



**The next ASQ Boulder Section meeting will be Thurs, Feb. 26th at the Day Inn Hotel in Boulder. The tutorial starts at 5:30pm and the main presentation start at approx 6:15pm
Please see page 3 for more details**

FEBRUARY CHAIR MESSAGE

Have a wonderful 2009. A time for renewal. A time for new plans and new ideas to be in place. May this next year be your best ever. Our next section meeting is February 26th at the Days Hotel (formerly Days Inn Motel) of Boulder, at 5397 S. Boulder Rd. in Boulder Colorado.

The meeting starts at 5:30PM with a tutorial, then a short business meeting and then the main speaker presentation. This month's presentation is titled: "Mobile Devices Software" by Arnold Miller of Openwave Software Corp. The tutorial is: "ASQ Re-Certification" by Section past Chair Mike Ferraro. Hope to see you at the Days Hotel for all the happenings. We will have a pizza dinner after; meeting ends around 7:30 – 8PM. Read on in the newsletter to hear all about it.

You have an opportunity to also be more involved and encourage others to join and share their knowledge and experiences in the profession. The ASQ Boulder section is a leader in the area for offering help toward re-certification studies and in hosting the tests. Now is the time to join in the meetings and help plan the future. Looking forward to seeing you on the 22nd.

Best regards, Janet Mutthersbough, Boulder Section Chair muttherj@msn.com

Special Member-Leader Rates for ASQ World Conference

As in the past, up to two member leaders from each member unit may receive a special registration rate if they also attend the Community Leadership Institute on Saturday, May 16, just prior to the ASQ World Conference on Quality and Improvement. The Community Leadership Institute provides opportunities for networking, learning, and peer recognition. For more info about events and the conference, please visit <http://wcqi.asq.org>. Sections' Chairs should contact [Community Development](#) to identify the two attendees receiving the discount.

ASQ'S Customer Care Center:

E-MAIL: help@asq.org

PHONE: 800-248-1946

FAX: 414-272-1734

USPS ASQ Communications

MAIL: 600 N. Plankinton Ave.
Milwaukee, WI 53201-3005

We suggest that you go to the ASQ National main website at: www.asq.org for complete ASQ national news, regional event links, books, courses, conferences, certification testing, many member-related forms including: re-certification, membership upgrades, divisions' information and any updates to your own ASQ member profile. Also, please visit our **ASQ Boulder Section** main website at: www.asq1313.org

Did You Know? The ASQ Divisions and Sections offer approx. 70 or more scholarships, some of which go untapped due to limited number of student applicants. We suggest you go to the ASQ National website to explore the different scholarships available.

ASQ National News

ISO 9001:2008 New Discounted Rate for ASQ Members

ASQ headquarters in Milwaukee in conjunction with RAB and ANSI/ISO is offering the latest revision of the world's most widely used standard of quality management systems, ISO 9001:2008. As the primary resource in the United States for download purchases of the standard, ASQ is offering it at a **discounted rate for members**. A licensed copy can be purchased by calling 1-800-248-1946 or by purchasing on-line at: <http://www.asq.org/iso9001>

Could You Use \$5,000 to Attain Your Master's, Doctorate, or Ph.D. Degree?

Apply for the [Richard A. Freund International Scholarship](#). The scholarship is for students pursuing a master's degree or higher with concentration in quality control, quality assurance, quality improvement, total quality management, applied math or sciences, or a similar quality emphasis. Applications are due **April 1**. More information by calling 1-800-248-1946 or on-line (fastest) at: www.asq.org

ASQ National News is continued on page 4

Boulder Section Officers & Committee Leaders 2008-2009

ASQ Section 1313 Boulder, CO	
Title: Chair Name: Janet Mutthersbough Phone: 303-485-9372 E-mail : muttherj@msn.com	Title: Vice Chair Name: Mike Ferraro Phone: 720-684-2035 E-Mail: michael.a.ferraro@seagate.com
Title: Secretary Name: Rebecca Jessep Phone : 303-527-7593 E-mail: rebecca.jessep@jdsu.com	Title: Treasurer Name : Ewald Schelert Phone : 303-702-9009 E-mail: Schelert@mesanetworks.net
Title: Publicity & Re-Cert Name: Larry Darouin Phone: 303-431-9287 E-Mail: LWDerouin@comcast.net	Title: Internet & Website Name : Arnold Miller Phone : 303-385-6671 E-Mail: Arnold.miller@openwave.com
Title: Financial Auditing Name: Wells Lange Phone: 303-604-6694 E-mail: wellsolly@comcast.net	Title: Education Chair Name: Ron Sedlock Phone: 303-716-5873 E-mail: rsedlock@msn.com

Title: Newsletter Editor Name: Gerry Naugle Phone: 303-591-2830 E-mail: gnaugle@earthlink.net	Title: SMP Name: Melody Sands Phone: 303-404-2288 E-mail: melodygsands@mac.com
Title: Certification Name: Wells Lange Phone: 303-604-6694 E-mail: wellsolly@comcast.net	Title: Programs Name: Guy Harris Phone: 303-470-2975 E-Mail: harrisgb@comcast.net

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MBNQA

For info on the Malcolm Baldrige National Quality Award Program, visit www.quality.nist.gov

CPEx

For info on the Colorado Performance Excellence Program (Colorado State quality and business performance), visit www.coloradoexcellence.org Local contact: Exec Director, Mr. Tom Mauro tmmauro@coloradoexcellence.org or at 303-893-2739

Tutorial & Main-Presenters for Upcoming ASQ #1313 Meetings, as of: 20 February 2009

All Boulder Section meeting tutorials start at 5:30pm on the 4th Thurs of each month at the Boulder Day-Inn Motel in the 3rd Floor Conference Room at: 5397 South Boulder Rd 80303 (**Except Where Date, Location or any other aspect of the meeting is noted in blue**)

Thurs, Feb 26th

Arnold Miller of Openwave Software Inc. on the topic of: "**Mobile Devices Software**".
Abstract: Find out how different mobile networks track their devices using triangulation, radio frequency, echo location, field mapping, and other techniques.

