



November 2002

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

**MISSION STATEMENT:** To facilitate continuous improvement and increased customer 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.

### November Membership Meeting

**Tuesday, November 19, 2002**

**Location: Favazza's Restaurant**  
**5201 Southwest Ave, St. Louis, MO 63139-1444**  
**(314) 772-4454**

- 5:30 – 6:00 pm Registration & Social
  - 6:00 – 7:00 pm **Workshop Program: “It Was Never About Time Anyway”.** Pam Vaccaro from **Designs on Time.**
  - 7:00 – 8:00 pm Dinner & Section Business
  - 8:00 – 9:00 pm **Presentation Program: “Quality Management Practices at MasterCard International”.** Jill Bugh and Lori Malek from MasterCard International.
- (See page 2 for details about our speakers and their presentations.)

**Cost is \$15 for Members and Guests; \$5 for Members between jobs and Students**  
**The local section has decided to roll back the prices for the 2002 – 2003 Program year.**

Please register by Friday, November 15, 2002 by calling the Engineers' Club of St. Louis at (314) 533-9333, sending a fax to (314) 533-9336, or an e-mail to [kurt.krispin@engineersclub.net](mailto:kurt.krispin@engineersclub.net). Thank you.

Map to Favazza's



# November Meeting Details

## Workshop Program: - Pam Vaccaro    “It Was Never About Time Anyway”

Pam Vaccaro is president of Designs on Time. Her company challenges individuals and companies to rethink traditional time management and provides insights on how to adjust to the revolutionary effects technology has had on managing time and staying organized.

Pam Vaccaro's insightful and non-traditional approach to time management brings her presentations to audiences nationwide. Pam's articles appear in national publications demonstrating visionary, futuristic, and highly practical ways to manage your time and organize your workspace. Her original work on personality-based time management styles brings her before many organizations wanting a fresh slant on managing their time and life.

For many of Pam's clients, she offers a full line of services from speaking and training to coaching individuals who want to use their time effectively and get organized. Some of Pam's clients and audiences include Anheuser-Busch, J.S. Alberici Construction, Marriott hotels, Commerce Bank, State Farm Insurance, Harvard University, BJC, Ascension and SSM Healthcare systems, Ogilvy Public Relations Worldwide, as well as state legislators and school systems.

Pam is contributing editor for Family Practice Management, the professional journal of the American Academy of Family Physicians. Articles about Pam's ideas have also appeared in Medical Economics, Cardiology Today, Cosmetic Surgery Times, Good Housekeeping, Redbook, and hundreds of newsletters and newspapers.

She received the Outstanding Adult Education Teacher award from the St. Louis Arts and Education Council. Pam has a master's degree in training and development.

She is also a member of the National Speakers Association, the World Future Society, and the National Association of Professional Organizers. Pam has received the Certified Professional Speaker recognition from the National Speakers Association. She is one of only 122 women to hold this honor in the international speaking community.

## Presentation Program: - Jill Bugh and Lori Malek    “Quality Management Practices at MasterCard International”

### Jill Bugh, Director Performance Management

Jill Bugh is responsible for the MasterCard global employee suggestion program. This program encourages employees to make process changes at MasterCard using process improvement tools and techniques. In addition to her program management role, she provides internal consulting services for process improvement and activity-based management initiatives. Jill's quality and improvement responsibilities at MasterCard over the last six years have included: External Customer Service Level Arrangement Program, Employee Training (Quality and MasterCard Operations), Metrics Management, and Project Management.

Prior to joining MasterCard, Jill spent three years as a Quality and Production Manager at Clarke American. In this manufacturing environment, she specialized in production planning and quality control.

Jill holds an Executive Master in International Business from Saint Louis University, St. Louis, Missouri and Bachelor of Science in Agricultural Business Management from Penn State University in University Park, Pennsylvania.

### Lori Malek, Director Performance Management

Lori Malek is responsible for establishing annual objectives in alignment with corporate strategy, monitoring performance, and scoring results for all operational divisions at MasterCard. In addition to her objectives management role, she provides internal consulting services for process improvement and activity-based management initiatives.

