



AMERICAN SOCIETY
FOR QUALITY™



Newsletter of
ASQ St. Louis Section 1304
September 2008



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.*

Inside This Issue

- 1 Letter from the Section Chair
- 2 Membership Meetings
- 3 Membership Meetings
- 4 Membership Articles
- 5 Employment Opportunities
- 5 Regional Director Welcome Letter
- 6 Certification Refresher Courses
- 6 Workshop Opportunity
- 7 Events Calendar
- 8 Leadership Committee Directory

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Letter from the Section Chair

WELCOME to the 2008/2009 ASQ season! It is with great pleasure that I look forward to serving as your Section Chair. I'm looking forward to all of our coming events and hope to see many of you as often as possible.

How about news of some recent successes for our section? I am very proud to announce that we will be hosting the 2010 ASQ World Conference on Quality and Improvement! This is the first time for the World Conference to be hosted by St. Louis in approximately 50 years. My thanks to Rob Herhold and Chris Anderson for their assistance in helping to secure this event for St. Louis. You will be hearing much more about the World Conference in the coming months, but mark your calendar for the first week of May 2010

And there are more successes to report. Our section was presented with the Section Gold Excellence and the Section Total Quality Awards for the second year in a row at the 2008 ASQ World Conference. My thanks to our past and present Leadership Committee members and volunteers for their work in earning these awards. We had a successful Spring Quality Conference in 2008, although the financial return was rather disappointing. In addition, we carried out various service commitments to our members throughout the past year, and we continue to hold our place in the top 15 ASQ sections as far as membership size.

Your Section 1304 Leadership Committee is listed on the last page of this newsletter, along with their contact information. I'd like to welcome some new LC members and I am excited to have them joining the team. Resa Manson was elected as Section Treasurer last April, Kim Rochetti is the Education Chair, Denise Arthur is helping Kim and is also the Awards and Examining Chair, Randy Thompson is the Section Management Plan Chair, and Patty Kallal is the Communication Chair. I'd like to take this opportunity to thank the LC members that have recently left the team for their years of service to the section.

I think you will enjoy the special Membership Meeting that we've put together for September. You will be served steaks (grilled by your leadership Committee members), your favorite cold beverages and an assortment of side dishes. You'll also enjoy an extended networking period to create new relationships and to reconnect with old friends. Our speaker will be talking about his encounter with a grizzly bear as he discusses Workplace Resilience.

In addition, it looks like we will be able to accomplish one of my long-term goals by offering some workshop opportunities throughout the year. My thanks to Kim and Denise for helping put these workshops together.

Our annual Spring Quality Conference will once again be held at the Clayton Crowne Plaza Hotel. Steve Hyland will be providing you with details in the coming months.

Again, I look forward to seeing you at our various events throughout the ASQ year.

Sincerely,
Stephen Mundwiller, CMQ/OE, CQA, CQPA
Section Chair

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. Due to the business of the holiday season, we are again merging the November and December meetings into one meeting in early December.

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. Online registration remains open until Sunday before the meeting date.
- Email registration@asqstlouis.org with *ASQ St. Louis Meeting* as the subject.

September Membership Meeting

Tuesday, September 16, 2008

Engineers' Club of St. Louis

4359 Lindell Blvd., St. Louis, MO 63108

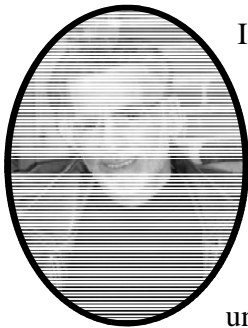
(314) 533-9333

The first half of the meeting will be extended networking, followed by dinner at 7:00p.m.

Presentation:

Resilience for individuals and organizations

Presented by Joseph Lisle Williams



In this presentation, you'll meet Joseph Lisle Williams who, at the age of twenty, was attacked by a grizzly bear while taking an evening hike through Glacier National Park. Through a terrifying forty-five minute continuous battle, he drew upon his innate resilience to survive. Subsequently, he has continued to develop and enhance the skills that are critical to achieving individual and organizational resilience in the face of any crisis. He also stresses the importance of applying these principles to the minor irritations of everyday life – as a way to keep them from becoming major catastrophes. This presentation offers an engaging, humorous, and practical approach for understanding and developing this essential attribute.

Joseph Lisle Williams is President of Jordan Marketing Associates, Ltd, a St. Louis –based food brokerage firm. During his career as an executive in the food industry, Mr. Williams has held senior management positions with such firms as Con-Agra's Banquet Foods and Golden Valley Microwave Popcorn.

