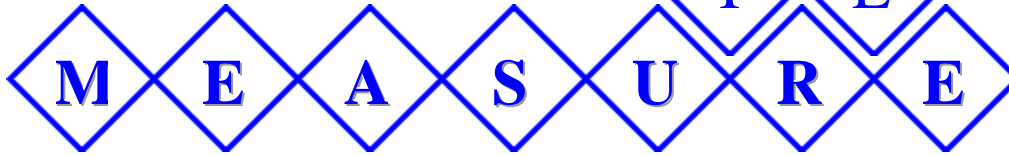




ST. LOUIS
SECTION 1304



September 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.

September Membership Meeting

Tuesday, September 17, 2002

Location: Engineers' Club of St. Louis

4359 Lindell Boulevard, Saint Louis, MO 63108

(314) 533-9333

September Meeting Highlights

5:30 – 6:00 pm Registration & Social

6:00 – 7:00 pm **Workshop Program: Catapult into Hypothesis Testing.** Sally Young, Boeing Co.

7:00 – 8:00 pm Dinner & Section Business

8:00 – 9:00 pm **Presentation Program: Statistical Analysis in an On-Going Application.** Sally Young, Boeing Co.

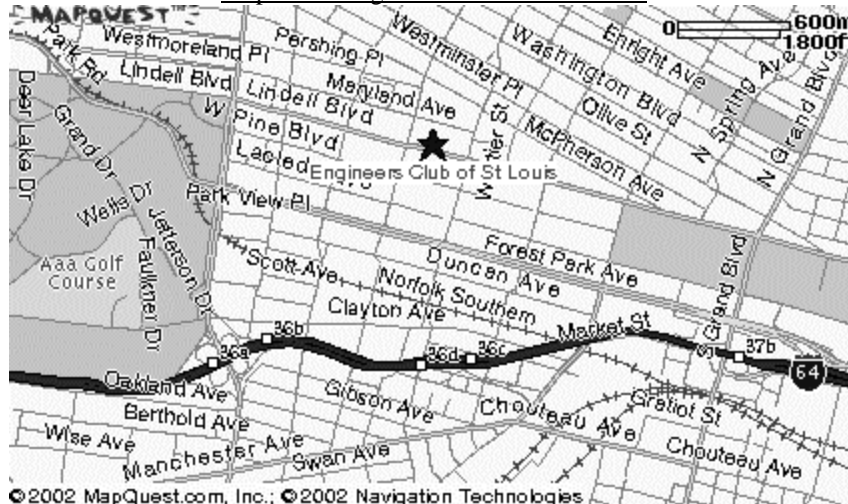
(See page 2 for details about our speaker and her presentations.)

Cost is \$15 for Members and Guests; \$5 for Members between jobs and Students

The local section has decided to roll back the prices for the 2002 – 2003 Program year.

Please register by Friday, September 13, 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 the Engineer's Club of St. Louis



September Meeting Details

Workshop Program:

Catapult into Hypothesis Testing....How can we get others to enjoy statistics as much as we do? Can learning about hypothesis testing actually be fun? In this workshop, we will use small catapults to discuss the basics of hypothesis testing, conduct a test, and analyze the data in Minitab.

Presentation Program:

Statistical Analysis in an On-Going Application....The Boeing Company is using statistical analysis in a variety of ways to make business decisions and determine priorities. We will take a look at some of the tools being used and how they impact the way the Quality organization functions as they move away from the traditional inspection role.

Our Speakers Qualifications: Sally Young from The Boeing Company

Quality Engineer and Six Sigma Navigator at The Boeing Company
ASQ Certifications: CQE, CQIA, SSBB
BS and MS in Mathematics from SIU Edwardsville
Long time member of ASQ (since a student in college)
Current Membership Chair of the ASQ St. Louis Section

ASQ SIUC Student Branch September Meeting

Thursday, September 19, 2002

In case you can't make it to the St. Louis Meeting, Sally will be presenting the program again at the ASQ SIUC Student Branch September Meeting.

