



AMERICAN SOCIETY  
FOR QUALITY™



Newsletter of  
ASQ St. Louis Section 1304  
January 2009



We're on the Web! Please visit us at <http://www.asqstlouis.org>

**OUR MISSION:** *To facilitate continuous improvement and increased member 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.*

## Letter from the Section Chair



We are well on our way to having another great year for Section 1304. In September we had a very successful meeting at the Engineer's Club, where the Leadership Committee (LC) members grilled steaks and served beverages. While the networking activity could be improved, Joseph Williams's presentation on Resilience was greatly enjoyed. I thought that bear would never quit attacking him! For those who enjoyed the September meeting and for those who could not make it, we will be doing something similar in May. The LC members will again grill steaks and serve beverages. There will be two presentations, one of which will be "HR and Quality Professional."

On December 2<sup>nd</sup> we had our annual Trivia and Fun Night. We once again supported Epworth Children and Family Services by collecting Christmas presents for the kids. Without the donated gifts, these kids do not get Christmas presents. I want to personally thank all of you that contributed a gift. We filled the back of my Explorer!

We are off to a good start on an initiative that I've favored for some time - small workshops on topics of interest that are offered throughout the year. Our first workshop was in October and it covered how to transition from manufacturing to healthcare quality. We are thinking of repeating this workshop at our Spring Conference in April, and possibly at another time. Our next workshop is on the changes to ISO 9001, as the 2008 version was released on November 1<sup>st</sup>. This will be held at the Engineer's Club on Lindell Blvd. on Saturday, February 21st at 8:00 am. For all our programs, please check our website for more information.

Our coming events for the winter and spring include our annual Awards & Recognition night and presentations on Principles of Workplace Communication, Project Management & Career Skills, Setting Goals With Lean Thinking, and Leadership. Then there is our annual Spring Quality Conference on April 2<sup>nd</sup> and 3<sup>rd</sup>...so mark your calendars! We have reduced the scope of the conference so the cost will be more aligned with our current economy. I've been meeting with the conference committee and it is looking like a really good conference. I think there will something to interest all of you!

I look forward to seeing you at our various events. Please contact me if you have any questions or concerns.

*"If you don't know where you are going, you will wind up someplace else."*  
Yogi Berra on Continual Improvement...

Sincerely,  
Steve Mundwiller CMQ/OE, CQA, CQPA, CSSGB, ISO 9001 Principal Auditor

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**Visit us online at:  
[www.asqstlouis.org](http://www.asqstlouis.org)**

# ASQ World Conference On Quality and Improvement

May 18-20, 2009 • Minneapolis, MN • <http://www.asq.org>



## St. Louis Section 1304 to Host 2010 ASQ World Conference on Quality and Improvement

### Join us for our Membership Meetings

Unless otherwise noted, Membership Meetings of ASQ St. Louis are held on the third Tuesday of the month, September through May. Occasionally, plant tours are substituted for a regular meeting.

#### General Meeting Format

5:30 – 6:00 pm: **Registration & Social**

6:00 – 7:00 pm: **First Presentation**

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

8:00 – 9:00 pm: **Second Presentation**

#### Meeting Fees

- \$25 for members and guests with advance online registration and payment, \$30 at the door
- \$15 for members between jobs and full-time students

#### To Register

- **Preferred method:** follow the link at [www.asqstlouis.org](http://www.asqstlouis.org). Online registration remains open until Sunday before the meeting date.
- Email [registration@asqstlouis.org](mailto:registration@asqstlouis.org) with *ASQ St. Louis Meeting* as the subject.

## January Membership Meeting

Tuesday, January 20, 2009

### Villa Farotto

17417 Chesterfield Airport Rd., Chesterfield, MO 63005  
(636) 519-0048

### First Presentation:

#### The Five Drivers to Success

Presented by Donna Forgy, ProSkills, Inc.



We will be discussing the following Drivers of Success and how they relate to your personal and professional success.

