

SCOPE



The Official Newsletter of the ASQ Orange Empire Section

July 2011

Section Chair Column - ASQ Letter from the Chair



Welcome to another addition of our e-Scope. We hope you find the information contained within this issue informative. I want to provide you information on some key activities that the Leadership

Committee (LC) is working on:

Financial Audit of our accounts was completed on July 19th, 2011. A copy of the Audit will be available for members to review during the next 60 days at our monthly dinner meeting

Business Plan & Budget - LC team is working on our 2011-12 business plan. We are using your feedback from our recent membership survey. Once the plan is completed it will be made available for review.

I want to provide information on who is on our LC. You can use this information to determine who to contact for specific questions. Our contact information is in this news letter and on our web site.

Leadership Committee & other positions:

Ed Matthews – Section Chair

- Responsible for managing section activities
- Welcome general inquires and suggestions

Dave Nagy – Programs Chair

- Responsible for planning and implementing our section events such as monthly clinic, dinner meetings, and Quality Day.
- Welcomes your ideas for future event topics and your interest in presenting a topic

Bob Olevson – Treasurer

- Responsible for managing our finances

Anet Ant – Vice Chair

- Assists the Chair
- Manages our Quality Management Plan (QMP)

Laurie Patton – Section Secretary

- Manages all of our section business communications

Vinay Goyal – multiple roles

- Membership Chair
- Manages activities related to growing our membership
- Can assist you in membership questions
- Deputy Regional Director
- Assist our Region 7 Director through coaching of sections
- Booster Chair
- Works with our members who are boosters in promoting section activities within their organizations

Margaret Benavides – Section Education Chair

- Manages the planning and scheduling of education programs such as refresher courses
- Your contact for information on refresher courses

Steve Martin – Internet Chair

- Responsible for our web site and is working on the redesign of our web site

Darrell Moyer – Audit chair

- Responsible for auditing of our financial statements and activities

Bob Metha – Outreach Chair

- Responsible for developing opportunities that can help other organizations such as schools.

Don Shannon – Nominations Chair

- Leads a team to identify individuals for section leadership positions

- continued on next page

Section Chair Column - continued from page 1

Sharon Dalmage – Career Chair

- Leads activities that provide job opportunity information
- Leads Career Networking group

Ed Arpawong – Arrangements Chair

- Manages the activities to notify members of monthly events and breakfast meetings. Manages the monthly meeting registration and sign in process.

Luke Foo – Scope Editor

- Manages the collection of articles and publishing of our newsletter

George Matthews – Fellowship Nominations Chair

- Identify candidates for ASQ Fellowship and assist them in the submission process

Don Kennelly & Don Sinkway– Breakfast Program Co-Chairs

- Plan and manage the quarterly breakfast meetings

Roque Garcia – Seminars Coordinator

- Plans and schedules seminars

David Vu – Volunteer Coordinator

- Connects interested volunteers with appropriate activities

Hasan Farah – Chief Proctor

- Coordinates with National on the logistics for certification exams hosted by our section

Dale Becker - Volunteer Audit Program

- Plans, schedules, coordinates, and leads the ASQ Audit program

Karen Gaynor – Re-certifications

- Reviews your re-certification packages before they are sent to National

On behalf of the section membership I want to thank these individuals for their support in our section activities.

Best Regards,

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

August 9 Dinner Meeting

Doubletree Hotel, 201 E. MacArthur Blvd, Santa Ana



5:45pm Clinic # 1, **Bachan Anand** presents **Scrum Roles - Product Owner, ScrumMaster and the Team**. This session will cover the Scrum Roles in detail and explore how accountability and responsibility is grouped well in these roles. We will

explore the role of Management in Scrum project. Take aways from the session

- ☒ Difference between Scrum roles and existing roles.
- ☒ Who handles prioritization in Scrum framework.

5:45pm Clinic # 2, **Sidney Vianna** presents **“Transition to AS9100C”** The Transition to AS9100C is underway. A relative small number of organizations have made the transition so far, with less than 200 Rev. C certificates listed in OASIS, most organizations affected by the standard eagerly awaits information on the “failure

modes”, lessons learned and the map with a smooth path to transition. Sidney Vianna will discuss the early lessons learned from the transition process, as well as the impact of the new AS9101D auditing standard, applicable to the CB auditors.

