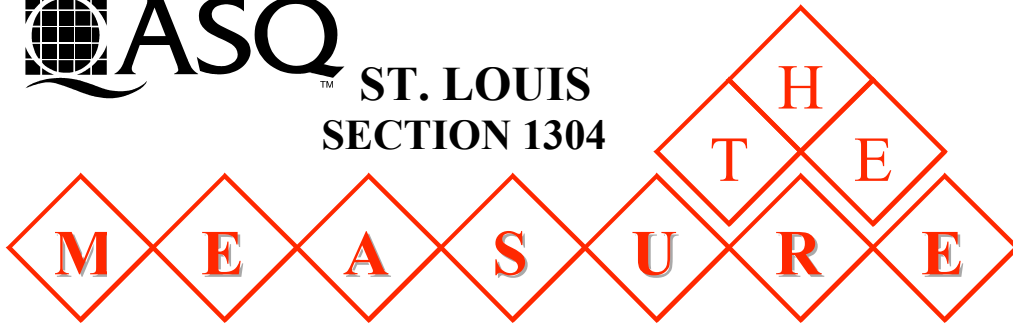




ST. LOUIS
SECTION 1304



February 2003

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 18, 2003

Location: Engineers' Club of St. Louis
4359 Lindell Boulevard, Saint Louis, MO 63108
(314) 533-9333



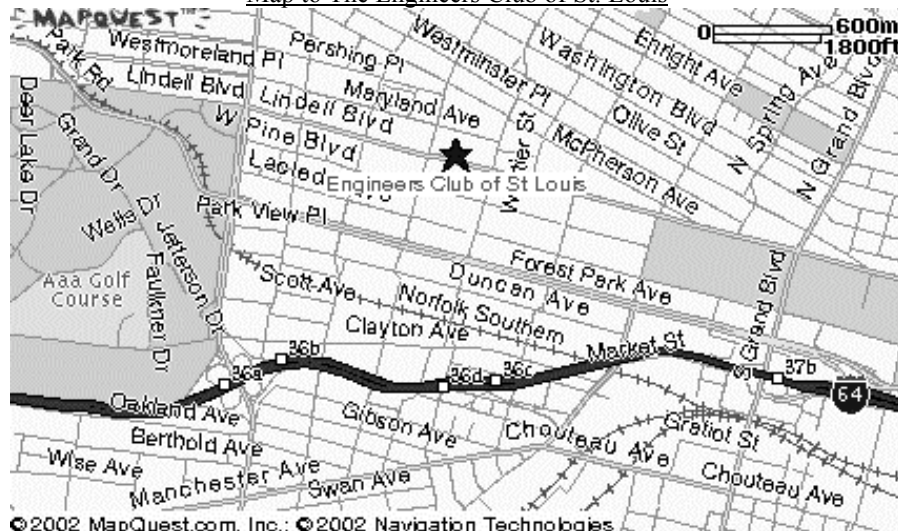
- 5:30 – 6:00 pm **Registration & Social**
- 6:00 – 7:00 pm **Workshop Program: “Presentations from the MO Quality Award Recipients: Boeing Aerospace Support STL and SSM Information Center”**
- 7:00 – 8:00 pm **Dinner & Section Business**
- 8:00 – 9:00 pm **Presentation Program: “Creating the Environment and Providing Support for Process Improvement Teams” – Sidney K. Swank from Progain, Inc.**

(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 rolled back the prices for the 2002 – 2003 Program year. Also there is a FREE COUPON found on the back of The Measure – good for one free meeting in the 2002-2003 program year.

Please register by Friday, February 14, 2003 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 Engineers Club of St. Louis



February Meeting Details

Workshop Program: “Presentations from MO Quality Award Recipients: Boeing Aerospace Support STL and SSM Information Center”

Presentation Program: “Creating the Environment and Providing Support for Process Improvement Teams” – Sidney K. Swank

Methods are continuously being developed for process improvement. Are they each completely unique? Do they have common elements? What are the most important elements of an improvement initiative? What are the characteristics of good organizational support?

In addressing these questions, this session will examine the critical elements of Team-based improvement processes. Methods for creating the proper environment to support improvement teams will be discussed. Characteristics of organizational support to enable these teams to be successful will be described. The process, from aligning activities with key business needs to achieving sustainable change, will be reviewed.

