

SCOPE



The Official Newsletter of the ASQ Orange Empire Section

February 2012

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.

ASQ Certifications

There are over 75 members who achieved a new certification in December. We want to congratulate these individuals. We will publish more information on who and what certifications they have achieved.

MD&M West conference – February 14-16

The Medical Design and Manufacturing (MD&M) conference is being held in Anaheim. You can still register to attend. If you are not able to join the conference you may be able to visit the exhibit area for free. I was able to obtain a free pass for the exhibit hall. You can register at: <http://www.canontradeshows.com/expo/west12/>

ASQ World Conference 2012 – May 21st to 23rd – Volunteer opportunities

The 2012 conference will be in Anaheim California which provides an excellent opportunity for our members to attend. There will be opportunities for individuals to volunteer and in exchange for their service they receive free admission to the conference. By now our section members should have received an invitation to be a volunteer. In case you missed the email the link is being below. We are also opening the opportunity to other ASQ members across the global membership. **If you are interested you must use this link to register.** We will not handle request via email, verbal, or other methods. Please read the information carefully when you register. Link: <http://www.cvent.com/d/8cqkbb/1Q>

Your ASQ Profile

Have you check your profile lately? Have you been receiving emails from ASQ National? Many of us have changed our emails for various reasons. If you made changes and have not updated your profile with ASQ you may be missing valuable information. Each month as part of the ASQ information email there is typically a member free gift. The member free gifts have included short webinars on various topics. I have found these webinars to be an excellent opportunity for a lunch and learn session or just to refresh my knowledge. The monthly gifts have also included forms / tools that you can use.

- continued on next page

Chair Column - continued from page 1

ASQ Re-Certification

Are your certifications due for renewal? You can submit up to six months before and after the due date. The recertification units must fall within the recertification period.

Send you recertification packages to:

Alcon Laboratories

Attn: Karen Gaynor QADC

15800 Alton Parkway, Mailstop 145

Irvine, CA 92618

Master of Science in Industrial Engineering (MSIE) at Lawrence Technological University, Southfield, Michigan, USA. Is now available online.

Industrial engineers are charged with developing more efficient processes, reducing costs, and increasing productivity within the manufacturing industry - essential functions that employers depend on to remain successful. In order to improve efficiency, industrial engineers use their knowledge of mathematics to study product requirements and then design the manufacturing and information systems needed to meet those requirements. They also design production planning and control systems, improve systems for the distribution of goods and services, develop wage and salary administration systems and job evaluation programs, and create management control systems to help with cost analysis and financial planning. Due to the nature of their work, many industrial engineers have management positions. You can see MSIE program website for admission requirements and details: http://www.ltu.edu/engineering/industrial_engineering.asp

I look forward to seeing you at our February meeting.

Best Regards,

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



February 14 Dinner Meeting

Doubletree Hotel, 201 E. MacArthur Blvd,

Santa Ana



5:45 pm Clinic # 1, **Craig Tingley** presents *Applying our quality knowledge and skills to enhancing personal healthcare*. Quality professionals understand the value of proactive behavior. On a daily basis we apply our knowledge and skills to reduce sources of variation/risk at

work to ensure customers enjoy the products and services they purchased. Regretfully we typically do not apply the same energies to optimizing our personal health. The combination of market forces and federal policies are transferring risk from providers plus insurer to individuals increasing the need for proactive behavior to ensure personal health is maintain. The focus of this clinic is how management of documentation, condition monitoring and application of basic problem solving tools can enable higher quality healthcare outcomes. After attending this clinic, you will...

- Be introduced to practical steps to avoid common treatment errors
- Understand how to maximize the time spent with caregivers that we depend on to authorize healthcare services.

5:45 pm Clinic # 2, **Ed Matthews** presents "*Assessing Your Lean Transformation*". At presstime, synopsis of the presentation was not available. Please look at our website for details.

