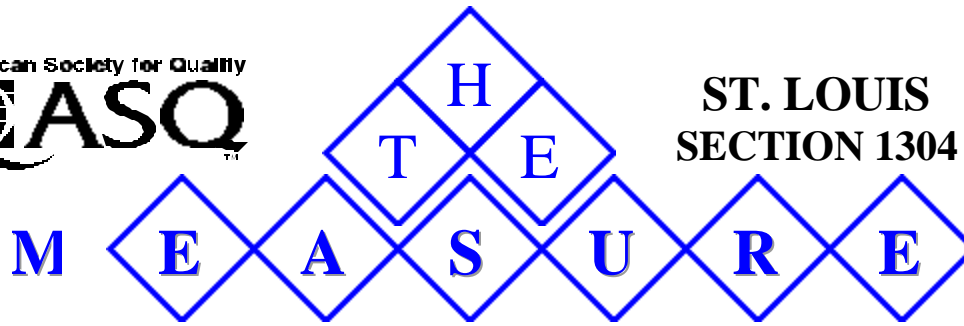




**ST. LOUIS
SECTION 1304**



January 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.

January Membership Meeting

Tuesday, January 15, 2002

Location: The Columns Banquet & Convention Center

711 Fairlane, St. Charles

(636) 947-4729

ISO Standard Review

5:30 – 6:00 pm Registration & Social

6:00 – 7:00 pm ISO Standard Review by Dr. Alice Beechner Reeves of Paragon Business Solutions, Inc.

7:00 – 8:00 pm Dinner & Section Business

8:00 – 9:00 pm ISO Standard Review by Dr. Alice Beechner Reeves continued

Cost is \$17 for Members and Guests; \$7 for Members between jobs and Students

Please register by Friday, January 11, 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. Thank you.

Map to The Columns Banquet & Convention Center



ISO STANDARD REVIEW

presented by Dr. Alice Beechner Reeves of Paragon Business Solutions, Inc.

The final date to update your quality management system from the 1994 version of the ISO 9001 standard, to ISO 9001:2000 is less than two years away. What are the major changes you will have to make? What issues are registrars seeing when they are auditing ISO 9001:2000?

Dr. Alice Beechner Reeves will provide an overview of the major changes to the standard and answer any questions you may have.

2001-2002 Programs for ASQ Meetings & Events

(Subject to Change)

9/18 – The “Six Sigma Side” of SPC in Service Organizations by Jim Duarte at Yacovelli’s Restaurant

***10/15 (3rd Monday) – Oktoberfest:** Anheuser-Busch Quality Systems

***11/27 (4th Tuesday)** – The Quality and Profitability Partnership by Charles Bruce of Emerson Electric and PSA of Quest Diagnostics by Joseph E. Devine, Ph. D., DABCC, CQA at St. Louis Community College

12/18 – Presentation by Michael Abriatis of SupplierInsight at Favazza’s on The Hill

1/15 – ISO Standard Review by Dr. Alice Beechner Reeves at The Columns Banquet Center in St. Charles.

2/19 – Missouri Quality Award Winners Team Presentation

3/19 – Software Quality Assurance

4/16 - Special Presentation, Section Awards & Recognition Night

***5/14 (2nd Tuesday) – To Be Announced**

June (Date To Be Announced) – Joint Dinner meeting with other societies in Consortium for Supply Chain Management

Membership meetings, unless otherwise noted, are held on the 3rd 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 \$17, and for Members between jobs and Students it is \$7, unless otherwise noted.

DO YOU HAVE ANY IDEAS FOR OUR PROGRAMS OR PLANT TOURS?

Contact any of the ASQ St. Louis Section 1304 Board Members to let us know your suggestions.

Would you like to know what other Organizations in the St. Louis area are doing? Now you can see other Organization’s calendars, including the ASQ calendar, on the web. Just go to www.slu.edu/centers/cscms.

Recertification Points!!

Now is the time to start planning ahead to earn recertification points by proctoring ASQ's Certification Tests.

