



ST. LOUIS
SECTION 1304
January 2005

THE MEASURE



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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 18, 2005

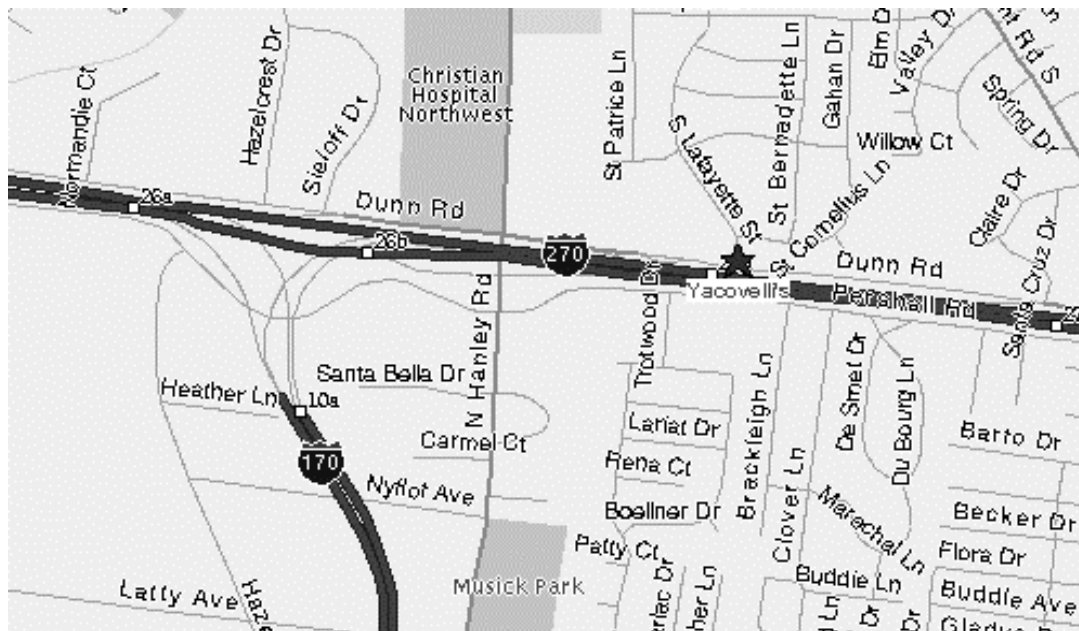
Location Location: Yacovelli's
407 Dunn Road, Florissant, MO 63031-7930
(314) 839-1000



- 5:30 – 6:00 pm Registration & Social
- 6:00 – 7:00 pm Workshop Program: **Mara Campbell from MODOT**
- 7:00 – 8:00 pm Dinner & Section Business
- 8:00 – 9:00 pm Presentation Program: **“Implementing the 5S System”, presented by George Friesen from Center for Business, Industry and Labor**

- Cost is **\$18** for Members and Guests; **\$10** for Members between jobs and Students.
- **Doorprizes will be given out at the Local Section Meetings.**
- Please register by Friday, January 14, 2005 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 Yacovelli's



Driving Directions:

From Downtown:
Take I-70 West to I-170 North. Take North Hanley Road Exit 9C. Turn Left on North Hanley and Right on Dunn Road.

From West: Get to I-270 North or East and then follow above Directions.

January 18, 2005 Meeting Highlights

WORKSHOP

Mara Campbell, CQM from MODOT

Mara currently spearheads strategic planning and policy for the Missouri Department of Transportation in which she is responsible for directing the department's strategic planning and policy efforts. In addition to strategic planning responsibilities, she is also responsible for coordinating organizational performance efforts such as the development and monitoring of organizational performance measures as well as essential process and quality efforts. She has served as a Senior Examiner with the Missouri Quality Award Program for the past four years. She is also currently working with the Missouri Interagency Planning Council and AASHTO Standing Committee on Quality.

PRESENTATION

"Implementing the 5S System", presented by George Friesen from Center for Business, Industry and Labor

A wide variety of organizations have used the 5S System to increase their productivity. At the heart of the 5S System are two simple, yet profound, premises:

- Workers produce more in clean, orderly work environments.
- Making order and cleanliness permanent, rather than temporary, conditions (and in 5S terms, creating unbreakable order and cleanliness) requires basic changes in the perspectives, expectations, and work habits of many employees.

