



The next ASQ Boulder Section meeting will be held on Thurs, November 18th at Covidien/Boulder Bldg #2 with tutorial start at 5:30pm and the main talk at approx 6:20pm. Please see page 3 for more details.

NOVEMBER CHAIR MESSAGE

"Einstein said, "Insanity = Doing the same thing over and over again and expecting different results." The current November issue of Quality Progress Magazine tells us, "Change doesn't just happen out of the blue". It happens because someone comes along who challenges the status quo and gets people thinking differently." Are you challenging the status quo or are you doing the same thing over and over again and expecting a different result?

I had the pleasure of attending a seminar by Robin Lawton, International Management Technologies, Inc., last month. He coined the term, "Customer Centered Culture - C3". This is truly seen as "a foundation for all enterprise practices". In our jobs, he states that **everyone** must ask the following three questions before we can ask ourselves how we can improve. They are:

1. What is the product? (Define all of your work as a "noun". What is your output?)
2. Who are the customers? Differentiate between End Users, Brokers and Fixers. (Ideally, to be successful in improving, focus on the end user's requirements.)
3. What do they really want? (What does the END CUSTOMER really want? What are the desired and undesired outcomes? What "product" functions and features are important?)

The key message is that the customer desired outcomes are the driver for innovation and change. I encourage you to challenge the status quo and start thinking differently in your daily lives. Change starts with ME. In order to be effective in leading the change, you will need to be able to state your opinions with credibility and lead with enthusiasm to gain support for your new ideas. You don't want to miss an informative evening spent with Alex Zaborenko from Dale Carnegie as he teaches us how to be effective change agents. See you there!
Sincerely, Rebecca Jessep ASQ Section 1313 Chair

Wed, December 15th ASQ Boulder Section Spouses (or) Significant Others Night at the Boulder Dinner Theater. The show is: **"Hello Dolly"** Open to all #1313 members, two seats maximum, we have 10 left at \$20/seat left, first come first serve. RSVP to Gerry Naugle by phone msg 303-591-2830 (or) gnaugle@earthlink.net by 8:00pm on 26Nov2010 and a payment of the \$20 per ticket made to "ASQ Boulder Section" and USPS mailed to: Gerry Naugle P.O. Box

3783 Boulder, CO 80307 by Nov. 28th to secure your ticket(s).

ASQ'S Customer and Member 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 web site at: www.asq.org for complete ASQ national news, regional event links, books, courses, yearly certification testing, re-certifications, conferences, ASQ Divisions and on-line membership forms, including member upgrades and what is needed to update your own member profile. And, while you are on the internet, be sure to visit **ASQ Boulder Section website** at: www.asq1313.org

Did You Know? ASQ Divisions and Sections offer approx. 70 scholarships, some of which go un-tapped due to limited number of student applicants.

ASQ National News

ASQ Has a New Tagline: The Global Voice of Quality™

Change is big. Change is bold. Case in point: The ASQ tagline. As we roll out our brand transformation beginning November 1, ASQ's tagline will become "The Global Voice of Quality™."

This new phrase speaks volumes about our quality community, our reach, and the breadth of our reach. Start looking for this tagline on ASQ branded materials and publications from Nov 1st going forward

news continued on page 4

ASQ#1313 Officers & Committee Chairs 2009-10

ASQ Section 1313		Boulder, CO	
Title: Chair Name: Rebecca Jessep Phone: 303-587-7067 E-mail : rebeccaiessep@hotmail.com	Title: Vice Chair Name: Joe Wojniak Phone: 303-530-6581 E-Mail: joe.wojniak@yahoo.com		
Title: Secretary Name: Melinda Schones Phone : 303-359-5531 E-mail: mschones2002@yahoo.com	Title: Treasurer Name: Ewald Schelert Phone: 303-702-9009 E-mail: Schelert@mesanetworks.net		
Title: Re-Cert Name: Larry Derouin Phone: 303-431-9287 E-Mail: LWDerouin@comcast.net	Title: Internet & Website Name: Arnold Miller Phone: 303-466-2631 E-Mail: arn_miller@earthlink.net		
Title: Publicity and VOC Name: Byron Murray e-mail: byron.murray@yahoo.com	Title: New Members Name: e-mail:		
Title: Financial Auditing Name: Wells Lange Phone: 303-604-6694 wellspolly@comcast.net	Title: Education Chair Name: John Beachman Phone: 303-530-6346 e-mail: john.beachman@covidien.com		