Test Date: March 2

Tests: CQT/CRE/CMI/HACCP/CQM/Six Sigma

Test Site: Engineers Club

Test Date: June 1

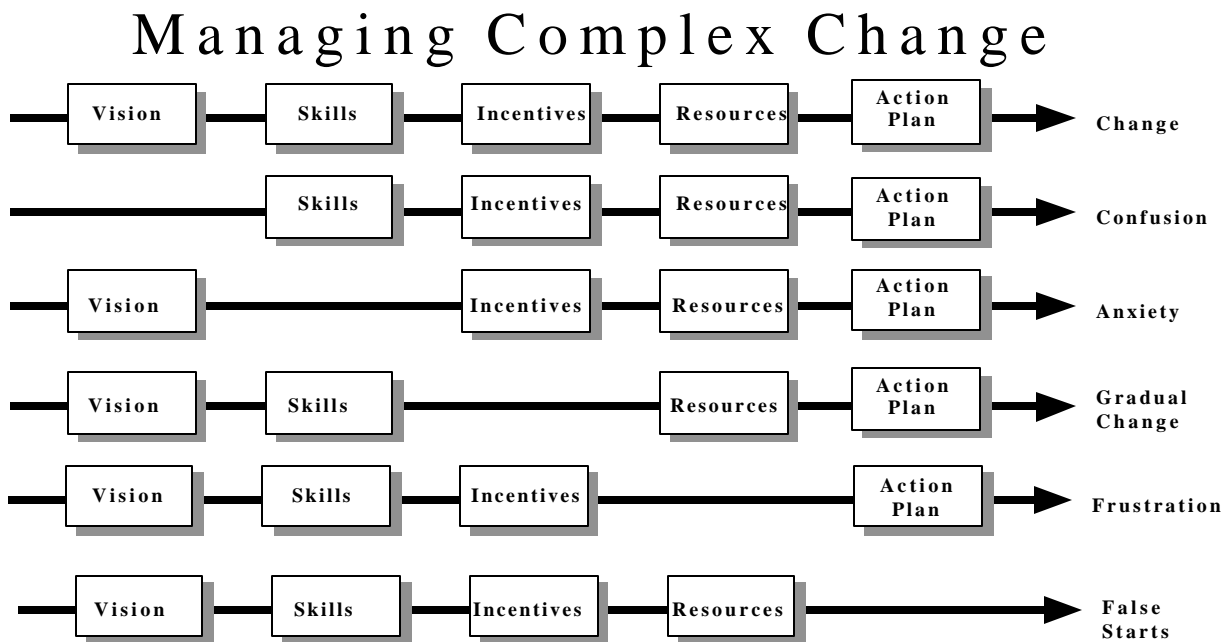
Tests: CQE/CQA/CSQE/CQIA

Test Site: Engineers Club

For more information, call Kathy Brophy at 314-877-7501 or email at kmbrophy@ralcorp.com.

From the Chair
Jim Duarte

Wow, a new year has started and another has passed. I guess it's time for New Year's resolutions. Let's see, I need to lose weight, stop losing hair, study more, get organized... All these things require some kind of change. Change? Now there's a word that strikes fear in the hearts of the "Same Old Ways". Change management is a job that takes real courage. I can't even manage change in my own life let alone try to manage change for a whole organization. Fortunately, I did see a diagram once that made the concept easier anyway.