- *Self Confidence.* In a world where risk, challenge, competition and change go hand-in-hand, self-confidence is the competitive edge.
- *People Skills/Communication Skills.* By far the greatest single obstacle to communication and success is poor understanding of people.
- *Leadership Skills.* Leadership is about influence and the ability to motivate and inspire people from a variety of backgrounds to a higher level of performance.
- *Worry and Stress.* The ability to face a challenging situation with a constructive attitude is a determining success factor for all of us
- *Attitude Control.* Not easy but as the saying goes, “If you can’t change the situation, change your attitude about it.

Donna Forgy is an experienced professional with over 25 years of experience in management, leadership training, and presentation development.

As president of ProSkills Inc., Donna has coached hundreds of people to become more effective in all areas of life, to live with more enthusiasm, and embrace challenges with new found confidence. Donna will motivate you to move outside of your comfort zone and take the steps necessary to reach your next level! Her focus is you.

### Second Presentation:

#### Setting Goals with Lean Thinking

Presented by Chris Anderson, MBA, Bizmanualz

This presentation explains the importance of changing your thinking as the first step to implementing lean. Lean goals, lean tools, and lean events are used as examples of how lean thinking can begin to take root within an organization. The presentation will cover:

1. Understanding the importance of position goals for lean
2. Using lean tools to determine where to start
3. Creating the lean plan of improvement opportunities

Chris Anderson, M.B.A., the Managing Director for Bizmanualz, Inc., is a strategic deployment and process improvement trainer, consultant, and public speaker having published dozens of articles and taught hundreds of hours of classes on creating well-defined processes, implementing lean six-sigma, and deploying process improvement strategically for competitive advantage.

Chris is a graduate of the Advanced Manufacturing Specialist Training Program (AMSTP). He is a senior member of the American Society of Quality (ASQ) as a Certified Quality Auditor (CQA), Certified Quality Process Analyst (CQPA) and Certified Quality Improvement Analyst (CQIA). He is the immediate past chair of ASQ St. Louis and participates in the Lean Division, Quality Management and Customer, Supplier Divisions of ASQ.



## February Membership Meeting

Tuesday, February 17, 2008

### Favazzas

5201 Southwest Ave., St. Louis, MO 63139  
(314) 772-4454

### First Presentation:

#### **Project Management and Career Skills are Inseparable**

Presented by Bob Frese, MBA, CQE, CQA, PMP

Learn new tips including how to kill a project and live to tell about it, nurturing your sponsor, bringing the calvary to save your project, and organizational improvement techniques. Also learn new personal and career skills that will improve both your career success and project management abilities.



Learning objective:

- Improve your project management effectiveness
- Improve your personal career effectiveness
- Bring new skills to your organization

Bob Frese has gained many insights during his career as a successful project manager, project engineer, and workforce team facilitator. He is currently a practicing program manager with international experience. He also teaches project management both locally and internationally. He is a student of the soft skills which are actually the difficult skills. Teaching and speaking experience: The Boeing Company, Washington University School of Medicine in St. Louis, Maryville University, and Saint Louis University. Subjects include project management, operations management, statistics, decision sciences, and database principles.

### Second Presentation:

#### **Basic Principles of Effective Workplace Communication**

Presented by Karla Armbruster, PhD, Associate Professor  
English Department, Webster University



Professor Armbruster will discuss purposes and techniques of workplace writing using examples as examples for improvement. Participants are encouraged to bring examples of their own writing. Her presentation will include:

- Common purposes of workplace writing: to inform, to persuade, to build goodwill
- Characteristics of effective communication: clarity, completeness, accuracy, audience awareness
- How to create “You Attitude” (audience awareness)
- How to build goodwill
- Stylistic techniques to clarity and concision

As an Associate Professor of English at Webster University, Karla directs the professional writing program. She has worked as an editor and professional writer, and has been involved at the college level or about 20 years. Karls also conducts corporate business writing seminars.

