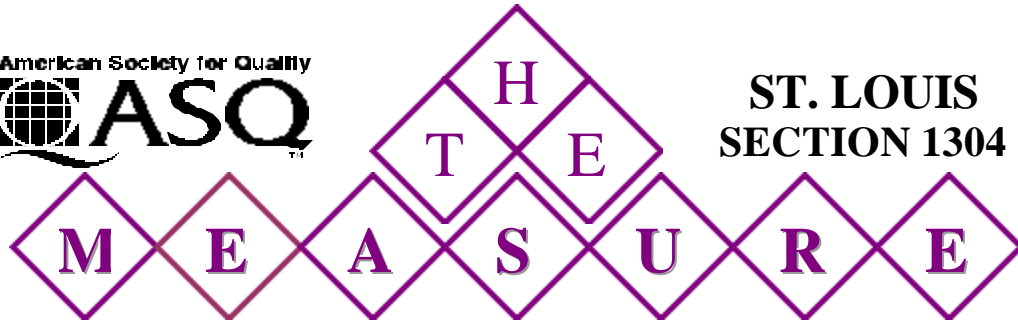




ST. LOUIS
SECTION 1304



April 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.

April Membership Meeting

Tuesday, April 16, 2002

Location: Dave & Busters

13857 Riverport Dr (I-70 & Earth City Expressway)

(314) 209-8015

Section Awards & Recognition Night

5:30 – 6:30 pm Registration & Social

6:30 – 7:30 pm Dinner & Section Business

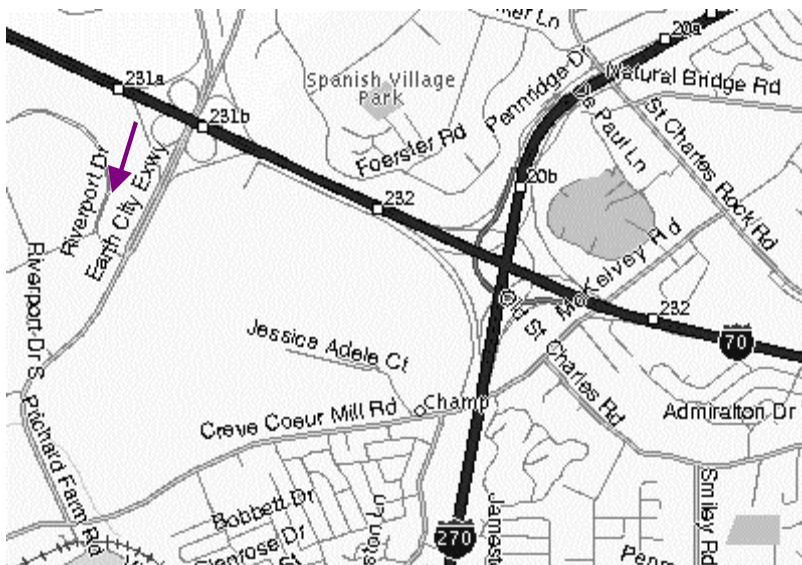
7:30 – 8:30 pm Section Awards & Recognition.

Scholarships will be awarded, recipient need not be present to win.

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

Please register by Friday, April 12, 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 Dave & Busters



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

Brenda Niccum

BY MAIL: 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 Total
attendino 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:

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

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 – Boeing Software Development, Quality in Software by Nancy Heinsz at Schneithorst’s Restaurant

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

*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: June 1

Tests: CQE/CQA/CSQE/CQIA

Test Site: Engineers Club

For more information, call Kathy Brophy at 636-273-6338 or email at brophykat@aol.com

Employment Opportunities

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

Position / Location	Contacts
SAP Lead Auditor St. Louis, MO	Contact: Nick Stahr, Phone: 314-434-8443 Email: nick@thesearchprofessionals.com
Quality Assurance Specialist Aerospace - St. Louis, MO	Koppen & Associates, LLC, 8025 Forsyth Blvd., St. Louis, MO 63105 Email: recruit@koppenllc.com ; * Job Reference Code: GKN 178
Tracker Marine Supplier Quality Development Engineer	Send resume via fax (417-873-4734), e-mail/or complete online application jobs@trackermarine.com , Mail (Tracker Marine, Att: Professional Staffing-ASQ), 2500 E. Kearney, Springfield, MO 65803
Quality Manager Quality Engineer Maintenance Manager (not shown)	Mark Moore, President, AMI Recruiting of South Carolina 803.425.8889 Office, 803.425.8866 Fax amoooreassoc@yahoo.com
Quality Manager Baxter Healthcare Corporation	Baxter Healthcare Corporation, Attn: HR/SD, Route 120 & Wilson Rd. Round Lake, IL 60073. Fax: 847-270-5742. Debbie_cffinger@baxter.com
QC Associate Director	LAUREN HATHAWAY at Walker & Associates. Email: laurenh@walkerbio.com Phone: 724-663-3634.
Director of Quality	Recruiting Specialists, email to mgilbert@primary.net or mail to Recruiting Specialists, P.O. Box 220, Glencoe, MO 63038

Please go to ASQ Section 1304 Website for Job Descriptions. <http://www.asq-stl.org>

PLEASE SEND PACKAGES THROUGH THE UNITED STATES POSTAL SERVICE ONLY!