October Membership Meeting

Tuesday, October 21, 2008

Orlando Gardens

2050 Dorsett Village Plaza, Maryland Heights, MO 63043
(314) 453-9000

First Presentation:

Thinking Locally and Globally in Organizational Leadership

Presented by Deborah Schroeder-Saulnier, D.Mgt.



Today it is essential that organizations operate both globally and locally; grow top-line and shrink bottom-line; focus on competition, yet also collaborate and change rapidly, while remaining stable and true to their core competencies. These inherent tensions, or polarities, are at play in every organization – both small and large. In this presentation, you will learn how polarity management can help simplify the complexity without being simplistic, capitalize on diversity without alienating the diverse groups, provide predictability and stability amidst accelerating change, and convert resistance to change to a resource for sustainable, ongoing change-ability. Whereas problem solving addresses more simplistic issues in organizations, managing polarities addresses more complex issues.

Deborah Schroeder-Saulnier, D.Mgt. is SVP for Organization Consulting. She serves as the Practice Leader in the Midwest U.S. for the Global Develop Center of Excellence and is Subject Matter Expert for Leadership Development.

Second Presentation:

Quality Through Movement

Presented by Chad Estes, ABMP GCFP



This presentation will introduce attendees to the benefits of enhancing human movement. Chad will present his work with movement and how and why it can make a company's workforce more comfortable, productive and effective. Greater detail will be given to the possibilities and outcomes that result from this work, as well as speaking to the theories that comprise its' foundation. Finally, there will be an opportunity for meeting attendees to experience the work first hand.

Chad Estes is a certified Physical Educator, Anat Baniel Method and Feldenkrais Method practitioner, as well as a certified personal trainer. Chad has expertise in the treatment and prevention of musculoskeletal disorders, ergonomics, and strength and conditioning. With over 12+ years in the health care arena, he has worked in the areas of ergonomics, disease prevention, and education, with a special interest in cutting edge neuroscientific (brain) research. As Principle for ETM Consultants, Chad has been integrally involved in all aspects of project management and corporate development including: corporate launching of services (workstation evaluation, consulting, seminars, computer-based training, etc.), marketing and client relations. Beyond his professional education, he has recently completed a 3+ year training and certification of both the Anat Baniel Method and Feldenkrais Method of somatic education.

2010 World Conference coming to St. Louis, MO
1st week in May 2010

Look for more details in upcoming issues

UPGRADE YOUR MEMBERSHIP

Are you an associate member? Upgrade to Regular Member.

Benefits:

- Membership in a local section
- Membership in a forum or division specific to your industry or interest
- Voting rights on society issues and in society elections

Cost difference: (\$125-72) = \$53

How: Upgrade on-line

Are you a regular member? Upgrade to senior member.

Benefits:

- No additional cost
- Get a free journal or two free divisions or one additional section at no cost

Requirements:

- 1 year as regular member in good standing
- 10 years experience, 6 if you have a college degree
- One of the following:
 - 2 years of work or teaching in the field
 - Senior member in another organization
 - ASQ certification that requires renewal

How: Upgrade on-line

Are you already a senior member? Want to become a fellow?

Benefits:

- Recognition!
- No additional cost
- Attained distinction in one or more of the following ways:
 1. Planning or operation of quality related work activities
 2. Teaching a major course in a quality related academic discipline at an accredited school or institution
 3. Developing original theories, principles, or techniques of quality related work
 4. Expounding useful theories, principles, or methods of quality related work
 5. Directing work of significant scope in the application of quality related work
- Meet minimum requirements in each of six proficiency areas:
 1. Technical experience
 2. Occupational responsibility
 3. Publications, papers and presentations
 4. ASQ activities
 5. Professional associations other than ASQ
 6. Teaching (if you are a consultant/employee) or consulting (if you are a teacher/professor)

How: This requires a nomination process for which you could contact Denise Arthur, Exam Chair

OLDER THAN DIRT

By Bob Deufel, Section Historian

What could be older? Older than what? Our beloved ASQ celebrated its 50th anniversary back in 1996. But the St. Louis Section is older by a month. Back in 1944 Les Kauffman (our Kauffman Award) was encouraged to set up the "St. Louis Quality Control Society." That was accomplished in February 1946 at Washington University with ten men who wanted to promote quality control before the war. Kauffman, of the American Stove Company, became vice-chairman with Lewis Walkup of Western Cartridge as chairman.

