



**The next ASQ Boulder Section meeting will be Thurs, March 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**

MARCH CHAIR MESSAGE

Our next section meeting is March 26th at the Days Hotel at: 5397 South Boulder Rd in Boulder, CO 80303 (for Mapquest).

The meeting starts at 5:30PM with a 30 minute tutorial, then a short business meeting and then the main speaker presentation. This month's tutorial topic will be "Improve Your Audit Interviews" by Gerry Naugle of the Verify Corp and the main presenter will be Guy Harris of Sandhills Scientific Inc. His presentation will be on the "Business Strategy Game". Hope to see you at the Days Hotel for all the happenings. We will have a pizza dinner after the meeting ends around 7:30PM. 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. Now is the time to join in on the meetings and help plan the future. Looking forward to seeing you on the 26th.

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

ASQ National News

ASQ/Harris Survey Results on Food Safety

On the heels of the largest product recall in U.S. history, an ASQ survey reveals that although the majority of the food industry may be following safe production procedures, the majority of the public doesn't feel it does enough. Food safety is still igniting widespread concern in the public according to the survey of U.S. adults conducted by Harris Interactive® on behalf of ASQ.

Editor Note: There is a full-length press release and a polling report summary on the ASQ National website (through links) at: www.asq.org under "current news". Also, please read an article relating to this topic starting on Page 6, written by Boulder Section Member and ASQ FD&C Division Regional Councilor Ed Arling of Amgen Corp/ Longmont.

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.

ISO 9001:2008 New Discounted Rate for ASQ Members

ASQ headquarters in Milwaukee in conjunction with the 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 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 (the fastest means) at: www.asq.org

ASQ National News is continued on page 3

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: 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: 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: 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
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		

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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: 17 March 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 denoted in blue font**)

March 26th 2009: Guy Harris of Sandhills Scientific Inc, on: **"Business Strategies Board Game"**. (and) **ASQ-Boulder Student Night**.

30-Min Tutorial: Gerry Naugle, of Verify Corp/LMCO, on: **"Improve Your Audit Interviews"**. Abstract: Review of a 2006 Q-P article on improving audit / survey questioning techniques and being as productive as possible during question periods during audits or surveys.

April 23rd: Dr. James Walker of the CPEX Executive Board (970-532-5191) on: **"CPEX Nuts and Bolts"**.

Abstract: A review of the planning, processes and forms needed to be completed and submitted by an organization in order to start or to continue in the (usual) multi-year program with the Colorado CPEX program, and/or for an organization to proceed onward to engage in the Malcolm Baldrige National Quality Award [MBNQA] program.

30-Min Tutorial: Melody Sands of Platinum Registration, Inc on: **"Exclusions to ISO 9001:2008 From the Registrar's Point of View"**.

Abstract: The area of "exclusions" from the scope statements in the scope section of a company or organization can get a bit tricky / sticky. Attend this tutorial and find out some of the rules and procedures that the registrars must look at.

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)

Boulder Section Charity Donations: Continuing Policy on Quarterly Charity Donations

The Boulder Section exec board approved a policy of a donation to a local charity of \$100 per calendar quarter back in 2008. 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 entire exec board. Please bring any information regarding the charity with you to pass on to, and, for review by the exec board at their next business meeting. 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

What Is Service Quality?

As part of its project to create a [Service Quality Body of Knowledge](#) (SQBoK), the ASQ Service Quality Division seeks to develop authoritative definitions of service and service quality. If you have experience in a service-oriented organization or functional area, please take a short survey which is linked by the Division from the ASQ national website at: www.asq.org, this to help finalize the SQBoK definitions.