At 7:30 pm, the dinner topic **Ed Matthews** presents **What I Learned at the 2011 ASQ WCQI: Report to the Section 0701 Membership**. Each year ASQ holds a world conference that provides members an opportunity to attend session that will increase their knowledge of quality principles and practices. In conjunction with this conference ASQ holds a leadership meeting which provides section, division, and national leaders an opportunity to discuss the direction of the organization. Ed will provide an overview of what he learned while attending the 2011 ASQ WCQI which was held in May in Pittsburg.

Key take aways:

What is the ASQ National Organization focus
How can we build our skills and networks

The key elements in implementing quality programs
Benefits of planning to attend the ASQWCQI 2012 which will be in Anaheim



Ed is a Quality & Process Improvement Leader / Lean Master for Honeywell Building Solutions. Ed joined Honeywell in 1977. Ed has held various technical and leadership positions which include Operations Manager, District General Manager, Area Service Leader, Six Sigma Leader, Quality Leader and current role as Process Improvement Leader. In this role Ed is responsible for implementing process that develops the service and project teams skills in six sigma and lean.

Ed has received various technical and leadership awards from Honeywell.

Ed has a BS Management and MBA from Rutgers University. Ed is also a certified Quality Manager, Six Sigma Black Belt, Six Sigma Lean Expert and Six Sigma Lean Master.



Sidney Vianna is the Director of Aviation, Space & Defense Services for DNV Certification, one of the leading Certification Bodies in the World. He is a member of the Registration Management Committee of the Americas Aerospace Quality Group, a group he also participates as part of the Leadership team. A long-standing and senior member of ASQ, he has been a member of the Executive Board and a past Programs Chair for the Orange Empire Section. Sidney strongly believes that meaningful implementation of management system standards can significantly contribute to mitigate organizational dysfunction. A goal which many organizations fail to achieve, when implementing management systems modeled after international standards.

Leadership Team 2011

Chair

Ed Matthews
C: (714) 686-6638
E-mail: Ed.Matthews@Honeywell.com

Vice Chair

Annette Ant
C: (949) 903-3274
E-mail: anetteant@hotmail.com

Secretary

Laurie Patton
E-mail: laurie.patton@cox.net

Treasurer

Bob Olevson
C: (714) 394-4883
E-mail: bob@olevson.com

Programs Chair

Dave Nagy
W: (714) 883-9305
E-mail: daven@boleroassociates.com

Volunteer Audit Chair

Dale Becker
E-mail: trquality2@msn.com

Career Chair

Sharon Dalmage
E-mail: sdalmage@gmail.com
Phone: (714) 808-4575

Arrangements Chair

Ed Arpawong
E-mail: asq0701@cox.net

Publicity/Internet Chair

Steve Martin
W: 714- 985-3022
E-mail: smartin@bbspecialties.com

Education Chair

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

Certification/Renewals

Karen Gaynor
W: (949) 753- 6248
E-mail: Karen.Gaynor@AlconLabs.com

Examiner

Hassan Farah
C: 909-261-3517
[E-mail: hfarahasq@gmail.com](mailto:hfarahasq@gmail.com)

Financial Auditing Chair

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

Nominating Chair

Don Shannon
E-mail: don_shannon@cox.net

Deputy Regional Director

Vinay Goyal
W: (714) 876-3927
E-mail: vinaygoyal@sbcglobal.net

Membership Chair

Vinay Goyal
W: (714) 876-3927
E-mail: vinaygoyal@sbcglobal.net

Outreach Chair

Bob Mehta
W: 949-510-9138
E-mail: bobasq0701@gmail.com

ASQ Regional Director, Region 7

Elias Monreal
E-mail: emonreal@itde.com

SCOPE Editor

Luke Foo
W: (949) 743-9208
E-mail: Luke.Foo@sppirx.com

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

Welcome New



Members

Rohini Bhandari
Carmela R. Blanchard
Amanda Brown
Surendra Chhatrapal
Elizabeth Cueto
Sophia Czechowicz
Fernanda Da Cruz
Paul D'Angelo
Gregory Martin Davis
Annie Debonnaire
Karen Delaney
Anthony J. DiBernardo
Jonathan Diomampo
Kathleen A. Dragovich
Patty George
James Gonzalez
Mine Hagen
Michael Hamilton
Peter Heseltine
Jacqueline A. Jordan
Angeline Joseph
Chris T. Khu

