mark in it. OR
- 2) You can call Headquarters at (800) 248-1946 and request the necessary changes. OR
- 3) You can e-mail Headquarters at: [help@asq.org](mailto:help@asq.org)

## THE Scope AD RATES ARE AS FOLLOWS:

Ad Size:	Inch Size:	One 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
Business Card (1/8 Page)	3.667" x 2.36"	\$35	\$195	\$350

Payment is due prior to incorporation of your SCOPE advertising. Checks should be made out to "ASQ Orange Empire Section" and mailed to ASQ, P.O. Box 14183, Irvine, CA 92623-4183 with ad copy and instructions for placement and frequency. Advertising will be included at the discretion of your Editor and Executive Board. POC Melanie Cummings, 714-334-3773 or 949-595-4300 Ext. 20

## COPY DEADLINE

The deadline for inclusion of your copy in the SCOPE is the 1st of the month preceding the issue month. If the copy arrives later, it may not be included.

Scope Editor: Daniel Shibley  
(626) 330-3425

E-Mail - [dshibley@adamscampbell.com](mailto:dshibley@adamscampbell.com)

DID YOU KNOW THAT EVERY TIME WE RECEIVE RETURNED CHECKS IT COSTS THE SECTION \$4.00? THIS IS ADDING UP TO A SUBSTANTIAL AMOUNT. PLEASE HELP US TO ELIMINATE THIS NEEDLESS LOSS OF YOUR SECTION'S RESOURCES.



## Who's THE Boss?

## RADICAL THINKING

My wife came home stating that she now had another new boss, just when she was beginning to get comfortable with the new boss who joined them a couple of months ago. Such frequent changes in management are getting to be commonplace these days. Other friends have gone through similar situations, one of them feeling worn out after surviving more than a few immediate supervisors, three rounds of layoffs, and four management restructuring initiatives.

Often this is the outcome of businesses shrinking, restructuring, or mergers resulting in frequent changes of bosses in the workplace. The drawback to the workers, besides stress in having to learn to work with a new boss, is also a stalling of career advancement. While some might enjoy the turbulence this presents, most find the situation rather stressful.

As my wife observed, there was a comfort level with the first boss. People knew his work habits and he knew their capabilities and nuances and they had all learned to work within this environment. As he got promoted and moved up in his career, a new person was brought in. Being new at this job, he wanted to get to know them and to understand how everyone worked. This was seen by most as micro-management and detail-orientation, (perhaps even as interfering). Complaints flew galore to the powers that be, and in just a month, the boss was replaced again! My wife was just beginning to understand his expectations and he was beginning to understand her work habits and drive!

What a shame... and a setback! People do not like change being imposed upon them; yet by complaining about

the new boss without trying to discern his/her style and priorities can easily get the people dizzy with this merry-go-round of managers. Replacing this boss is another change and the cycle continues.

Rather than complain about having a new boss, why not try to understand what he/she expects from you and their priorities? Why not ask what format, how often, and to what level of detail he/she would like to hear about your project progress & outcomes? Why not help the boss understand your work habits rather than viewing this as 'pleasing the boss'? Embrace it as a means to your own success, job longevity, and lower stress levels.

Why not stretch your capabilities and offer to help the new boss with their thorniest work issues? After all you have been there longer than he/she and should better understand the internal processes and politics. Stop 'griping' and take a key role. Not only will you have a less stressful life, you are more likely to get a promotion. You look good if you make the boss look good!

If supervisors are short-lived, why not focus on building a strong working relationship among co-workers as well as networking and/or mentoring with the next level of management. Although it may be difficult to stay focused when your bosses do not stay long enough to get your name right or give their annual reviews, it's even more frustrating to have to justify, over and over again, what you are doing. But by staying focused on your job and working with your peers, can keep your relationship with the boss' boss on a positive note.