Sid Swank of Progain, Inc. is involved in improvement processes that increase capabilities within organizations. He works in Continuous Improvement, Equipment Reliability, Plant Start-ups, Supply Chain Analysis, High Performance Teams, Measurement Systems, and Training Methods. Utilizing both technical and organizational change techniques, the applications encompass technology and systems, management and organizational issues, operations analysis, and training. He works with all groups from executive management to plant floor employees in a wide range of situations. While developing and authoring effective training and implementation techniques based on experience and research, he constantly examines new premier techniques that have application for improvement processes and integrates elements of them into his work.

A graduate of Kansas State University and Bethany College, Sid is a licensed professional engineer. He worked in Project Management and design before moving into plant operations. He functioned as an internal consultant for a major corporation before founding the consulting business, Progain, Inc. Besides working in 26 states in the U.S., his work has also carried him to 9 foreign countries.

March 18, 2003 Membership Meeting Program Information “Getting Control of Your Organization”

Recent reporting and operational scandals are not just about improving ethics or using the Corporate Reform Act of 2002 to punish deception. The issue is actually the **lack** of proper business controls, i.e., mismanagement of people, processes, assets, and liabilities. It's all about processes to prevent reporting and operational errors...both intentional and unintentional.

The **March 18 ASQ program** will feature a unique analysis of today's out-of-control business incidents and reveal what needs to be done to prevent them. Organizations today are incurring needless major expenses because important processes are operating without proper controls. Research suggests that improving business controls is the fastest way to put money back onto your bottom line.

This leading-edge ASQ session includes:

- Six "out-of-control incubators" warning signs.
- Fourteen best practices for keeping an organization in control.

- Characteristics of effective controls.
- Using the Baldrige criteria as a controls project framework.

About the Speaker

Kenneth C. Cooper, P.E., is a founding partner of BizControl Solutions™, a St. Louis consulting firm specializing in improving organizational governance. He has consulted with many Fortune 500 organizations, has spoken to over 2,500 audiences, is author of six books, and is a former board member of Brown International Shoe Company.

For additional information about BizControl Solutions, please contact:

Jack Pfitzer at Pfitzer Communications
Office: 314.963-8502

www.pfitzercom.com

Cell: 314.750-6670

jack@pfitzercom.com

Spring Conference 2003

The Spring Conference will be **Monday, April 28, 2003 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 at 4:30 p.m. Choose one of the following concurrent sessions:

METHODS FOR SELECTING SIX SIGMA PROJECTS presented by Jim Duarte, Anheuser-Busch
One of the more difficult tasks on the road to Six Sigma is understanding how to select the right projects. This tutorial will lead you through a systematic evaluation process to determine the critical success factors for your organization, the key processes in your organization, and how to prioritize your Six Sigma projects for maximum impact and return. Activities will also include creating an interrelationship matrix between critical success factors and key processes to lead you to properly focus on the highest return projects for your Six Sigma effort.

THE REAL BENEFIT OF ISO/TS16949 presented by John DiMaria, BSI

- Why Implement 16949
- Identify Differences QS 9000 Vs TS16949
- What is needed to comply
- Audit for Compliance
- Benefits of New Model
- Getting Senior Management Buy In
- Measure all \$\$\$\$\$ (The language of Top Management).

PROCESS INTERVENTION presented by Boeing STL Quality Engineering

Learn how to select a transactional process(es) that collects data and performs analysis/tests (2-tail hypothesis testing). Emphasis will be on establishing a real-time exception based reporting tool to determine if action must be taken based upon some known trigger points or confidence intervals with the intent of allowing for timely intervention into potential shifts in process performance. Both manufacturing and service applications will be explored.

Registration Form – ASQ St. Louis Section 1304 57th 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
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
Anheuser-Busch, Inc.
One Busch Place, 156-1
St. Louis, MO 63118

Name(s): _____

Company: _____
Address: _____

Phone: () _____

Please choose the session you plan to attend:

- 6_ Project Selection
 ISO TS16949
 Process Intervention

Registration Fee

\$125.00 before March 15
\$150.00 after March 15
\$ 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 provided.

Employment Opportunities

Two suggested websites: ASQNet: <http://www.asq.org/> and www.stlouisbestjobs.com.

