



AMERICAN SOCIETY
FOR QUALITY™

Newsletter of
ASQ St. Louis Section 1304
July 2009



We're on the Web! Please visit us at <http://www.asqstlouis.org>

OUR MISSION: *To facilitate continuous improvement and increased member satisfaction by identifying, communicating, and promoting the use of quality principles, concepts, and technology, and thereby be recognized throughout the St. Louis Bi-State region as the leading authority on and champion for quality.*

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information about
ASQ St. Louis –
anytime!**



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www.asqstlouis.org**

Letter from the Section Chair



Wow! What a great ASQ season we've had...and my thanks to all of my associates that helped to make it happen!

Last September we held a special Membership Meeting at the Engineer's Club. We had extended networking, with the Leadership Committee members grilling steaks and serving beverages. What a presentation...I thought that bear would never stop attacking that guy! For those of you that were there, you know what I mean. I've never experienced such rapt attention to a speaker at an ASQ meeting. Due to the success of this meeting we repeated it in May, and we plan to have this format each September and May for the significant future. My thanks to Kurt Krispin of the Engineer's Club for all the help and guidance that he provides for these meetings.

Through the rest of the year, we had a really good selection of speakers and topics. My thanks to Tony for finding new venues to try and for bringing us back to some of our preferred venues. I remember an incredible view at the December meeting and for those that did not attend...everyone left with a present. We were a little cramped in January, but we had a really dynamic speaker. Then there were certainly a couple of very enjoyable surprises at our March awards ceremony meeting. I would like to invite all of our section members to attend some of our Membership Meetings. The details are posted at www.asqstlouis.org. I know some of you just want to go home after work and sometimes it may be a bit of a drive. But, we really do have a good time at our section meetings...we strive to have interesting and informative topics...and it is just a good opportunity to meet your fellow professionals. Come on out...meet some new folks, have dinner, and maybe learn something new.

This past season was marked with the passing of Dr. Robert Deufel, a long-time St. Louis ASQ section member and Leadership Committee member. Dr. Bob was not only a colleague, but a mentor and a friend. I and I'm sure many of you will miss him!

I am exceedingly pleased to announce that St. Louis will be hosting the annual ASQ World Conference on Quality and Improvement. This event has not been in St. Louis for over 50 years and I am proud that ASQ chose our city (with a few slight nudges!?). Chris Anderson is our official representative for St. Louis. There will be many opportunities to volunteer (earn RU's and attend at no charge), so please contact Chris if you are interested.

My thanks to all of the LC members that help to make things happen for the section, especially my right-hand John O'Reilly and my left-hand Resa Manson. I look forward to another special ASQ season. I hope to see you at our section meetings and at the World Quality Conference!!

Sincerely,
Stephen Mundwiller CMQ/OE, CQA, CQPA, CSSGB, ISO 9001 Principal Auditor



St. Louis Section 1304 to Host 2010 ASQ World Conference on Quality and Improvement



Congratulations to the 2009 ASQ St. Louis Section Awardees



Education Grant Awardees: Brenda Bishop and Stephanie Mundwiller

Waldo A. Vezeau Award for Technical Achievement: Rob Herhold

Lester S. Kauffman Service Award: Stephen Mundwiller

Volunteer Excellence Award: Shailesh Panth

Dr. Robert Duefel Extra Measure for Above & Beyond Contributors: Ed Lanser

Edward R. Lanser started his career with St. Louis Testing Laboratories in 1952. In 1964, Ed moved on to Inmont, Inc. located in South St. Louis. While at Inmont, Ed made contact with Joe Lonesdorf who worked at White Rodger's Electric Company in Affton, Missouri. Joe encouraged Ed to join the ASQC (now ASQ) in 1967. The ASQC started the certification program in 1968, with the first being the CQE (Certified Quality Engineer). Ed took the test in 1968 and was one of the first quality professionals in the local St. Louis area to become a CQE.

While a member of the ASQ St. Louis Section 1304, Ed served as Treasurer, Secretary, Vice Chairman, and Chairman in 1972 - 1973. Ed's quality career then moved on to several other companies in St. Louis, 1967 - 1970, Lennox Plastics, 1970 - 1973, Industrial Testing Laboratories, 1973 - 1983, National Industries for the Blind, 1983 - 1999, Lighthouse for the Blind.

Ed is a past recipient of the Kauffman Award (Mr. Kauffman was an early founder of the St. Louis Section 1304). Ed became the Recertification Chairman of Section 1304, starting about 1973 and served through 2008. On March 12, 2009, Ed proudly became the first recipient of the Robert Duefel Meritorious Service Award given by the ASQ St. Louis Section 1304. We thank Ed for his over 40 years of service to Section 1304!