'Who's the boss?' might be the way of life at some organizations, almost akin to the 'flavor of the month initiatives', however, staying focused on what you control (e.g. quality of work in your tasks), working with peers, helping the new boss succeed, and maintaining a positive relationship with the boss's boss can go a long way in helping you cope with the situation. *Who's your boss today?*

**Akhilesh Gulati**



*Past Chair and Senior Member of the American Society for Quality, San Gabriel Valley Section. Principal with PIVOT Management Consultants, specializing in implementing Change Strategies, Lean Manufacturing and ISO 9000 quality systems. Provides training for Tools & Techniques for Lean Enterprise and Six Sigma Black Belts. Phone: 877-pivot-mc; Fax: 909-982-7161 Website: [www.pivotmc.com](http://www.pivotmc.com)*

*Also owns Akhil International, a printing, design and promotional products enterprise. Phone: 866-akhil-44 Website: [www.akhilinternational.com](http://www.akhilinternational.com)*

**SPEAKER:** Rosemarie Christopher,  
President and CEO of  
Med Exec International  
*"Reinventing Your  
Professional Self"*

**DATE:** Tuesday, Oct 9th, 2007

**NEW DINNER MEETING LOCATION**

**PLACE:** Doubletree Hotel  
201 East MacArthur Blvd.  
Santa Ana, CA 92707  
1-714-825-3333

**TIME:** 5:15 p.m. Registration  
5:45 p.m. Clinics  
6:45 p.m. Dinner  
7:30 p.m. Dinner Speaker

**MENU:** **Salad:** Caesar Salad  
with Shaved Parmeggiano  
Reggiano.  
**Entrée:** Chicken Parmesan  
on a bed of Garlic Mashed  
Potatoes. Chef's Choice of  
Vegetables

**Dessert:** Tiramisu

**COST:** **\$30.00** for Section 0701  
Members with called-in  
reservation

**\$35.00** for Section 0701  
Members at the door

**\$40.00** for non-Section  
0701 Members with  
called-in reservation

**\$45.00** for non-Section  
0701 Members at the door  
Parking is free. Clinic only  
is free for members, \$10 for  
non-members. Payment by  
cash, check, or credit card.  
Parking validated only with  
dinner purchase

**RSVP:** (714) 550-4764 by 4 p.m.,  
Friday, October 5th.  
Leave message on Voice Mail;  
there will be no call back  
to confirm.

**IMPORTANT  
PLEASE TAKE NOTICE!**

Dinner reservations will be taken up to 4:00  
p.m. the FRIDAY BEFORE the meeting. Any  
reservation made after that will be treated  
as one purchased at the door (**\$35** for  
members and **\$45** for non-members).

PAYMENT BY CASH, CHECK and  
CREDIT CARD (MC/VISA).

Call the reservation number for details.

**NOTES:** Members will be billed for reservations which  
are not cancelled by 8:00 p.m. Monday. It is YOUR  
responsibility to cancel with us, since Orange Empire is  
billed for guarantee based on reservations. You need  
not be a member to attend Section events.

# MONTHLY DINNER MEETING

American Society for Quality  
The Orange Empire Section #0701

PRESENTS

## "Reinventing Your Professional Self"

*Rosemarie Christopher*

*President and CEO of Med Exec International*

**Overview:** Changes in the economy have left some of the workforce at odds with their careers, with downsizing and disillusionment causing many to rethink their place in the corporate world or even consider abandoning a profession they no longer find fulfilling. Others have reached a certain age with deep experience and wisdom and start asking themselves, "Do I want to keep doing this?" That's a normal phase of human growth. But how do you go about re-directing and reinventing yourself. This talk is designed to help those who feel stuck because they think they should be doing something different but don't know what it is yet or would like to know the process to reinvent themselves.

**Biography:** Rosemarie Christopher is President and CEO of Med Exec International and has led the enterprise through fifteen years of exceptional growth. Executive placement has been Rosemarie's focus since 1987 when she first entered the recruitment industry. Rosemarie is author of "What Employers Hire" (DIA FORUM, Jan 2004), an interactive executive seminar series that reveals the strategies and techniques for successful career development and advancement.

Rosemarie earned her Master's degree from the University of Southern California Annenberg School for Communications (1999) with an emphasis on corporate communications, Phi Kappa Phi Honor Society (1999). Her BA in Anthropology is from the University of California, Los Angeles (1971).

### ASQ SECTION 701 SOUTHERN CALIFORNIA ISO USERS GROUP

#### Clinic #1 Speaker: "Managing Risk - ISO 14971: 2007 - Part II"

by Jack Dhuwalia, MS ChE, MBA



**Overview:** Are you managing risk or simply taking your chances? Do you want to reduce liability? These are significant topics concerning most businesses. Unfortunately, they're often misunderstood, applied poorly or completely ignored. This clinic (II of III) will use the frame-work described in the newly revised 82-page ISO 14971 document for understanding key concepts and their application in the industry. The ISO document is expected to serve as the basis of risk management in the medical industry; it can apply to other industries as well.