Now I have to deal with all the steps to make change happen. Let's see, if I don't have a VISION, then I'm just confused. That's about right. I need to prioritize and define what I'm going to work on as my first New Year's resolution. OK, I'll pick losing some weight. Now do I have the SKILL needed to be able to know what things I need to do to lose weight in a healthy manner? If I do this wrong I could get very anxious when the pounds don't come off or if I start feeling ill. I can join a weight lose program where they teach classes on appropriate weight lose methods. Now, what's the INCENTIVE for doing this? Well, that's obvious...vanity...right? Really, the slacks are getting a little tight and if I'm going to spend money on a new wardrobe it will be for smaller, not larger sizes. I guess I need to see just how tight the slacks are so that I will know just how fast I need to take the pounds off. Gradual change may be all right as long as I see some success and it is not TOO gradual. OK, now for the RESOURCES. What will it cost to join the weight lose program? What other expenses will I have and what sacrifices will I have to make? If I can't afford to participate in the appropriate programs, activities and eating habits, I'll just get frustrated trying to do this on my own and not achieve my vision. OK, I'm committed, now for the ACTION PLAN. What am I going to do and when am I going to do it? I need to put in enough detail to ensure I know what to do and I can check off the activities with the results. I don't want to start over and over and over. Do it right the first time! Gee, maybe change isn't as hard as it sounds.

Employment Opportunities

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

Posted	Position / Location	Description / Requirements / Contacts
Oct'01	Radiographer, NDT Technicians, Certified Weld Inspector, Sales and Marketing, NDT Instructor.	<p>Quality Testing Services, Inc. offers a variety of services including Agriculture, Aerospace, Marine, Pharmaceutical, Nuclear, Defense and many others. Quality Testing Services, Inc is a fast growing company that will require personnel with varying levels of experience. We offer excellent benefits that include health insurance, holidays, vacation, tuition reimbursement, and a retirement plan. We also offer technical training to our employees. QTS has both part time and full time positions available. Contact: Justin Lehmann, Quality Testing Services, Inc., 4003 Fee Fee Rd., Bridgeton, MO 63044 (314) 770-0607 (314) 770-0103 (fax)</p> <p>Radiographer: Full time position. Candidate should have at least 1500 hours of actual hands on gamma radiography experience. Work is mostly local to the St. Louis area and requires some overtime.</p> <p>General NDT Technicians: Full and part time. Level I and II - UT, ET, PT, MT, RT, and VT. Work is mostly local to the St. Louis area.</p> <p>Certified Weld Inspectors (CWI): Contract Position with the possibility of becoming Full time. Work is mostly local to the St. Louis area and requires some overtime.</p> <p>Sales and Marketing Person: Full time position. We need an aggressive, self-motivated, individual to manage our Sales/Marketing department. The ideal candidate should have an industrial applications background and some knowledge of nondestructive testing.</p> <p>Instructor - Nondestructive Testing Courses: Full and part time. Must have ASNT Level III certifications in multiple methods. A college degree is preferred and actual hands-on experience is a must. This position will require some short periods of travel.</p>
Nov'01	Customer Service Management	<p>Transentric (formerly known as Union Pacific Technologies) - an e-commerce enabled supply chain improvement company which has customized hundreds of applications in a variety of computing environments to serve global, mixed-mode supply chains. This position will lead and manage the activities of the core Shipment Management Solutions (SMS) product line. SMS provides an integrated software/service delivery capability based on the collection and management of information about product and equipment in supply chain operations. Operations provides 24 hour, 7 day a week outsourced transportation logistics services for 150+ accounts. This role partners with the Marketing, Sales, and Technical Development organizations to implement solutions for our customers.</p> <p>The successful candidate will have 5+ years in a supervisory capacity, specifically in a customer service center or an environment with heavy customer interaction. A strong background in transportation, distribution, logistics, and / or supply chain management is essential. Well developed skills in the areas of training, leadership, problem solving, and negotiation are necessary to the success of this position. Bachelor's degree required, Master's degree preferred.</p>
Dec'01	SAP Lead Auditor St. Louis, MO \$60-70,000	<p>SAP implementation or functional audit skills (comparable financial software will be considered), advanced knowledge of manual and automated systems of internal control, working knowledge of general systems controls, minimum 8 years of broad, diversified experience in public accounting and/or internal audit, strong leadership and interpersonal skills, willing to travel 20-40 %. Assists in hiring and developing internal audit staff. Reports directly to the Director of Internal Auditing.</p> <p>Contact: Nick Stahr, Phone: 314-434-8443 Email: nick@thesearchprofessionals.com</p>

Scholarships

OUR ANNUAL SCHOLARSHIP BENEFIT IS BETTER THAN EVER!!

