



THE
M E A S U R E

ST. LOUIS
 SECTION 1304
March 2007



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.

Certification

See page 4 & 6

St. Louis Spring Conference

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See full brochure at:
http://www.asq-stl.org/2007_Spring_Conference/asq_stl_qc07_brochure.pdf

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Newsletter Editor:
 Cheryl Ferguson
mclfergus@sbcglobal.net



Visit us on the Web at
www.asq-stl.org

Join us at Favazza's for the March 20th Meeting

"Dealing with Extreme Workgroup Dysfunctions"

Presented by Mark T. Vilbert
 Organization Development Advisor
 Boeing Integrated Defense System (IDS)



Ever experienced a team that missed the help they really needed early on - ending up sinking deeper and deeper into misery? Team dysfunctions left unchecked will eventually lead to a rut of poor performance. Fortunately there is a process that will allow you to help almost any team or group through the most challenging scenarios. Please join us as we look closely at:

- A diagnostic model for sorting out dysfunctions
- A set of steps to guide you and help keep your sanity
- A glimpse at the vast amount of tools available

Mark Vilbert's work history includes the position of program coordinator for the high performance work organization. He is the current board president of the St. Louis Organization Development Network. Key Areas of Expertise: Designing and implementing team and other large group interventions. He utilizes a theoretical practice of aligning strategy, structure, and culture for implementing work design to promote performance through powerful workplace relationships in both union and non-union settings.

"Could Organizational Alignment be the Foundation for Performance Improvement?"

Presented by Ken Meyer
 President and CEO of Alignment at Work, LLC



Ken Meyer will share his insights on how to measure and create organizational alignment. Ken has more than fourteen years of experience as a change agent for many manufacturing and non-manufacturing companies. Ken will explore such critical issues as:

- Creating organizational alignment
- Understanding how to successfully implement organizational change and improvement
- Reducing the frustration experienced with change
- Speeding and sustaining change
- Lowering the cost of quality

Alignment at Work is the leading provider of education, training, licensing and coaching on Pull Thinking, a methodology with a set of proprietary tools that helps organizations align their people around common purposes and goals and serves as the foundation for service minded leadership, Four Dimensional Alignment and process improvement. In 1988, Ken invented the Pull Principle® and the Pull Thinking® methodology out of a need to find a more effective way to rapidly gain organization-wide support for sustainable change and innovation in businesses.

March Membership Meeting Tuesday, March 20, 2007

Location: Favazza's
5201 Southwest Ave St. Louis, MO 63139
(314) 772-4454

5:30 – 6:00 pm Registration & Social

6:00 – 7:00 pm Presentation Program: “Dealing with Extreme Workgroup Dysfunctions”
Presented by Mark T. Vilbert
Organization Development Advisor
Boeing Integrated Defense System (IDS)

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

8:00 – 9:00 pm Workshop Program: “Could Organizational Alignment be the Foundation for Performance Improvement?”
Presented by Ken Meyer
President and CEO of Alignment at Work, LLC

**DON'T
FORGET**

- Cost is **\$25** for Members and Guests; **\$15** for Members between jobs and Students.
- Please register by Friday, March 16, 2007 by **clicking on the March Membership Meeting Registration Link at www.asq-stl.org. NEW: Now you can prepay for membership meetings via credit card on a safe and secure web environment.**
- You can still call the Engineers' Club of St. Louis at (314) 533-9333, send a fax to (314) 533-9336, or an e-mail to kurt.krispin@engineersclub.net. When making a reservation, please put "ASQ Dinner" in the "Subject" box.

Map to Favazza's



Driving Directions to Favazza's

- *Take 44 to Kingshighway South
- *Turn on Southwest going West
- *Favazza's is on the northwest corner of Southwest and Marconi

How about some career enhancement...