30-Min Pre-Meeting Tutorial: Mike Ferraro of Seagate Corp, on the ASQ Re-Certification process.

ASQ Boulder Section News

New USPS correspondence address for the Boulder ASQ Section is:

ASQ Boulder Section

P.O. Box 21595

Boulder, CO 80308-4595

Note: All education & course registration materials should be sent to the Section Education Chair (see page 9)

In Memoriam Joan M. Fiore, past Boulder Section Chair

Joan Marie Fiore-Murphy passed away Dec. 13th, 2008 (was born in April 1959). Joan was the past Chair of the Boulder Section in the late 1990s and had remained very active in Section activities as SMP Chair and the special events/activities coordinator for many years.

Any Boulder Section members interested in making a charitable contribution in Joan's memory make a check to: "**Nederland Food Bank**" and send it in care of (c/o) the St. Rita's Catholic Church P.O. Box 901 Nederland, CO 80466 Joan was very active with the food bank, also. Online condolences can be made at www.connellfuneral.com Joan is survived by her husband Tom Murphy of Nederland and two daughters, Anna and Michal.

Boulder Section Announcement: New Policy on Quarterly Charity Donations

The Boulder Section exec board has approved a new policy of the donation of \$100 per calendar quarter to be donated to a local charity. If you have in mind a bonafide local charity, let a Section officer know about it at a monthly meeting or bring to the attention of the exec board. Bring any information regarding the charity with you to pass on to, and for review by the exec board at their business meetings. The first quarter of 2009 is covered, however the next three quarters in 2009 are open for suggestions.

ASQ NATIONAL NEWS continued from page 1

Share Your Quality for Life Story

Do you use your quality skills and techniques to improve the lives of others? Have you volunteered in your community or for a charity? If so, we want to celebrate your passion and commitment! We encourage you to submit your story as part of our new *Quality for Life* program. Stories can be submitted to qualityforlife@asq.org.



Join the ASQ Voice of the Customer Committee

An exciting opportunity exists for ASQ members to participate in a voice of the customer (VOC) initiative. ASQ's VOC committee works closely with Market Research staff to promote research opportunities and develop and analyze surveys to provide the Society and its member communities with customer data to facilitate satisfaction and loyalty. If you have interest and experience in market research and data analysis, please e-mail skositzke@asq.org with a brief description of your background and why you would like to participate.

New Review Books from ASQ

To view the complete list of new publications visit our ASQ online bookstore:
[Welcome to the Quality Press Bookstore!](#) **Revised Editions...**

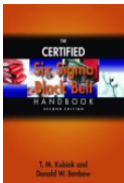


The Certified Quality Engineer Handbook, Third Edition

Connie M. Borrer, editor

This third edition provides the quality professional with an updated resource that exactly follows ASQ's Certified Quality Engineer (CQE) Body of Knowledge. Today it is not uncommon for the quality engineer to be involved in quality improvement activities in healthcare, finance, education, software applications, and other non-manufacturing sectors. In response, numerous new examples and illustrations that cover applications in some of these areas have been added.

[Click here for more information...](#)



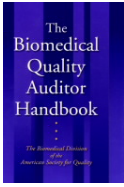
The Certified Six Sigma Black Belt Handbook, Second Edition

T.M. Kubiak and Donald W. Benbow

This second edition has been updated and revised to reflect the most recent Six Sigma techniques, and to match the ASQ Certified Six Sigma Black Belt Body of Knowledge (BOK).

[Click here for more information...](#)

ASQ Certification Exam Handbooks...

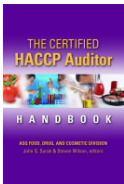


The Biomedical Quality Auditor Handbook

ASQ Biomedical Division

Written by a team of eminently qualified professionals from the medical device industry, *The Biomedical Quality Auditor Handbook* serves as a reference source for the application of quality auditing principles to the biomedical industry, including coverage specifically pertaining to medical devices. The book focuses on the understanding of domestic and international concepts and principles of biomedical quality auditing, and includes information on related regulations, directives, standards, and guidance.

[Click here for more information...](#)



The Certified HACCP Auditor Handbook

ASQ Food, Drug, and Cosmetic Division

HACCP has evolved over the years, and so has ASQ. As a result of this evolution, the ASQ Certified HACCP Auditor examination has also evolved. It first started as an add-on certification to the Certified Quality Auditor; then in 2004, the ASQ Certification Board approved it as a stand-alone certification. Along with this change, the Body of Knowledge was updated to include the principles of management systems auditing and the analytical tools of quality assurance.

[Click here for more information...](#)

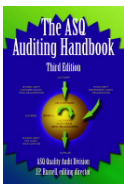


The Certified Manager of Quality/Organizational Excellence Handbook: Third Edition

Westcott, Russell T.

Management of quality continues to play a significant role in organizations as they struggle to deal with ever increasing complexities and challenges in our fast-paced world. Business success depends on their ability to use a wide range of information to define, plan, implement, and control a variety of complex, interdependent tasks using a finite set of data and decreasing resources.

[Click here for more information...](#)

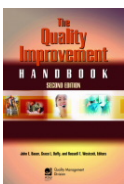


The ASQ Auditing Handbook, Third Edition

J.P. Russell, editing director

Auditing is a management tool used to verify that systems and processes are compliant/conformant, effective, and continually improved. The process audit determines if process requirements (methods, procedures) are being met, while a system audit determines if system requirements (manual, policy, standards, regulations) are being met.