The St. Louis Chapter of the ASQ announces the Year 2002 Herbert V. McMahon Educational Grant. This is a **\$750** Award to be applied to the Educational Expenses of the Winning Applicant.

The eligibility requirements have again been simplified to allow a larger pool of candidates. To become a qualified candidate, the following requirements must be met:

1. Either the candidate or the candidate's PARENT, GRANDPARENT, GUARDIAN, *SISTER, OR *BROTHER must be a current member of St. Louis section of ASQ, either regular member or student chapter. *** New this year**
2. The candidate must be enrolled as a full-time student at an accredited school, College, University, or Trade School. There are no geographical restrictions on the school.
3. The candidate must be in good standing (not on probation) and have at least a 2.0 (C) average on a scale of 1-4.
4. The candidate must be in a program, which can lead to a degree or certificate, and must intend to obtain a degree or certificate as the ultimate objective of his/her course of study. There are no restrictions on the field of study.
5. The candidate must complete an application form, which can be obtained by the ASQ member (see no. 1, above) at either the Nov., Dec., Jan., Feb., or March membership meeting. The completed form can be returned at any of the above meetings or by mail to:

The Scholarship Chairman
St. Louis Section 1304, American Society for Quality (ASQ)
The Engineer's Club
4359 Lindell Blvd.
St. Louis, MO, 63108-2701

The St. Louis section of ASQ must receive the completed application no later than April 5th, 2002.

6. The winner will be selected by the ASQ Executive Committee from the pool of qualified candidates. The selection will be announced at the April 16, 2002 membership meeting. The candidate need not be present to receive the award.

NOTICE: TEMPORARY ADDRESS CHANGE FOR ED LANSER **PLEASE DO NOT SEND PACKAGES BY FEDERAL EXPRESS**

Do you have a Recertification Journal to turn in?

Please mail your journals to:

Ed Lanser
160 Imperial Point Rd
Lake Ozark, MO 65049-9468

Please get your journals to Ed on schedule, as it is easier to do the journal than to retake the test. A hard earned certification – what a terrible thing to waste! 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

Spring Conference 2002

The Spring Conference will be **Wednesday, April 24, 2002 at The AAIM Training Center, 5700 Lindbergh, Sunset Hills, MO**. It will be an all-day tutorial, three to choose from:

The “Six Sigma Side” of SPC in Service Organizations presented by Jim Duarte

Are you tired of being told that measuring widgets is the same as evaluating patient care, processing paperwork, or handling telephone calls? In this Six Sigma compatible tutorial, you will deal with the myth that "all data are alike" and remove the confusion of applying SPC to service activities. You will work through exercises from health care, financial institutions, and insurance companies using commonly available computer software. You will discover what to measure; identify the key performance indicators in your systems; and understand how critical it is to identify the cycles of your processes to ensure accurate results for critical decision-making. (A calculator is recommended.)

Transition to ISO 9000:2000 presented by Loree Rowe

Explore the opportunities the newly released standard opens. The workshop will provide a practical review of the standard and participation in a lively exploration of the trouble spots and/or open opportunities for compliance to the new standard.

Have you asked yourself or others the following?

How do the Quality Management Principles of Customer Focus, Leadership, Involvement of people, Process Approach, System approach to management, Continual improvement, Factual approach to decision making, and Mutually beneficial supplier relationships apply? What opportunities relate for my organization? How does the model of a process-based quality management system apply? How do the processes of Continual improvement of the quality management system, Management responsibility, Resource management, Product realization, and Measurement, analysis, and improvement relate for my organization? How can the Transition to ISO 9000:2000 and compliance to the new standard work smoothly for my organization?

Come explore these questions and share answers and experiences in this workshop.

