



**ST. LOUIS
SECTION 1304**



February 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.

February Membership Meeting

Tuesday, February 19, 2002

Location: Yacovelli's Restaurant

407 Dunn Rd, St. Louis
(314) 839-1000

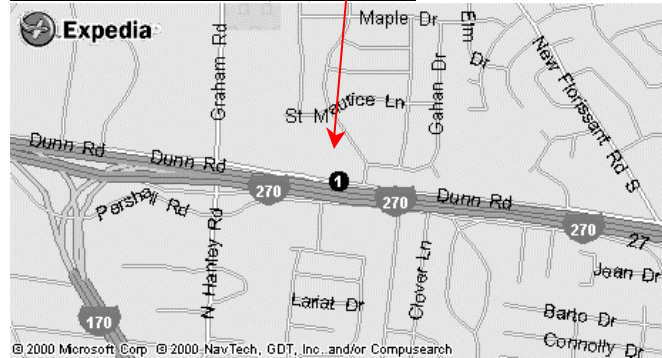
Missouri Quality Award Team Presentations

- 5:30 – 6:00 pm** Registration & Social
- 6:00 – 7:00 pm** The Boeing Company – Preferred Supplier Certification Support Tool Team
- 7:00 – 8:00 pm** Dinner & Section Business
- 8:00 – 9:00 pm** SSM St. Joseph Health Center – Food Service Team

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

Please register by Friday, February 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. Thank you.

Map to Yacovelli's Restaurant
407 Dunn Rd, St. Louis (314) 839-1000



Volunteers Needed

Elections for ASQ St. Louis Section 1304 Board Members will be held at the February Membership Meeting. We need volunteers for **Secretary, Program Chair and Newsletter Editor**. Please take this opportunity to pursue a fulfilling position on the Board. Please contact any of the current Board Members with 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: The Boeing Company – Preferred Supplier Certification Support Tool Team and SSM St. Joseph Health Center – Food Service Team

3/19 – Software Quality Assurance

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

***5/14 (2nd Tuesday)** – SAP Quality Module Review

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.

Employment Opportunities

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

Posted	Position / Location	Description / Requirements / Contacts
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@theseearchprofessionals.com</p>

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 make checks payable to ASQ Section 1304**

Please choose the session you plan to attend:

- 6σ 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

NEW REFRESHER CLASSES

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:

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>.

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/>.

Certified Quality Auditor	Certified Quality Engineer
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	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

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.

Total Quality in Real Estate

by
Steve Sanders, CQE, CQM



HACCP for Homebuying (Part 4: A “Done Deal”)

In the manufacture of pharmaceuticals and medical devices, there is a final check of the production and inspection documents to ensure that all required steps have been properly performed and recorded, and support release of the product. Manufacturers establish an organizational unit and procedures for these “lot release” steps. In real estate a similar process occurs. In Missouri, and most other states, this function is performed by a Title company, and results in a “closing”.

The closing is where the deal is finally “done” and ownership is transferred to the buyer. A few deals (e.g. with seller financing) have arrangements where actual ownership doesn’t transfer until final payment of the financial terms, but most closings result in ownership transfer via a “deed”. The deed is the document that specifies precisely what ownership rights are being granted – from whom and to whom. The legal language on a deed is often unintelligible to both the sellers and the buyers, but is written in terms that have very specific legal meaning. The deed identifies the property legally, states any special restrictions and limitations, and that the sellers (grantors) are giving specified ownership rights to the buyers (grantees). It is legally binding when signed by the sellers, but must be “recorded” in County records to give public notice that the buyers now own the property and protect the new owners’ rights.

The title company performs several crucial tasks on behalf of the buyer. They ensure a survey is performed to clearly show the legal boundaries of the property and any buildings (“improvements”) upon it. They search public records to ensure that the sellers have the clear legal ownership of the property and right to grant the deed. They provide an insurance policy for the new owners and for their lender that the title being granted is valid and free of “defects”. And they account for the money that changes hands as part of the deal and give a written accounting statement. This is called a “settlement statement”. It shows how the money that comes from the buyers and their lender is distributed; what funds are due from the sellers for taxes due up to closing date, commissions, and other closing costs; and the net proceeds to the seller. This statement is prepared in advance of the actual closing and notice given to the buyers of the amount “due at close”. Buyers (and sellers) often find this statement confusing and will rely on their real estate agent or the title company representative to explain and validate it. The buyer’s REALTOR® will monitor the work of the title company and carefully double check this statement prior to closing to confirm that fund allocations are in agreement with the terms of the Sale Contract.

Throughout the homebuying process – from prequalification and initial definition of the home desired through the closing – the Buyers’ Agent applies his/her skills, experience and diligent efforts on behalf of the clients. Finding the right home to buy is only the beginning. The care and detailed hard work that follow are really where the Buyers’ Agent earns her/his share of the commission. The writing of the contract, negotiating the deal, assisting in the selection of the team of other professionals that work for the buyers, monitoring the work of these professionals and generally sweating the details for the client are what distinguish the excellent REALTOR®.

Excellence demands meticulous attention to detail. For over thirty years as a quality professional, I have applied quality tools and techniques to a wide variety of processes, sweating the details for quality. I’m now applying these skills as the Total Quality REALTOR®, and would love to provide my TQ services for you or anyone you think might benefit from it. Please contact me by any of the methods below for a “no obligations” consultation. Coming next month: Selling it!



Advertisement

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.



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

NON-PROFIT ORG
US POSTAGE
PAID
ST. LOUIS MO 631
PERMIT # 2466

314-533-9333
314-533-9336 Fax

St. Louis Section 1304
Engineers' Club of St. Louis
4359 Lindell Blvd
St. Louis, MO 63108-2701