Effectively implementing the 5S System demands nothing less than triggering basic changes in employee behavior and, further, transforming these new behaviors into habitual behaviors. Employees transform their workspace and the way they operate within it, optimizing the impact of the 5S System.

Work groups implementing the 5S System follow a six-step process, details of the steps will be defined at the meeting.

- | | |
|-----------------|-----------------------|
| 1. Scan | 4. Shine |
| 2. Sort | 5. Standardize |
| 3. Store | 6. Sustain |

After initial 5S implementation, the Sort, Store, Shine, and Standardize phases continue indefinitely, becoming totally integrated into ongoing work processes.

The literature on the impact of 5S cites some very significant results such as:

- | | |
|---|---|
| • 45% increase in productivity | • Labor costs down 75% |
| • Decrease in throughput time from 15 to 3 days | • Potential savings over \$1.2 million per year |
| • Space requirements down 50% | • Recovered inventory of over \$100,000 |

Employment Opportunities

Two suggested websites: www.asq.org and www.stlouisbestjobs.com.

Position / Location	Contacts
Data Analyst Express Scripts, Inc. Maryland Heights, MO	Hiring Manager: Jeanette Lynch, Sr. Manager, Process Improvement and Tooling Team. Contact information: Phone (314) 702-7825 or jeanette.lynch@express-scripts.com
Quality Assurance Manager St. Louis	Contact Ted Scheff, President MR Clarkson Valley at 636-532-6055 or email your resume with qualifications in confidence to: tscheff@mrclarkson.com
Quality Engineer Distribution Control Systems, Inc.	Contact Sue Douglas, HR at sdouglas@twacs.com or 314-895-6400.

Detailed information on the above positions can be viewed at our web site at www.asq-stl.org. Details can also be obtained by email or fax from our placement chair, Don Denk by leaving a voice mail at 636-861-1272, 636-448-0976 (cell) or dondenk@earthlink.net. (email inquires are preferred and will usually get a faster response.)



Saint Louis Section 1304 Spring Conference 2005

The Spring Conference will be **Friday, April 29, 2004 at The AAIM Training Center, 3700 S Lindbergh, Sunset Hills, MO**. Registration starts at 8:00, sessions at 8:30 a.m. Continental breakfast and lunch will be provided. Sessions end approximately 4:30 p.m. Choose one of the following concurrent sessions:

LEANING INTO AVIATION presented by Madonna Buhr, Lean Integrator, The Boeing Company.

A hands-on simulation of the build process of a Boeing 777, where the participants assemble building block airplanes and then incrementally improve the process using lean principles introduced during the seminar. Participants work in teams, in a healthy competition. This event highlights the evolution from traditional aircraft manufacturing into a lean environment where waste is eliminated and continuous process improvement is realized. **Excellent program for any industry to learn powerful Lean principles!**

SIX SIGMA OVERVIEW presented by Sally Young, QE and Master Black Belt, The Boeing Company.

We hear a lot about Six Sigma. What does it all really mean, and how can it help my organization? What does it take to get started? This tutorial will provide an overview of Six Sigma and will also answer questions such as:

- What are the structured methods used in Six Sigma?
- What are all the different roles involved in Six Sigma?
- How should projects be selected?
- What are some of the tools used in Six Sigma projects?
- Where can I go to get more information?

Superb overview for the curious, entry-level and intermediate users of Six Sigma methods and tools!

STRATEGY DEPLOYMENT: A STRUCTURED APPROACH TO CREATING A PERFORMANCE MEASUREMENT CULTURE presented by Mitch Millstein, CFPIM, C.P.M., CQM, CQE President, Supply Velocity

Strategy Deployment uses a structured approach to create a performance measurement culture. Aligning performance measures provides a context for cooperation and decision-making. Alignment works to remove many boundaries that exist in business today by fostering trust, integrity and a seamless flow of service. Just some of the session highlights are: Turn Strategic Planning into Strategic Implementation; Understand how your strategy can provide a solid foundation so that Six Sigma, Lean Enterprise, Balanced Scorecard, ISO, supply chain integration and team development may flourish, and how to truly empower your organization.

A dynamic program illustrating leading edge strategy and performance methods and tools!