New BOK Review Books from ASQ

To view the complete list of new publications visit our ASQ online bookstore:

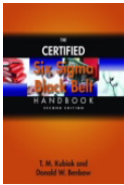
[Welcome to the Quality Press Bookstore! through: \[www.asq.org\]\(http://www.asq.org\)](#) **New Revised Editions...**



The Certified Quality Engineer Handbook, Third Edition

Connie M. Borrer, editor

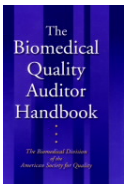
This third edition provides the quality professional with an updated resource that exactly follows ASQ's Certified Quality Engineer (CQE) Body of Knowledge. Today it is not uncommon for the quality engineer to be involved in quality improvement activities in healthcare, finance, education, software applications,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



The Certified Six Sigma Black Belt Handbook, Second Edition

T.M. Kubiak and Donald W. Benbow

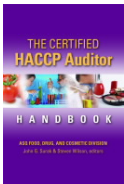
This second edition has been updated and revised to reflect the most recent Six Sigma techniques, and to match the ASQ Certified Six Sigma Black Belt Body of Knowledge (BOK).



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.



The Certified HACCP Auditor Handbook

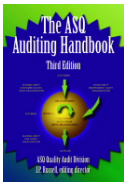
ASQ Food, Drug, and Cosmetic Division

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.



The Certified Manager of Quality/Organizational Excellence Handbook: Third Edition *Westcott, Russell T.*

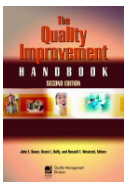
Management of quality continues to play a significant role in organizations as they struggle to deal with ever increasing complexities and challenges in our fast-paced world. Business success depends on their ability to use a wide range of information to define, plan, implement, and control a variety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



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.



The Quality Improvement Handbook, Second Edition

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

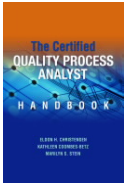
The use of quality and continual improvement is no longer considered the sole property of manufacturing or of the traditional engineering and production environment. Most professionals entering the workforce today are required to analyze situations, identify problems, and provide solutions for improved 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.



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).



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 certifications 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.



The Certified Quality Technician Handbook

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

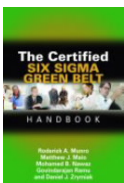
This book covers all of the topics listed in the Certified Quality Technician Body of Knowledge. The conversational tone of this reference book makes it easy to read while helping readers master quality assurance subject matter. Those interested in auditing, design of experiments, management, quality 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.



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.



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.

Boulder Section within the ASQ National News

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

FDA Globalization Act Brings Change by: Edward R. Arling, Amgen Corp / Longmont

Several changes to the way FDA and industry are to conduct business are being proposed in the "Food & Drug Administration Globalization Act of 2009" bill submitted to Congress by House Representative John Dingell. While our FD&C industries, regulators and populace continue to

suffer and struggle with antiquated approaches to protecting and promoting public health, this bill mandates some fundamental changes, some improvements and as with any new regulations, questions as to implementation and long term affect and value.

This bill goes beyond recent “softer” attempts by regulators and industry trade groups to foster change through guidance documents (ICH Q series) or good business structures (ISO) or internal change attempts (FDA’s GMP’s for the 21st Century). There are significant new mandates that affect food, drug, device and cosmetic business practices, in an attempt to bolster industry and regulators accountability, responsibilities, enforcement and consequences. Anyone involved in these industries should become familiar with this bill, understand how it will affect business as we know it, and proactively guide their respective government representatives and industry leaders. One key example of a change in the bill, noted by John Surak, Food Programs Chair for the FDC Division, was the requirement for certification for laboratories & the Department of Agriculture doing food inspections. It then goes on to provide allowance for the Secretary to certify third parties to conduct facility inspections. Surak asks “Is this opening up the door for private companies to do regulatory inspections in the US? Do we really want this? This is a major issue to discuss.” The FDC Division will collect input on the bill from the Program Chairs and forward our collective comments. Please review the bill at www.fda.gov and discuss any comments or concerns with your respective Program Chair.

Key areas of the bill include:

Food Safety

- Industry - requires all facilities producing food that reaches the US to register with FDA. Most registrants to pay fees that would support FDA inspections for both importers and exporters. Requires risk mitigation plans to be created, subject to FDA review.
- FDA – requires a risk based inspection strategy, minimum inspection frequency, enforcement action for non compliance, increases FDA authority for imposing fines and mandating recalls.
- Imports – requires foreign manufactures to be certified meeting US standards, allows for third party certification, allows for fast track importation if requirements are met, requires country of origin labeling & disclosure, .
- Traceability – requires electronic methodology for FDA tracking including farms & restaurants and standardized lot tracking on shipments.
- Food standards – requires FDA to issue regulations for production & handling of fresh fruit & vegetables, carbon monoxide treated foods to be labeled, promotes food science & monitoring.
- Laboratory Testing – requires testing to be done in accredited laboratories & results sent to FDA