Prior to joining MasterCard, Lori spent five years as a management consultant with Ernst & Young, LLP. She specialized in executive information systems and data warehouse technology within a variety of industries including Bank Card, Managed Care, Health Insurance, Consumer Product, and Manufacturing.

Lori holds a Master of Business Administration and Bachelor of Science in Business Administration from Washington University in St. Louis, Missouri.

# From the Chair - Communication

One of the primary benefits of being an ASQ member is the information you receive about the "quality community". You receive ASQ's monthly magazine "Quality Progress" and newsletter "On Q". ASQ also has several technical journals that are job and/or industry specific. From St. Louis Section 1304, you receive this newsletter, "The Measure". These are all wonderful and professionally written publications. However, we are all becoming increasingly more dependent on electronic communication. Electronic mail and the Internet are quickly becoming the primary media in which many of us communicate in both our personal and professional lives. This month I want to describe ASQ's and our local section's direction related to electronic communication.

When you become a new ASQ member or renew your membership you provide more than your membership dues. You are also asked for your e-mail address and e-mail preferences. Your e-mail preferences allow you to opt-in to four different ASQ e-mail sources:

- \* ASQ Products & Services: Members receive the ASQwire (bi-weekly) and other email about new products, services, and upcoming events.
- \* ASQ Society Business: Members receive Society-related news, surveys, and ballots from ASQ headquarters. Members will also receive the Quality Advocate, an e-newsletter that contains purely editorial content and speaks to the higher purpose of the Society.
- \* From Divisions: Members receive information from their division(s), like newsletters, news and announcements, conference information, etc.
- \* From Sections (e.g. St. Louis 1304): Members receive information from their section(s), like newsletters (e.g. The Measure), meeting notices, news and announcements, conference/course information, etc.

Because privacy is important, ASQ has thoughtfully developed "eGuidelines" and policies for the sections to follow. First, you will not receive e-mail without your approval, which is dictated by the e-mail preferences above. Second, you will not receive excessive correspondence. You can expect no more than 2-3 e-mails from Section 1304 per month. Third, ASQ does not share your e-mail address with other organizations. Lastly, you can indicate or change your preference at any time by going to the My Account page on ASQNet (another great resource for information), (<http://www.asqnet.org/members/account/index.html>). You may also contact ASQ Customer Service via telephone (1-800-248-1946) or email ([cs@asq.org](mailto:cs@asq.org)) as well. If you need ASQNet password assistance go to [http://www.asqnet.org/help\\_signinB.html](http://www.asqnet.org/help_signinB.html) or email to [help@asq.org](mailto:help@asq.org).

Better communication, utilizing electronic communication and specifically e-mail, is an important goal for the section this year. The Measure newsletter is a great source of information, but it is a monthly publication. E-mail to our section membership allows us to update you at the "speed of business".

Steven Howell  
Section Chair, ASQ Section 1304

## ASQ National Updates

### MEMBER DATA INTEGRITY - MAINTAINING CORRECT INFORMATION

Maintaining accurate contact information for over 100,000 individuals is hard work and at ASQ HQ, every effort is made to make sure ASQ has the correct member contact information. Undoubtedly, the biggest challenge we face is members who move, change jobs, and change email addresses or phone numbers...but don't notify us of the change.

#### **What does HQ do to ensure member information accuracy?**

In the past two years, ASQ's email bounce back rate has decreased from 26% to 2%. (This bounce back rate only includes members that have opted-in to receiving email from HQ and may not include all members that have opted-in to receiving section email.) ASQ receives over 17,000 address changes annually from the USPS and uses software to validate the addresses in our system. When mail is returned and there is no forwarding address, ASQ Customer Service representatives try to contact the person via phone, fax, and email to try and find out the correct address.