...interacting with other professionals? As a Leadership Committee member or assistant you have the opportunity to become acquainted and involved with professionals at all levels. We currently have opportunities to join our Leadership Committee or 2008 Spring Conference Committee. If you are considering either of these incredible opportunities, please contact Chris Anderson or Stephen Mundwiller.

Employment Opportunities

Two suggested websites: www.asq.org and www.stlouisbestjobs.com

Position / Location	Contacts
Quality Engineer St. Peters	Engineering degree and ASQ certification preferred, high visibility with customers, suppliers and senior management. Electrical and mechanical aptitude a plus. E-mail resume to rallgeyer@continentalafa.com or fax at 636.246.0009
Senior Quality Assurance Engineer Plano, Texas	Advanced Neuromodulation Systems (ANS). http://www.pharma-device.com/JobSeeker/JobDetail.aspx?abbr=PHARMADEV&jobid=3a6d4374-3a1c-48b9-89ec-c18d30d5dac6
Quality Compliance Leader Texas (Close to Dallas)	Pharmaceutical Contract Manufacturer. http://www.pharma-device.com/JobSeeker/JobDetail.aspx?abbr=PHARMADEV&jobid=ca83f02b-3fe3-4492-9648-6777f9a4ff74
Quality Team Leader Texas	Please e-mail your resume and salary requirements to hr72@plastipak.com Michelle Fichtl, PHR Human Resources Professional Plastipak Packaging, Inc. – Garland, TX (214) 440 -1776- Office (972) 295- 2502- Fax mcfichtl@plastipak.com
Quality Specialist Texas	BS/BA with 7 plus or MS/MA/MBA with 5+ years experience. ASQ or equivalent Quality Certification preferred. Send documents to NISH139@nish.org or fax to 703-204-0236.
Supply Chain - Logistics Emerson Motor Company	Mike Williams. Global Logistics Business Leader - Emerson Motors and Appliance Components michael.williams@emotors.com (314) 595-8822
Trade Compliance Manager Emerson Motor Company	Mike Williams. Global Logistics Business Leader - Emerson Motors and Appliance Components michael.williams@emotors.com (314) 595-8822
Quality Engineer St. Louis	Distribution Control Systems, Inc. (DCSI), a subsidiary of ESCO Technologies Inc., 945 Hornet Dr. Hazelwood, Mo. 63042-2238, www.careers@twacs.com or fax# 314-895-7260
Director of Product Integrity Georgia	Submit a resume to rkring@trimech.com or phone me at 678-553-6260, FAX 678-553-6264. www.trimechservices.com Point of contact: Robbin Kring
Logistics Manager St. Louis and Wisconsin	Matt Klaric Nordyne Inc. klaricm@Nordyne.com
Quality	Contact: Jane Fischer, Consultant Healthcare Resource Solutions 2005 Market Street, 23rd Floor, Philadelphia, PA 19103 Telephone: 215-965-2814; 800-718-2024, Extension 2814 E-mail: jfischer@hc-rs.com
Quality Assurance Leader Wisconsin	Company: GE Healthcare www.gehealthcare.com Division: Clinical Systems To View My Profile On LinkedIn: http://www.linkedin.com/in/lemmontx

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, 636-448-0976 (cell) or dondenk@earthlink.net. (email inquires are preferred and will usually get a faster response.)

Welcome New Members:

February 2007

Carrie B. Beightol	Kathryn K. Kirkwood
Jeff Beinecke	Sandra Knepp
Edward C. Bonney	Richard D. Parker
Joan Burnett	Gerry Puglisi
John M. Driver	Scott Sheffler
David C. Emahiser	Brandon C. Smith
Paul Haase	Scott C. Stewart
Tracey L. Johnson	Daniel Robert Wagner

Local Section \$1000 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 \$1000 ASQ Grant will be announced at the April 2007 membership meeting.