Lean Manufacturing presented by Mike Schneider

Speaker Biography: Michael T. Schneider is the 2001 recipient of the St. Louis section's Waldo A. Vezeau Award for Technical Achievement. Mike is a Senior member of ASQ and has been certified as a Quality Engineer since 1974. His employer, Boeing, recently awarded him the prestigious title of Associate Technical Fellow. He has taught continuing program courses on Statistical Process Control, Design of Experiments, and Design for Manufacturability and Assembly to Boeing and supplier employees for many years. He has spent 17 years as a part-time faculty member in the St. Louis Community College Quality Technology program, and has presented several workshops for Washington University and the University of Missouri at Rolla. He serves on the Quality Technology Advisory Committee for St. Louis Community College at Florissant Valley. At Boeing, Mike works in the area of Supplier Development and focuses on Lean initiatives to improve cost, quality and production processes.

Lean Manufacturing:

- * Provides a company with an enterprise view of a product line.
- * Focuses on flow and makes the sources of waste visible.
- * Allows us to strategically utilize process improvement tools to improve the flow of the entire value stream.

This tutorial will be a mix of lectures, videos, discussions, and hands on demonstrations that will illustrate the techniques and potential benefits of a lean manufacturing approach.

Please fill in the Registration form and return at your earliest convenience. Thank you.

Registration Form – ASQ St. Louis Section 1304 56th Spring Conference

Phone, FAX or E-Mail your information (only MasterCard or Visa accepted via this method), or Mail Completed Registration form, with Check or Credit Card Information to
Brenda Niccum; Project Leader, Statistics;
Anheuser-Busch, Inc.; One Busch Place, 156-1;
St. Louis, MO 63118

Four ways to Register

BY PHONE: (314) 577-7175
BY FAX: 314-577-7062
BY E-MAIL: brenda.niccum@anheuser-busch.com
BY MAIL: Brenda Niccum
Project Leader, Statistics
Anheuser-Busch, Inc.
One Busch Place, 156-1
St. Louis, MO 63118

Name(s): _____

Company: _____

Address: _____

Phone: () _____

ASQ Member: Yes No Member #: _____

Number attending: _____ Total Amount: \$ _____

If paying by Check, Check #: _____

If paying by Credit Card

Credit Card #: _____ Expiration Date: _____ MC Visa

Creditor's Address (including City, State, Zip): _____

Please choose the session you plan to attend:

- 66 SPC in Service Organizations
- ISO 9000:2000 Transition
- Lean Manufacturing

Registration Fee

\$125.00 before Feb 15
\$150.00 after Feb 15
\$ 75.00 Students & Members
Between Jobs

Fee includes continental breakfast, lunch and snacks; plus conference materials

Certification Courses Offered

Registration fee for Courses is only \$300.00. All classes are held at St. Louis Community College – Florissant Valley, 3400 Pershall Road (specific room assignments will be made at a later date). To obtain a class registration form or for more information, call Kathy Brophy at 314-877-7501. Please make checks payable to [ASQ St. Louis Section 1304](#) and mail payment to: [Steve Howell, 226 Waterford Crossing Dr, O'Fallon, MO 63366-7119](#). Classes will be canceled if less than 5 people register. For cancellation information please call Steve Howell at 314-577-9947. Examination fees are separate and must be paid by the application deadline to National ASQ. Applications and certification brochures may be obtained from the ASQ by calling 1-800-248-1946 or visiting their web site: <http://www.asq.org/>.