**ASQ Refreshers course in partnership with
St. Louis Community College @ Florissant Valley**



(Certification and Refresher Course information is also available at www.asq-stl.org)

Course Number	Course Name	Registration Deadline	Proposed Course Weeks	Course Duration (Day)
Qlty 716:940	Certified Six Sigma Black Belt	July 31, 2009	08/17/09 – 10/05/09	8 weeks (Thurs)
Qlty 716:941	Certified Quality Auditor - Biomedical / HACCP	July 31, 2009	08/17/09 – 10/05/09	8 weeks (Mon)
Qlty 716:942	Certified Reliability Engineer	July 31, 2009	08/17/09 – 10/05/09	8 weeks (Wed)
Qlty 716:943	Certified Manager of Quality / Operational Excellence	July 31, 2009	08/17/09 – 10/05/09	8 weeks (Thurs)
Qlty 716:944	Certified Quality Technician	Aug 14, 2009	08/31/09 – 10/05/09	6 weeks (Tues)
Qlty 716:945	Certified Mechanical Inspector	Aug 14, 2009	08/31/09 – 10/05/09	6 weeks (Thur)

Sponsors: ASQ Section 1304 and SLCC Emerson Center for Engineering & Manufacturing

- Course Registration:** Registration and payment completed through SLCC @ FV. Registration fees include course materials.

6-week course (18 course hrs): \$350.00
8-week course (24 course hrs): \$400.00

NOTE* All courses are subject to sufficient course registration.
- Course Schedule:** Classes tentatively scheduled from 6 – 9pm at SLCC @ Florissant Valley.

Note* Every attempt possible is made to hold courses as advertised; however, course day modification may be necessary. All registered participants will be notified.
- Instructors:** Local quality professionals, certified in course area.
- Course Format:** Reviews the body of knowledge (BOK) in preparation for the exam. The BOK info available at ASQ, www.asq.org. Instructors provide insight on types of test questions and possible scenarios. Earn CEU credits while you prepare.

To register for courses contact SLCC focal:
Pat Jett
 via telephone or email
 (before the registration deadline)
 (314) 513-4079
pjett@stlcc.edu

Registration requires SSN or SLCC student ID #.
 *All courses are subject to sufficient course registration.

Course Fees:
6 week (18hrs 1.44 CEUs)- \$350
8 week (24hrs 1.92 CEUs) - \$400

- For more information on refresher course details, exam locations & proctoring, email **Steve Hyland at shyland@charter.net** All exams have tentatively been scheduled for the St. Louis Engineer's Club.

Note: St. Louis ASQ will also provide certification companies at your site or other location if there is sufficient enrollment.

Upcoming ASQ Certification Exams

October 17, 2009	Apply by August 21	CSSBB, CQA, CRE, CMQ/OE, CQT, CMI
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To register for ASQ Certification Exams, visit www.asq.org or call 1-800-246-1946

All exams will be held at the Engineer’s Club of St. Louis on Lindell Blvd, unless otherwise notified. Arrival time is after 7:15 a.m. All exams will start at ~8:00 a.m. and will end as scheduled for each exam. Only simple calculators are allowed. Those taking the exams should invest in a cheap calculator if it is believed there is a need. Do not plan on using a cell phone as a calculator. Absolutely no exam questions and answers are allowed in the exam area, regardless of the form: formal practice questions and answers, handwritten or programmed into a calculator. Scratch paper is allowed. Bring extra pencils. Coffee and water are available.



Title	Company	Contact Info
Supply Chain Manager	DRS Technologies High Ridge, MO	Email resume to: employ@marlocoil.com OR Fax resume to: 696.677.1203
CQI Director	SSM Healthcare St. Louis, MO	Apply online at: ssmhc.com
Senior Performance Improvement Engineers	Premier, Inc. San Francisco/San Jose, CA, Northern Virginia, St. Louis and St. Joseph, MO.	Email resume to: Amanda_Edwards@Premierinc. com

More information on job postings is available at: www.asqstlouis.org



Creating Lean QMS Documentation (*workshop*) and

Out of Another @#%&! Crisis...A Presentation by Dr. Deming and Mike Micklewright

(*free evening presentation*)

August 12-13, 2009 - St Louis, MO

Creating Lean QMS Documentation (workshop, 8/13/09, 8 am – 4 pm)

Many Quality Management Systems grow to the point of being un-user-friendly, overly complex, cumbersome, and lengthy. By applying the tools and concepts behind Value Stream Mapping, 5S, and Quick Changeover, with the knowledge of waste types, case studies will show how to transform a company's documentation system into one that is much more Lean.