[Click here for more information...](#)

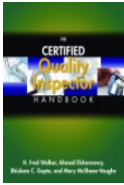


The Quality Improvement Handbook, Second Edition

ASQ Quality Management Division; John E. Bauer, Grace L. Duffy, Russell T. Westcott, editors

The use of quality and continual improvement is no longer considered the sole property of manufacturing or of the traditional engineering and production environment. Most professionals entering the workforce today are required to analyze situations, identify problems, and provide solutions for improved performance. Improving the organization is everyone's job. Teamwork is critical, requiring the participation of members of all backgrounds, nationalities, educational levels, and career aspirations.

[Click here for more information...](#)

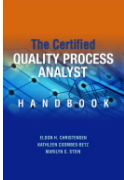


The Certified Quality Inspector Handbook

H. Fred Walker, Ahmad K. Elshennawy, Bhisham C. Gupta, Mary McShane Vaughn

The quality inspector is the person perhaps most closely involved with day-to-day activities intended to ensure products and services meet customer expectations. The quality inspector is required to understand and apply a variety of tools and techniques as described in the ASQ Certified Quality Inspector (CQI) Body of Knowledge (BoK).

[Click here for more information...](#)



The Certified Quality Process Analyst Handbook

Eldon H. Christensen, Kathleen M. Coombes-Betz, and Marilyn S. Stein

This new handbook was developed to assist those preparing for the Certified Quality Process Analyst certification. It covers the certification's Body of Knowledge explicitly and comprehensively. The book and certification are aimed at the paraprofessional who, in support of and under the direction of quality engineers or supervisors, analyzes and solves quality problems and is involved in quality improvement projects.

[Click here for more information...](#)



The Certified Quality Technician Handbook

Donald W. Benbow, Ahmad K. Elshennawy, and H. Fred Walker

This book covers all of the topics listed in the Certified Quality Technician Body of Knowledge. The conversational tone of this reference book makes it easy to read while helping readers master quality assurance subject matter. Those interested in auditing, design of experiments, management, quality costs, sampling, and reliability will find this text helpful. Whether you want to brush up on skills needed in your profession, or review material before taking the Certified Quality Technician exam, this guide can help.

[Click here for more information...](#)

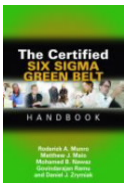


The Certified Reliability Engineer Handbook

Donald W. Benbow and Hugh W. Broome

Reliability engineers are professionals who understand the principles of performance evaluation and prediction to improve product/systems safety, reliability, and maintainability. This handbook's chapters and sections match the Body of Knowledge (BOK) specified for ASQ's Reliability Engineer certification, which includes design review and control; prediction, estimation, and apportionment methodology; failure mode effects and analysis; the planning, operation, and analysis of reliability testing and field failures.

[Click here for more information...](#)



The Certified Six Sigma Green Belt Handbook

Roderick A. Munro, Matthew J. Maio, Mohamed B. Nawaz, Govindarajan Ramu, and Daniel J. Zrymiak

This reference manual is designed to help those interested in passing the ASQ's certification exam for Six Sigma Green Belts, those who may need to train future green belts, and others who want a handy reference to the appropriate materials needed to conduct successful green belt projects. This latest entry in ASQ's popular series of handbooks explicitly follows the certification's Body of Knowledge and addresses each topic to exactly the level green belts need.

[Click here for more information...](#)

Boulder Section and ASQ National News

The following article is by Boulder Section member Ed Arling, who is also the Region #13 Councilor for the ASQ Food, Drug and Cosmetic (FD&C) Division. We thank Ed for his input locally to the Boulder Section members and his work nationally for the Division.

Progress Report on the Certified Pharmaceutical GMP Professional (CPGP) Exam

By Bob Seltzer (Schering-Plough) and Ed Arling (Amgen)

On May 1, 2008, ASQ adopted the proposal by the FD&C-division who had sponsored initial research into the Certified Pharmaceutical GMP Professional (CPGP) exam. Since then, the Certification Offerings Group and its CPGP exam developer Carmen O'Neill have been busy working towards realization of the exam and future CPGP certification. Exam Champion Bob Seltzer has worked with Certification Offerings to schedule the exam development workshops, and Certification Offerings has finalized the dates for the CPGP pilot exams and first non-pilot exam (see table below).

Date	Activity
Aug 8-9, 2008	CPGP Exam Specifications / Body of Knowledge (BoK) Workshop at ASQ
Sep 5-6, 2008	CPGP Item-Writing Workshop at ASQ HQ
Nov 21-22, 2008	CPGP Item-Review Session at ASQ HQ
Feb 6-7, 2009	CPGP Exam Review Workshop at ASQ HQ
April 3, 2009	Application Deadline for the May 17, 2009 WCQI CPGP Pilot Exam
April 17, 2009	Application Deadline for the June 6, 2009 CPGP Pilot Exam
May 17, 2009	CPGP Pilot Exam Offered at the WCQI in Minneapolis
June 6, 2009	CPGP Pilot Exam at all ASQ Test Centers
June 5-6, 2009	CPGP Cut Score Workshop at ASQ HQ
Oct 16, 2009	Application Deadline for Dec 5, 2009 CPGP Exam
Dec 5, 2009	First (non-pilot) CPGP Exam

In order to create a meaningful certification exam, several key areas were to be addressed. Applicants taking the exam need to demonstrate both knowledge and application skills in most areas of international regulatory requirements, compendium, guidelines and current practices. Considering the relative interpretive nature of some of the existing regulations, this was quite a challenge. Bob Seltzer was tasked with reaching out and inviting subject matter experts (SMEs) who could provide the knowledge and background to help create and refine the certification exam within the requisite time frame. Bob needed to bring in a pharmaceutical GMP skill base for the August, September, November, 2008 and February, 2009 CPGP exam development workshops. This was a challenging task for Bob, to find people of expertise and diversity that were willing to travel to ASQ HQ in Milwaukee and dedicate their time and experience to making it happen. According to Bob "I was looking for individuals who were vetted based on their years of relevant pharmaceutical GMP experience, current job responsibilities, expressed fluency and knowledge in the pharmaceutical GMPs, as well as their past participation within the FD&C Division chartered PharmCert Committee and willingness to contribute strongly to the creation of this world-wide sector-specific certification exam."