## 2002-2003 Programs for St. Louis Section 1304 ASQ Meetings & Events

Monthly Membership Meeting	Workshop Program Note 1	Presentation Program Note 1
September 17, 2002	"Catapult into Hypothesis Testing" Sally Young, Boeing Co.	"Statistical Analysis in an On-Going Application" Sally Young, Boeing, Co.
October 15, 2002	"Manager, Leader, or Coach" Tony Gartner from Gartner and Associates	"Establishing National Contracts for Facility Services" Ted Luhrs from Anheuser-Busch, Inc.
November 19, 2002	"It Was Never About Time Anyway" Pam Vaccaro, MA, CSP President, Designs on Time	"Quality Management Practices at MasterCard International" Jill Bugh, Director Performance Management Lori Malek, Director Performance Management Both of MasterCard International
December 17, 2002	"Safety/Quality and the ISO 9001:2000 Standard...One Company's Journey" Ron Rogge, Vice President of Planning and Quality Management of Alberici Constructors	
January 21, 2003	ISO 9000:2000 Quality Management System. Dr. Alice Reeves, Paragon Business Solutions	ISO 14001 Environmental Management System
February 18, 2003	MO Quality Award Team Presentations	Creating an Environment for the Success of the Team and Excellence. Sidney Swank of Progain, Inc.
March 18, 2003	Plant Tour	Joint Society Meeting
April 15, 2003	Statistical, Probability, and Graphical Applications	Section Awards and Recognition Night
May 13, 2003 Note 2 (2 <sup>nd</sup> Tuesday)	Medical Service Case Study	Medical Service Industry
June 17, 2003	Joint Dinner meeting with other societies affiliated with the Consortium for Supply Chain Management - St. Louis University	
Note 1: Workshop and Presentation Programs are subject to change as necessary.		
Note 2: This is the 2 <sup>nd</sup> Tuesday of the month due to conflict with AQC.		
<p><b>Membership meetings, unless otherwise noted, are held on the 3<sup>rd</sup> Tuesday of the month; September through May. Plant Tours are sometimes substituted for a regular meeting. The price for Members and Guests to attend meetings is \$15, and for Members between jobs and Students it is \$5, unless otherwise noted.</b></p> <p><b>DO YOU HAVE ANY IDEAS FOR OUR PROGRAMS OR PLANT TOURS?</b></p> <p>Contact any of the ASQ St. Louis Section 1304 Board Members to let us know your suggestions.</p>		

## Employment Opportunities

The local section provides a service of posting quality employment opportunities. If you know of any, or your company has any opportunities, please let the Placement Chair or one of the Board members know. At this time, we have none to share with you. As we become aware of openings, we will post them in the monthly Measure Newsletter and on the ASQ Section 1304 Website under JOB SERVICES

<http://www.asq-stl.org>

Two websites worth scanning for employment opportunities: ASQNet: <http://www.asq.org/> and [www.stlouisbestjobs.com](http://www.stlouisbestjobs.com)

## EARN RECERTIFICATION UNITS THROUGH ONLINE CHATS

Recertification units will now be granted for participating in the monthly 90-minute chat events being hosted on ASQNet. Members will be granted .15 RUs for each chat event they actively participate in. Active participation is defined as attendance in the chat environment as well as the posting of at least three questions or pertinent comments to the chat event guest speaker. Download detailed instructions at

[http://www.asqnet.org/members/interact/chat/recert\\_units.html](http://www.asqnet.org/members/interact/chat/recert_units.html).

For a schedule of chat events, go to <http://www.asqnet.org/members/interact/chat/nov.html>.

# ASQ CERTIFICATIONS and REFRESHER COURSES

(To learn more about Certifications, visit the ASQ website [www.asq.org](http://www.asq.org))

All Exams will be offered at AQC in Kansas City on May 18, 2003. Registration Deadline April 4, 2003.  
To register for any of the exams, visit ASQ website at [www.asq.org](http://www.asq.org) or contact them at 1-800-248-1946.

For more information on exam locations and proctoring, call Vicki Jerden at 314-436-5000 x 333 or email at [vickis@reedrubber.com](mailto:vickis@reedrubber.com). You can earn recertification points for proctoring these exams.