ASQ CERTIFICATION EXAMS

(To learn more about certifications visit www.ASQ.org)

Exam Date	Exam Application Deadline	Exams Offered
April 14, 2007 at the Spring Conference	March 2, 2007	All Exams
June 2, 2007	April 6, 2007	CCT, CQA, CQE, CSQE, CSSGB, COIA, CQPA
October 20, 2007	August 17, 2007	CBA, CHA, CSSBB, CRE, CQT, CQI, CMQ
December 1, 2007	October 5, 2007	CCT, CQA, CQE, CSQE, CSSGB, COIA, CQPA

CERTIFICATION EXAM REFRESHER COURSES

Course	Exam Date	Course Sign-up Deadline	Proposed Course Weeks	Course Duration (Day)
CCT	Jun 2, 2007	Mar 16, 2007	04/02/07 – 05/21/07	8 weeks (Mon)
CQA	Jun 2, 2007	Mar 16, 2007	04/02/07 – 05/21/07	8 weeks (Wed)
CQE	Jun 2, 2007	Mar 16, 2007	04/02/07 – 05/21/07	8 weeks (Thur)
CSQE	Jun 2, 2007	Mar 16, 2007	04/02/07 – 05/21/07	8 weeks (Tues)
CSSGB	Jun 2, 2007	Mar 16, 2007	04/02/07 – 05/21/07	8 weeks (Tues)
COIA	Jun 2, 2007	Mar 30, 2007	04/16/07 – 05/21/07	6 weeks (Mon)
CQPA	Jun 2, 2007	Mar 30, 2007	04/16/07 – 05/21/07	6 weeks (Wed)
CSSBB	Oct 20, 2007	Aug 6, 2007	8/20/07 – 10/12/07	8 weeks (TBD)
CQA-Biomed / HACCP	Oct 20, 2007	Aug 6, 2007	8/20/07 – 10/12/07	8 weeks (TBD)
CRE	Oct 20, 2007	Aug 6, 2007	8/20/07 – 10/12/07	8 weeks (TBD)
CMQ OE	Oct 20, 2007	Aug 6, 2007	8/20/07 – 10/12/07	8 weeks (TBD)
CQT	Oct 20, 2007	Aug 20, 2007	9/03/07 – 10/12/07	6 weeks (TBD)
CQI	Oct 20, 2007	Aug 20, 2007	9/03/07 – 10/12/07	6 weeks (TBD)



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

(Certification and Refresher Course information is also available at www.asq-stl.org)



**St. Louis Community
College**

Florissant Valley

- **Course Registration:** Registration and payment completed through SLCC. Registration fees include course materials.
- **Course Schedule:** 6 or 8 week classes. Classes tentatively scheduled from 6 – 9pm at Florissant Valley Community College.
- **Instructors:** Local quality professionals, certified in course area.
- **Course Format:** Reviews the body of knowledge (BOK) in preparation for the exam. The BOK is listed on ASQ National web site, www.asq.org. Instructors provide insight on types of test questions and possible scenarios. Earn CEU credits while you prepare.
- **Exam Registration:** You **MUST** register and pay for the certification exams through ASQ National at the website www.asq.org or 1-800-248-1946.
- **CALL for INSTRUCTORS:** The requirements are that you must be certified for the material you're teaching and must not have participated in development of the certification tests. **Great opportunity to earn money and RU credits.**
- **CALL for PROCTORS:** You can earn 0.5 RU points for each exam day you proctor. Exams are tentatively scheduled to occur at the Engineers' Club of St. Louis.
- For more information on refresher course details, exam locations & proctoring, email **Kimm Parker** at kimm.c.parker@boeing.com.

For those who want to sign up for the Certification exams offered on April 14, 2007 at the St. Louis ASQ Spring Conference, please go to the website:

<https://secure.asq.org/conferences/st-louis-spring/2007-st-louis-cert-app.html>

To register for courses contact SLCC focal:
Pat Jett
via telephone or email
(before registration deadline)
(314) 513-4079
pjett@stlcc.edu

Registration requires SSN or SLCC student ID #.

