

American Society for Quality



ST. LOUIS  
SECTION 1304



May 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.

### May Membership Meeting

Tuesday, May 14, 2002

Location: Cheshire Double Decker Bus Company (The Cheshire Inn)  
6306 Clayton Road, Saint Louis, MO 63117  
(314) 647-7300

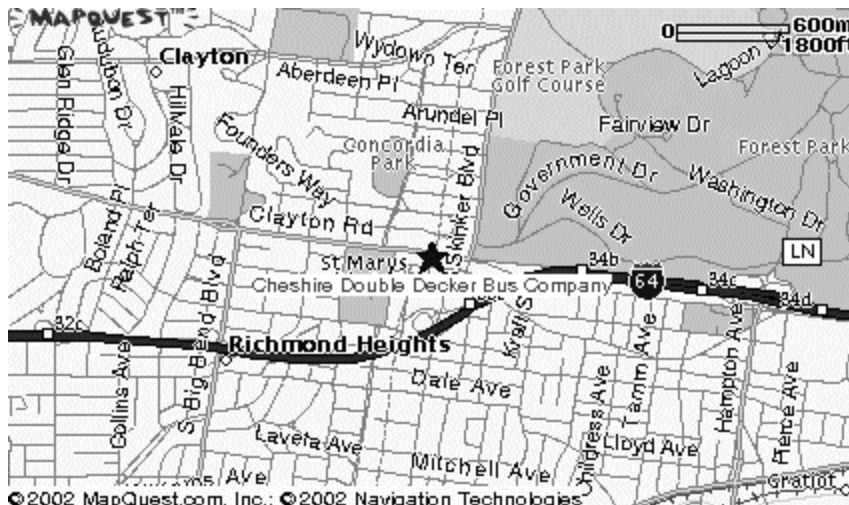
## Quality Forum

5:30 – 6:00 pm Registration & Social  
6:00 – 7:00 pm Quality Forum  
7:00 – 8:00 pm Dinner & Section Business  
8:00 – 9:00 pm Presentation by John Gross

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

Please register by Friday, May 10, 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](mailto:kurt.krispin@engineersclub.net). Thank you.

Map to the Engineer's Club of St. Louis



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## 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

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

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**\*11/27 (4<sup>th</sup> 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

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

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

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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 at Yacovelli’s Restaurant

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3/19 – Boeing Software Development, Quality in Software by Nancy Heinsz at Schneithorst’s Restaurant

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

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\*5/14 (2<sup>nd</sup> Tuesday) – TBD at the Engineers’ Club of St. Louis

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June 11 – Joint Dinner meeting with other societies in Consortium for Supply Chain Management at St. Louis University

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**Membership meetings, unless otherwise noted, are held on the 3<sup>rd</sup> 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.

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**Joint Technical Society Dinner:** members of APICS, ASQ, CLM, CSCMC, and NAPM

**When:** Tuesday, June 11, 2002

5:30 p.m. - 6:30 p.m. - Networking/ Cash Bar

6:30 p.m. - 7:30 p.m. - Dinner

7:30 p.m. - 7:45 p.m. - Comments and Introductions

7:45 p.m. - 8:30 p.m. - Presentation on "Situational Leadership" by Dr. Gary Renz, Webster University

**Where:** Sheraton Westport Lakeside Chalet, Westport Plaza

**Cost:** \$25.00 per person (cash or check at the door; credit cards at time of reservation only)

**Reservations:** Contact Karen Adrignola at (636) 349-7530 or e-mail to [napm@swbell.net](mailto:napm@swbell.net).

**Reservation Deadline:** Friday, June 7, 2002 at noon. **NOTE:** Reservations not cancelled will be billed.

Dr. Renz will help us more effectively lead and influence people using the principles of Situational Leadership. According to this widely used model, the key to effective leadership is to be able to diagnose followers' level of readiness to perform, and then to adopt the leadership style that most effectively matches the followers' needs. The presentation will use illustrative examples drawn primarily from the workplace. However, the principles of Situational Leadership extend to any arena where you are attempting to lead, manage, or influence people.