Tentative local refresher course dates for Spring, 2003

Course	Class Dates	Test Date	Exam Registration Deadline	Instructor	Class Length
CQM	1/8-2/26/02	3/1/03	1/10/03		8 Weeks
CMI	1/16-2/20/02	3/1/03	1/10/03		6 Weeks
CQT	1/15-2/19/02	3/1/03	1/10/03	Joe Gorman (T)	6 Weeks
CRE	1/16-2/20/02	3/1/03	1/10/03		6 Weeks
CQA-BioMed	None	3/1/03	1/10/03		
CQA-HACCP	None	3/1/03	1/10/03		
Six Sigma	None	3/1/03	1/10/03		
CQA	4/7-6/2/02 (x5/26)	6/7/03	4/4/03		8 Weeks
CQE	4/9-5/28/02	6/7/03	4/4/03		8 Weeks
CQIA	4/21-6/2/02 (x5/26)	6/7/03	4/4/03		6 Weeks
CQE-Software	None	6/7/03	4/4/03		

Refresher courses are tentatively scheduled to be held at St. Louis Community College at Florissant Valley from 6-9 pm on the dates listed. Cost is \$300 and includes all course materials. The form to participate in the refresher courses is included in this Measure. The schedule of classes and a Class Registration Form can also be found on the local website at [www.asq-stl.org](http://www.asq-stl.org). You can also contact Vicki Jerden at 314-436-5000 x 333 or email at [vickis@reedrubber.com](mailto:vickis@reedrubber.com).

Note: Registration for test dates is handled on the ASQ Website and payment for the certification test is made to them. All tests have tentatively been scheduled for the Engineer's Club on Lindell.

If there is anyone who wishes to be considered as an instructor, criteria is that one must be certified in the course they wish to teach and must not have participated in development of the certification tests. In addition, to instruct the CQM refresher course, instructor must participate in a training course offered by national ASQ. Instructors are reimbursed at the rate of \$30 per hour.

## ASQ RECERTIFICATIONS

### Do you have a Recertification Journal to turn in?

Please mail your journals to:

**Ed Lanser**  
**17868 Suzanne Ridge Dr**  
**Wildwood, MO 63038-1471**

Please get your journals to Ed on schedule, as it is easier to do the journal than to retake the test. You should receive a confirmation letter within two weeks, if not please contact Ed. For more information on how to recertify please contact ASQ National in Milwaukee, WI. Their web site is: <http://www.asq.org/> and their phone number is 1-800-248-1946.

### RECERTIFICATION JOURNAL CHECKLIST

- ✓ Support material will not be returned so only send **COPIES** of your data, **DO NOT** send originals
- ✓ Support material should be organized by Recertification category
- ✓ SIGN the application and provide both work and home phone numbers in the areas provided
- ✓ If TEACHING is part of your regular job, you cannot take credit for that activity in both Instructor and Employment Recertification categories. Double dipping **NOT** allowed!
- ✓ If you are synchronizing certifications, make sure that you have enough RUs to cover all certifications
- ✓ Include a check payable to ASQ (this goes to National, NOT Section 1304)

Prices are as follows:

ASQ Member, 1 Certification - \$30

Non-ASQ Member, 1 Certification - \$50

2 or More Certificates, Member/Non-Member - \$50

**PLEASE SEND PACKAGES THROUGH THE UNITED STATES POSTAL SERVICE ONLY!**

## 2002-2003 ASQ St. Louis Board Directory

NAME	FUNCTION	PHONE #	E-MAIL
ASQ St. Louis Headquarters	Engineers' Club of St. Louis	314-533-9333 314-533-9336 (Fax)	<a href="mailto:kurt.krispin@engineersclub.net">kurt.krispin@engineersclub.net</a>
Steve Howell	Section Chair	314-577-9947(W) 314-577-3116(F)	<a href="mailto:steve.howell@anheuser-busch.com">steve.howell@anheuser-busch.com</a>
Brenda Niccum	Chair Elect	314-577-7175 (W)	<a href="mailto:brenda.niccum@anheuser-busch.com">brenda.niccum@anheuser-busch.com</a>
Jim Duarte	Vice Chair	314-577-3990 (W)	<a href="mailto:jim.duarte@anheuser-busch.com">jim.duarte@anheuser-busch.com</a>
Vicki Jerden	Treasurer	314-436-5000 x 333 (W)	<a href="mailto:VickiS@reedrubber.com">VickiS@reedrubber.com</a>
John DiMaria	Secretary	314-830-9382 (W)	<a href="mailto:john.dimaria@bsiamericas.com">john.dimaria@bsiamericas.com</a>
Sally Young	Membership Chair	314-232-0517 (W)	<a href="mailto:sally.j.young@boeing.com">sally.j.young@boeing.com</a>
Jim Ebone	Examining Chair	636-677-7731 x 139 (W)	<a href="mailto:jebone@marlocoil.com">jebone@marlocoil.com</a>
Joseph Styer	Auditing Chair	314-592-2809 (W)	<a href="mailto:joseph_styer@bausch.com">joseph_styer@bausch.com</a>
Loree Rowe	Program Chair	314-434-2712 (W)	<a href="mailto:loreerowe@agilitybizsolutions.com">loreerowe@agilitybizsolutions.com</a>
Vicki Jerden	Education Chair (Certification Courses & Exams)	314-436-5000 x 333 (W)	<a href="mailto:VickiS@reedrubber.com">VickiS@reedrubber.com</a>
Connie Sanders	Publicity Chair	636-271-1226 (W)	<a href="mailto:csanders@intergram-stl.com">csanders@intergram-stl.com</a>
Ed Lanser	Recertification	636-405-2468	
Cheryl Ferguson	Newsletter Editor	636-441-6747	<a href="mailto:mclfergus@directvinternet.com">mclfergus@directvinternet.com</a>
Don Denk	Placement Chair	636-861-1272 (W)	<a href="mailto:dondenk@earthlink.net">dondenk@earthlink.net</a>
Tony Indihar	Scholarship Chair	314-233-0478 (W)	<a href="mailto:anthony.l.indihar@boeing.com">anthony.l.indihar@boeing.com</a>
Eric Schellenberg	Internet Liaison	636-349-0354 (W)	<a href="mailto:esschellenberg@seilerpc.com">esschellenberg@seilerpc.com</a>
Joseph Styer	Koalaty Kid Liaison	314-592-2809 (W)	<a href="mailto:joseph_styer@bausch.com">joseph_styer@bausch.com</a>
Bob Deufel	Historian	636-227-0576 (W)	<a href="mailto:bobduf88@msn.com">bobduf88@msn.com</a>
Joe Lonsdorf	Awards	314-427-4716	<a href="mailto:joelonsdorf@hotmail.com">joelonsdorf@hotmail.com</a>
Jim Williamson	MO Quality Liaison	636-561-2820 (W)	<a href="mailto:mbnqa@aol.com">mbnqa@aol.com</a>
Tom Peterdy	Section Management Program (SMP)	636-532-1862	<a href="mailto:tpeterdy@yahoo.com">tpeterdy@yahoo.com</a>

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St. Louis Section 1304  
Engineers' Club of St. Louis  
4359 Lindell Blvd  
St. Louis, MO 63108-2701  
314-533-9333  
314-533-9336 Fax



**Class Registration Form**

					Duration	Test Date	
<input type="checkbox"/>	MGR	Jan. 8, 2003	thru	Feb. 26, 2003	8 Weeks	3/1/2003	
<input type="checkbox"/>	CMI	Jan. 16, 2003	thru	Feb. 20, 2003	6 Weeks	3/1/2003	
<input type="checkbox"/>	CQT	Jan. 15, 2003	thru	Feb. 19, 2003	6 Weeks	3/1/2003	
<input type="checkbox"/>	CRE	Jan. 16, 2003	thru	Feb. 20, 2003	6 Weeks	3/1/2003	
<input type="checkbox"/>	CQA	April 7, 2003	thru	June 2, 2003	8 Weeks	6/7/2003	No Class 5/26
<input type="checkbox"/>	CQE	April 9, 2003	thru	May 28, 2003	8 Weeks	6/7/2003	
<input type="checkbox"/>	CQIA	April 21, 2003	thru	June 2, 2003	6 weeks	6/7/2003	No Class 5/26

NAME \_\_\_\_\_

COMPANY \_\_\_\_\_

PHONE \_\_\_\_\_

JOB FUNCTION \_\_\_\_\_

Check box above for class desired.

Refresher course class fee is **\$300** due 1 week prior to start of class.

Make check payable to: **St. Louis Section ASQ 1304**

MAIL TO: Vicki Jerden  
Reed Rubber Company  
1615 No. 25th St.  
St. Louis, MO 63106

PHONE: 314/436-5000 ext. 333  
FAX: 314/436-2221  
EMAIL: vickis@reedrubber.com