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

Course Fees:

6 week - \$350

8 week - \$400

Earn CEU Credits



ASQ 1304 St. Louis QUALITY CONFERENCE April 11-13, 2007

Crowne Plaza St. Louis - Clayton
7750 Carondelet Avenue
Clayton (St. Louis), Missouri 63105
Ph: (314) 726-5400 fax: (314) 719-1127
Reservations: 888-303-1746



Sign up now for the St. Louis Spring Quality Conference!

Registration has begun.

Early Bird, group, and other discounts available!

Keynote Address Robert Chapman, CEO &
Chairman, Barry-Wehmiller

Eight Pre-Conference Workshops
April 11th and 12th

1. Supplier Auditing	\$375
2. Process-Based Auditing	\$375
3. Quality Leadership Renewal	\$595
4. Applying Lean Principles in Healthcare	\$695
5. Balanced Score Card	\$595
6. Making the Exceptional Normal	\$295
7. 7 Steps to Becoming Invaluable	\$295
8. Buy-In for Successful Process Improvement	\$595
9. Buy-In for Successful Process Improvement	\$595

Quality Book Sales & Book Signings

Quality titles will be presented for sale at the conference. Now you will be able to scan hundreds of quality titles before you buy. Some authors will be available to sign their books.

Exhibit space is available for the Friday April 13th Exposition. The exposition is centrally located near the educational seminars, registration, and meals.

Luncheon Keynote

Dennis Arter will provide a lively discussion on the future of everything, including the Quality profession.

Registration Fee's

<u>Attendee Type</u>	<u>Fee</u>
Workshop + Conference	\$125
ASQ Member Early	\$195
ASQ Member Regular	\$245
Non-member Early	\$314
Non-member Regular	\$364
Group Early 4 or more	\$145
Group Regular 4 or more	\$195
ASQ Division Helpers	\$145
Student (Full-Time Only)	\$99

April 13th is Conference Day!

**Keynote Address...6 Tracks of Breakout Sessions...Vendor Booths...Luncheon Keynote...
Book Sales...ASQ Division Booths...ASQ Authors Will Sign Their Books...Reception...RU Points**

Healthcare Track

Eunice Halverson – “The SSM Quality Journey”
Thomas Zidel – “Lean In Healthcare Systems”
Janice McDonald – “Six Sigma Mentoring”
Sherry Marshall – St. Luke’s Journey to the Baldrige Award

People & Processes

Cyril Narishkin – “Change Management”
Mark Kempf – “Auditing the Auditor”
John Duffy – “Analyzing Process Problems”
Jim Sealey – “People Side of Process Improvement”

Professional Development

Karla Armbruster – “Business Writing”
John Scott & Lisa Britt – “Competency Based Career Mgmt.”
Denis Dyke – “Six Sigma for Managers”
Dale Furtwengler – “Converting Soft Skills to Hard Dollars”

Quality Tools Track

Doug Wood – “Quality Costs”
Brenda Bishop – “Analysis of Means; ANOM”
Connie Borrer – “Issues & Considerations in DOE”
Steven Wise – “Statistics in Modern Manufacturing”

Leadership

Dennis Arter – “QA & the Boss”
Mike Simms – “Leadership Renewal”
Rob Herhold – “Leading the Way to Performance Excellence”
Brian Wellinghoff – “Inspiring Leadership for Improvement”

Alternate Channels

Lou Ann Lathrop – “How to Cut Your Warranty in Half”
Brenda Hatfield – “Missouri Quality Award”
Open Forum – MO Quality Award & MBNQA
Open Forum – ASQ Certifications & Exams

See 20 page Spring Conference brochure for full listings, details, and registration form.
http://www.asq-stl.org/2007_Spring_Conference/asq_stl_qc07_brochure.pdf

**Do you need some RU credits?
What about a career boost?
Would you like to meet and network with other professionals in the
quality or similar fields?
How about just a fun day away from your daily routine?**