Registration Form – ASQ St. Louis Section 1304 59th Annual 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:

ISMP Attn: Rob Herhold
12030 Autumn Lakes Dr.
Maryland Heights, MO. 63043

Four ways to Register

BY PHONE: (314) 739-1299
BY FAX: Same
BY E-MAIL: rherhold_mqa@msn.com
BY US MAIL: ISMP Attn: Rob Herhold
12030 Autumn Lakes Dr.
Maryland Heights, MO. 63043

Name(s): _____

Please choose the session you plan to attend:

Company: _____

- Leaning into Aviation
 Six Sigma Overview
 Strategy Deployment

Address: _____

Phone: () _____

Registration Fee
\$125.00 before Feb 25
\$150.00 after Feb 25
\$ 75.00 Students & Members Between Jobs

* Please make checks payable to ASQ Section 1304

Number attending: _____ Total Amount: \$ _____

Credit Card #: _____

Fee includes continental breakfast & lunch. Coffee, soda, & juice will be provided.

Expiration Date: _____ MC Visa

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**49th Annual Fall Technical
Conference Call for Papers**
Statistics: The Gateway to Improved Quality

October 20-21, 2005

St. Louis Hilton at the Airport, St. Louis, MO

Cosponsored by:

American Society for Quality
Statistics Division
Chemical Process and Industry Division

American Statistical Association
Section on Physical and Engineering Sciences
Quality & Productivity Section

Program

We invite you to submit papers for presentation to the 49th Fall Technical Conference. The Fall Technical Conference has long been a forum for both statistics and quality. The goal of this conference is to engage researchers and practitioners in a dialogue that leads to more effective use of statistics to improve quality.

Paper Description

The conference will have three parallel sessions (Statistics, Quality Control or Tutorial/Case Studies). We are seeking applied or expository papers. Work should be strongly justified by application to a problem in engineering, manufacturing, process/chemical industry, physical sciences, or a service industry. The mathematical level of the papers may range from basic to that of the Journal of Quality Technology or Technometrics. Papers submitted to this conference typically include novel developments in the area of quality or applications of more established approaches in an innovative way.

If you have questions about a prospective paper, contact Gordon Clark, the Statistics Division Representative on the FTC 2005 program committee. You can contact him at clark.17@osu.edu or at 614-847-1394.

Submission Deadline
February 18, 2005

Submission Procedure
Visit www.asqstatdiv.org



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IN MEMORY

We would like to inform you of some sad news from Missouri Enterprise. Dr. John Farghar, who was the ASQ speaker in October, took ill suddenly and passed away in December. Let us keep John's family in our thoughts.

2004– 2005 Programs

St. Louis Section 1304 ASQ Meetings and Events

Monthly Membership Meeting	Workshop Program Note 1	Presentation Program Note 1
September 21, 2004 Location: Engineers Club of St. Louis	"The Behavioral Side of Quality" Shirley Mergenovich Performance Builders	"Designing Customer-driven Dashboards in the Investment Community" David Sliney, Senior Vice President Stifel Nicolaus & Company
October 19, 2004 Location: Favazza's	"Change Happens or Does it? – A Primer on Change Management for Organizations" Tom Crespi, Graybar Electric	"Update -Techniques in Lean and Six Sigma" Dr. John Fargher Missouri Enterprise
November 16, 2004 Location: Junior League	Strategy Deployment - A Structured Approach to Creating a Performance Measurement Culture Mitch Millstein – President, Supply Velocity, Inc	"ISO Transition" Michael Roberts, Associate Technical Fellow The Boeing Company
December 14, 2004 (Note 2)Location: The Columns	Trivia Night	
January 18, 2005 Location: Yacovelli's	Mara Campbell from MODOT	Implementing the 5S System" George Friesen from Center for Business, Industry and Labor
February 15, 2005	Presentations from: Missouri Team Quality Award Participants	
March 15, 2005	Plant Tour currently being proposed	
April 19, 2005	Section Awards and Recognition Night	
May 10, 2005 (Note 2)	Open	Open
June ?	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 nd Tuesday of the month.		
<p>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.</p> <p>DO YOU HAVE ANY IDEAS FOR OUR PROGRAMS OR PLANT TOURS?</p> <p>Contact any ASQ St. Louis Section 1304 Leadership Committee Member to let us know your suggestions.</p>		