Location: Engineering Building A, Room 131
 Southern Illinois University
 Carbondale, Illinois

5:00pm Pizza and soda
5:30pm Program: Statistical Analysis in an On-Going Application,
 Sally Young, The Boeing Company

For information and to register, please contact:
Dennis R. Cox Jr., Vice Chairman, SIUC Student Branch
at dcox@siu.edu or Phone: 618-529-4666

For a map of the campus, please check the website: <http://www.siu.edu/siumaps/>

ASQ Survey

ASQ National has developed a Section Assessment Survey that you can fill out by going to the website www.asq.org/mr/sasurvey. (If this doesn't work, try www.asq.org and enter the ASQNET.) This survey is **only available online from 8/9/02 to 9/27/02**. In order to provide you with valuable programs and services, our section needs to hear your feedback. The results from this survey will be used by your section leaders to improve the programs and services we offer you. Your input will be summarized with all others from your section and will go directly to your section's leadership.

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 | Financial Service Industry | Distribution Service Industry |
| November 19, 2002 | Construction Case Study | Construction ISO Story |
| December 17, 2002 | Quality Gift Giving and Receiving | Time Management |
| January 21, 2003 | ISO 9000:2000 Quality Management System | ISO 14001 Environmental Management System |
| February 18, 2003 | Examiner Experiences | MO Quality Awards |
| March 18, 2003 | Plant Tour | Joint Society Meeting |
| 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. | | |
| <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. The price for Members and Guests to attend meetings is \$15, and for Members between jobs and Students it is \$5, unless otherwise noted.</p> <p>DO YOU HAVE ANY IDEAS FOR OUR PROGRAMS OR PLANT TOURS?</p> <p>Contact any of the ASQ St. Louis Section 1304 Board Members to let us know your suggestions.</p> | | |

Local Section Offers Price Reduction

The St. Louis Section Board has reviewed the cost of the meetings and the state of the economy and decided to offer the local section a price roll back for the 2002-2003 program year. The meetings will be **\$15 for Members and Guests; \$5 for Members between jobs and Students.** They are also offering **one free program meeting** this year to each member. A coupon has been provided on the back page. Save this and redeem it at any of the 2002-2003 program meetings; excluding any joint meetings. The board would like to thank you for your participation and look forward to meeting you.

Employment Opportunities

The local section provides a service of posting quality employment opportunities. If you know of any, or your company has any opportunities, please let the Placement Chair or one of the Board members know. At this time, we have none to share with you. As we become aware of openings, we will post them in the monthly Measure Newsletter and on the ASQ Section 1304 Website under JOB SERVICES <http://www.asq-stl.org>

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

ASQ CERTIFICATIONS and RECERTIFICATIONS

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

Exam Date: October 19, 2002 & March 1, 2003

Registration Deadline: August 23, 2002 (Note registration dates have been extended to September 6 for the CQT, CRE, CMI, HACCP, CQM and 6 Sigma.) & January 10, 2003

Exams offered: CQT/CRE/CMI/CQA-HACCP/CQA-Biomedical/CQM/6-Sigma BB

Exam Site: Engineers' Club of St. Louis

Exam Date: December 7, 2002 & June 7, 2003

Registration Deadline: October 4, 2002 & April 4, 2003

Exams offered: CQA/CQE/CSQE/CQIA

Exam Site: Engineers' Club of St. Louis

All Exams will be offered at AQC in Kansas City on May 18, 2003. Registration Deadline April 4, 2003. To register for any of the exams, visit ASQ website at www.asq.org or contact them at 1-800-248-1946.

For more information on exam locations and proctoring, call Vicki Jerden at 314-436-5000 x 333 or email at vickis@reedrubber.com. You can earn recertification points for proctoring these exams. 0.5 RU points for each day you proctor with a maximum of 7 points in 3 years.

2002/2003 Refresher Classes

If you are interested in attending a refresher class in preparation for taking a certification exam, we offer some classes locally. The schedule of weeks is listed on the attached Class Registration Form and can also be found on the local website at www.asq-stl.org. You can also contact Vicki Jerden at 314-436-5000 x 333 or email at vickis@reedrubber.com. The exact dates and location will be confirmed upon receipt of the form. Classes will be held from 6-9pm.

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

PLEASE SEND PACKAGES THROUGH THE UNITED STATES POSTAL SERVICE ONLY!