Title: Newsletter Editor Name: Gerry Naugle Phone: 303-591-2830 e-mail gnaugle@earthlink.net	Title: SMP Name: Mike Ferraro Phone: 720-684-2035 E-mail: michael.a.ferraro@seagate.com
Title: Certification Name: Wells Lange Phone: 303-604-6694 E-mail: wellspolly@comcast.net	Title: Programs Name: Guy Harris Phone: 303-470-7020 E-Mail: harrisgb@comcast.net

#1313 Upcoming Meeting Information	Page 3
ASQ National & Boulder Section News	Pages 4-8
Boulder Section Course Descriptions	Pages 7-9
Boulder Section Courses Fall 2010	Pages 9-10
Boulder Courses Registration Form	Page 11
Non-ASQ Section Training Offerings	Page 12
Quality-Related Job Postings	Pages 12- 13
CPEX Events and Updates	Page 14



SSD Global

Accelerated Lean Six Sigma Learning Systems

Denver Classes: Held at Regis University – DTC Center

All courses have post workshop requirements to include homework, exam, and project work. Fees for post workshop activities are included in the course fee above. Class size is limited.

Contact Margi.White@ssdglobal.net or call 303 571-9351 for additional information
Register on line at www.SSDGlobal.net on the Contact Us Site

Upcoming ASQ #1313 Tutorial & Main Presenters as of: Nov 9th, 2010

All Boulder Section tutorials start at 5:30pm on the 4th Thurs of each month, except where the date or any other aspect of the meeting is denoted in **bold blue font**.

November 18th

Main talk: Alex Zaborenko, Dale Carnegie Training of Colorado and Southern Wyoming, "**Stating Opinions with Credibility & Leading with Enthusiasm**".

30-Min Tutorial: Gary Vansuch of NREL on an "**Overview of ISO/TC-76 Committee Activities and their Business Processes**"

The meeting location for November 18th is: Covidien Corp / Boulder facility at: 5920 Longbow Drive, Boulder, CO in Building #2. The meeting is in the Pike-Evans Room in the downstairs.

Directions to meeting site: Take Longbow Dr. west from 63rd Street in Gunbarrel. Take 3rd right after Leanin' Tree Bldg and park at end of drive in front of Bldg 2. In the satellite map below, Longbow Drive enters the picture from the upper-right, north is up.



Please enter through the "Cafeteria" doors where you will be required to check in and will be directed to the meeting room location. If there are questions, please contact Rebecca Jessep, ASQ Section 1313 Chair, at rebecca.jessep@covidien.com or 303-530-6484

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 program), visit www.coloradoexcellence.org

Contact: Executive Director, Mr. Tom Mauro tmmauro@coloradoexcellence.org (or) at: 303-893-2739
Please see page **xx** of this newsletter for the most recent information on upcoming 2010 CPEX activities and events. **The Boulder ASQ Section is a sponsor of the Colorado CPEX Organization.**

Network on the ASQ Online Community

If you haven't had the opportunity yet, take a moment and explore the ASQ online community. Build a profile, upload your photo, join a network, and connect with others. Here are a few networks that you can participate in:

- If you are a consultant and want to network with other professionals, be sure to visit the [Consultants Network](#).
- Those new to the quality profession are in need of guidance from seasoned quality professionals. Help them by getting involved in the [New to Quality Network](#).
- Young quality professionals can benefit from your expertise. Lend your voice to this group by visiting the [Young Quality Professionals Network](#).

2011 Scholarship Application Now Available

The Inspection Division is pleased to announce that it has increased its annual scholarship level to **\$3000!**

This scholarship was created to help members, their family or friends defray the costs associated with college expenses. Scholarship funds will be dispersed to one or more deserving students in the Spring of 2011.