Bob was able to recruit pharmaceutical or allied industry vice presidents, directors, managers, and coordinators as well as prominent pharmaceutical industry consultants. They represented a geographical sampling that ranged from Canada, the Carolinas, Colorado, California, Indiana, Illinois, Minnesota, Nebraska, to New Jersey, New York, and Pennsylvania. The goals/achievements of the first four ASQ HQ workshops were as follows:

cont.

- 1) The Exam Specifications / Body of Knowledge (BoK) Workshop developed a body of knowledge with eight Roman numeral sections and numerous subsections that cover all the acknowledged pharmaceutical GMP topics. The workshop also finalized the minimum qualifications for an applicant to be permitted to take the exam.
- 2) The Item-Writing Workshop followed ASQ best practices for item (exam question) writing with no negative stem (question framed in the negative) and such as leads to only one key (answer) that can be sourced from direct regulatory, standard body, compendial, or other recognized pharmaceutical GMP source document. They wrote at least (usually more) one item per subsection of the BoK.
- 3) The Item-Review Workshop reviewed as many of the newly available draft exam item (questions) as possible to confirm that there is only one correct key (answer), that the content of each item is being tested in accordance with the subtext in the body of knowledge at the appropriate cognitive level, and to ensure the overall quality of each item.
- 4) The Exam-Review Workshop, which is yet to occur this February, 2009, is intended to approve and/or revise raw items and hold items from the Item-Review Workshop. It is also a near final review of a draft pilot exam.

In summary, ASQ pharmaceutical SME volunteers and ASQ Headquarters' Certification Offerings Group worked long and hard to see "the light at the end of the tunnel" in the form of a pilot CPGP exam. The effort and time were gratifying to all involved and those yet to finalize this exam drafting process. Pharmaceutical GMP interpretation and implementation are too important to world health not to create yet another ideal test for the profession via the outstanding certification exam-developing and administering American Society for Quality.

ASQ Applauds Appointment of Federal Government's Chief Performance Officer

Milwaukee, Wis. -- ASQ President Roberto Saco said today that ASQ welcomes the news that President-Elect Obama has selected Nancy Killefer of McKinsey & Co. to be the federal government's first chief performance officer. "This is a strong message that the new administration is serious about managing the enterprise of government," Saco said. "One hopes that the new position will have purview of topics and issues way beyond budgeting, however, and in areas with significant potential: procurement, general services, and transaction processing among others," Saco added. He pointed out that, in spite of past efforts at government reform, the challenges currently facing the nation cry out for transformation and for a structured approach to the operational management of government. "ASQ looks forward to engaging with the new chief performance officer and exchanging views on ways to fulfill her critical mission based on our membership's many years of expertise in quality management and performance excellence," stated Saco.

ASQ BOULDER SECTION #1313 COURSE DESCRIPTIONS

Revised 2-16-2009

1301 – CERTIFIED QUALITY ENGINEER (CQE) REVIEW

This is a refresher course for those preparing to take the ASQ Certification exam. This course is advanced and intense. The instructor has an excellent text specific to this course, which is provided at no additional cost. It is recommended the student bring a copy of Juran's Quality Handbook, 5th ed., which can be purchased for about \$135 through ASQ but used copies can often be found for much less on the Internet. The students must bring their own calculator. For additional details or questions, contact the Education Chair.

1302 – CERTIFIED QUALITY AUDITOR (CQA) REVIEW

This is a refresher course for those preparing to take the ASQ Certification exam. This course adds strength and credibility to your auditing experience plus prepares you for taking the ASQ Certification exam. The exam requires that you have some auditing background and you need to meet certain minimum requirements. Each student needs to purchase the latest edition of the CQA Primer published by the Quality Council of Indiana (QCI) prior to the first class (cost is approximately \$65). To order, contact QCI at 1-800-660-4215 or www.qualitycouncil.com. A recommended

book to also purchase is Management Audits, 3rd ed. by Allan Sayle, which can also be purchased through QCI at a discount. It may also be found used, for less on the Internet. For additional details or questions, contact the Education Chair.

1305 – CERTIFIED SOFTWARE QUALITY ENGINEER (CSQE) REVIEW

This is a refresher course to aid in your preparation for taking the ASQ Certification exam. The Certified Software Quality Engineer is a professional who has comprehensive understanding of software quality development and implementation, a thorough understanding of software inspection, testing, verification, and validation, and can implement software development and maintenance processes and methods. The exam requires you have minimum software testing or development experience and you must meet certain minimum requirements. Each student needs to purchase the latest edition of the CSQE Primer published by the Quality Council of Indiana (QCI) prior to the first class (cost is approximately \$70). To order, contact QCI at 1-800-660-4215 or www.qualitycouncil.com. For additional details or questions, contact Education Chair.