From the Chair

The ASQ - Section 1304 Board would like to welcome all our membership as we kick off the 2002-2003 season. Although our first dinner meeting will not occur until September 17th, the Board has met during the summer and we have some exciting items to pass along. First, we have approved a reduction in the price of the dinner meetings from \$17 to \$15 (\$5 for students and members between jobs). It is important that we not only continue to provide you with excellent quality related topics and an opportunity to network with the area's most talented quality professionals, but a more affordable experience in these less than stellar economic times. Second, Section 1304 has a great "core" group of individuals that attend most, if not all, the dinner meetings. As a token of our appreciation, you will find a coupon in this newsletter entitling you to one free meal during the 2002-2003 season. We also have members who have never attended one of our dinner meetings. Bring your coupon and check us out. There really are a lot of "quality" people in the section. Third, we are putting a renewed emphasis on our educational activities. The 2002 Spring Conference in April was a great success. We are planning additional "tutorial" sessions with an emphasis on serving our membership outside the immediate St. Louis metro area. In addition, we are revamping how we handle and communicate our Certification Refresher Courses. Finally, we are updating our website to provide better and more timely information to you. Visit us at www.asq-stl.org. I hope to see you at the Engineer's Club on September 17th.

Steve Howell, Section Chair

From the Vice-Chair, SMP

As you know last year we received the Total Quality recognition from ASQ, their highest award, for our 1304 Section Management Program (SMP). This was under the leadership of our able Section Chair, Jim Duarte, as well as each and every Board Member, who chaired the various activities and whose names are listed elsewhere in each newsletter. All volunteers who unselfishly give their time and experience for the benefit of our section. You, as members, have also contributed with your ideas, suggestions, meeting attendance, and support of speaking activities. This was truly a unified group effort. My job as SMP Chair was to keep ASQ and our very helpful Regional Director [now ASQ Vice-President] Jad Jadunath abreast of our results as we progressed through the three recognition steps.

The Section Management Program (SMP) is a summary of the 1304 activities during the year, starting from the newsletter, to all plans, board decisions, finances, educational programs, membership benefits, meetings, etc.


Now as we enter into the 2002-2003 year, we need your continuing help to make our section even better for each and every one of us members. ASQ objectives and SMP goals call for improvement in specific areas: Member Retention (increase of 5% overall from 2001-2002), Member Satisfaction, and Member Value. If we improve and achieve all three goals, our section will qualify for the Gold Excellence Award. If we achieve only two goals we will qualify for the Silver Excellence Award, etc. No achievements will qualify us for no award. It is up to all of us, and we seek each member's help. Our new Section Chair, Steve Howell, a protégée of Jim Duarte, is heading an excellent Board, and we will do our best to try to achieve all 3 Awards. However, without the membership help our Board can do only so much. We need your input, attendance, at monthly meetings, educational conferences, etc. Your evaluations after meetings are very important to us! Please participate and take the extra minute to offer helpful ideas, comments, and critique pro and con.

Already our Board has made significant changes to assist all of us. For example, each ASQ member receives one coupon for a free monthly meeting. The Board reduced the cost of the monthly dinner from \$17 to \$15 for regular members, from \$7 to \$5 for students and members in-between positions. Your newsletter editor has ideas for improvements in presentation, communication, and format. We need additional volunteers in each area, especially for the next conference. Now, it is up to you, me, and all of us. Will you help?

Tom Peterdy, Vice-Chair, SMP

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) | jdimaria@sbcglobal.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 |
| 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@directvinternet.com |
| 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 |



St. Louis Section 1304
Engineers' Club of St. Louis
4359 Lindell Blvd
St. Louis, MO 63108-2701
314-533-9333
314-533-9336 Fax

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FREE COUPON

This coupon entitles you to one free ASQ St. Louis Section 1304 meeting during the 2002 - 2003 Program year. One coupon per person. Excludes any joint meetings.

Class Registration Form

- MGR Aug. 21, 2002 thru Oct. 09, 2002
- CMI Sep. 05, 2002 thru Oct. 10, 2002
- CQT Sep. 04, 2002 thru Oct. 09, 2002
- CRE Sep. 05, 2002 thru Oct. 10, 2002
- CQA Oct. 07, 2002 thru Nov. 25, 2002
- CQE Sep. 25, 2002 thru Nov. 20, 2002
- CQIA Oct.14, 2002 thru Nov. 18, 2002

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