This will be an interactive session so please bring your questions to the clinic. Additionally, to receive adequate response, please email them to Jack now.

**Take-Aways:** You'll leave with a clear understanding of the why it pays to understand the value of risk management and how to actually do it! (Note: The information will not be crammed into one clinic.) Specifically, you'll leave with answers to the following:

1. Key differences in the new standard
2. Developing risk plan
3. More on various risk analysis tools
- 4 Risk Analysis and risk control
5. Reduction of risk liability

(Additional clinic will get into more nut-and-bolt details of residual risk evaluation, risk/benefit analysis, risk mitigation, updates on this ISO revision as well as identifying opportunities to reduce liability.)

**Biography:** Jack is an expert trouble-shooter specializing in the medical industry. He has been problem-solving in R&D, manufacturing and quality areas. Since 1992, he co-founded JD Consulting, a firm specializing in medical industry.

Jack specializes in design control, risk management, root cause analysis and CAPA. He has developed risk management programs and reduced risk for his client companies. He is a guest lecturer at UCI and USC on quality and regulatory issues. He has published several articles on CAPA, problem solving, productivity and communication. He has spoken on

Root Cause Analysis and CAPA during FDA-OCRA events. He enjoys sharing his knowledge and public speaking.

He serves as the Membership Chair for the Orange Empire Section of ASQ. He is a member of the executive board of OCRA, a professional organization for quality/regulatory affairs. He is a recipient of the National Performance Review Hammer Award.

He may be contacted by calling 949-854-4534 or email [jdhualia@jdconsulting.com](mailto:jdhualia@jdconsulting.com)

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### **Clinic #2 Speaker: "Aiming for Perfection: An Exploration of Leadership and Excellence"** Co-Authored by James Braggs and Robert Lesniak

**Overview:** The most solid foundation for sustained business success involves cultivating a culture of excellence. Leadership strategies that target perfection focus on means, with sustained commitment maximally position individuals and businesses to become excellent. The extent to which an organization is positioned for excellence can be assessed by the following questions: "What is the organizational aim?", "What method will be used to achieve that aim", and "What type and level of commitment is being fostered?"

The same leadership questions used to assess a company's pursuit of excellence also applies to an individual's pursuit of excellence. Business excellence therefore parallels individual excellence. The underlying process and requirements are the same.

This presentation will explore how the focus and consequences of these foundational leadership questions affect an organization. The most common organizational aim is improvement. While appearing on the surface to be similar to the pursuit of perfection, the authors will argue that they are distinct and have fundamentally different cultural and organizational implications. Further, the authors will argue that many methods and commitment levels are compatible with an improvement imperative, yet far fewer methods and commitment levels are compatible with the pursuit of perfection.

#### **By attending this session, you will be introduced to:**

- How the pursuit of a sustainable culture of excellence is enabled and strengthened.
- Learn what's required to pursue perfection
- Understand the parallels between business excellence and personal excellence.
- Learn how inspirational leadership describes the path to perfection

**About our speakers:** Robert D. Lesniak is a Quality Systems Specialist with The Boeing Company in Long Beach, California. He has worked in the Quality discipline for the past 10 years and has 13 years of experience in Industrial Engineering. Rob received a Bachelor of Science in Industrial Management from Purdue University, and Master of Science in Quality Assurance from California State University – Dominguez Hills. Rob also completed a Certificate Program in Quality Management from UCLA and a Lean Six Sigma Black Belt Certificate Program from University of California, Irvine. Rob is an ASQ Certified Quality Engineer.

James E. Braggs is a Quality Systems Specialist for the Boeing Company in Long Beach, California. James has worked for the Boeing Company for 17 years and has been in the Quality Discipline for over 10 years. James has received a Masters Degree in Sociology, from the University of Hawaii, and a Masters Degree in Mathematics from California State University, Long Beach. James has a Lean Six Sigma Black Belt from the University of California, Irvine. He teaches the UCI Lean Six Sigma Certificate programs leading to Green and Black Belt. James also is an instructor for the International Executive MBA Program for Brazilian Executives, where he teaches classes in Process Excellence, Quality Leadership and Lean Six Sigma.