## March Membership Meeting

Tuesday, March 17, 2009

### Dave and Busters

13857 Riverport Drive, Maryland Heights, MO 63043  
(314) 209-8015

## 2008-2009 Annual ASQ Awards Night!!

**5:30 – 6:00 pm Registration**

**6:00 – 6:30 pm Dave & Busters' Game Room**

**6:30 – 7:30 pm Dinner**

**7:30 – 9:00 pm Election and Awards**

**This meeting will recognize those who received certifications in 2008 and those with outstanding achievement over the last 12 months. We will also have the election of officers.**

# Scholarship Opportunity



The ASQ Section 1304 Leadership Committee has approved **TWO** \$1,000 Herbert V. McMahon Education Grants. Applications for the Education Grants are available only at the monthly membership meetings. To be eligible for the Education Grant the individual must have graduated from High School and be enrolled full-time in a post-high school degree program. The individual must also be related to a section 1304 member as a child (stepchild), grandchild, sister, brother, or guardian.

The Education Grant will be awarded at the section Spring Awards meeting in March. Applications must be received by the Scholarship Chair, Tony Indihar, by no later Monday, March 9, 2009.

## ASQ Grants “Fellow” Status to Bruce DeRuntz

Bruce D. DeRuntz, Southern Illinois University, Carbondale, IL received Fellow membership status for significant contributions to the quality assurance profession through quality management positions, consulting, and developing and teaching quality methods courses for universities, industry clients, and international societies; and for extensive publications and presentation on the principles of Six Sigma.

Bruce is an Associate Professor in the College of engineering at Southern Illinois University Carbondale where he teaches classes in Quality, Industrial Metrology, and Project Management. Through his research in six sigma human resources, he has published and presented on the topic as well as provided consulting to Fortune 500 companies on their Six Sigma Black Belt development process. He is the editor of Quality Management Forum and the Associate Editor of the Journal of Industrial Technology. He holds ASQ certifications for Six Sigma Black Belt and Quality Engineer.



### The Survey Says...

Thanks to everyone for filling out the surveys during the September through December meetings. The data has been reviewed and entered into our Section Management Process (SMP) goals. The overall satisfaction has been good so far, but attendance is running below our goal (60 per meeting). See the below table for all of the SMP goals for 2008/09.

So help out your section and learn something new by attending the January and other monthly meetings this year. Your support will help us meet our attendance goal. Plus you will earn recertification units and have a chance to network during the meetings.

As always, please provide us your comments (to any LC member or on surveys) about any issues you have concerning meetings or any other subject. We do take comments seriously and work to incorporate them into our 1304 section programs.

### ASQ – St. Louis Section 1304 – SMP Data and Goals

Metric	Definition	2008/09 Goal	Average	Sep-08	Oct-08	Nov-09	Dec-08
Member Certification	Total section certifications earned 2008-2009	80		0	7	0	
Meeting Attendance	Average Meeting Attendance	60	50	64	46	NA	39
Membership Meeting Satisfaction Score	Maintain An Average Survey Score of 4.0 Out of 5.0 Over the 2008-2009 Year ( 9 Meetings )	4.0	4.2	4.2	4.3	NA	4.1
Total Members Section 1304	Total Membership	1025	1040	1046	1043	1035	1037
Membership Retention	Renewal rate	75%	91%	93%	92%	90%	89%
Half-day Workshop	Number of 1/2 day workshops in 2008/09	2	2	0	1	0	0
Spring Conference Attendance	Total Attendance At 2009 Spring Conference	120		N/A			
Financial Reserve	Increase Reserve (Fund Balance) At Years End	\$1,000		N/A			

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### 2009 ASQ St Louis Spring Conference

You are invited to participate in the St. Louis Section Spring Conference. The Conference will be held on Thursday and Friday, April 2-3, 2009 at the Crowne Plaza Hotel in Clayton, MO.

On Thursday, ASQ Certification Exams will be offered beginning at 8:00am and ending no later than 1:00pm. Pre-Conference Workshops will be offered beginning at 8:00am and will end at 5:00pm. The conference reception and April Membership Meeting will be held in the evening.

On Friday, Registration begins at 7:00am with a Continental Breakfast served from 8:00am until 8:45am when the Conference Will begin. The section is planning to have four tracks: 1) Lean and Six Sigma, 2) Auditing, 3) Quality Management/Organizational Tools, and 4) Quality Standards. The Conference will end at 4:00pm.