1321 – SIX SIGMA SIMPLIFIED

This is an introductory course that will cover the benefits, basic tools, core analysis processes, and success planning for starting a six sigma program. It covers the fundamental concepts for a small to medium size team program and explains the tools for transitioning into a Six Sigma organization. The class has simplified practical applications of improvement processes and data analysis. Course books and other supporting materials are approximately \$27 and are in addition to the course fee. This course is geared toward company leaders of continuous improvement as well as six sigma team members. No prior knowledge of six sigma is required. This is a wonderful class to start the “ideas flowing” for your organizational improvement goals. For additional details or questions, contact Education Chair.

Suggest to keep this handy for current and later education course interests for yourself or others. They are excellent courses at special rates for ASQ members and non-members. For more information please contact our Section Education Chair, **Ron Sedlock, 303-716-5873 or rsedlock@msn.com**

[Spring 2009 ASQ Boulder Section #1313 Course Offerings](#)

Updated 2-16-2009

Course Name	Instructor	Course Fee (1)	Exam Date	ASQ Exam Application Deadline	Course Dates & Times	Course Registration Deadline
1305 - Certified Software Quality Engineer (CSQE) Review	Arnold Miller 303-385-6671	\$400/ \$450	Jun 6, 2009	Apr 19, 2009	3 Fri (8am to 3pm) Apr 17, 24, May 1, 1 Mon (8am to 3pm) May 11, 2009 (24 hours)	Apr 6, 2009

Course 1305 Location: Quantum Corp, 8560 Upland Drive, Englewood, CO 80112

Quantum contact person: Lem Tingley: e-mail: Lem.Tingley@quantum.com Phone: 720-249-5894

Directions:

- Take I-25S to E-470 East and then take the Peoria Exit.
- (There is a \$1 toll at this exit).
- Otherwise you can take the next exit, Lincoln,
- Head E on Lincoln, and then Left on Peoria
- Once on Peoria: Take a Right on Compark drive
- Take a left on Upland Drive
- Quantum is at the top of the hill across from
- American Furniture Warehouse

Course Name	Instructor	Course Fee (1)	Exam Date	ASQ Exam Application Deadline	Course Dates & Times	Course Registration Deadline
1301 - Certified Quality Engineer (CQE) Review	Monrad Monson	\$400/ \$450	Jun 6, 2009	Apr 19, 2009	3 Saturdays 8:00-5:00 Apr 25, May 2 and 9, 2009 (24 hrs)	Mar 31, 2009

Contact instructor for course 1301 location

(¹) Course fee for ASQ or other professional society member/non-member. (2) Cost of primers, texts, workbooks, etc. are not included and must be purchased by the student prior the first class. Contact the Boulder Education Chair, Ron Sedlock, (information below) for details.

MORE INFORMATION: Summary from Section web page: <http://www.asq1313.org/courses.html>

FUTURE COURSES & LOCATIONS:

Contact the ASQ Boulder Education Chair, Ron Sedlock at phone 303-716-5873 or 303-587-9153 or e-mail: rsedlock@msn.com, to see if the class you want can be made available in the Colorado Springs, Denver or Ft. Collins area. Let us know if there is a class you need but is not listed above. We may be able to offer that class in the future.

COURSE REGISTRATION INFORMATION

You do not have to be a member of ASQ to attend a class however, members of ASQ and other professional societies receive a discount for classes. Local Quality professionals teach all classes in the Boulder/Longmont/ Broomfield area unless otherwise noted. We contact you at least two weeks in advance of the class start date for the exact location. Classes are typically held at a company that employs one of the students. You may nominate your company for hosting a class. Directions and registration confirmations are provided. Participants receive a certificate upon completion of the course. We need a minimum of about 4 - 5 students to hold a course and we reserve the right to cancel or postpone classes not having enough students. A full refund will be given if minimum class registration requirements are not met. If you cancel within two weeks prior to a class beginning you may not receive a refund.

ASQ CERTIFICATION REVIEW COURSES: These courses are intended as a refresher course for those preparing to take the ASQ Certification exam. These courses are typically not introductory and are intended for people with either academic and/or on the job experience. NOTE: Enrollment in a class DOES NOT enroll the student for the certification exam. The student is responsible for confirming exam dates and application deadlines with ASQ Headquarters. Qualification requirements for sitting for an exam and information regarding exam applications may be obtained by calling ASQ Headquarters at 1-800-248-1946 or go to <http://www.asq.org>.

INSTRUCTORS & COURSE DESCRIPTIONS: A list of instructor biographies and course descriptions can be found on the ASQ Boulder Section web site, <http://www.asq1313.org/> **COURSES LOCATIONS:**

Contact the ASQ Boulder Education Chair, Ron Sedlock, to see if the class you want can be made available in the Colorado Springs, Denver, Loveland or Ft. Collins area.

GUARANTEE: If you pay for and take one of our ASQ Certification review courses and still fail the Certification Exam, you may retake the course for free as many times as you need. The instructor reserves the right to charge for course materials (e.g., handouts, etc.). Your ASQ section leadership is committed to meeting your quality-related education and certification needs. If you have any questions about a particular course, please contact the instructor or the Education Chair, Ron Sedlock at: 303-716-5873 or rsedlock@msn.com

ASQ #1313 COURSE REGISTRATION FORM

Please complete the following information as thoroughly as possible. In case of a schedule change or cancellation, we really appreciate two phone numbers to contact you.