In many cases, the length of documentation systems has decreased by 50 - 80% while still maintaining all important content. What results is a Lean Quality System, including a two-page Quality Manual. What is eliminated is the junk, or the wasteful content that does not add value to the system, including the abundance of redundancies. By using 5S, Red Tags, Quick Changeover, and Value Streams, we will show how the QMS can be more effective and efficient. Hands-on exercises will be included in this workshop as we Red Tag those parts of typical procedures that do not add value. The relationship between identifying Lean opportunities, preventive actions, and the Internal Audit System will also be addressed.

Specific Learning Objectives

- Transform your QMS into one that is much more Lean and user-friendly.
- Enact important Lean rules of documentation like, "never repeat a requirement more than once."
- Identify waste (preventive action opportunities) during internal auditing.
- Speed up the document approval process.

Out of Another @#%&! Crisis...A Presentation by Dr. Deming and Mike Micklewright (*free evening presentation, 8/12/09, 7 pm – 9 pm*)

We are more in need of Dr. Deming's principles today than Japan was in the 50's. We have multiple crises hitting all at the same time and all of them can be attributed to completely ignoring what Dr. Deming taught us in the United States in the 80's and early 90's.

Dr. W. Edwards Deming, oftentimes was known as the Prophet of Quality, but many people fail to understand his impact and influence on waste reduction, the early Lean movement, and the resurgence of Japan's quality and productivity. Learn from Dr. Deming (as personified by Mike Micklewright) about his 14 Points and how, because they are principles, they are never-ending and more applicable today than ever before. Learn from Mike Micklewright how Dr. Deming would view today's business and quality world in comparison to his 14 Points and his viewpoint on today's trends in Lean, Six Sigma, Lean Six Sigma, Root Cause Analysis, and ISO 9001. Learn about Dr. Deming, the man, the prophet, and his principles and how they so much impacted the Lean movement.

Workshop Leader

MIKE MICKLEWRIGHT is a dynamic speaker, actor, comedian, business, and quality consultant and trainer based in the Chicago area. He has owned his own consulting company for 15 years. Mike provides a unique look into the application of business and quality theories and how they apply to real life situations. He has written, acted in, and produced his own line of ISO and Lean training videos.

Mike always tells it like it is and writes his own column in *Quality Insider*, an on line magazine published by Quality Digest. Operating under the pen name of "The Whys Guy," Mike provides insight into current quality and manufacturing concerns.

Location

Crowne Plaza St. Louis-Clayton
7750 Carondelet Avenue
St. Louis, MO 63105

PH: 314-727-7434 *Ask for the AME discounted sleeping room rate of \$109.00 (plus tax)

Register Today

To register for the workshop, **click the link below**, or copy and paste it on your web browser's address bar:

http://www.ame.org/index.php?option=com_jcalpro&Itemid=70&extmode=view&extid=72

Fees

AME Member \$450.00 / Non-Member \$600.00

To ONLY attend: Out of Another @#%&! Crisis...A Presentation by Dr. Deming (impersonated) and Mike Micklewright

AME Member & Non-Member: \$50.00

RECERTIFICATION

Please mail your journals to:

William C. Meyer
369 Highgrove Place Drive
O’Fallon, MO 63366



Ed Lanser is no longer processing recertifications. If you have sent a journal to Ed Lanser and have not heard back, please route a copy to Will and he follow up on it for you.

More information on recertification, including directions on mailing your journals, is available at: www.asgstlouis.org

Recertification Journal Updates

ASQ has just released a new Recertification Journal with some revision. Listed below is a summary of the changes.

- A. PROFESSIONAL DEVELOPMENT: No changes, except addition of “webinars” in the first sub-text bullet.
- D. COURSES – Student Credit: No changes, only added line under heading – “Credit for Attending Courses”
- E. MEETINGS: No changes. Meetings must be technically or professionally based (examples: ASQ meetings or plant tours). Meetings of a social nature do not earn credit. The maximum number of RUs that may be earned for a single meeting or program is .3. Most St. Louis ASQ section meetings, have two programs in the evening and .6 RU credit is earned.

Recertification Journal Updates (Cont.)

F. COMMITTEES:

COMMITTEE ROLE	RU CREDIT	CATEGORY MAXIMUM
Elected Officer (Chair, Chair-Elect, Secretary, Treasurer)	2.0 RU per year of service	6.0 RUs
Member leader in appointed position	1.5 RU per year/per committee	
Member who performs ad-hoc responsibilities	0.2 RU per event/activity, for total of 0.6 RU per year; 1.8 RUs is MAX for ad-hoc service	

G. CERTIFICATION: 2 RU for an additional ASQ certification, 1 RU for certifications from other organizations, with CATEGORY MAXIMUM increased to 4 RU.