## Employment Opportunities

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

Position / Location	Contacts
Quality Assurance Specialist Aerospace - St. Louis, MO	Koppen & Associates, LLC, 8025 Forsyth Blvd., St. Louis, MO 63105 Email: <a href="mailto:recruit@koppenllc.com">recruit@koppenllc.com</a> * Job Reference Code: GKN 178
Tracker Marine Supplier Quality Development Engineer	Send resume via fax (417-873-4734), e-mail/or complete online application <a href="mailto:jobs@trackermarine.com">jobs@trackermarine.com</a> Mail (Tracker Marine, Att: Professional Staffing-ASQ ), 2500 E. Kearney, Springfield, MO 65803
Quality Manager Quality Engineer Maintenance Manager)	Mark Moore, President, AMI Recruiting of South Carolina 803.425.8889 Office, 803.425.8866 Fax <a href="mailto:amooreassoc@yahoo.com">amooreassoc@yahoo.com</a>
Quality Manager Baxter Healthcare Corporation	Baxter Healthcare Corporation, Attn: HR/SD, Route 120 & Wilson Rd. Round Lake, IL 60073. Fax: 847-270-5742. <a href="mailto:Debbie_cffinger@baxter.com">Debbie_cffinger@baxter.com</a>
QC Associate Director	LAUREN HATHAWAY at Walker & Associates. Email: <a href="mailto:laurenh@walkerbio.com">laurenh@walkerbio.com</a> Phone: 724-663-3634.
Director of Quality	Recruiting Specialists, email to <a href="mailto:mgilbert@primary.net">mgilbert@primary.net</a> or mail to Recruiting Specialists, P.O. Box 220, Glencoe, MO 63038
Quality Control Manager	Send Resume to: Meramec Group, Inc. 338 Ramsey Street, Sullivan, MO 63080 Attn: Director of Manufacturing - Quality
Quality Assurance Manager, Pharmaceutical - St. Louis area	Send resume to <a href="mailto:resume@flemingcompany.com">resume@flemingcompany.com</a> or fax to 636-343-5322
Quality Assurance Technologist	To apply, email resume as MS Word attachment to <a href="mailto:jobs-saintlouis@ralcorp.com">jobs-saintlouis@ralcorp.com</a>
Quality Manager – Northern, IN	Please respond to: Bert Giebel - Amcell Associates. 5970 Fairview Drive, Ste. 512. Charlotte, NC 28210 704-643-1247 Fax 704-643-1249 email- <a href="mailto:hgiebel@spassociates.com">hgiebel@spassociates.com</a>
Merchandise Testing Manager	May Merchandising Company, Recruiter-MGR Testing, 615 Olive Street St. Louis, MO 63101, Fax: (314) 554-7654

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

## 2002 – 2003 ASQ St. Louis Section 1304 Board Member Election Announcement

<b>FUNCTION</b>	<b>NAME</b>
Section Chair	Steve Howell
Chair Elect	Brenda Niccum
Director	Jim Duarte
Treasurer	Vicki Jerden
Secretary	John DiMaria
Membership Chair	Sally Young
Arrangements Chair	Tony Indihar
Examining Chair	Jim Ebone
Auditing Chair	Joseph Styer
Program Chair	Loree Rowe
Education Chair	Kathy Brophy
Publicity Chair	(Open)
Certification & Recertification	Ed Lanser
Newsletter Editor	John Hall
Placement Chair	Don Denk
Scholarship Chair	Frank Helmer/Tony Indihar
Internet Liaison	Eric Schellenberg
Koalaty Kid Liaison	Joseph Styer
Historian	Bob Deufel
Awards	Joe Lonsdorf
MO Quality Liaison	Jim Williamson
Section Management Program (SMP)	Tom Peterdy

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](http://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 314-531-1667 x 430 or email at [brophy@raskas.com](mailto:brophy@raskas.com)

### 2002/2003 Refresher Classes

We are currently working on a schedule for refresher classes that will give you options for choosing more convenient times to attend. Refresher classes will still be held at Flo Valley on a weekday evening. Some of the more popular refresher classes will also be offered on a weekend or as a short course on weekdays. We will also be offering several new refresher classes.

Several of the classes usually get started in late August, before we can give you enough notice through the September newsletter. If you would like a copy of the schedule prior to the September newsletter, please contact Kathy Brophy at [brophykat@aol.com](mailto:brophykat@aol.com) or 314-531-1667 ext. 430.

# Total Quality in Real Estate

by  
Steve Sanders, CQE



## Selling It! (Part 3: Maximizing Your Return)

After careful review of three candidates, you have selected the REALTOR® to market your home. Thanks!!! I appreciate your business and am committed to meeting or exceeding the expectations we agreed upon during the pre-listing discussions. Now we must work together to maximize your net proceeds from the sale. This will require substantial effort from you, the homeowners and me, your REALTOR®.

You have already seen my commitment to an aggressive marketing plan to ensure your home is presented to as many qualified prospective buyers as possible. I will pursue this plan as scheduled, paying for all marketing costs, anticipating reimbursement via the agreed commission when your home sale closes. If I don't find you a qualified buyer, I will lose these costs. But my marketing actions by themselves cannot ensure you maximum return.

Together we will review the sales appeal of the home, as a prospective buyer would see it. This is often difficult for the homeowners who have selected décor and features that appeal to them, but might not appeal to the majority of prospective buyers. This is an area where the REALTOR® will usually have a much broader experience than the homeowners and can provide valuable advice. We will agree upon a plan to optimize the appeal within the constraints of budget and time. Usually, this means thorough cleaning of both interior and exterior areas. It often includes some painting, minor repairs and landscape trimming. It may include more significant work if needed to make the home salable or able to pass a required inspection. A few hours of work in removing clutter and sprucing up the appearance will often mean hundreds of dollars in net return to the sellers. Also, items of particular value to the homeowners should be removed or placed in a secure location as a general precaution.