Student's Name: _____ ASQ Membership #: _____

Title: _____

Company name: _____

Address: _____

Daytime phone: _____ Night time phone: _____

FAX: _____ E-mail: _____

Course # and Name: _____

Course Start Date: _____

Course Fee: \$ _____ (ASQ Member) \$ _____ (Non-member)

Please enclose a check payable to "ASQ Section 1313" and mail this form with your check to:

Ron Sedlock 12474 West Nevada Place #207 Lakewood, CO 80228-3222

rsedlock@msn.com 303-716-5873

Additional Non-ASQ Boulder Section (or) Non-ASQ Denver Section Training Resources

Ron Sedlock, the quality Catalyst:

In tough economical times it is important to recession-proof your career. ASQ certification is a known method to increase your professional worth no matter where your career path takes you. Is this the year you get your ASQ certification? With this in mind I am offering the following two seminars covering important aspects of the Body of Knowledge for many of the ASQ certification examinations:

Statistics: Principles and Applications	
Dates	March 16 and 17
Location	To Be Determined (Denver Area)
Time	8:30 am – 4:00 pm
Cost	\$695 (Includes workbook, breaks and lunches)

Process-Based Auditing	
Dates	March 18 and 19
Location	To Be Determined (Denver Area)
Time	8:30 am – 4:00 pm
Cost	\$695 (Includes workbook, breaks and lunches)

FREE BONUS SESSIONS: For those interested in pursuing ASQ certification will conduct a one-hour session (7:30-8:30) on the first day of each seminar on how to develop a self study plan to prepare for any ASQ exam. Also at the end of the second day of each seminar I will conduct a one-hour session (4:00-5:00) on test-taking strategies to use on exam day. Both these sessions are **FREE OF CHARGE** for those taking either of these seminars.

Even if you are not pursuing certification, these seminars go beyond the body of knowledge to include specific techniques (“take-aways”) known to work back on the job.

Feel free to contact me if you need additional information or seminar descriptions.

Ron Sedlock, the quality Catalyst

phone: 303-716-5873 or 303-587-9153 (cell)

www.thequalitycatalyst.com



Cavendish Scott, Inc.

Cavendish Scott Inc. is an Accredited ISO 9000 Trainer



2009 Denver Training Schedule

IRCA Certified ISO 9001:2008 Lead Auditor Training Course

****Special price \$1699****

Includes all materials, meals and on site audit at a local company. Comprehensive, Effective and Fun

February 9-13, 2009

April 13-17, 2009

June 8-12, 2009

August 17-21, 2009

October 12-16, 2009

December 7-11, 2009

ISO 9001:2008 Internal Auditor-Process Approach Training

****Special price \$1250****

Excellent for first timers and refresher for experienced auditors. Includes an on-site audit at a local company.

January 20-22, 2009

March 17-19, 2009

May 19-21, 2009

July 14-16, 2009

September 15-17, 2009

November 10-12, 2009

ISO 9001:2008 Transition Training

\$299 Denver. Training copies of the standard will be provided, valuable transition tools, refreshments and lunch. Great for ISO Reps, Internal Auditors, Quality Managers, Company Management

We don't just cover the changes – we cover the whole standard. When was the last time you went through the standard in detail? We cover interpretation, auditing, implementation. And we provide you with tools to ease your transition to 2008 with your certification body. Recognized by IRCA and RABQSA

Denver - January 19th and March 13th - 8:30 – 4:30

Cavendish Scott, Inc.

254 South Downing Street, Denver CO 80209 303-480-0111 phone 303-480-9000 fax

training@cavendishscott.com

New Website!



Six Sigma professionals need to look no further than www.SixSigmaIQ.com to find the latest Six Sigma news, tips and resources. In addition to articles and presentations from leading Six Sigma experts, the online community features an extensive networking application so users can share their best ideas, tools, and ask and answer questions with their peers. Log on to www.SixSigmaIQ.com today to learn more.

Employment Posting

***** Philadelphia, PA: Virtual Health: Management Engineer II ******

Immediate opening

Position Summary

- The Management Engineer II position is a highly visible opportunity to work closely with key leadership and is critical to our business success because they drive process improvement within the Virtual Health System.
- They will achieve this by providing customer decision support in the areas of system development, operational analysis, work process design, information system development/implantation, facility planning, productivity monitoring and other process improvement implementation efforts.
- We are looking for candidates who are hungry, self-motivated and enjoy working with people to enact change and process improvement.
- In this position you will interact with healthcare professionals, administrators and various business leaders.
- You will integrate people, equipment, facilities and other resources to improve work results, operating efficiency, effectiveness and productivity to new requirements.

About Virtual Health

- Being recognized by the Philadelphia Business Journal as "The Best Place to Work" 3 years in a row (2006, 2007, 2008) did not happen by accident.
- We are always looking for ways to improve our processes and stay on top as a Best-in-Class organization.
- We need an experienced Management Engineer to share this same vision.
- This could be your chance to share what over 8,000 employees are feeling: the Virtual Experience.

Educational Requirements

- MS in Industrial Engineering or another Engineering discipline and
- 2+ years of experience or BS with 5+ years of experience

Healthcare experience ideal, but not required.

Persons interested please submit resume to e-mail: jon.egbert@yahoo.com

***** Emory Eastside Medical Center: Director of Lean Healthcare ******

Position Summary

- Responsible for overall coordination of the hospital's Lean process improvement program.
- Serves as the hospital's primary resource for expertise on Lean principles and methodology. Prioritizes, directs, and facilitates the hospital's Lean activities.
- Provides Lean education and training to support Lean culture change and sustainability.
- Provides regular reports on outcomes to hospital and division management, medical staff, governing board and employees.
- Serves as a resource and collaborates with others in the hospital and HCA to advance the hospital and division process improvement goals.
- Participates in strategic planning for hospital and service-line growth, efficiency, and effectiveness.

Position Requirements

- Education: Bachelor's Degree, Master's Preferred (MSIE, MBA, MHA, MSN)

Experience:

- 3+ years process improvement experience.
- Preferred background in industrial engineering, management engineering, or hospital administration.