<p>Certified Quality Auditor Tues. Apr. 2, 9, 16, 23, 30, May 7, 14; & 21, 2002 5 – 8 pm at Flo Valley; Rm TBA Application Deadline: April 5, 2002 Exam Date: June 1, 2002</p>	<p>Certified Quality Engineer Wed. Apr. 3, 10, 17, 24, May 1, 8, 15, & 22, 2002 6 – 9 pm at Flo Valley; Rm TBA Application Deadline: April 5, 2002 Exam Date: June 1, 2002</p>
<p>Certified Reliability Engineer Mon. Jan. 14, 21, 28, Feb. 4, 11, & 18; 2002 6 – 9 pm at Flo Valley; Rm TBA Application Deadline: January 11, 2002 Exam Date: March 2, 2002</p>	<p>Certified Quality Manager Wed. Jan. 9, 16, 23, 30, Feb. 6, 13, 20, & 27, 2002 6 – 9 pm at Flo Valley; Rm TBA Application Deadline: January 11, 2002 Exam Date: March 2, 2002</p>
<p>Certified Mechanical Inspector Thurs. Jan. 17, 24, 31, Feb. 7, 14, & 21, 2002 6 – 9 pm at Flo Valley; Rm TBA Application Deadline: January 11, 2002 Exam Date: March 2, 2002</p>	<p>Certified Quality Technician Tues. Jan. 15, 22, 29, Feb. 5, 12, & 19, 2002 5 – 8 pm at Flo Valley; Rm TBA Application Deadline: January 11, 2002 Exam Date: March 2, 2002</p>

1 HZ S HUH K H U & O W H M

There have been several new certification tests given by ASQ recently: Quality Improvement Associate Certification, Software Quality Engineer Certification, Quality Auditor Certification – HACCP, and Six Sigma Black Belt Certification

We currently do not offer refresher classes for these tests. If you would be interested in attending one of these refresher classes, please drop Kathy Brophy a note at kmbrophy@ralcorp.com. If you would be interested in teaching one of these refresher classes (you must be certified first!), please contact Kathy Brophy at kmbrophy@ralcorp.com or 314-877-7501.

Application Deadlines and Examination Dates:

CQT, CRE, CMI, HACCP, CQM, & 6σ Blackbelt Application Deadline is January 11, 2002 and Examination Date is March 2, 2002.

CQE, CQA, CSQE, & CQIA Application Deadline is April 5, 2002 and Examination Date is June 1, 2002.

For more information about future examination dates, please visit our website: <http://www.asq-stl.org>.

Total Quality in Real Estate

by
Steve Sanders, CQE, CQM



HACCP for Homebuying (Part 3: Inspections)

Despite all efforts at prevention and process validation, inspection is like milk: you never outgrow your need for it. Industrial applications may include control charting or statistical sampling, but for homebuyers the lot size is one, and requires 100% inspection. Once the Sale Contract has been signed, several assessments of the home occur. Those to be completed depend on the type of financing and the requirements of the lender, local government, and the buyer.

If the home purchase is to be financed (mortgaged), there must be an “Appraisal” to verify the value of the home as the basis for a loan. For a private sector or “Conventional” loan the appraisal assesses the value of the property relative to “comparable” nearby properties that have been sold “recently”. For loans involving the federal government (FHA or VA) the appraiser also conducts an inspection to assure that the home meets the government’s standards for construction and systems. One cannot get an FHA or VA type of loan without meeting both the requirement for value to support the loan and the federal requirements of construction. While all assessments of value are properly called “Appraisals”, for FHA and VA the term “Inspection” is often used interchangeably – especially by the general public.

For most localities in the St. Louis, Missouri region, a local government inspection is also required. The purpose of this inspection is to ensure that the home is properly constructed and maintained to be a suitable place of human residence. In most cases, this inspection includes the same kind of criteria as an FHA or VA appraisal, but without consideration of the home’s value. Successful local government inspection is typically required before the buyer can obtain the “Occupancy Permit” required to take up residence.