The homeowners and REALTOR® must also agree on the best way to show the home to prospective buyers. This may include defining the best driving route to the home to show off the location, as well as selecting the best features to highlight in the sales literature and Multiple Listing Service. REALTORS® will usually suggest that the homeowners (and pets) be absent during a showing whenever feasible, or otherwise try to keep away from prospective buyers so that the viewers may see the home with as few distractions as possible. We should expect that our aggressive marketing plan will bring many prospective buyers into the home in the first few weeks, so we must agree upon the best ways to make the home accessible to them with minimal disruption to your family. Usually, this includes use of a special electronic lockbox for access keys, which may only be opened by a licensed REALTOR®, and a system for scheduling appointments to show the home, and for notifying the homeowners for appointment approval.

We will also establish a system and schedule for reviewing feedback from the showings and for adjusting the marketing plan based on the feedback. In general, the plan of action for the first month is established at the listing, with adjustment at the end of this month, or sooner if indicated from the market response.

Most importantly, I will review all offers made to purchase the home with you, explaining each offer's provisions and advising you of its merits given the current marketplace. In particular, we will review the buyer qualifications and the likelihood of the offer leading to a closed sale. We will negotiate each offer to your best advantage. Once we have an accepted contract, I will work diligently with you through the inspections and other requirements to complete the sale, sweating the details on your behalf to ensure a smooth and financially satisfactory closing.

Have a great summer! And please call me if you or someone you know needs a Total Quality REALTOR®. Ask me about my client satisfaction guarantee with all contracts for sale or purchase.



*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](mailto: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)	<a href="mailto:kurt.krispin@engineersclub.net">kurt.krispin@engineersclub.net</a>
Jim Duarte	Section Chair	314-577-3990 (W)	<a href="mailto:jim.duarte@anheuser-busch.com">jim.duarte@anheuser-busch.com</a>
Marc Desaulniers	Chair Elect	314-854-2767 (W)	<a href="mailto:mdesaulniers@brownshoe.com">mdesaulniers@brownshoe.com</a>
Tony Indihar	Director	314-233-0478 (W)	<a href="mailto:anthony.l.indihar@boeing.com">anthony.l.indihar@boeing.com</a>
Steve Howell	Treasurer	314-577-9947 (W)	<a href="mailto:steve.howell@anheuser-busch.com">steve.howell@anheuser-busch.com</a>
Maryann Berardino	Secretary	314-821-2296 (W)	<a href="mailto:mabdino@aol.com">mabdino@aol.com</a>
Loree Rowe	Membership Chair Awards	314-434-2712 (W)	<a href="mailto:loreerowe@agilitybizsolutions.com">loreerowe@agilitybizsolutions.com</a>
Brenda Niccum	Examining Chair	314-577-7175 (W)	<a href="mailto:brenda.niccum@anheuser-busch.com">brenda.niccum@anheuser-busch.com</a>
Jim Ebone	Auditing Chair	636-677-7731 (W)	<a href="mailto:jebone@marlocoil.com">jebone@marlocoil.com</a>
(Open)	Program Chair		
Kathy Brophy	Education Chair	314-531-1667 x 430	<a href="mailto:brophy@raskas.com">brophy@raskas.com</a>
Vicki Jerden	Publicity Chair	314-436-5000 (W)	<a href="mailto:VickiS@reedrubber.com">VickiS@reedrubber.com</a>
Ed Lanser	Certification & Recertification	636-405-2468	
Chasity Renzelman	Newsletter Editor	636-271-1563 (W)	<a href="mailto:crenzelman@integram-stl.com">crenzelman@integram-stl.com</a>
Don Denk	Placement Chair	636-861-1272	<a href="mailto:dondenk@earthlink.net">dondenk@earthlink.net</a>
Frank Helmer	Scholarship Chair	314-487-9558 (W)	<a href="mailto:fjhelmer@aol.com">fjhelmer@aol.com</a>
Eric Schellenberg	Internet Liaison	636-349-0354 (W)	<a href="mailto:esschellenberg@seilerpc.com">esschellenberg@seilerpc.com</a>
Bill Bertetto	Assistant Internet Liaison	636-980-5214 (W)	<a href="mailto:bill.bertetto@marconi.com">bill.bertetto@marconi.com</a>
Joseph Styer	Koalaty Kid Liaison	314-592-2809 (W)	<a href="mailto:joseph_styer@bausch.com">joseph_styer@bausch.com</a>
Bob Deufel	Historian	636-227-0576 (W)	<a href="mailto:bobduf88@msn.com">bobduf88@msn.com</a>
Joe Lonsdorf	Awards	314-427-4716	
Jim Williamson	MO Quality Liaison	636-561-2820 (W)	<a href="mailto:mbnqa@aol.com">mbnqa@aol.com</a>
Tom Peterdy	Section Management Program (SMP)		<a href="mailto:peterdyt@hotmail.com">peterdyt@hotmail.com</a>

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