Special Qualifications:

- Seasoned leader who can assimilate new technologies and ideas, manage learning and change, create a vision for a high performance, team-based organization, now and in the future;
- Ability to understand clinical and non-clinical processes within a healthcare setting; effective communication, collaboration and interpersonal skills;
- Ability to appropriately confront and resolve issues;
- Ability to motivate individuals and groups at all levels of the organization;
- Ability to prioritize, plan, and direct the activities of others;
- Develop a working knowledge of the hospital's information systems to support change and improvement;
- Previous experience in Lean or Six Sigma methodology a plus.

Persons interested please apply to position please at the

Emory Eastside Medical Center website at www.emoryeastside.com

***** Denver, CO Metro Area: Quality Manager ******

General Purpose:

- The QE Manager provides technical support, leadership, guidance, and discipline to the Corporation New Product Development Center of Excellence (COE) for Quality with specific emphasis in the areas of
- Quality Assurance, Regulatory Compliance, Product Reliability, Design Controls and other Quality Systems Requirements.

Organizational Chart/Reporting Relationship:

- Supervision Exercised: Quality Engineers, Technicians and others as required.
- Supervision Received: Works under the general direction of the Director-Quality Engineering

Essential Functions:

- The Voice of Quality in New Product Development.
- Engineering test management.
- Establishment and management of measurable goals and objectives for an engineering staff.
- Leader, trainer, coach and mentor within the Quality Organization and throughout the company. At this level, high expectations are placed on leadership capacity and performance within that capacity.
- Understanding of food and drug laws, regulations, and practices, and accurately transmit them into procedures, programs, and behaviors to ensure that is at the forefront of regulatory compliance.
- Measurably and vigorously engage in making product quality better.

Duties/Responsibilities to accomplish Essential Functions:

Specific responsibilities may include, but are not limited to:

- Manage an engineering test team.
- Thorough understanding of FDA Design Controls.
- Thorough knowledge of FDA QSR requirements.
- -Ability to write and execute effective and FDA compliant testing protocols to ensure that the medical device or component under test performs according to established specifications.
- Ability to manage the above.
- Have a thorough understanding of process validation.
- Have a thorough understanding of gauge R&R and measurement capability methods.
- Have a thorough understanding of human factors engineering.
- Experience in evaluating risk through formal risk analysis, PFMEA, FMEA, fault tree analysis, and other recognized tools.
- Understanding of microbial challenge testing methods.
- Ability to write and execute customer validation protocols.
- Ability to manage the above.
- Act as the voice of Quality on cross functional teams.
- Have a thorough understanding of failure analysis and destructive testing.
- Act as a liaison between new designs and shop floor implementation.
- Promotes high standards of reliability in product offerings.
- Manage compliance to valid and robust statistical standards.
- Training (Technical).
- Provides leadership and guidance in the area of Design Control.
- Authors Quality System procedures used to run the company.

Job Qualifications - Knowledge, Skill and Ability:

- Strong management skills.
- Knowledge of medical device quality and regulatory needs and requirements.
- Ability to work at a desk, in an office area, and in a light manufacturing area.
- Knowledge of computer tools such as Microsoft products.
- Excellent understanding of FDA QSR requirements.
- Good understanding of European community requirements.
- Ability to create a positive team environment.
- Thorough understanding of the Corporation Quality System.
- Ability to communicate effectively both verbally and in writing.
- Excellent leadership skills.

Job Qualifications - Education or Formal Training:

- Bachelor's Degree required
- ME,EE or equivalent preferred

Persons interested please contact:

Rod Brylawski, Associate Partner for Technology Search
at Lucas Group www.lucasgroup.com
e-mail: rbrylawski@lucasgroup.com

Lucas Group, In Partnership With The Wall Street Journal
3505 East Frontage Road, Suite 100
Tampa, Florida 33607
813-200-5712 Direct
813-200-5700 Main
813-505-1782 Cell
813-286-7600 Fax
800-836-5439 x 5712 Toll Free

***** HCA, Denver, CO: Director Management Engineering ******

Title: Director Management Engineering Continental Division

Information:

- HCA, the nation's largest for-profit healthcare provider, has an immediate opening for a Director of Management Engineering in the Continental Division.
- Based in Denver, this Division consists of ten hospitals and associated ASCs and Imaging centers.
- As a member of the Division's Senior Management Team, the Director identifies process and productivity improvement opportunities and works with Division, hospital senior executive teams, and department managers to achieve improved results.
- The Director also participates on company-wide improvement initiatives.

Minimum requirements include:

- B.S. in Industrial Engineering
- Least seven years of management engineering leadership responsibility, preferably in a multi-hospital system.

Persons interested that meet the minimum qualifications, please submit resume via e-mail to:

Roger Hendry

Management Engineering, HCA

One Park Plaza CS-6

Nashville TN 37203

e-mail: roger.hendry@hcahealthcare.com

Office: 615-236-3672 Mobile: 615-293-2456

*** Non-BOULDER SECTION QUALITY MEETING ***

Summary from Section web page: http://www.asq1313.org/loc_meets.html

Software Quality Association in Denver (SQuAD)

SQuAD Conference 2009: Testing in Today's World

Date: 11, 12 March 2009 (Wed, Thur)

Cost: \$299 By 31 Jan 2009 Cost: \$369 After 31 Jan 2009

Time: 7:15 am - 5:00 pm each day

Overview:

- o For the first time in a public forum in Denver, nationally renowned authors Danny Faught and Elisabeth Hendrickson bring their insights and expertise to the 2009 SQuAD Software Quality Conference.
- o These nationally recognized speakers are at the cutting edge of the software quality and testing field. Join us for two incredible days of training and development for all software quality professionals

Day one: 11 March (Wed)

Concurrent Morning and Afternoon Workshops a

Day Two: 12 March (Thur)

Morning Keynote talks

KEYNOTE - Elisabeth Hendrickson:

Testing in an Agile Context: 9 Principles and
6 Testing Practices That Contribute To Agility

Synopsis:

- As more teams are adopting Agile practices such as XP and Scrum, software testing/QA teams are being asked to become "Agile" as well.
- But what does that mean?
- Is the "Agile" label yet another buzzword?
- Or could it be Agile practices are actually changing the way software is tested?
- In this talk Elisabeth Hendrickson shares her perspective on testing in an Agile context by explaining the 9 principles and 6 concrete testing practices applied by successful Agile teams.
- Along the way, she'll provide an overview of how Agile development practices differ from traditional practices and discuss what those differences mean for independent test teams.