On February 15, 1946, the constitution was adopted and the first officers elected. Les Kauffman was the unanimous choice as president with Korte Pfabe of Carter Carburetor as vice-president and A.F. Madaus of White-Rogers as secretary-treasurer. Early years were difficult as expenses always seemed to exceed income. Meeting places were hard to find and meeting notices took the form of personal contributions by the officers. The society survived its growing pains and the membership continued to increase. Kauffman served as president until May of 1947, when Kort Pfabe took office. In the beginning local talent provided the programs, but Kort was able to secure nationally known speakers, and even present a one day clinic. He was the first Fellow of the St. Louis Section.

Membership increased from 33 in 1946-47 to 88 in 1947-48. During this period the St. Louis Society joined the national organization which was chartered a month later than St. Louis. The end of Kort Pfabe's term was followed by Gene Fisher from Bell Telephone. Gene was later elected national president of the American Society for Quality Control. During that time he revised the budgeting practices and formalized the record keeping. He also started the Society's educational program, offering them to the membership for free.

In 1954 the membership climbed to 114 and welcomed its first woman member, Mrs. Faith French of the Army Finance Center. In 1950, the Society sponsored the printing of a training manual for quality control. The co-authors were Joseph Movshin and Rudolph Freedman, both of AlcoValve. The manual was a great success and sold to other sections throughout the country. Movshin's wife and daughter were honored at one of our meetings a few years ago, and a copy of the manual has been filed with the ASQ archives at the University of Illinois.

The St. Louis Section has not lost sight of its original purpose, as it continually strives to promote quality control principles. There are many more issues that have been accomplished than those recognized here. And many more continue to point to continuous improvement and customer satisfaction as a way to promote quality.

Employment Opportunities

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

For most recent job postings and detailed descriptions, please visit www.asqstlouis.org. Job postings are promptly posted on the website as they become available. Following are some of the more recent postings:

Position / Location	Contacts
Division Director, Management Engineering Abundant Resources, LLC, St. Louis	Judi Beachum, President/Owner o - 615.353.9119 Abundant Resources, LLC f - 615.356.9064 Judi@AbundantResources.net c - 615.604.3470
Quality Assurance Analyst TALX, St. Louis	For further information, or to apply online, please visit: http://talx.ats.hrsmart.com/cgi-bin/a/highlightjob.cgi?jobid=2260
Senior Management Engineer Intermountain Healthcare, Salt Lake City, UT	To apply online or for more information, please visit our website at www.ihc.com . Click on "Jobs & Careers", and then follow the links/icons for "Search and Apply for Jobs." Reference the keyword "Sr. Management Engineer" or enter Job Number "57718".

To have a job opening posted on www.asqstlouis.org, please email the description, contact information and other relevant details to jobposting@asqstlouis.org.

ASQ St Louis Spring Conference

The 2009 Spring Conference will be held at the Crowne Plaza in Clayton on April 2nd and 3rd. The conference will include one day of workshops, certification exams, and the Section 1304 April Chapter meeting on Thursday, April 2nd. The Conference will be on Friday the 3rd and will feature an opening Keynote Speaker and Four Conference Tracks. Exhibits and Book Sales will be available on both days.

NOW is the time to plan to attend. Mark your calendar, mention that you would like to attend to your boss and choose to participate in the conference.

As always, putting on a conference is a lot of work and volunteers are needed to help plan and execute the conference. Contact Bette Stanley or Steve Hyland to volunteer.

See you at the Conference!

A Word From Our Regional Director

Greetings from your regional director! We are very excited about this year's upcoming efforts to better serve our sections. First and most important, Region 13 now has two deputy directors. Our very own Chris Anderson has graciously volunteered his time and expertise. Chad Vincent, who also serves as the ASQ Lean Enterprise Division Treasurer and LC member with Section 1315, has joined the regional team. Chad and I will be attending the ASQ leadership development training this month. Chris has already received his training. It is our hope that we can leverage this training to better assist Region 13 LC's in achieving strong volunteerism, good section operating practices, and increased membership.

Some of the other activities we can plan on participating in are personal visits to all 13 sections in the region by June 2009. We will also be hosting two conference calls with all section chairs for planning and sharing best practices in late September. Other initiatives will include providing section leadership training and exploring how we can better use SharePoint for communicating important information.

Have a quality day!