Advertising

- The St. Louis Section Board has determined that advertising will be allowed in The Measure under the following guidelines.
- The Full Advertising Policy will be supplied at the time the interested party contacts the Newsletter Editor (preferably by email):
- Must be Quality related and of usefulness to the members of the ASQ St. Louis Section 1304
 - Approved by the Newsletter Editor and the Section Chair
 - Submit to the Newsletter Editor by the Friday of the 1st week of the month preceding the month of publication. (Preferably ads are submitted computer ready)
 - Prices are as follows: Full Page (7 x 9 ½ inches) \$350 per month. Half Page (7 x 4 ½ inches) \$100 per month. One-third Page (7 x 3 inches) \$65 per month. Business Cards (3 ½ x 2 inches) \$45 per month. 2 Business Cards will be considered 1/3 page. An additional \$25 fee applies if the item must be made computer ready.

Local Section \$750 Scholarship

Any interested individuals can pick up an application at the monthly membership meetings and turn in before the April Meeting. The recipient of the \$750 ASQ Grant will be announced at the April 2005 membership meeting.

ASQ CERTIFICATION EXAMS

(To register for any of the exams or to learn more about Certifications, visit the ASQ website at www.asq.org or contact them at **1-800-248-1946**)

EXAM	Test Date	Test Application Deadline	Test Date	Test Application Deadline
CCT, CQA, CQE, CQIA, CSQE (Software)	December 4, 2004	October 11, 2004	June 4, 2005	April 1, 2005
CSSBB, CQA-Biomed, CRE, CQT, CMI, Quality Manager, CHA (HACCP Auditor)	October 22, 2005	August 19, 2005	March 5, 2005	January 7, 2005

CERTIFICATION EXAM REFRESHER COURSES

Course	Test Date	Refresher Course SignUp Deadline	Proposed Course Date(s)	Course Length	Instructor
Quality Manager	3/5/05	Dec 22, 2004	1/5/05-2/23/05 (Wednesdays)	8 Weeks	Bob Deufel
CMI	3/5/05	Jan 4, 2005	1/18/05-2/22/05 (Tuesdays)	6 Weeks	Stephanie Williams
CQT	3/5/05	Jan 4, 2005	1/18/04-2/22/04 (Tuesdays)	6 Weeks	Joe Gorman
CQA-BioMed & HACCP	3/5/05	Dec 21, 2004	1/6/05-2/24/05 (Thursdays)	8 Weeks	Steve Mundwiller
CQA	6/4/05	Mar 24, 2005	4/7/05-5/26/05 (Thursdays)	8 Weeks	Steve Mundwiller
CQE	6/4/05	Mar 23, 2005	4/6/05-5/25/05 (Wednesdays)	8 Weeks	Bill Bischof
CCT	6/4/05	Mar 23, 2005	4/6/05-5/25/05 (Wednesdays)	8 Weeks	Dale Lanser
CQIA	6/4/05	April 4, 2005	4/18/05-5/23/05 (Mondays)	6 Weeks	Sally Young
CSQE-Software	6/4/05	Mar 21, 2005	Refresher Course will be offered if registration warrants and instructor can be found.		
CRE, Six Sigma	3/5/05	Dec 20, 2004			

- The refresher courses are taught by instructors who are certified in the specific area. The classes review what is in the body of knowledge (BOK) for the given certification in preparation for the exam. The body of knowledge is listed on ASQ National's web site as well. The instructors will also review the type of test questions the student may expect and possible scenarios for questions. You should register and pay for the exams at the national website.
- The schedule of classes and a Class Registration Form can be found on the local website at www.asq-stl.org. The exact dates and location will be confirmed upon receipt of the form. Classes will be held from 6-9pm at Florissant Valley Community College. Classes will not be held unless we have a minimum of 5 people. If your company is interested in sponsoring a class at their location, please contact us. The 5 person minimum still applies.
- We're always looking for instructors. The requirements are that you must be certified for the material you're teaching and must not have participated in development of the certification tests.
- For more information on classes, email **Carter Turnbull at Turnbull90@aol.com**.
- For more information on exam locations & proctoring, email **Cheryl Ferguson at mcclfergus@sbcglobal.net**. You earn 0.5 RU points for each day you proctor. All tests have tentatively been scheduled for the Engineer's Club on Lindell.

ASQ RECERTIFICATIONS

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.