**For more information, contact Steve Hyland at [shyland@charter.net](mailto:shyland@charter.net) or at (314) 679-4801.**



## ASQ Refreshers course in partnership with St. Louis Community College @ Florissant Valley

(Certification and Refresher Course information is also available at [www.asqstlouis.org](http://www.asqstlouis.org) )



St. Louis Community  
College

Florissant Valley

Course Number	Course Name	Registration Deadline	Proposed Course Weeks	Course Duration (Day)
Qlty 716:	Calibration Technician	Mar 20, 2009	04/06/09 – 05/25/09	8 weeks (Mon)
Qlty 716:	Quality Auditor	Mar 20, 2009	04/06/09 – 05/25/09	8 weeks (Wed)
Qlty 716:	Quality Engineer	Mar 20, 2009	04/06/09 – 05/25/09	8 weeks (Thurs)
Qlty 716:	Software Quality Engineer	Mar 20, 2009	04/06/09 – 05/25/09	8 weeks (Tues)
Qlty 716:	Six Sigma Green Belt	Mar 20, 2009	04/06/09 – 05/25/09	8 weeks (Tues)
Qlty 716:	Quality Improvement Associate	Apr 4, 2009	04/20/09 – 05/25/09	6 weeks (Mon)
Qlty 716:	Quality Process Analyst	Apr 4, 2009	04/20/09 – 05/25/09	6 weeks (Wed)

**Sponsors:** ASQ Section 1304 and SLCC Emerson Center for Engineering & Manufacturing

- **Course Registration:** Registration and payment completed through SLCC @ FV. Registration fees include course materials.

**6-week course (18 course hrs): \$350.00**

**8-week course (24 course hrs): \$400.00**

**NOTE\*** All courses are subject to sufficient course registration and instructor availability.

- **Course Schedule:** Classes tentatively scheduled from 6 – 9pm at SLCC @ Florissant Valley.

**Note\*** Every attempt possible is made to hold courses as advertised; however, course day modification may be necessary. All registered participants will be notified.

- **Instructors:** Local quality professionals, certified in course area.

- **Course Format:** Reviews the body of knowledge (BOK) in preparation for the exam. The BOK info available at ASQ, [www.asq.org](http://www.asq.org). Instructors provide insight on types of test questions and possible scenarios. Earn CEU credits while you prepare.

- For more information on refresher course details, exam locations & proctoring, email **Kim Rochetti at [kimberly.rochetti@hotmail.com](mailto:kimberly.rochetti@hotmail.com)**. All tests have tentatively been scheduled for the St. Louis Engineer's Club.

- **Exam Registration:** Register for the June 6, 2009 exam at [www.asq.org](http://www.asq.org) by April 10, 2009. Click on Quick Links and Certifications and follow the instructions.

To **register** for courses  
contact SLCC focal:

**Pat Jett**

via telephone or email  
(before the registration deadline)  
(314) 513-4079  
[pjett@stlcc.edu](mailto:pjett@stlcc.edu)

\*All courses are subject to sufficient course registration and instructor availability.

**Course Fees:**

**6 week (18hrs) - \$350**

**8 week (24hrs) - \$400**

Earn CEU Credits

## Upcoming ASQ Certification Exams

June 6, 2009	Apply by April 10	CQE, CQA, CSQE, CQIA, CCT, CQPA, CSSGB
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To register for ASQ Certification Exams, visit [www.asq.org](http://www.asq.org) or call 1-800-246-1946

All exams will be held at the Engineer's Club of St. Louis on Lindell Blvd. Arrival time is after 7:15 a.m. All exams will start at 8:00 a.m. and will end as scheduled for each exam. Only simple calculators are allowed. Those taking the exams should invest in a cheap calculator if it is believed there is a need. Absolutely no exam questions and answers are allowed in the exam area, regardless of the form: formal practice questions and answers, handwritten or programmed into a calculator. Scratch paper is allowed. Bring extra pencils. Coffee and water are available.