Applications can be downloaded from the ASQ Inspection Division web site:

<http://www.asq.org/inspect/about/awards-inspect.html>

Applications can also be obtained by contacting Jim Spichiger at jim.spichiger@alcatel-lucent.com
Applications must be postmarked no later than February 15, 2011.

2011 Chuck Carter Award for International Inspector of the Year

- Applications are now available for the 2011 Chuck Carter International Inspector of the Year Award! For over 35 years the Inspection Division has offered this award to provide recognition to "The Inspector". Any qualified individual who spends more than 50% of his or her time in inspection, test, audit, calibration, etc., functions to assure conformance to engineering, manufacturing, quality and customer standards or requirements, is eligible as a candidate to receive the award.
- Applications can be downloaded from the ASQ Inspection Division web site:
<http://www.asq.org/inspect/about/awards-inspect.html>
- Applications can also be obtained by contacting Jim Spichiger at jim.spichiger@alcatel-lucent.com
- Applications must be postmarked no later than February 15, 2011.

Brand New: ISO 26000:2010(E): Guidance on Social Responsibility (e-std download)

ASQ National Website on-line store at: www.asq.org

Item: T866E **Member Price:** \$193.00 **List Price:** \$193.00

This International Standard provides guidance on the underlying principles of social responsibility, recognizing social responsibility and engaging stakeholders, the core subjects and issues pertaining to social responsibility and on ways to integrate socially responsible behavior into the organization. This International Standard emphasizes the importance of results and improvements in performance on social responsibility.

This International Standard is intended to be useful to all types of organizations in the private, public and nonprofit sectors, whether large or small, and whether operating in developed or developing countries. While not all parts of this International Standard will be of equal use to all types of organizations, all core subjects are relevant to every organization. All core subjects comprise a number of issues, and it is an individual organization's responsibility to identify which issues are relevant and significant for the organization to address, through its own considerations and through dialogue with stakeholders.

New for Winter 2010 from ASQ Quality Press

[ISO 9001:2008 for Small and Medium-Sized Businesses, Second Edition](#)

Denise E. Robitaille, vice-chair of U.S. TAG to ISO/TC 176—the committee responsible for updating the ISO 9000 family of standards—takes readers into a seldom-discussed but needed area of the ISO 9001 standard: applying it to small and medium-sized businesses.

And take a look at these other fine quality titles:

- [*Building From the Basics: Quality Pocket of Knowledge \(QPoK\)*](#)
- [*Learning Lean 5S: Quality Pocket of Knowledge \(QPoK\)*](#)
- [*Managing Projects: Harvard Business School Pocket Mentor Series*](#)

[The Six Sigma Handbook, Third Edition: A Complete Guide for Green Belts, Black Belts, and Managers at all levels](#)

Thomas Pyzdek and Paul Keller The authoritative classic—revised and updated for today's Six Sigma practitioners! Whether you want to further your Six Sigma training to achieve a Black or Green Belt, or you are totally new to the quality-management strategy, you need reliable guidance. This book shows you, step by step, how to integrate this profitable approach into your company's culture.

And take a look at these other fine quality titles:

- [*Six Sigma Marketing: From Cutting Costs to Growing Market Share*](#)
- [*The Executive Guide to Understanding and Implementing Lean Six Sigma: The Financial Impact*](#)
- [*Six Sigma Project Management: A Pocket Guide*](#)

Acceptance Sampling in Quality Control, Second Edition

Edward G. Schilling and Dean V. Neubauer Reflecting the recent resurgence of interest in this field, this book presents the state of the art in the methodology of sampling and explores its advantages and limitations. It also looks at how acceptance control can support applications of statistical process control and help in the evaluation of products. Includes coverage of ISO 2859 and 3951 standards, and the ASTM version (E2234) of MIL-STD-105E.