Position / Location	Contacts
Manager of Regulatory Affairs Pharmaceutical -St. Louis, MO	To be considered: email@webco.cc Our website: www.webco.cc
Supplier Quality Engineer / Manager - Clayton	Contact Coin Acceptors, Inc. Tony Chu, Director of Quality Tony Chu email: tchu@Coinco.com
Quality Engineer -St. Louis	Paul Mendoza, SQA Services, Inc., Ph: 310.802.4420, Fx: 310.544.5541 1-800-333-6180 X 4420, pmendoza@sqaservices.com
Quality Manager St. Louis – Area	Dan Regovich, Recruiter Solutions International, VP Recruiting 8200-A Tyler Blvd., Mentor, OH 44060, Phone: 1-800-992-3875 Ext.318 Fax: 1-800-992-3874, dan@rsirecruiters.com
Quality Assurance Engineering Support Specialist and a QA Oversight Supervisor - BioPort -Lansing, Michigan	The Engineering Support position www.bio-Jobs.com and click on job #2002-540. The QA Oversight Supervisor www.Bio-Jobs.com and click on job #2002-539.
Quality Project Engineer, DOW, Smithfield, RI QC Analyst, Raw Materials, Lonza, Portsmouth, NH	The following opportunities as well as many others are currently available at www.Bio-Jobs.com . Quality Project Engineer #2002-494 QC Analyst, Raw Materials #2002-546
Various Manager Positions Wyeth BioPharma -Grange Castle, Ireland	Visit www.Bio-Jobs.com , or contact Del Walker of Walker & Associates at del@walkerbio.com .
Sr. Quality Systems Engineer – Automotive Supplier -St. Louis (Illinois side)	Jack P Roddy J P Roddy Consultants 215-923-6770
Inspectors -St. Louis	Jeffrey S. Moellering, Pro QC International, North America Tel: 877-773-9661, Fax: 727-773-9661 proqcna@proqc.com , www.proqc.com
Quality Project Engineer Dow BioPharmaceuticals	Apply at www.Bio-Jobs.com for job # 2003-006, or contact Dave Gray for more information at dave@walkerbio.com .
Quality Assurance Manager Dow BioPharmaceuticals	Apply at www.Bio-Jobs.com for job # 2002-530, or contact Dave Gray for more information at dave@walkerbio.com .
Quality & Productivity Coach/Master Black Belt Certified Black Belt for Quality Operations Certified Black Belt Six Sigma Master Black Belt -Throughout the United States	Please forward your resume to our Six Sigma Expert Recruiter. Rob Perlin, Channels Marketing International 702-433-9775 (PST) Staffing and Recruiting Business Process Re-Engineering/Business Process Improvement, Six Sigma, SCAMPI, CMMI, Systems Software Improvement Program Management, ISO 9000, CRM.

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 or dondenk@earthlink.net. (email inquires are preferred and will usually get a faster response.)

Volunteers Needed!

It's that time of year again! ASQ sections exist and thrive by its' members. To support the members, the efforts of many volunteers through the course of a year are needed. Every year at this time we start to line up the officers, committees and other helpers for the upcoming year. The nomination committee is seeking individuals who are interested in holding either an elected position, leading one of our valuable committees or possibly just helping out. Why not get in touch with either Don Denk at 636-448-0977(dondenk@earthlink.net) or Tom Peterdy 636-532-1862 (tpeterdy@yahoo.com) today!

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 2003 membership meeting.

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" 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	"Implementing ISO 14001" Karen Hamilton Principal Paragon Business Solutions	"Value-Added Documentation" Karen Hamilton Principal Paragon Business Solutions
February 18, 2003	Presentations from MO Quality Award Recipients: <ul style="list-style-type: none"> o Boeing Aerospace support STL o SSM Information Center 	"Creating the Environment and Providing Support for Process Improvement Teams" Sidney K. Swank, President Progain, Inc.
March 18, 2003	"Getting Control of Your Organization" Kenneth C. Cooper, a managing partner of BizControl Solutions™, a St. Louis, Missouri firm specializing in business control assessment and implementation.	
April 15, 2003	Statistical, Probability, and Graphical Applications	Section Awards and Recognition Night
May 13, 2003 Note 2 (2 nd 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 nd Tuesday of the month due to conflict with AQC.		
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.		
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.		