Peter Kim
Sedwick A. Lautoa
Eddie Matthews
Sarah Messinger
Patricia Duenes Miyake
Yoichi Mizutani
Tajammul Munawar
Himesh Patel
Saish Priolkar
Aravind Ramalingam
Lorena Ramos
Janet S. Rubin Halpert
Jason Sayther
Ruth Shui
Marlene G. Swider
Linda P. Todd
Paul Trujillo
Mena Valiket
Don Weaver
Aryaz Zomorodi

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

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Dave Nagy, Principal

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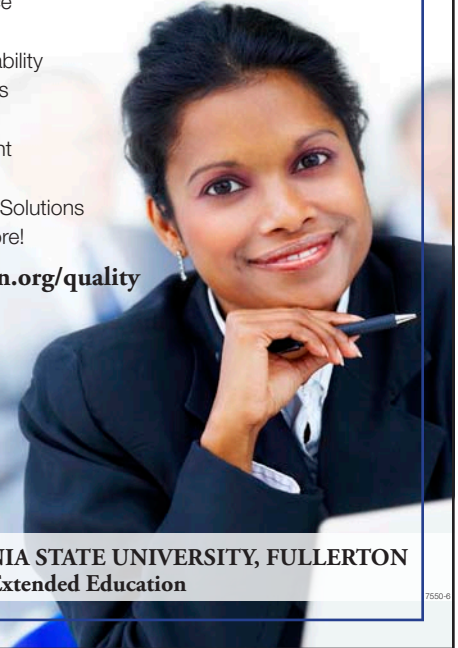
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www.CSUFextension.org/quality



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Mail Recertification Packages to:

Alcon Laboratories

Attn: Karen Gaynor QADC

15800 Alton Parkway, Mail-stop 145, Irvine, CA 92618

Course	Next Exam Prep Start Date	Exam Dates	Application Deadline
CQI/CQT	Jul 27, 2011	Oct. 1, 2011	Aug. 12, 2011
CSQE	Sep 21, 2011	Dec 3, 2011	Oct 14, 2011

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

Congratulations the individuals who achieved certifications in June.

Certified Calibration Technician	Anthony M. Kutch
Certified Pharmaceutical GMP Professional	David T. Vu
Certified Quality Auditor	Edward Balcos
Certified Quality Auditor	Vicki Ballon
Certified Quality Auditor	Jamie Byun
Certified Quality Auditor	Fang Chang
Certified Quality Auditor	Minh Do
Certified Quality Auditor	Ronda D. Elliott
Certified Quality Auditor	Prinporn Greenwood
Certified Quality Auditor	Isara Isarowong
Certified Quality Auditor	Hoan Lam
Certified Quality Auditor	Audrey L. Lowe
Certified Quality Auditor	Wellington G. Rodrigues
Certified Quality Auditor	Abigail Mae Selma
Certified Quality Auditor	Phillip Sprague
Certified Quality Auditor	Kuoyung C. Tang
Certified Quality Auditor	Bob Weaver
Certified Quality Engineer	Paul Aquino
Certified Quality Engineer	Jason L. Densmore
Certified Quality Engineer	Julius M. Dorbor
Certified Quality Engineer	Levent Durukan
Certified Quality Engineer	Vidhya Harikumar
Certified Quality Engineer	Daniel A. Leon
Certified Quality Engineer	Di Lu
Certified Quality Engineer	Robert Manalu
Certified Quality Engineer	Christine Mescher`
Certified Quality Engineer	Sileap Miller
Certified Quality Engineer	Stephanie J. Rallis
Certified Quality Engineer	Amgad Sifain
Certified Quality Engineer	Alyssa E. Sloan
Certified Quality Engineer	Thomas V. Towey
Certified Quality Engineer	Tomasz Tyl
Certified Quality Engineer	Katarzyna Tyl
Certified Quality Engineer	Claudia Zhang
Certified Quality Engineer	Bin Zhao
Certified Quality Improvement Associate	Briana Sallows
Certified Quality Process Analyst	Jay B. Mehta
Certified Six Sigma Green Belt	Nora Z. Abanes-Dowell
Certified Six Sigma Green Belt	Roy Bronola
Certified Six Sigma Green Belt	Roy Ditching
Certified Six Sigma Green Belt	John M. Maierhofer
Certified Six Sigma Green Belt	Rosenstiela B. Peralta
Certified Six Sigma Green Belt	Lukito Tardia
Certified Six Sigma Green Belt	Lori Wood
Certified Six Sigma Green Belt	Gitty Yasreb
Certified Software Quality Engineer	Edward A. Smith