And take a look at these other fine quality titles on sampling:

- *The Handbook of Applied Acceptance Sampling: Plans, Procedures and Principles*
- *Zero Acceptance Number Sampling Plans, Fifth Edition*
- *How to Perform Skip-Lot and Chain Sampling, Second Edition*
- *The Quality Toolbox, Second Edition*

Updates to ASQ Recertification Journal

There are changes to the recertification journal categories, including more opportunities for RU credits, and the categories have been better de-fined to make recertifying easier. The 18 RU credit amount remains the same. To order a new journal, call the ASQ Customer Care at: 1-800-248-1946 and ask for item B0525.

Note:

Existing certifications to ISO 9001:2000 will be invalid after November 14, 2010



Purchase the new ISO 9001:2008 standard today from ASQ!

Have you transitioned to ISO 9001:2008 yet? ASQ is your **official** source for the latest version of the ISO 9001 standard and all your ISO needs. This new standard will replace ANSI/ISO/ASQ 9001:2000 and applies to any size organization—small, medium, or large—and all types of organizations—private or public sector. Because you are an ASQ member, you can take advantage of member pricing! Purchase this new standard and:

- Manage your processes effectively
- Enhance customer satisfaction
- Meet customer and applicable statutory and regulatory requirements
- **Order the hardcopy or electronic version of the standard from ASQ today!**

Looking for more ISO solutions? ASQ is your one-stop shop for all your ISO needs.

Visit www.asq.org/iso9001 today

ASQ Boulder Section News

USPS Correspondence Address for the Boulder ASQ Section:

ASQ Boulder Section

P.O. Box 21595

Boulder, CO 80308-4595

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

Boulder Section's Charity Donation Program:

The Boulder Section exec board approved a policy of donating to bonafide local charities at \$100 per calendar quarter. If you have in mind a deserving local charity, please let a Section officer know about it at any monthly meeting (or) bring to the attention of the entire exec board on via a letter. Enclose any information in an envelope and send it to the section correspondence address (above) or bring any information about your charity and pass it on to any section officer at any monthly meeting. Suggestions for the 4Q of 2010 are being accepted at the present time.

Unemployment Program for Membership Available from ASQ

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.asqquality.org>.

ASQ BOULDER SECTION #1313 COURSE DESCRIPTIONS *Revised 11-09-2010*

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 course instructor or the Section Education Chair (his contact information is on page 10).

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 the course instructor or the Section Education Chair.

1322 – ASQ Exam BoK: Quality Concepts, Management and Leadership

This course covers the Body of Knowledge (BoK) any quality professional should know about quality. This covers the history of quality from philosophies to current day methodology. This course is a must for anyone pursuing ASQ Certification or seeking a professional quality career.

Cost includes materials fees

Prerequisites: None

Course Outline:

- Management and Leadership [Organization Structures; Strategic Planning, Team Processes]
- The Quality System [Quality Philosophies; System Models; Measuring Effectiveness]
- Customer Focus
- Supplier Chain Management
- Product and Process Design
- Product and Process Control
- Continuous Improvement
- Management Tools [The Seven Classic Quality Tools; Basic Management and Planning Tools; Process Improvement Tools; Innovation and Creativity Tools]

1323 – ASQ Exam BoK: Statistical Principles, Techniques and Applications

Learning the principles of statistics in an understandable way as well as practical applications in the workplace. From understanding variation to hypothesis testing to process capability studies -- this course covers it all. The course covers the Body of Knowledge (BoK) required for ASQ Certification Exams. This is also excellent for any quality professional seeking a core understanding of the quantitative methods used in any improvement strategy such as Six Sigma or Lean covers the history of quality from philosophies to current day methodology. This course is a must for anyone pursuing ASQ Certification or seeking a professional quality career.

Cost includes materials fees

Prerequisites: Ability to understand basic mathematical expressions would be useful as well as ability to use a hand-held calculator.