KEYNOTE - Danny Faught Tearing Down The Ivory Tower Of Testing

Synopsis:

- Software projects are so prone to failure. QA and testing staff watch it happen, knowing it won't go well. We need to assert ourselves and reign in the craziness. Right? Wrong. Building an ivory tower and telling people how to do their work is more likely to hasten disaster than to prevent it. But we can do our part by paying attention to the needs of the project, and working cooperatively with the other people who are trying to make the company successful. The company will probably succeed in the long run whether we do a good job or not, but we can help make the difference between mediocrity and big profits.
- This talk will give you some practical ideas on how software testers and QA staff can do that.

Afternoon 4 x 1 hour concurrent sessions

Location: PPA Event Center, 2105 Decatur Street, Denver, Colorado 80211
Just North of Invesco Mile High Field.

Direction: Take I-25 to 23rd Ave. Exit #211.

Head West to Clay Street. Turn South (left) on Clay.

Turn West (right) on 21st Ave. to Decatur St.

PPA Event Center is on the corner of 21st Ave and Decatur St.

Parking: Free and just North of the Building (furthest from the stadium).

For more SQuAD information, see their web pages at:

<http://www.squadco.com/>

or contact Cathy Kiser at 303-619-9444

Other Springtime 2009 Non-ASQ Courses from the Quality catalyst, Inc:

1) Course Name: Quality of Service Operations

- This course covers the key differences between a quality product and a quality service.
- What research shows customer expect from a service. What are the components of the service bundle? Learn how to provide your customer a service experience -- an experience to distinguish you from your competitor. The specific behaviors you can use in increase the professional service you provide.
- The course includes classroom discussions and exercises
- What is after six sigma? Research is indicating that six sigma has reached Phase 4 (Disillusionment) of its life cycle.
- Fads go through 5 phases: Discovery, Wild Acceptance, Digestion, Disillusionment and Hardcore
- So what's next? You are well aware of the shift in our economy from manufacturing to service but are you aware of the shift from service to the new "experience" economy
- If you are interested in staying ahead of the curve versus catching up with what everyone else is doing, I have developed a seminar for you.
- This one-day seminar is an innovative look into the future of quality
- You will learn:
- The new experience economy
- The attributes of service
- Going beyond expectations
- What customers want
- The service bundle
- Specific outstanding service behaviors
- Adding service to 6-Sigma
- Includes workbook, breaks and lunch.

1 day course offered:

Course Fee: \$395

2) Course Name: Innovative Process-Based Audits

- Process-based auditing requires a different skill set than traditional element-based auditing. This seminar goes beyond basic
- lead assessor training to auditing process linkages, system effectiveness and customer satisfaction. This seminar addresses the process approach as stated in ISO9001:2000:

Course benefit:

- Identifying how the business actually operates
- Discovering improvement opportunities
- Coordinating effective preventative actions
- Bettering customer satisfaction
- Value-added audit reports

Course Outline

- Why Audits?
 - Why the clause-by-clause approach does not work
 - What is the Process-Based Approach
 - The Difference between supplier and in-house audits
- Preparation
 - How to do a IPO Spider Process Model(tm)
 - How to link processes with a IPO Spider Web Model
 - The three types of processes
- Execution
 - Opening Meeting; Questioning Techniques
 - Interaction Trails; Effectiveness Measurements
 - Customer Satisfaction; Closing Meeting
- Follow-up
 - Audit Autopsy
 - Audit Reporting
 - Corrective Action Effectiveness

- The Do's and Do not's of Auditing
- Cost Includes workbook, breaks and lunches.
2 day course offered:
Course Fee: \$795

Course Name: Being a Quality Professional

- This personal development course takes quality to the individual level.
 - You will learn the difference between advocating quality versus practicing quality.
 - This class includes developing a personal checklist to develop the habit of quality without waiting for upper management approval.
- Includes workbook, breaks and lunch.
1 day course offered:
Course Fee: \$395

Other Courses Offered includes:

Course Name: Management Responsibility and Leadership

1 day course offered: Course Fee: \$395

Course Name: Statistics: Principles and Applications

2 day course offered: Course Fee: \$695

Course Name: Innovative Process-Based Audits

2 day course offered: Course Fee: \$695

Course Name: How to Prepare for Any ASQ Certification Exam

1 day course offered: Course Fee: \$395

Course Name: Six Sigma Simplified

2 day course offered: Course Fee: \$695

Course Name: Quality of Service Operations

1 day course offered: Course Fee: About \$395

Course Name: Certified Quality Engineer (CQE) Exam Preparation

2 day course offered: Course Fee: \$695

Course Name: Certified Quality Auditor (CQA) Exam Preparation

2 day course offered: Course Fee: \$695

the quality Catalyst: Contact and registration information

Phone: 303-716-5873 or 303-587-9153

E-mail: ronsedlock@thequalitycatalyst.com