EDUCATION



Certified Quality Inspector / Certified Quality Technician Exam Prep Course

To register, visit: www.asqorangeempire.org/calendar/calendar.htm

Location: North Orange County Community College District, 1830 W. Romneya Drive, Anaheim, CA 92801
There is a \$2 parking fee.

Exam Date: Oct. 1, 2011

Exam Application Deadline: August 12, 2011

Course fee: \$400 plus cost of textbooks. Scholarships are available - contact Education Chair.
\$350 if paid one week before class, \$200 with proof of unemployment if paid 1 week before class.

Time: 6:00 pm - 8:50pm. 3 RU's will be given for this 30 hr course.

Session/Dates: 10 sessions total –

7 Sessions on Wednesdays at NOCCC and 2 sessions at Alcon Labs (Irvine by the 5 & 405 Fwy)
from July 27, 2011 to September 21, 2011.

1 session On-line on Saturday (TBD) on Technical Math for CQI students (CQT optional)

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

Reference Books: Quality Council of Indiana CQI or CQT Primer, Latest Edition with solutions (Required), Griffith, Quality Technician's Handbook, Latest Ed. (Recommended)

Cost: \$100.00 for either CQI or CQT Primer/Solution Text, To be purchased by the student directly through the Quality Council of Indiana @ 1-800-660-4215 or at www.qualitycouncil.com prior to the first class

Instructor: Vinay Goyal (vinaygoval@sbcglobal.net) or call 1-714-876-3927

Aaron Reddoch (aaronreddoch@yahoo.com)

Linda Garriz (Linda.Garriz@alconlabs.com)

Enrollment: Open through Aug 10, 2011. Class fee must be paid by the 3rd session. No refunds after the 3rd session. Minimum class size: 8 students.

EDUCATION

CSQE Refresher Course

To register, visit: www.asqorangeempire.org/calendar/calendar.htm

Location: Alcon Laboratories, located at 15800 Alton Parkway, Irvine, CA, 92618.

Exam Date: Dec. 3, 2011

Exam Application Deadline: October 14, 2011

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

\$350 if paid one week before class, \$200 with proof of unemployment if paid 1 week before class.

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

Session/Dates: 10 Sessions: Wednesdays – from September 21 to November 30**, 2011

(**with last class either 11/23 or 11/30 – class participants to decide on 9/28).

Will Cover: Certification Overview, General Knowledge, Software Quality Management, System & Software Engineering Processes, Project Management, Software Metrics & Analysis, Software Verification & Validation Theory, Software Configuration Management, plus Tips & Strategies on taking the exam.

Required Text: CSQE Primer with Solutions Text from Quality Council of Indiana

Cost: Primer \$80.00, Solutions Text \$35.00 Ph: 800-660-4215 <http://qualitycouncil.com>

Optional Text: The Certified Software Quality Engineer Handbook by Linda Westfall (ISBN: 978-0-87389-730-3)

can be ordered from ASQ Quality Press: 800-248-1946 <http://qualitypress.asq.org>

Certified Software Quality Engineer Question Bank can be ordered from ASQ.

CSQE Electronic Exam CD can be ordered from Quality Council of Indiana

Instructor: Karen Grams (kagram@sbcglobal.net)
Quang Ngo (quang.ngo@alconlabs.com)

Enrollment: Open through Oct. 5, 2011. Class fee must be paid by the 3rd session. No refunds after the 3rd session. Minimum class size: 8 students.

Certified Biomedical Auditor

To register, visit: www.asqorangeempire.org/calendar/calendar.htm

Location: Alcon Laboratories, located at 15800 Alton Parkway, Irvine, CA, 92618.

Session Dates: 11 sessions on Wednesdays from July 27 to September 28.

Course fee: Employed Member

Fee \$350.00 for a limited time (\$400.00 original price)

Nonmember Fee \$350.00 for a limited time

(\$400.00 original price)

Unemployed Member Fee \$200.00

Time: 6:00 pm - 9:00pm.