At 7:30 pm, the dinner presentation will be A **Malcolm Baldrige National Quality Award – A Quality Dining Experience presented by Milton Krivokuca**. Quality management systems were developed from the necessity to provide products to consumers which performed as they were designed on a consistent basis. Quality has evolved from a product process control and improvement concepts, to an approach for assuring the entire organization is performing to meet the needs and expectations of its customer, services included. The case study of K & N Management is an example of a Quality success story in an industry that traditionally has not embraced Quality theories and methodologies. K & N's success story will be presented in this 45-minute presentation.



Ed Matthews 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.



Milton Krivokuca teaches both bachelors level and masters level Quality Classes, ASQ Certification Refresher classes and serves as the California State University Dominguez Hills' BSQA and MSQA Program Coordinator. He has also instructed quality classes for Illinois State University and California State University Riverside. His undergraduate degree is from the University of Pittsburgh in Management Science. He earned his MBA at DePaul University, MA from Purdue University and DBA from CCU. He has earned numerous professional certifications: CQIA, CMQ/OE, CQA, CQT, CQPA, CCT, CQE, CQE, CSSGB, CCT, RAB ISO: 9000-2000 Auditor, CPM, and PCM. He participates in the California Council for Excellence as an Examiner in the Performance Excellence (CAPE) award program and a Judge in the California Team Excellence (CTEA) competition and the ASQ International Team Excellence program.

Craig Tingley holds certifications in: Six Sigma Black Belt, Project Management, Quality Auditing, and Healthcare Accreditation. Pepperdine University awarded him a Masters of Business Administration with dual emphases, Finance and Leadership. Instructing on topics such as Value-Stream Mapping, 5S, and Lean principles are activities Craig enjoys. His community involvement work includes being part of two organizing committees for American Society for Quality (ASQ) May 2012 annual conference in Anaheim, CA. Other contributions to ASQ include creating eight webinars on Lean Six Sigma principles. Craig currently leads the process improvement program at Loma Linda University Medical Center. He continues to invest his time with programs such as instructing Lean Six Sigma course to healthcare professionals in an effort to develop talent and best practices knowledge within industry.

Picture not available

Leadership Team 2012

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

Welcome New Members



Ed Semblantes
Alex Hordo
K Andersson
Ernest J. Schrepfer
Gordon Simmons
Katherine Mercier
Jeffrey Kim
Mircea Gabor
Shay Tabani
Pushpita Singh
John Hoang
Thomas Sternweiler
Lester Luck
Teresa Gaines
Martin Herrington
Vernell Williams
Hany Kerolos
Zeb Khan
Tiffany Matarazzo
Suzan Awadallah
Joel Medrano

Anjanette White
Ivan Bacic
Maria E. Cortez
Mark A. Hinck

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

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

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Dave Nagy, Principal

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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

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.



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

Congratulations on your Recertification

Jack Sedaka
Carla Sivak
Margaret Benavides
Joel L. Roth
John F. Salvagno
Matt Rink
Henry S. Gee
Paul S. Ahuja
Patrick E. Kennedy
Carla Sivak
Douglas D. Ryan
Maurice L. Polak
Melanie Cummings
Hershal C. Brewer
Dominic Cortella
Quang Ngo
Carl F. Martin
Gary E. Smith
Lourdes Bernal
Tao Zhang
Charles Falzon
Vivian Hirata
Roman Vinokur
Sonia Siyan
Edward Alluis
Edward Alluis
Mihaela Ioana Dotiu
Timothy A. Bergquist
Gregory Meisenhelder
William F. Hatch
Howard Childers
Gil Robert Mosard
William M. Younkin
Danling Cathy Wu