## **Why join the Orange County Section leadership team?**

- **Feel Good** – People volunteer for an endless variety of reasons. Many people want to gain experience, acquire new skills, meet new people, or expand their network of contacts as a way to get a new job or start a career. Others just want to give back to their community, to help a friend or promote a worthwhile activity. They do it because it makes them feel good.
- **Be part of the action** – As a Section Volunteer, you will have the opportunity to select and participate in planning and administering one or more of the Section's programs. Our volunteers make it happen and you can be part of the action.
- **Increase your skills** – ASQ provides specialized training on all aspects of Section leadership and administration. Volunteering provides a wonderful learning opportunity. When we volunteer to take on a specific job, we will gain experience and learn something new. Often we will be asked to perform a task that we haven't done before or take on a new leadership role.
- **Earn Recertification Units** – Members with certifications can earn RU's by working as a Section volunteer.
- **Further your career** – When working towards a common project or goal we form lasting relationships. We get to know others in a special way that also leads to future opportunities for all of us.
- **Support the society** – Volunteers provide direct operational and administrative support to the many Section and Regional activities. You can become a vital member of one of the many committees needed to lead the Society's programs. As a committee chair, committee member, or Section officer, you can take pride in knowing you have supported your society.
- **Service to your community** – Volunteers aren't paid with money, but with satisfaction. Volunteering is about giving, contributing, and helping other individuals and the community at large. We can choose to participate at a level tailored to our individual capabilities. As volunteers we work with others to make a meaningful contribution to a better community.
- **Enjoy fun and fellowship** – Enjoy the fellowship of other Volunteers at meetings, training sessions, programs, award ceremonies and social events. Section Volunteers make lasting, meaningful friendships. When volunteering, we are not only networking, we are also making friends for life.

## **FINANCIAL AUDIT**

Our section's financial audit was held August 2nd 2007 for the previous year July 1 2006 through June 30th 2007.

The audit committee was comprised of Patricia Brinker, Gene Underwood and Chaired by Valerie Williamson Weed. Also present were Darrell Moyer our outgoing Treasurer and Vinay Goyal Our incoming Treasurer. The audit was conducted in depth and found to be accurate. The report has been submitted to ASQ Headquarters in compliance with the deadline of August 15th 2007.

A copy of the report will be made available, for those interested, to view at the October dinner meeting.

Thanks go out to a great committee and to Darrell for a job well done.

Welcome to Vinay, our newly elected Treasurer. Valerie Williamson Weed



# Orange Empire Section 0701

## CQE Refresher Course

- SPONSORED BY:** Orange Empire Section 0701, ASQ
- EXAM DATE:** **December 1, 2007**      **EXAM APPLICATION DEADLINE:** **October 5, 2007**
- LOCATION:** Alcon Laboratories, located at 15800 Alton Parkway, Irvine, CA.  
Exit 405 Freeway at Sand Canyon, go right on Alton Parkway ¼ mile to Telemetry; turn right into Alcon parking lot. Use Employee Entrance. Room assignment will be made on the first night.
- COURSE FEE:** \$400.00 + cost of textbooks
- TIME:** 6:00 p.m. – 9:00 p.m.
- SESSIONS/DATES:** **14 sessions total**  
**Thursday, September 6th through Thursday November 29th (2 Additional classes will be scheduled)**  
(Topics covered: Management and 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)
- REFERENCE BOOK:** **CQE Primer + Solution Text, Quality Council of Indiana (Required)**  
Gryna, Quality Planning and Analysis, Latest Ed. (Recommended)  
TI 36X Statistical Calculator (Required)
- TEXT COST:** \$105.00 for the CQE Primer + Solution Text from Quality Council of Indiana (Order online at [www.qualitycouncil.com](http://www.qualitycouncil.com) or call 800-660-4215.
- INSTRUCTOR:** Linda Howe Garriz (e-mail [Linda.Garriz@Alconlabs.com](mailto:Linda.Garriz@Alconlabs.com))  
Mark Lindsey (e-mail [Mark.Lindsey@Disney.com](mailto:Mark.Lindsey@Disney.com))
- ENROLLMENT:** Open through **September 20, 2007**
- NOTE:** Class fees must be paid no later than the 3<sup>rd</sup> session and no refunds will be made after the 3<sup>rd</sup> session. Minimum class size is 8 students.
- TO REGISTER (2 OPTIONS):**
- To register on-line for the class go to <http://asqorangeempire.org/calendar/>
  - Or, fill out Registration Form below using your credit card or make check payable to "ASQ Orange Empire Section 0701" and mail both to: **Attn: Margaret Benavides, 15800 Alton Parkway, M.S. 145, Irvine, CA 92618**
- Note: To register for the Exam, go to <http://www.asq.org>**