Will cover: Audit Planning, Performance, Reporting, Follow-up, and Closure. Auditing/Compliance Programs. QSR / US Law related to Medical Devices. Quality System Regulation (Part 820). Other CFR Regulations. Quality Tools / Software / Laboratory Testing. Sterilization / Controlled Environment / Packaging / Biocompatibility. Medical Device Directive. Standards and Guidance Documents. Plus, Tips and Strategies to prepare for and to take the exam.

Certified Calibration Technician Refresher Course

The CCT body of knowledge developed by ASQ provides recognition for professional accomplishment of calibration technicians to an internationally recognized level of proficiency. In addition, the CCT includes information to inform calibration technicians their contributions contribute to related quality improvement processes within an organization.

Successful Quality Management Systems require an organizational culture that understands the importance of a team effort in order to achieve organizational excellence. For many years, laboratories have contributed to organizational excellence by assuring measurement equipment is properly applied through maintenance and calibration procedures. These laboratory technicians are very knowledgeable and dedicated professionals who often do not receive the recognition their contributions provide. These professionals often are not actively involved with quality improvement efforts outside of the laboratory.

These class meets for 9 Mondays beginning October 3, 2011 at NOOCC. For more information, please contact...**Milt Krivokuca** milt619@cox.net 949-892-7994



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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: Luke Foo 949-743-9208 or luke.foo@sppirx.com

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

Matthew Bazydlo
Richard Clark
James Deshefy
Ronda Elliott
Dieter R. Eckstein
James Brebner
Mark Lindsey

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Congratulations!

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

Upcoming ASQ Event - Mark Your Calendars!

ASQ Orange Empire Quality Day
October 28, 2011
An entire day filled with quality

CEOs Say Quality Is Key to Growth

July 1, 2011

According to the results of the Conference Board CEO Challenge 2011, CEOs across the globe cite business growth as the most critical challenge they face and quality as the way to face it.

In this year's survey, more than 700 CEOs, presidents and chairmen from across the globe and industry identified the most pressing issues they face in today's business environment. More than ever before, business leaders are turning to new ideas, products, customers and markets to fuel growth and drive innovation. But a key to accelerated growth is the quality function.

According to a follow-up report to the CEO Challenge, "Answering the 2011 CEO Challenge: Accelerating Growth Through Quality," global executives report that the quality function is uniquely positioned to accelerate growth through better execution and alignment.

Quality also provides the voice of the customer that is critical for developing the innovative products and services that will sell in the marketplace, according to the report, which is based on sessions from the Conference Board Quality Council, interviews and other research.

The report is part of the Conference Board Council

Perspectives series, which provides a unique look into the minds of senior executives from leading global organizations as they assess, analyze and develop ways to address critical issues. Members of the Quality Council include Alcoa, Bank of America, Johnson and Johnson, Nokia, Cisco, 3M, Hewlett-Packard and IBM.

Today's quality management practices go far beyond statistical tools and a quality assurance mentality. Council members report that quality deployment approaches are tightly linked to strategy and take into account trends in globalization, customer sophistication, talent variability, environment and sustainability issues, as well as new communication channels.

The report provides examples demonstrating the value of the various quality tools and techniques to drive growth, focusing on cost optimization, talent management, government regulation and innovation that were also identified as highly ranked challenges by CEOs in the Conference Board survey. These include:

- Strengthening end-to-end process management, systems thinking and agility.
- Leveraging and defining quality in the context of driving growth.

- The value of the quality professional as a catalyst for change.
- Incorporating quality fundamentals in development plans for employees and leaders.
- Developing and engaging employees to leverage growth.
- Extending innovation throughout the organization.
- Strengthening knowledge management for feedback on risk management decisions, performance management, and customer requirements and expectations.

According to the Conference Board, today's quality leader must not only contribute to operational efficiency, but also possess a macro view of the business cutting across and linking functions, geographies and business lines.

A successful response to the challenges posed by CEOs draws from core quality fundamentals and a battery of tools, techniques and practices applied thoughtfully and effectively. Today's quality professional strengthens the alignment between the C-suite and their quality leaders, and can act as a critical partner for accomplishing the goals of the enterprise.

Source: States News Service