Course Outline:

- Descriptive Statistics [Measures of Location; Measures of Spread; Shape of Distribution; Normal distribution]
- Concepts of Probability
Statistical Decision-making [Central Limit Theorem; Test of Hypothesis; Alpha and Beta Risks]
- Statistical Process Control (SPC)
- Analyzing Process Capability
- Design of Experiments (DOE) [Full Factorials; ANOVA Tables; Partial Factorials (Taguchi)]
- Relationship Between Variables
- Reliability Statistics

1324 – ASQ CQE Book of Knowledge (BoK) Review

This course is designed to help you properly prepare to take and pass the CQE examination. The objective of the course is to help you put together a study plan. An overview of the Body of Knowledge (BOK) covered by this exam will be given. Detail study of the BOK is the responsibility of the student. Included in this course are effective test taking strategies

Cost includes materials fees

Prerequisites: None; however, the following ASQ Boulder Section courses would help those needing more detail knowledge:

- 1322 - ASQ Exam BoK: Quality Concepts, Management and Leadership
- 1323 - ASQ Exam BoK: Statistical Principles, Techniques and Applications
- Also there are requirements to be able to take the CQE exam.
- See ASQ website <http://www.asq.org/certification/quality-engineer/>

Course Outline:

- How to gather reference material
- How to do a self assessment
- How to develop a study plan
- The Body of Knowledge [Management and Leadership; The Quality System; Product and Process Design; Product and Process Control; Continuous Improvement; Quantitative Methods and Tools]
- What to take to the exam
- Test taking strategies

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, John Beachman at: john.beachman@covidien.com or 303-530-6346 to see if the class you want can be made available in the Colorado Springs, Denver, Loveland or Ft. Collins area.

Winter 2010 ASQ Boulder Section Course Offerings

Updated 11-09-2010

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 Monsen 303-272-9612 Location: TBD	\$400 members / \$450 others				
1305 - Certified Software Quality Engineer (CSQE) Review	Arnold Miller 303-466-2631 Location: TBD	\$400 members / \$450 others				
1322 - ASQ Exam BoK: Quality Concepts, Management and Leadership	Ron Sedlock 303-716-5873 or 303-587-9153 Location: TBD	\$270 per student + \$25 material = \$295 Total				
1323 - ASQ Exam BoK: Statistical Principles, Techniques and Applications	Ron Sedlock 303-716-5873 or 303-587-9153 Location: TBD	\$270 per student + \$25 material = \$295 Total				
1324 - ASQ CQE Book of Knowledge (Bok) Review	Ron Sedlock 303-716-5873 or 303-587-9153 Location: TBD	\$135 per student + \$15 material = \$150 Total				

(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, **John Beachman**, (his contact information below) for details. FOR INFORMATION UPDATES, please go to the Boulder Section web page: <http://www.asq1313.org/courses.html>

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>

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 #: _____

or other Society and #: _____

Title: _____

Company Name: _____

Address: _____

Daytime phone: _____

Night time phone: _____

E-Mail: _____ or FAX: _____

Course # and Name: _____

Course Start Date: _____

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

Please enclose a check payable to "ASQ Boulder Section" and contact the Boulder Section Education Chair John Beachman at: john.beachman@covidien.com (or) 303-530-6346, to reserve your spot in the course that you want. Please send checks to the address below.

ASQ Section 1313 Education
c/o Mr. John Beachman
2031 Amethyst Dr
Longmont, CO 80504

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 Boulder Section Education Chair (contact information above).

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

From: the quality Catalyst Inc.

If you are interested in updating your credentials as a Quality Professional, I offer the following activities underway this fall:

On Wednesday, **November 17th** a **Providing Outstanding Service Quality** seminar will be conducted in Golden, Colorado. I am pleased to announce I will be partnering with Don Gallegos (Former President, King Soopers) to conduct this much needed, and often missed part, of quality. Attached is flyer with some details. Ask about various discounts (ASQ, CQEN, early registration, multiple attendees, etc.).

Also I am beginning my planning for **2011**. If you anticipate any training needs for the new year, keep me in mind. I specialize in **Audit, Statistics** and **ASQ Certification**. Also I provide training in **Service Quality**, which is the next wave of the quality movement. Let me know how I can help.