### RECERTIFICATION

Please mail your journals to:  
**William C. Meyer**  
369 Highgrove Place Drive  
O'Fallon, MO 63366

More information on  
recertification, including  
directions on mailing  
your journals, is  
available at:  
[www.asqstlouis.org](http://www.asqstlouis.org)



NEW  
INFO

## Comparing ISO 9001:2000 to ISO 9001:2008

### Workshop Agenda:

- Compare ISO9001:2000 to ISO9001:2008
- What does ISO9001:2008 offer your operation
- What steps are recommended to implement ISO in your company
- How to become certified

**Cost:** \$99.00

**Date:** February 21, 2009

**Time:** 8:00am-12:00Noon

**Place:** Engineers' Club

**Address:** 4359 Lindell Blvd., St. Louis, MO 63108

**Instructor:** Charlie Ochs: Charlie has been in the Quality Management field for 50 years. He was a Quality Manager at National Vendors, Valentec Manufacturing, and Bachman Machine Co., all in the St. Louis area. He retired January 2004, and since then has been consulting and performing third-party ISO9001:2000 audits. He is currently certified by IRCA and has an excellent understanding of ISO9001:2000 and ISO9001:2008.

*For more details or to sign up, email Section Education Chair, Kim Rochetti,  
at [kim\\_rochetti@irco.com](mailto:kim_rochetti@irco.com), or call 314.838-4659.*

## St. Louis Section 1304 Elections 2009

For the 2009/2010 ASQ season the section 1304 Leadership Committee recommends the following candidates:

- Chair – Stephen Mundwiller (second term)
- Chair Elect – Open
- Treasurer – Resa Manson (second term)
- Secretary – Kim Rochetti
- John O'Reilly – Vice Chair

ASQ only requires the section to have a Chair, Treasurer, Secretary, and Auditor (not an elected position). We are obviously looking for a Chair Elect, but it is not critical that we have someone elected in March. We can appoint someone to fill the vacancy or elect at a later date.

The requirements/recommended attributes for the Chair/Chair Elect are:

- Good organization skills
- Good/very good computer skills
- Excellent communication skills
- Budget/ P&L experience
- Good decision-making ability
- Ability to function in a team environment
- A strong desire to serve the section and ASQ

In St. Louis, the Chair Elect is responsible for developing and facilitating the Spring Conference. While this is a big job, the key to success is to form a team of volunteers accomplish the work in a timely manner.

The Chair Elect is the successor to the Chair if the Chair has to vacate the office, and will then move into the Chair position when the current Chair's term is complete. Having a person serve in the Chair Elect position helps he/she learn the job requirements.

The Vice Chair is the immediate back-up and assistant to the Chair. This position will only succeed the Chair on a temporary basis, such as if the Chair is ill or has other commitments and cannot attend a meeting. This person does not move into the Chair position upon completion of the Chair's term or if the Chair vacates the office.

The Section Secretary is responsible for publishing the Leadership Committee minutes and is a point of contact for some ASQ business.

The Section Treasurer manages the section's checking account and investment accounts. The Treasurer develops and maintains the section budget. This includes monitoring the various budgeted accounts, as well as managing the revenue and expenses. The Treasurer has the authority to issue checks and use the section debit card.

All section officers are expected to attend the monthly Leadership Committee meetings and the nine membership meetings. All section officers participate in ensuring the section performs in a quality manner while serving the section members and community. More detailed position descriptions can be found at [www.asq.org](http://www.asq.org).

Other candidates may apply for these positions. To be considered, one must be a section member in good standing for 12 months and hold a full ASQ membership. Submit your name and ASQ membership number, along with the name, membership number and signature of ten (10) section 1304 members who support your candidacy to: John O'Reilly the section Secretary, ASQ Section 1304, C/O Engineer's Club of St. Louis, 4359 Lindell Blvd, St. Louis, MO 63108 by March 6, 2009.