PLEASE SEND PACKAGES THROUGH THE UNITED STATES POSTAL SERVICE ONLY!

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

St. Louis Section Certification Refresher Class Registration Form

	EXAM	Class Dates	Duration	Test Date	Class Day
<input type="checkbox"/>	Quality Manager	Jan. 05, 2005 thru Feb. 23, 2005	8 Weeks	3/5/2005	Wednesdays
<input type="checkbox"/>	CQA-BioMed	Jan. 06, 2005 thru Feb. 24, 2005	8 Weeks	3/5/2005	Thursdays
<input type="checkbox"/>	CQA-HACCP	Jan. 06, 2005 thru Feb. 24, 2005	8 Weeks	3/5/2005	Thursdays
<input type="checkbox"/>	CMI	Jan. 18, 2005 thru Feb. 22, 2005	6 Weeks	3/5/2005	Tuesdays
<input type="checkbox"/>	CQT	Jan. 18, 2005 thru Feb. 22, 2005	6 Weeks	3/5/2005	Tuesdays
<input type="checkbox"/>	CQA	Apr. 07, 2005 thru May 26, 2005	8 Weeks	6/4/2005	Thursdays
<input type="checkbox"/>	CQE	Apr. 06, 2005 thru May 25, 2005	8 Weeks	6/4/2005	Wednesdays
<input type="checkbox"/>	CCT	Apr. 06, 2005 thru May 25, 2005	8 Weeks	6/4/2005	Wednesdays
<input type="checkbox"/>	CQIA	Apr. 18, 2005 thru May 23, 2005	6 weeks	6/4/2005	Mondays
<input type="checkbox"/>	CSQE-Software	TBD thru TBD			
<input type="checkbox"/>	CRE	TBD thru TBD			
<input type="checkbox"/>	Six Sigma	TBD thru TBD			

NAME _____

COMPANY _____

ADDRESS _____

PHONE _____

EMAIL _____

JOB FUNCTION _____

Check box above for class desired. Classes will not be held unless a minimum of 5 people register. Please sign up for the classes as soon as possible. No sign-ups will be allowed after the class registration cut-off date. Refresher course **registration** and **payment** (\$300) cut-off date is **2 weeks** prior to start of class. You must send in this form and payment, **prior to the cut-off date**, to be officially registered for the class. Make check payable to: **St. Louis Section ASQ 1304**

MAIL TO: Quality Achievement Dynamics
H. Carter Turnbull
#1 Windsail Ct
Lake St. Louis, MO 63367

PHONE: 636-561-2179

FAX: 636-625-0729

EMAIL: Turnbull90@aol.com

2004 – 2005 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 314-533-9336 (Fax)	kurt.krispin@engineersclub.net
Brenda Bishop	Section Chair	314-577-7175 (W)	brenda.bishop@anheuser-busch.com
Rob Herhold	Chair Elect	314-739-1299 (W)	rherhold_mqa@msn.com
John Seibold	Treasurer	314-577-2262 (W)	john.seibold@anheuser-busch.com
Dean Greathouse	Secretary	636-227-3589	voiceman21@earthlink.net
Sally Young	Membership Chair	314-232-0517 (W)	sally.j.young@boeing.com
Jim Ebone	Examining Chair	636-677-7731 x 139 (W)	jebone@marlocoil.com
Tom Heusler	Program Chair	636-949-0540	tneusler@mindspring.com
Carter Turnbull	Education Chair (Cert Courses/Exams)	636-561-2179	Turnbull90@aol.com
Steve Mundwiller	Publicity Chair	314-239-4685	sem55@swbell.net
Ed Lanser	Recertification	636-405-2468	
Cheryl Ferguson	Newsletter Editor	636-441-6747	mclfergus@sbcglobal.net
Don Denk	Placement Chair	636-861-1272 (W)	dondenk@earthlink.net
Tony Indihar	Arrangements & Scholarship Chair	314-233-0478 (W)	anthony.l.indihar@boeing.com
Eric Schellenberg	Internet Liaison	636-349-0354 (W)	esschellenberg@seilerpc.com
Bob Deufel	Historian	636-227-0576 (W)	bobduf88@msn.com
Loree Rowe	Awards & Scholarships	314-553-4468 (W)	lrowe@seistl.com
Joe Lonsdorf	Section 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)	636-532-1862	tpeterdy@yahoo.com



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