57th Annual Quality Congress Kansas City, Missouri May 19-21, 2003

Keynote Speakers

Horst Schulze, former president and COO of the Baldrige-award winning Ritz-Carlton Hotel Co., LLC, will speak to this year's AQC attendees about his thoughts on leadership, vision, customer service and loyalty, and corporate culture. A long-time lodging industry veteran, Schulze will share his knowledge and experience on how to transform companies into innovative, customer-focused, and change-ready cultures.

Dr. J. Gerald Suárez has more than 16 years of experience as a consultant and lecturer in organizational redesign, systems thinking, organizational learning, strategic planning, managing fear in the workplace, and organizational development.

Clyde Fessler. As vice president of business development for Harley-Davidson Motor Company, Clyde Fessler spent more than 20 years building one of the most famous brands in the world. He played an integral role in the company's dramatic turnaround - providing creative strategies, clever positioning, hard work, and passion. Fessler motivates audiences to a renewed level of achievement - and inspires them to reach their goals with pride by drawing on his success in addressing Harley's management, manufacturing, and marketing challenges.

For more information on this year's AQC, see the website at www.asq.org.

ASQ CERTIFICATIONS and REFRESHER COURSES

(To learn more about Certifications, visit the ASQ website www.asq.org)

Tentative refresher course dates for Spring 2003

Course	Class Dates	Day	Test Date	Instructor	Class Length
CQA	4/7-6/2/03	Tu*	6/7/03	S.Mundwiller	8 Weeks
CQE	4/9-5/28/03	W	6/7/03		8 Weeks
CQIA	4/21-6/2/03 (x5/26)	M	6/7/03	S. Yong	6 Weeks

*This is a change from Monday to Tuesday.

What do the refresher courses entail? First they are taught by instructors who are certified in the specific area. The classes basically 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.

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.

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.

If a member is interested in being placed on the list of proctors of the exams to earn recertification points, please contact Vicki Jerden.

The form to participate in the refresher courses is included.

TEST DATE	EXAMS AVAILABLE	APPLICATION DEADLINE
March 1, 2003	CQT/CQMgr/CRE/CMI/HAACP/Biomedical/SSBB	January 10, 2003
May 18, 2003 at AQC in Kansas City, Missouri	All Exams	April 4, 2003
June 7, 2003	CQE/CQA/CSQE/CQIA/CCT (pilot exam)	April 4, 2003
October 18, 2003	CQT/CQMgr/CRE/CMI/HAACP/Biomedical/SSBB	August 22, 2003
December 6, 2003	CQE/CQA/CSQE/CQIA/CCT	October 3, 2003

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

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)	kurt.krispin@engineersclub.net
Steve Howell	Section Chair	314-577-9947(W) 314-577-3116(F)	steve.howell@anheuser-busch.com
Brenda Niccum	Chair Elect	314-577-7175 (W)	brenda.niccum@anheuser-busch.com
Jim Duarte	Vice Chair	314-577-3990 (W)	jim.duarte@anheuser-busch.com
Vicki Jerden	Treasurer	314-436-5000 x 333 (W)	VickiS@reedrubber.com
John DiMaria	Secretary	314-830-9382 (W)	john.dimaria@bsiamericas.com
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
Joseph Styer	Auditing Chair	314-592-2809 (W)	joseph_styer@bausch.com
Loree Rowe	Program Chair	314-434-2712 (W)	loreerowe@agilitybizsolutions.com
Vicki Jerden	Education Chair (Certification Courses & Exams)	314-436-5000 x 333 (W)	VickiS@reedrubber.com
Connie Sanders	Publicity Chair	636-271-1226 (W)	csanders@intergram-stl.com
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	Scholarship Chair	314-233-0478 (W)	anthony.l.indihar@boeing.com
Eric Schellenberg	Internet Liaison	636-349-0354 (W)	esschellenberg@seilerpc.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)	636-532-1862	tpeterdy@yahoo.com

FREE COUPON
This coupon entitles you to one free ASQ St. Louis Section 1304 Program meeting during the 2002-2003 Program year. Only one.

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US POSTAGE
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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"/>	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