Do you have a Recertification Journal to turn in?

Please mail your journals to:

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

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

RECERTIFICATION JOURNAL CHECKLIST

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

Prices are as follows:

- ASQ Member, 1 Certification - \$30
- Non-ASQ Member, 1 Certification - \$50
- 2 or More Certificates, Member/Non-Member - \$50

3 Great Seminars

- ◆ ISO 14001 – May 14, 2002
- ◆ TS16949 – May 15, 2002
- ◆ ISO 9001 Transition – May 16, 2002

Learn how to:



- ✓ Keep the system simple.
- ✓ Build on what is already working,
- ✓ Include only what adds value, and
- ✓ Create systems that drive down costs

These seminars are highly interactive with exercises and discussion.

Learn how to interpret and effectively apply these standards in your organization.

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Paragon Business Solutions, Inc.

\$150 Location: Holiday Inn SW
\$150 Viking Conference Center
\$150 10789 Watson Rd
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(314) 821-6600

Time: 8:30 AM to 4:30 PM

Lunch Included

0.7 CEU's per Seminar

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or visit our website at
www.Paragonstar.com for details and a
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Total Quality in Real Estate

by
Steve Sanders, CQE, CQM



Selling It! (Part 2: Supplier Selection)

Okay! You've determined that you want to sell and you have a clear idea of the price and timing. And you've decided to hire a professional REALTOR® to market your home and support you through the sale. Gooooood Decision!!!

Your home represents a large portion of your total investments, so you should follow a supplier selection process not unlike that industry uses for critical suppliers. Normally, this means reviewing at least three candidates. Call me and two other REALTORS® that you have reason to believe will do a good job. Preferably these will be from companies that have a nationwide presence so that you have a chance at marketing to those buyers that are relocating, as well as those looking locally. There are probably a couple of REALTORS® that routinely send you ads in the mail, and these may be reasonable candidates. You have already identified the critical skills you are looking for (per last month's Measure column), so now you should select from the candidates by interview and careful review of their proposals.

Criteria to review during the selection process should include effective communications, both oral and written. (Don't you just hate misspellings and bad grammar on applications?) Does the candidate work with you to identify your criteria and needs? Does the candidate describe the homeselling process clearly and answer you questions with a clear, knowledgeable response? How often will the candidate communicate with you as the selling process continues?

How much effort does the candidate seem willing to put forth to get your business and market the home? Does the candidate do a thorough and credible Comparable Market Analysis to assist in pricing strategy, or "wing it" by asking you what you think the price should be, or worse, suggesting a price well above that you expected from other CMAs? Are the homes that are listed on the candidate's CMA really like yours, nearby, and recent listings and sales?

Review the Marketing Plan of each of the candidates carefully. Are there innovative ways to market your home, or is the "Plan" only some fuzzy statements? Look for a plan that does more for you than the standard "puts". (Put up a sign, put it into the Multiple Listing Service, put an ad in the paper, etc.) Is there a timetable for actions, or are the actions without time commitments? Does the plan include use of advertising media like the internet and the e-mails of local REALTORS®? How will the candidate get the word to a QUALIFIED buyer?

During the interviews with the candidates, you should be developing a sense of trust in the candidate. Beware the candidate who says the home is perfect and they can get you a price above market. Look for the candidate who will give you an honest appraisal of the home's condition, describe things that should be done to make it more marketable, and supports their own work on the CMA. Pick the one that "sweats the details" for you and tells it like it is. Check out how the feedback will be gathered and reported to you from home showings. Is it systematic? Is there flexibility to adjust the marketing strategy based on feedback, or will the only response be a price reduction? Look for information supported by facts, not unsupported statements. Remember also that there are many details to be managed after an offer is made. Does the candidate demonstrate the negotiating and organizational skills to serve you well in these?

Finally, consider the cost for each candidate's services and what service you will get for the commission dollar. There are reasons for differences in commission rate, and usually, low rate means low service. If a candidate will be "bargained down" in their own price, how will they be at supporting your home's price? Similarly, the length of contract should be related to the time on market of the CMA properties. Ask about satisfaction guarantees and what happens if you become dissatisfied. The cliché about things seeming to be too good to be true applies in real estate.



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.



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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 Awards	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	636-273-6338	brophykat@aol.com
Vicki Jerden	Publicity Chair	314-436-5000 (W)	VickiS@reedrubber.com
Ed Lanser	Certification & Recertification	636-405-2468	
Chasity Renzelman	Newsletter Editor	636-271-1563 (W)	crenzelman@integram-stl.com
Don Denk	Placement Chair	636-861-1272	dondenk@earthlink.net
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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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