## CQE

### Exam Refresher Course Mail-In Registration Form

*To pay online, go to [www.orangeempire.org](http://www.orangeempire.org)*

**STUDENT NAME:** \_\_\_\_\_

**WORK PHONE:** \_\_\_\_\_ **HOME PHONE:** \_\_\_\_\_ **EMAIL:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

**If paying by credit Card: Type of Card: Master Card** \_\_\_\_\_ **Visa** \_\_\_\_\_ **Charge Amount:** \_\_\_\_\_

**Credit Card Number:** \_\_\_\_\_ **Auth Code (Last 3 digits from card back):** \_\_\_\_\_

**Expiration Date:** \_\_\_\_\_ **Cardholder Name (Printed):** \_\_\_\_\_

**Cardholder Signature:** \_\_\_\_\_ **Telephone:** \_\_\_\_\_

**Cardholder Address (if different):** \_\_\_\_\_

**Cardholder Phone Number (if different):** \_\_\_\_\_

Please post a copy in your workplace



# Orange Empire Section 0701

## SIX SIGMA BLACK BELT CERTIFICATION EXAM PREP

**SPONSORED BY:** Orange Empire Section 0701, ASQ

**EXAM DATE:** March 1, 2008

**EXAM APPLICATION DEADLINE:** January 11, 2008

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

Exit 405 Freeway at Sand Canyon, go right on Alton Parkway  $\frac{3}{4}$  mile to Telemetry; turn right into Alcon parking lot. Turn left to employee entrance parking lot. Use Employee Entrance. Room assignment will be made on the first night.

**COURSE FEE:** \$400.00 (A bargain compared to thousands more \$ for other Six Sigma courses) **RUs:** 4.5

**TIME:** 6:00 p.m. – 9:00 p.m.

**SESSIONS/DATES:** 15 sessions total: **Thursdays** from **November 1, 2007** to **February 28, 2008**.

*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 BOOK:** Certified Six Sigma Black Belt Primer & Solution Text (Required)

**TEXT COST:** \$110.00 for Six Sigma Black Belt Primer (816 pages) & Solution Text. *Purchase directly through the Quality Council of Indiana @ 1-800-660-4215.*

**INSTRUCTORS:** Linda Howe Garriz (linda.garriz@alconlabs.com)  
Mark Lindsey (Mark.Lindsey@disney.com)

**ENROLLMENT:** Open through **January 11, 2008**

**NOTE:** Class fees must be paid no later than the 3<sup>rd</sup> session and no refunds will be made after the 3<sup>rd</sup> session. Minimum class size is 8 students.

**To REGISTER (2 OPTIONS):**

1. To register on-line for the class go to <http://asqorangeempire.org/calendar/>
2. Or, fill out Registration Form below using your credit card or make check payable to "ASQ Orange Empire Section 0701" and mail both to: **Attn: Margaret Benavides, 15800 Alton Parkway, M.S. 145, Irvine, CA 92618**

**Note:** To register for the Exam, go to <http://www.asq.org>

## SIX SIGMA BLACK BELT CERTIFICATION EXAM PREP

### Exam Refresher Course Mail-In Registration Form

*To pay online, go to [www.orangeempire.org](http://www.orangeempire.org)*

**STUDENT NAME:** \_\_\_\_\_

**WORK PHONE:** \_\_\_\_\_ **HOME PHONE:** \_\_\_\_\_ **EMAIL:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

**If paying by credit Card: Type of Card: Master Card \_\_\_\_\_ Visa \_\_\_\_\_ Charge Amount:** \_\_\_\_\_

**Credit Card Number:** \_\_\_\_\_ **Auth Code (Last 3 digits from card back):** \_\_\_\_\_

**Expiration Date:** \_\_\_\_\_ **Cardholder Name (Printed):** \_\_\_\_\_

**Cardholder Signature:** \_\_\_\_\_ **Telephone:** \_\_\_\_\_

**Cardholder Address (if different):** \_\_\_\_\_

**Cardholder Phone Number (if different):** \_\_\_\_\_



**ASQ**

AMERICAN SOCIETY  
FOR QUALITY™

# ORANGE EMPIRE SECTION 701

PRESENTS

## QUARTERLY BREAKFAST MEETING

# Reinventing Your Professional Self

Presented By **Rosemarie Christopher**

**WHEN:** **Friday, October 26, 2007**  
6:20-6:45 A.M. - Check In  
6:30-7:15 A.M. - Breakfast  
7:15-8:15 A.M. - Presentation