Rob Herhold
ASQ Region 13 Director

Certification Refresher Courses

ASQ St. Louis, in partnership with St. Louis Community College at Florissant, offers refresher courses for ASQ Certification Exams. These courses are scheduled to be hosted by SLCC at Florissant. The refresher courses are aimed at providing a structured review of the body of knowledge related to the certification exams. To register for refresher courses, please contact SLCC focal Pat Jett at 314-513-4079 or at pjett@stlcc.edu.

For more details, or to sign up as a Refresher Course instructor, email Section Education Chair Kim Rochetti at kim_rochetti@irco.com, or visit www.asqstlouis.org.

Upcoming ASQ Certification Exams

October 18, 2008	Apply by August 15	CQT, CRE, CMI, CHA, CBA, CMQ OE, CSSBB
December 6, 2008	Apply by October 3	CQE, CQA, CSQE, CQIA, CCT, CQPA, CSSGB
March 7, 2009	Apply by January 9	CQT, CRE, CMI, CHA, CBA, CMQ OE, CSSBB
June 6, 2009	Apply by April 10	CQE, CQA, CSQE, CQIA, CCT, CQPA, CSSGB

To register for ASQ Certification Exams, visit 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.

Upcoming Workshop

Have you ever thought about transitioning to a totally new and exciting field? How about the service field of Healthcare? Healthcare has launched its quality journey and needs Quality professionals from industry. Healthcare is a very dynamic and growing field that welcomes professionals from all arenas. Come to the **'Transitioning from Manufacturing to Healthcare' workshop** to learn about differences, similarities, skills required, why, how, and when to transition, as well as interesting facts about this fascinating profession. This will be a fun, interactive workshop for anyone thinking about transferring your quality expertise to the service sector. And guess what...you'll be helping save lives in the process!

Cost: \$79.00

Date: Saturday, October 4, 2008

Time: 8:00am-12:00Noon

Place: Engineers' Club

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

For more details or to sign up, email Section Education Chair, Kim Rochetti, at kim_rochetti@irco.com, or call 314.838-4659.

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	info@asqstlouis.org
Steve Mundwiller	Section Chair	314-239-4685	sem55@swbell.net
Steve Hyland	Chair Elect	314-679-4801	Steven.e.hyland@us.abb.com
John O'Reilly	Secretary	314-452-6173	joreilly@hotmail.com
Resa Manson	Treasurer	314-771-6600	rmanson@interconchemical.com
Chris Anderson	Immediate Past Chair/ Nominating Chair	314-863-5079	chris@bizmanualz.com
Rob Herhold	ASQ Region 13 Director	636-625-0222	rherhold_mqa@msn.com
Bob Deufel	Historian	314-227-0576	bobduff88@msn.com
Tony Indihar	Arrangements/Scholarship Chair	314-232-0232	Antony.I.indihar@boeing.com
Denise Arthur	Exam/Awards Chair	314-344-6000 x2139	denise_arthur@ssmhc.com
Jim Ebone	SC Treasurer	636-677-6800	Jebone@marlocoil.com
Kathy Knecht	Auditor	314-264-3396	Kathleen.Knecht@usa.gknaerospace.com
Eric Schellenberg	Certification Chair	314-878-4600	eschellenberg@watlow.com
Sally Young	Boeing Rep	314-232-0232	Sally.j.young@boeing.com
Will Meyer	Re-Certification Chair	314-232-0232	William.C.Meyer4@boeing.com
Shailesh Panth	Internet Chair	314-863-5079	shailesh@bizmanualz.com
Bette Stanley	Membership Chair	618-254-6861	bjs2791@wildblue.net
Randy Thompson	SMP Chair	636-926-7040	randy.thompson@gjo.doe.gov
Patty Kallal	Communications Chair	314-653-5639	pan1677@bjc.org
Kim Rochetti	Education Chair	314-298-6264	kim_rochetti@irco.com

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Full Page	\$350/Month
Half Page	\$175/Month
1/3 Page	\$125/Month
Business Card	\$65/Month
2 Business Cards	= 1/3 Page Rate

An additional \$50 fee applies if the material has to be made computer ready.

Kudos!!

Elizabeth (Beth) Cudney, a member of the ASQ ST. Louis Section 1304 and former Leadership Committee member, was awarded one of ASQ's highest honors at the 2008ASQ World Conference on Quality and Improvement. Beth received the Feigenbaum Medal, which is presented to someone 35 years old or younger, who has displayed outstanding characteristics of leadership, professionalism, and potential in the field of quality and whose work has been, or will become, of distinct benefit to mankind. Beth is an Assistant Professor and Associate Director of the Design Engineering Center at the Missouri University of Science and Technology. CONGRATULATIONS BETH!!!