At your service, Ron Sedlock ronsedlock@thequalitycatalyst.com *the quality Catalyst, Inc.*

phone: 303-716-5873 or 303-587-9153 (cell)
www.thequalitycatalyst.com

Quality Related Job Postings



We suggest that you frequently go to: www.nrel.gov use the employment link

Western Region Quality Engineer

location: major metro near an airport (travel depending on location up to 4 days per week)
Submit resume to ms@sesijobs.com subject QUALITY

My client a privately held company that is experiencing significant growth due to expansion and acquisition has an exciting newly created opportunity for a Western Region Quality Engineer. this is an exciting opportunity to get involved in a rapidly growing company that is poised to go public. THE position will be responsible for implementing iso 9000 at the company's western regional facilities.

Functions:

1. Responsible for monitoring the operational development of the QMS and partnering with cross-functional teams.

2. Evaluate and audit processes, policies and programs as it relates to quality compliance and operational efficiency. Assure corrective/preventive actions closure and drive process maturation activities to continually improve the effectiveness and efficiency of the quality system.
3. Develop, maintain, and ensure compliance with procedures and metrics that impact quality throughout the organization.
4. Develop and maintain appropriate relationships with all customers (external/internal) to facilitate the successful accomplishment of business objectives.
5. Assist in quality-related activities that add strategic value to the business. This may include, but not be limited to process and procedural development activities, continuous improvement actions, process mapping and streamlining, and fulfilling customer quality requirements.
6. Work closely with operations to implement Quality System corrective actions through system improvements.
7. Provides leadership as a recognized authority on structured problem solving teams and special projects to proactively promote and contribute to continuous improvement of the QMS and assure continued customer satisfaction.
8. Conduct internal audits of the QMS and other systems, prepare reports, monitor corrective action, preventative action plans and report on progress for management review.
9. Communicate quality system audit issues to management and prepare audit presentation material detailing audit findings and conclusions reached as well as recommendations.
10. Through reports of audit findings and trend analysis, assist warehouses in establishing and maintaining effective control of all operations to promote efficient and effective use of company assets.
11. Monitor the effectiveness of various processes through use of data and internal auditing programs.
12. Preparation of flowcharts, forms, communications, and audits for quality system implementation and compliance.
13. Performs other duties as assigned by the Vice President, Quality or Divisional Vice President.

Qualifications · Bachelor's degree in Quality, Business Administration or related field preferred. 5-8 years experience in Quality focused organizations in the areas of manufacturing, automotive, distribution, warehousing or other related industry. · Experience in developing, implementing and maintaining quality management system requirements such as ISO 9001:2000 required. · ASQ CQE, CQA and/or certifications such as Six Sigma, Lean Manufacturing, Project Management, etc. are preferred. · Experience in quality management system (QMS) implementation and development, quality assurance and quality control.

· Good working knowledge of the principles and philosophies of total quality management and high performance work systems. · Understanding of process improvement methodologies and tools (Six Sigma, Lean, Kaizen, etc.).

- Proficiency in quality analysis techniques (statistical analysis, problem solving, process mapping).
- Demonstrated experience in leading and performing quality systems audits.
- Strong analytical skills and process focused problem analysis and problem resolution.



Colorado Performance Excellence Thanks for your interest in the Colorado Performance Excellence (CPEX) organization! We represent a community of organizations and individuals dedicated to performance excellence. Other organizations that have adopted the performance excellence framework have demonstrated: Increased organizational learning and development; A sound management framework; Proven financial results; Documented benefits to employees, customers, the community, and other stakeholders; Ability to use the state award as a stepping stone to the [Baldrige National Quality Award](#), jointly administered by the U.S. Department of Commerce and ASQ Society.

Monfort Sustainable Transformation Program

The Monfort Institute will offer a new half-day leadership workshops based on research on the Malcolm Baldrige National Quality Award recipient organizations. The workshops in the series will be offered at the UNC Center at Centerra in Loveland. For [more information](#) or to [Register](#). Please enter the CPEX code when registering.

Workshops include the following:

Developing People - November 17, 2010, 8:30 a.m. - 12:30 p.m.

Executing for sustainable High Performance - January 11, 2011, 8:30 a.m. - 12:30 p.m.

Developing a Learning Culture for High Performance - October 13, 2010 or February 8, 2011, 8:30 a.m. - 12:30 p.m.