Then have you considered the St. Louis ASQ Spring Quality Conference? You earn 1 full RU credit for each day of the conference, April 11th, 12th and 13th. We have speakers and presenters coming in from all over the USA; Washington State, Massachusetts, Michigan, Arizona, North Carolina, Virginia, Kansas, Out-State Missouri, and many from the St. Louis Metro Area. While most of our attendees are from within a half days drive of St. Louis, there are also many attendees coming in from other parts of the USA. The attendees include executives, managers, engineers, and technicians...great people to meet and network with. We have two incredible Keynote Addresses scheduled. You get all this along with a continental breakfast, snacks, sit-down lunch, and a relaxing reception with complimentary beverages. Sounds like a fun day to me! Check it out at www.asq-stl.org

ASQ RECERTIFICATIONS

RECERTIFICATION JOURNAL CHECKLIST

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 can submit material 6 months before and up to 6 months after your expiration date. Employment will be assumed to be until the end of the expiration.

You should receive a confirmation letter by fax 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. Look under Training & Certification and then Re-certification.

PLEASE SEND PACKAGES THROUGH THE UNITED STATES POSTAL SERVICE ONLY AND DO NOT SEND CERTIFIED WITH SIGNATURE REQUIRED!

Prices are as follows:

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

Be sure to fill out the form completely – address, phone #, Expiration date of certification, signature, etc.

- ✓ 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. You must fill out the page covering any category which you are claiming credit. Only submit pages for categories you are claiming, not blank pages.
- ✓ Do not submit excess credits, they will not be looked at. You may submit a few extra. Please adhere to the maximum credits allowed in each category.
- ✓ SIGN the application and provide both work and home phone numbers in the areas provided. **Also provide a fax number to expedite response time.**
- ✓ If TEACHING is part of your regular job, you cannot take credit for that activity in both Instructor and Employment Recertification categories. If teaching is not part of your job, you must submit a letter from your employer stating that it is over & above your normal function. It must state number of hours teaching.
- ✓ If you are synchronizing certifications, make sure that you have enough RUs to cover the current certification.
- ✓ When you have multiple employers in your re-certification period, a letter from each is required. Please fill out an employment form giving dates of employment, full/part time and job functions. Indicate months/years of employment and credit claimed. Job function must relate to quality.
- ✓ Professional development credits are given for seminars, short courses, conferences and workshops. (Even if these are sponsored by colleges). Only the CU or RU designated on a Certificate of Completion will be honored.
- ✓ Please note the special requirements under Electronic Media Credits and that 1 hour of viewing is 0.1 RU not 1.0.
- ✓ Preferred method of payment is Credit Card to expedite the process. Make sure to sign the Credit Card Section. If you write a check, make it payable to ASQ (this goes to National, NOT Section 1304)

5th Annual ASQ Spring Conference, SIUC

The 5th Annual ASQ Spring Conference will be **Thursday, April 19, 2007** on the **2nd floor of the SIUC campus Student Center, 1225 Lincoln Drive, Carbondale, IL. Check-in begins at 8:00, sessions start at 8:30 a.m.** Continental breakfast and lunch **will be provided**. Listed below is a brief overview of each **100 minute** session offered:

Performance Auditing by Leslie Curtis, Illinois Manufacturing Extension Center

- This session will discuss performance auditing that utilizes a process approach and a company's quality objectives to deliver feedback that can be a catalyst for change.

Lean for the Quality Profession by Jim Akers, Woodward Governor Company

- This seminar will focus on the Lean Enterprise principles that should be part of the quality professions' body of knowledge.

Occupational Safety by Lori Amerman, Illinois Manufacturing Extension Center

- This session will discuss key elements of safety and health programs, including the hierarchy of controls, management commitment and employee involvement, worksite analysis, hazard prevention and control and safety and health training.