Drug and Device Safety

- Industry – requires annual registry & fee for all domestic and foreign establishments. Generic drug firms to pay fee for pre-approval inspections, requires documentation of supply chain, expand labeling requirements and have a risk mitigation program.
- FDA – registration fees to support increased inspections, requires pre-approval foreign inspections, requires parity for foreign and domestic inspection frequency and significantly enhances regulatory enforcement actions, fines & penalties.

Cosmetic Safety

- Requires all foreign & domestic manufacturers serving the US to register annually, pay registration fees, report adverse events and comply with US GMP’s.

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 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.

Wanted: Certified Calibration Technician Writers

Volunteers are needed to write and review practice questions for the new Certified Calibration Technician (CCT) exam preparation program. The questions will be used to develop online practice tests similar to the certification exam, allowing ASQ members and customers to easily identify their strengths and areas for further study. Interested participants should be CCT, CQE, or CRE certified and must not have written for an actual ASQ exam within the past two years. If you wish to help, please contact [Kate Berumen](#).

Unemployment Program Available

ASQ headquarters is offering resources for members who have encountered job loss. One benefit for those who want to retain their membership, but have difficulty renewing because they are currently unemployed, are discounted membership dues. Participating members receive a discount on their membership renewal based on consecutive years of membership. Currently, membership dues are \$129 for current Full (formerly Regular), Senior, and Fellow members. For more information, and to check out other resources available, visit <http://work.asgquality.org>.

ASQ Learning Institute Director Named

A principle of the ASQ Learning Institute is to have one person responsible for its overall direction and performance. After an extensive search, ASQ has appointed Robert Watters as the ASQ Learning Institute director. As senior manager of ASQ Learning Offerings since November 2007, Watters has been extensively involved in the education and training initiative. He has worked with member leaders and staff, efforts that now evolve into leading the Institute. For more information on Watters' new role, please visit <http://www.asq.org/members/leaders/eti/faq.html>.

Congratulations to New Board Members

The following national directors were recently elected by divisions to represent technical communities on ASQ's board of directors: Dick Gould, Hal Greenberg, and Rick Perlman. The following regional directors were elected by the Section Affairs Council to represent geographic communities on ASQ's board of directors: Herb Goldstein, Clay Hodges, and Joni Judd.

Multiple Conferences Built Into the 2009 World Conference

This year's World Conference on Quality and Improvement, May 18-20, 2009, Minneapolis Convention Center, Minneapolis, Minn., offers a unique opportunity for attendees to take part in three other "mini conferences" that will be held concurrently with the ASQ World Conference, all for one registration fee.

- [Institute for Software Excellence](#)
- [Quality Institute for Healthcare](#)
- [Quality in Sustainability Conference](#)

For more information, or to register, visit the [World Conference Web site](#).

Honing Your Leadership Skills - Register Today!

The Community Leadership Institute, and other complimentary events for member leaders, will be held May 16 - 17, in Minneapolis, Minn., just prior to the World Conference.

- **Saturday, May 16:** Community Leadership Institute, QMP Awards Ceremony, Member Leader Reception
- **Sunday, May 17:** Education Chair Community of Practice, Voice of the Customer Community of Practice

Event information and registration is available at <http://wcqi.asq.org/member-leader>.

ASQ BOULDER SECTION #1313 COURSE DESCRIPTIONS

Revised 3-16-2009

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 3-16-2009

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

(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

In tough economical times it is important to recession-proof your career. Please see pages 13 and 14 for detailed information on upcoming seminars and training from the quality Catalyst, Inc.

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

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.

May 19-21, 2009

July 14-16, 2009

September 15-17, 2009

November 10-12, 2009

For more information and registration information, contact:

Colin Gray

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.

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:
 - o The new experience economy
 - o The attributes of service
 - o Going beyond expectations
 - o What customers want
 - o The service bundle
 - o Specific outstanding service behaviors
 - o 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 then 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