**LOCATION:** **Coco's**  
14971 Holt Ave  
Tustin, CA 92780  
(714) 730-1540  
(North East of 55 and 5 Freeways  
Irvine Blvd East to Holt, then South.  
Corner of Holt and Newport)

**PRICE:** **Cash or Check**  
**(no credit cards)**  
  
**Advanced Reservation**  
\$10.00 Section Member  
\$13.00 Non-Member  
  
**At the Door**  
\$13.00 Section Member  
\$15.00 Non-Member

**RESERVATION:** **Call Don Kennelly**  
**714 847 5671**  
E-mail: Don@DonKennelly.com  
Deadline: 8:00 PM - Oct. 24

**RUS:** 0.3 Re-Certification Units

**MENU:** Two Eggs (any style)  
Bacon or Link Sausage  
Breakfast potatoes  
Coffee or Tea  
**OR**  
Fresh fruit, Bread choice,  
Juice, and Coffee

### BREAKFAST PRESENTATION OVERVIEW

Changes in the economy have left some of the workforce at odds with their careers, with downsizing and disillusionment causing many to rethink their place in the corporate world or even consider abandoning a profession they no longer find fulfilling. Others have reached a certain age with deep experience and wisdom and start asking themselves, "Do I want to keep doing this?" That's a normal phase of human growth. But how do you go about re-directing and reinventing yourself. This talk is designed to help those who feel stuck because they think they should be doing something different but don't know what it is yet or would like to know the process to reinvent themselves.

### ATTENDEES TAKEAWAYS

- How to reinvent yourself on the job.
- How to demonstrate you are the person that should be selected for a position with additional responsibility.
- How to respond to your hunch that your professional growth requires additional expertise.

### SPEAKER

Rosemarie Christopher is President and CEO of Med Exec International and has led the enterprise through fifteen years of exceptional growth. Executive placement has been Rosemarie's focus since 1987 when she first entered the recruitment industry. Rosemarie is author of "What Employers Hire" (DIA FORUM, Jan 2004), an interactive executive seminar series that reveals the strategies and techniques for successful career development and advancement.

Rosemarie earned her Master's degree from the University of Southern California Annenberg School for Communications (1999) with an emphasis on corporate communications, Phi Kappa Phi Honor Society (1999). Her BA in Anthropology is from the University of California, Los Angeles (1971).

### NOTES

Members are responsible for canceling reservations and may be billed for their unused reservations.  
You need not be a member of ASQ to attend the Section Events



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**KEYNOTE SPEAKERS**



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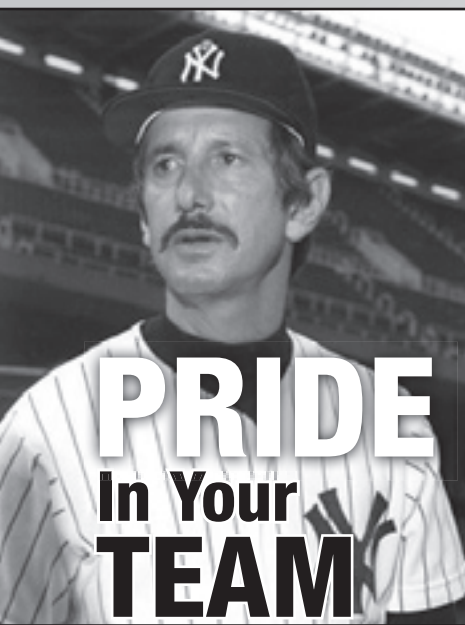
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# QUALITY in the trenches

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

*"Pride in your team." I probably was the proudest Yankee of them all. And I don't mean false pride. When it's real on a team, it's a deep love-pride."*

*– Billy Martin Former Manager  
of the New York Yankees*



Billy Martin coined the phrase "Mr. October" to Reggie Jackson after witnessing another October that demonstrated that October was the month Reggie shined.