Six Sigma Applied by Jim Akers, Woodward Governor Company

- This seminar will provide a road map showing how to use the improvement tools through the phases of DMAIC.

ASQ Certification Process by William Meyer, The Boeing Company

- This session will provide information pertaining to the value of ASQ Certifications, tips on passing the certification exams, and interactive activities to prepare individuals for ASQ certification.

Using DOE to Save by Ed Magee, Harley Davidson Company

- In this session you will hear first hand the story of how Harley-Davidson used design of experiments within a six sigma project at its Kansas City facility to achieve savings - cost savings and energy savings of such an environmental impact as to earn them the 2006 U.S. EPA Region VII Environmental Excellence award in energy management.

Tentative Schedule of Conference Sessions

8:00-8:30	Registration and Breakfast		
8:30-10:10	Performance Auditing	Lean for the Quality Profession	Using DOE to Save
10:20-12:00	Occupational Safety Awareness	Six Sigma Applied	ASQ Certification Process
12:00-1:00	Lunch		
1:00-2:40	Performance Auditing	Lean for the Quality Profession	Using DOE to Save
2:50-4:30	Occupational Safety Awareness	Six Sigma Applied	ASQ Certification Process

Registration Form- SIUC 5th Annual Spring Conference

<p><u>2 Ways to Register</u></p> <p>Email: gabrielcsmith@yahoo.com Or Mail: Gabriel C. Smith Southern Illinois University Engineering Bld. D105 Carbondale, IL. 62901-6603 * Please make checks payable to SIUC (For: ASQ)</p>	<p>Name(s): _____ Company: _____ Email Address: _____ Phone: _____</p> <p>Costs: Early Bird Rates (Before February 28th, 2007) • \$75 for Professionals, \$20 for students Registration Rates (After March 1st, 2007) \$100 for Professionals, \$25 for students Number attending: _____ Total Amount: \$ _____ Credit Card #: _____</p> <p style="text-align: right;"><input type="checkbox"/> MasterCard <input type="checkbox"/> Visa</p> <p>Expiration Date: _____</p>
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2006 – 2007 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 314-533-9336 (Fax)	kurt.krispin@engineersclub.net
Chris Anderson	Section Chair	314-863-5079 x 11	chris@bizmanualz.com
Steve Mundwiller	Chair Elect	314-863-5079 x26	sem55@swbell.net
Jim Ebone	Secretary	636-677-7731 x 139	jebone@marlocoil.com
Kathleen Knecht	Treasurer	314-264-3900	Kathleen.Knecht@usa.gknaerospace.com
William Meyer	Assistant Treasurer	314-545-6343	william.c.meyer4@boeing.com
Rob Herhold	Past Chair	636-625-0222	rherhold_mqa@msn.com
Brenda Bishop	Examining Chair	314-577-7175	Brenda.bishop@anheuser-busch.com
Tom Heusler	Publicity	636-949-0540	tneusler@sbcglobal.net
Kimm Parker	Education Chair (Cert Courses/Exams)		kimm.c.parker@boeing.com
Anita Marx	Membership	314.842.7791	anita@AIM-Consult.com
Ed Lanser	Recertification	636-405-2468	17868 Suzanne Ridge Dr. Wildwood, MO 63038-1471
Cheryl Ferguson	Newsletter Editor	636-441-6747	mclfergus@sbcglobal.net
Don Denk	Placement Chair	636-861-1272	dondenk@earthlink.net
Tony Indihar	Arrangements & Scholarship Chair	314-233-0478	anthony.l.indihar@boeing.com
Eric Schellenberg	Database Chair	636-349-0354	esschellenberg@seilerpc.com
Bob Deufel	Historian	636-227-0576	bobduf88@msn.com
Shailesh Panth	Internet Liaison	314-863-5079	spanth@bizmanualz.com
John Seibold	Audit	314-577-2262	John.seibold@Anheuser-busch.com

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