H. EXAM PROCTORING: Add 0.25 RU for assisting with registration/per exam day

1 RU chief proctor/per exam day

0.5 RU assist. proctor/per exam day

0.25 RU registration assist./per exam day

CATEGORY MAXIMUM remains the same

I. ELECTRONIC MEDIA: No changes, except for replaced the word satellite conferences, with DVD's.

J. PUBLISHING: Added Media Review

	AUTHOR	CO-AUTHOR	CATEGORY MAXIMUM
Media Review	0.5 RU per published review	N/A	9.0 RUs
Article	1.0 RU per article	0.5 RU per article	
Book	4.0 RU per book	2.0 RU per book	
Presented Paper	1.0 RU per paper		

CATEGORY MAXIMUM remains the same

The Survey Says...

Thanks to everyone for filling out the meeting surveys during the January through May meetings. The data has been reviewed and entered into our Section Management Process (SMP) goals. The overall satisfaction continues to be good and the monthly attendance has improved. Our section membership total has declined probably due to the economic situation, but should see a rebound in the coming months. See the below table for all of the SMP goals for 2008/09.

As always, please provide us your comments or input about any issues you have concerning meetings to any LC member (or on surveys). We do take comments seriously and work to incorporate them into your 1304 section programs. Your voice and participation will assist the LC in making 1304 section the best in ASQ.

ASQ – St. Louis Section 1304 – SMP Data and Goals

Metric	Definition	2008/09 Goal	Average	Jan-09	Feb-09	Mar-09	Apr-09	May-09
Member Certification	Total section certifications earned 2008-2009	80	45			11	10	
Meeting Attendance	Average Meeting Attendance	60	60	60	73	50	64	74
Membership Meeting Satisfaction Score	Maintain An Average Survey Score of 4.0 Out of 5.0 Over the 2008-2009 Year (9 Meetings)	4.0	4.2	4.3	3.9	4.4	4.4	4.4
Total Members Section 1304	Total Membership	1025	1019	1007	1008	1005	999	992
Membership Retention	Renewal rate	75%	88%	84%	84%	84%	83%	77%
Half-day Workshop	Number of 1/2 day workshops in 2008/09	2	3	0	1	0	0	1
Spring Conference Attendance	Total Attendance At 2009 Spring Conference	120	121				121	
Financial Reserve	Increase Reserve (Fund Balance) At Years End	\$1,000						

THANK YOU
from your St. Louis Section 1304
Leadership Committee
for a wonderful
2008-2009 ASQ Season.

Be looking for an email announcing 2009-2010 meeting information this Fall or check our website; www.asqstlouis.org

2008 – 2009 ASQ St. Louis Section 1304 Section Leadership Committee Directory

NAME	FUNCTION	PHONE	EMAIL
ASQ St. Louis Headquarters	Engineers' Club of St. Louis	314-533-9333	info@asqstlouis.org
Steve Mundwiller	Section Chair	314-239-4685	sem55@swbell.net
John O'Reilly	Vice Chair	314-234-2146	John.t.o'reilly2@boeing.com
Kim Rochetti	Secretary	314-298-6264	kim_rochetti@irco.com
Resa Manson	Treasurer	314-771-6600	rmanson@interconchemical.com
Chris Anderson	Immediate Past Chair/ Nominating Chair	314-863-5079	chris@bizmanualz.com
Rob Herhold	ASQ Region 13 Director	636-625-0222	rherhold_mqa@msn.com
Jim Ebone	Auditor	636-677-6800	Jebone@marlocoil.com
Tony Indihar	Arrangements Chair & Scholarship Chair	314-233-0478	Anthony.I.indihar@boeing.com
Steve Hyland	Co-Education Chair	636-391-7253	shyland@charter.net
Denise Arthur	Co-Education Chair & Exam/Awards Chair	314-344-6000 x2139	denise_arthur@ssmhc.com
Eric Schellenberg	Certification Chair	314-878-4600	eschellenberg@watlow.com
Patty Kallal	Communications Chair	314-653-5639	pan1677@bjc.org
Will Meyer	Re-Certification Chair	314-232-0232	William.C.Meyer4@boeing.com
Randy Thompson	SMP Chair	636-926-7040	randy.thompson@gjo.doe.gov
Kunita Gear	Membership Chair	314-684-6251	Kgear@express-scripts.com