## 2008 – 2009 ASQ St. Louis Section 1304 Section Leadership Committee Directory

NAME	FUNCTION	PHONE	EMAIL
ASQ St. Louis Headquarters	Engineers' Club of St. Louis	314-533-9333	<a href="mailto:info@asqstlouis.org">info@asqstlouis.org</a>
Steve Mundwiller	Section Chair	314-239-4685	<a href="mailto:sem55@swbell.net">sem55@swbell.net</a>
Steve Hyland	Chair Elect	314-679-4801	<a href="mailto:Steven.e.hyland@us.abb.com">Steven.e.hyland@us.abb.com</a>
John O'Reilly	Secretary	314-234-2146	<a href="mailto:John.t.o'reilly2@boeing.com">John.t.o'reilly2@boeing.com</a>
Resa Manson	Treasurer	314-771-6600	<a href="mailto:rmanson@interconchemical.com">rmanson@interconchemical.com</a>
Chris Anderson	Immediate Past Chair/ Nominating Chair	314-863-5079	<a href="mailto:chris@bizmanualz.com">chris@bizmanualz.com</a>
Rob Herhold	ASQ Region 13 Director	636-625-0222	<a href="mailto:rherhold_mqa@msn.com">rherhold_mqa@msn.com</a>
Bob Deufel	Historian	314-227-0576	<a href="mailto:bobduff88@msn.com">bobduff88@msn.com</a>
Tony Indihar	Arrangements/Scholarship Chair	314-233-0478	<a href="mailto:Anthony.I.indihar@boeing.com">Anthony.I.indihar@boeing.com</a>
Denise Arthur	Exam/Awards Chair	314-344-6000 x2139	<a href="mailto:denise_arthur@ssmhc.com">denise_arthur@ssmhc.com</a>
Jim Ebone	SC Treasurer	636-677-6800	<a href="mailto:Jebone@marlocoil.com">Jebone@marlocoil.com</a>
Kathy Knecht	Auditor	314-264-3396	<a href="mailto:Kathleen.Knecht@usa.gknaerospace.com">Kathleen.Knecht@usa.gknaerospace.com</a>
Eric Schellenberg	Certification Chair	314-878-4600	<a href="mailto:eschellenberg@watlow.com">eschellenberg@watlow.com</a>
Sally Young	Boeing Rep	314-232-0517	<a href="mailto:Sally.j.young@boeing.com">Sally.j.young@boeing.com</a>
Will Meyer	Re-Certification Chair	314-232-0232	<a href="mailto:William.C.Meyer4@boeing.com">William.C.Meyer4@boeing.com</a>
Shailesh Panth	Internet Chair	314-863-5079	<a href="mailto:shailesh@bizmanualz.com">shailesh@bizmanualz.com</a>
Kunita Gear	Membership Chair	314-684-6251	<a href="mailto:Kgear@express-scripts.com">Kgear@express-scripts.com</a>
Randy Thompson	SMP Chair	636-926-7040	<a href="mailto:randy.thompson@gjo.doe.gov">randy.thompson@gjo.doe.gov</a>
Patty Kallal	Communications Chair	314-653-5639	<a href="mailto:pan1677@bjc.org">pan1677@bjc.org</a>
Kim Rochetti	Education Chair	314-298-6264	<a href="mailto:kim_rochetti@irco.com">kim_rochetti@irco.com</a>



### Section 1304 has earned the QMP Gold Excellence Level for 2007/2008.

Congratulations! Your Section has achieved QMP Gold Excellence Level for the year 07-08. This is a great performance achievement for your Section and it reflects favorably on your Member Leaders and Regional Director. Your accomplishment of meeting or exceeding the Society's objectives in member satisfaction, loyalty and retention helps to make your Section, your community and ASQ stronger. I look forward to shaking the hand of your representative and Regional Director at the 2009 ASQ World Conference in Minneapolis, MN.



**AND**

### Section 1304 has achieved the Total Quality Level for 2007/2008.

Congratulations! The section has achieved the **Total Quality Level** of the 2007-2008 Quality Management Process. By achieving the highest level of the QMP, your section has proven its dedication and commitment to serving its members and you should feel proud of your accomplishments. You and your fellow member leaders are making an invaluable contribution to the Society through your service to your members and to your community. You have all helped make ASQ what it is today.