Whether it was hitting home runs against our Dodgers or inventing the "Swinging As" in Oakland that won three straight World Series titles, Reggie and Billy provided many fans with swelling pride of winning baseball.

During the war years, my Father played baseball with young Billy. My dad said Billy was cocky, loud and "quite the ladies man". Over the years however, Billy turned into one of baseball's great Managers. Reggie Jackson in an interview after Billy's death stated "Billy Martin is not an intellectual, but there is a cunningness to him that is something to behold."

Intelligence, a tool that is apart of quality leadership, does not guarantee a winning team. One of Billy's famous lines was one about the reward of that teammate role player that gets the winning hit in the big game. The role player that understood his role on the team and when the time came, went to bat for the team and hit the game winner.

Pride in the quality workplace is a vanishing breed. I can remember my first boss, when paged to go see THE boss, he would spend a moment to polish his shoes and comb his hair. After witnessing this over the years, I realized that my boss had pride in his job and that when he went to speak to THE boss,

he represented everyone in his department. That is pride in your team.

Our team today in the Quality environment has many of the same aspects of a baseball team. We have role players, starting pitchers and hitters that stand waiting to hit the big one. In that we have internal auditors, who most of the year do their specific job, but once a month "pinch hit" to perform an internal audit. – Role players. We have starting pitchers (Managers) who perform day in and day out to face the opposite team and try to get us a win. We have the big hitters (Sales) who are asked to hit homeruns on every at bat (including cold calls!). When all of this works together in an optimum manner, we win. When one fails, we lose.

The key is, we win and lose as a team, in any manner, and we must take pride in our team, looking to continually improve our environment through preventive actions, proactive approaches and vacuum less management.

What can you do, to help your team? How do you demonstrate (no I am not a Yankee fan, but it's a phrase, OK...) Yankee Pride? When was the last time you patted a teammate on the back for a "job well done"? When was the last time you complimented your boss?

These are all "pride" indicators. Are you proud of your team? Are you proud of the role you play on the team your on? I am anxious to hear, drop me an e-mail and let me know how you demonstrate pride on your team, maybe I just might print it!

Now we are the survivors. Impact our profession. Leave a legacy of success. Win the war in the trenches.

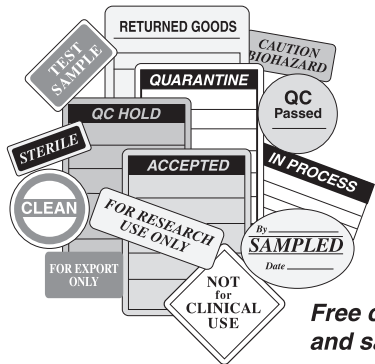
**Daniel Shibley**  
Quality Manager, The Adams Campbell Company



*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)*

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Exam	Next Exam Prep Start Dates*	Exam Dates	Application Deadline
Six Sigma Black Belt (SSBB)	July 12, 2007	October 20, 2007	August 17, 2007
Manager of Quality/Organization Excellence	August 22, 2007	October 20, 2007	August 17, 2007
Certified Mechanical Inspector (CMI)	August 16, 2007	October 20, 2007	August 17, 2007
Certified Quality Technician (CQT)	August 16, 2007	October 20, 2007	August 17, 2007
CQA-Biomedical (CQA-Biomedical)	August 13, 2007	October 20, 2007	August 17, 2007
Certified Reliability Engineer (CRE)	None at this time	October 20, 2007	August 17, 2007
HACCP Auditor (CHA)	None at this time	October 20, 2007	August 17, 2007
Certified Quality Engineer (CQE)	September 2007	December 1, 2007	October 5, 2007
Certified Quality Auditor (CQA)	October 2007	December 1, 2007	October 5, 2007
Certified Six Sigma Green Belt (SSGB)	None at this time	December 1, 2007	October 5, 2007
Certified Software Quality Engineer	October 2007	December 1, 2007	October 5, 2007
Certified Quality Improvement Associate	None at this time	December 1, 2007	October 5, 2007
Certified Calibration Technician (CCT)	None at this time	December 1, 2007	October 5, 2007
Quality Process Analyst	None at this time	December 1, 2007	October 5, 2007

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