REALTORS® will strongly urge the buyer to have the home inspected by an “independent, qualified” Home Inspector who is trained and experienced specifically for such inspections. There is a significant qualitative difference between the governmental checks and the thorough “form, fit and function” review done by a qualified Home Inspector. Governmental inspections can be thought of as “presence of” criteria for home construction and systems. The Home Inspector checks more thoroughly for functionality, effectiveness and useful life of the structure and systems. The buyer has many options for what is to be included in independent inspection(s), but all must be completed within a short time (e.g. 10 days) after the Sale Contract is signed. Per the Contract, inspections can include, but are not limited to: “environmental hazards; termite and wood destroying insect infestation and damage; plumbing, including water well, sewer, septic and waste-water treatment systems; roof and other structural improvements; heating and air conditioning systems and equipment; electrical systems and equipment; swimming pools and equipment; chimneys, flues and gas lines; basement leaks and exterior drainage; mechanical equipment including appliances; school district; and square footage.” Where there is a suspected issue or buyer concern, specific testing can be performed for the presence of asbestos, lead based paint, radon gas, and for specialist examinations of structure or systems.

Further assessments include gas lines and appliance connections by the utility company, determination whether any part of the property is in a 500 year flood plain, other inspections applicable to the property, and a final “walk-thru” to ensure corrections have been made where promised and the sale may be completed. All these inspections must be managed by the Buyers Agent to ensure that they are completed and reported properly -and any needed corrections are completed and rechecked - within the Contract deadlines. With my 30 + years of experience in managing QA –including inspection and test functions - combined with strong professional real estate skills, I am uniquely qualified to represent homebuyers through this complex process. I hope you will agree. Next month we will complete the homebuying process controls as we look to the final checkpoints and “Closing”.



Your comments and suggestions are welcome. Steve Sanders can be reached by phone at (314) 838-8661 or toll free at 1 (800) 321-8586: or E-mail Steve at stevesanders@pattersonrealtors.com. Prudential Patterson REALTORS® is an independently owned and operated member of The Prudential Real Estate Affiliates, Inc., a Prudential company.



Advertisement

ASQ St. Louis Directory

NAME	FUNCTION	PHONE #	E-MAIL
ASQ St. Louis Headquarters	Engineers' Club of St. Louis	314-533-9333 314-533-9336 (Fax)	kurt.krispin@engineersclub.net
Jim Duarte	Section Chair	314-577-3990 (W)	jim.duarte@anheuser-busch.com
Marc Desaulniers	Chair Elect	314-854-2767 (W)	mdesaulniers@brownshoe.com
Tony Indihar	Director	314-233-0478 (W)	anthony.l.indihar@boeing.com
Steve Howell	Treasurer	314-577-9947 (W)	steve.howell@anheuser-busch.com
Maryann Berardino	Secretary	314-821-2296 (W)	mabdino@aol.com
Loree Rowe	Membership Chair	314-434-2712 (W)	loreerowe@agilitybizsolutions.com
Brenda Niccum	Examining Chair	314-577-7175 (W)	brenda.niccum@anheuser-busch.com
Jim Ebone	Auditing Chair	636-677-7731 (W)	jebone@marlocoil.com
(Open)	Program Chair		
Kathy Brophy	Education Chair	314-877-7501 (W)	kmbrophy@ralcorp.com
Vicki Jerden	Publicity Chair	314-436-5000 (W)	VickiS@reedrubber.com
Ed Lanser	Certification & Recertification	573-365-6686	
Chasity Renzelman	Newsletter Editor	636-271-1563 (W)	crenzelman@integram-stl.com
Don Denk	Placement Chair	636-861-1272	dondenk@earthlink.net
Frank Helmer	Scholarship Chair	314-487-9558 (W)	fjhelmer@aol.com
Eric Schellenberg	Internet Liaison	636-349-0354 (W)	esschellenberg@seilerpc.com
Bill Bertetto	Assistant Internet Liaison	636-980-5214 (W)	bill.bertetto@marconi.com
Joseph Styer	Koalaty Kid Liaison	314-592-2809 (W)	joseph_styer@bausch.com
Bob Deufel	Historian	636-227-0576 (W)	bobduf88@msn.com
Joe Lonsdorf	Awards	314-427-4716	joelonsdorf@hotmail.com
Jim Williamson	MO Quality Liaison	636-561-2820 (W)	mbnqa@aol.com
Tom Peterdy	Section Management Program (SMP)		peterdyt@hotmail.com

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