Sonia Siyan
Gerardo E. Gonzalez
Patricia Brinker
Terry D. Lichte
Ngoc Le
Loren Wagner
Nazar Elkarim
Pyi Maung
Harry Acosta
Darrell Allen
Van P Matheny
Austin C. Tingley
Keith Aleckson
Richard A. Basler
Gerard M. Cohen
Finnbarr Polc
ThanVo-Le
Scott J. Friedman
Yolanda F. DeGuzman
Houman Payami
David E. Orozco
Lea Reynolds
Brian Stowe
David J Hartstein
Gail Mellen
Rubik Hartounian
David Jackson
Nathaniel R Doersam
Robert K. Kennedy Jr.
Henry (Butch) Yellott
Marlene Johnson
Anita Saneie
Peter Lindwill
Tammy Pribila
Russell E. Ford

69 Members sent in their recertification packages!

Congratulations Jack ReVelle - Winner of the 2011 Dorian Shainin Medal

The Dorian Shainin Medal

Purpose and Background

The Dorian Shainin Medal was established in 2004 by the American Society of Quality (ASQ) to honor a quality paradigm pioneer, consultant, engineer, author and college professor Dorian Shainin (September 26, 1914 - January 7, 2000). The medal is awarded to individuals that demonstrate an outstanding use of unique or creative applications of statistical techniques in the solving of problems related to the quality of a product or service.

Shainin Medalists

2011	Jack B. ReVelle
2010	Wayne B. Nelson
2009	Stephen N. Luko
2008	Jane Louise Hoying
2006	Yoji Akao
2005	Nicholas Squeglia
2004	Carl A. Bennett

Most Recent Medalist

Dr. ReVelle has trained, counseled and assisted home builders and their trade contractors by introducing the application of statistical techniques to solve residential construction-oriented problems related to home building products and home buyer services.

Going well beyond the Total Quality Management (TQM), Continuous Improvement (Kaizen) and Lean Six Sigma consultants who went before him working within the residential construction industry, Dr. ReVelle brought statistical order to the chaos of the data already collected by home builders and their subcontractors by demonstrating the knowledge they already possessed, but didn't realize existed as well as how to put that knowledge to full use.

In addition, he provided his advice and assistance to these home building professionals regarding the necessity to collect selected data to significantly reduce their process pain such as: process is too long (excessive cycle time), process is too inconsistent (excessive variation), process is too complex (excessive number of steps), process is too costly (excessive cost per cycle), process [administrative] has too many errors (poor quality), process [construction] has too many defects (poor quality), and process has insufficient documentation (for training and/or benchmarking).

ASQ members receive 10% discount on course fees. Use discount code ASQ10 when enrolling.*



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How to Modify (change) Your Registration Done Through Cvent

(It will work only if you are allowed to change your registration)

Step 1: Your registration confirmation email looks as follows:

Vinay:

Thank for completing the application form for
World Conference on Quality and Improvement (WCQI)
Volunteer Recruitment
May 21 - 23, 2012
Anaheim, CA USA

Note: There is no guarantee that you will be chosen to volunteer.

[Click here to view the event summary](#)

Having trouble with the link? Simply copy and paste the entire address listed below into your web browser:

<http://www.cvent.com/d/qbbq5KECMkS7WeBHrl-4LA/97vm/P1/5S?>

Step 2: Now if you want to modify; copy and paste the link “on your confirmation email” into your web browser

Step 3: It will open the Cvent registration page as follows and ask for the confirmation number. If you have confirmation number, enter it. If you do not have it, click on “send my confirmation number by email”. It will be sent to your email address provided at the time of registration. Enter your confirmation number and click on OK button.

Information My Registration

Confirmation My Agenda Modify Unregister

World Conference on Quality and Improvement (WCQI)
Volunteer Recruitment
May 21 - 23, 2012
Anaheim, CA USA

Enter Confirmation

In order to view your registration information, please enter your registration confirmation number.

Registrant: Vinay Goyal (Not you? [Register for this event](#))

Confirmation Number:

Don't have it? [Send my Confirmation Number by email](#).

Step 4: It will take you to your original registration page and you can make changes to your registration.