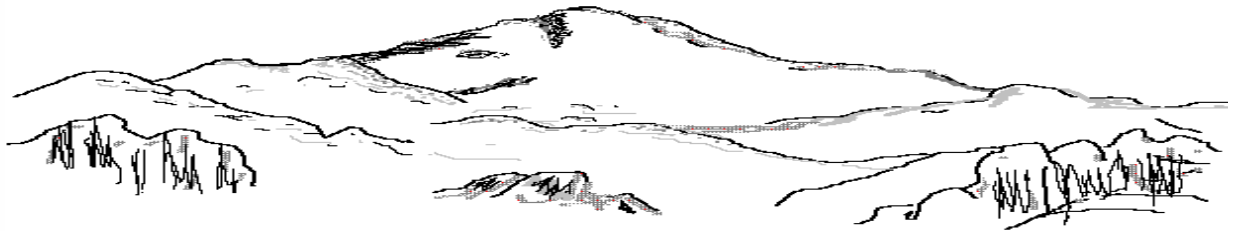


# American Society for Quality



PIKES PEAK SECTION 1312

November 2010

## ASQ Section 1312 Letter to our Members

Red Dye Number Three...

Hello everyone! I trust you and your family got through all the visiting hordes of candy seekers on Halloween safely. Now it's time to turn our attention to another food holiday: Thanksgiving!

In honor of the Pilgrims, many of us will make trips across the country (or the world) to visit family and friends over the next 60 days. (And maybe we'll think back to our last guest speaker while we pack.) Hopefully we will get recharged visiting our families and friends. On the other hand, we may become exhausted after our journey(s) and all the festivities but hopefully, we won't have the hardships faced by those early travelers. Or by hapless families like the ones portrayed in *Christmas Vacation* and movies like that.

In these modern times, Quality Professionals have a lot to be thankful this season. From a Quality perspective, this season highlights a lot of potential issues related to Quality. Regulations abound for the transportation industry, the shipping industry, the food growing and preparation industries. Buildings and vehicles are inspected rigorously for safety and capacity. Hopefully you won't need any health care this season but if you do, be assured that Quality Professionals can be found at every level of the healthcare industries.

As we get closer to the Yule season, we need to be thankful for all the regulations-based requirements our retail manufacturers must face. Based on the news lately, as our economy and culture gets more global, we in the Quality industry must be ever vigilant for maintaining our standards for safety and performance.

Of course, we may also be thankful for other things in our lives. I am thankful for the people and animals in my life. I am thankful for the opportunities I experience and the joy of learning I experience so often at school. Continued on Page 3

**Meet:**  
**Bob Launsby**  
**Hua Baker**

**“How to Survive and Thrive When Dealing with China”**

**November 10th**

**Mason Jar North Schedule:**

**5:30 - 6:00 Networking**

**6:00-7:00 Dinner**

**7:00-8:30 Program**

### From ASQ National:

#### **The Importance of Supplier Quality**

In today's environment, you need to ensure that the materials you receive from your suppliers are of the highest quality. Supplier management is key, and ASQ has the resources you need to establish an effective supplier management process.

To learn more about supplier quality and to see what ASQ has to offer, visit [www.asq.org/supplier-quality](http://www.asq.org/supplier-quality).

### **Inside This Issue**

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## American Society for Quality

Pikes Peak Section  
PO Box 26366 Colorado Springs, CO 80936-6366  
Website: <http://www.ppasq.org/>

2010-2011

### EXECUTIVE COMMITTEE

#### Officers

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*Note: The ASQ Section 1312 Leadership Team is continuing to look for individuals willing to volunteer for other Leadership Team positions. If your interested in any of these positions, see the [ppasq.org](http://ppasq.org)*

### MISSION STATEMENT

*To promote awareness, understanding, application and results of Quality concepts and best practices in Southern Colorado by being a source of information, education and expertise in all Quality matters.*

### Meet the Speakers

#### Bob Launsby and Hua Baker

#### “How to Survive and Thrive When Dealing with China”

**Communication and team work have always been big challenges for companies. Add to this different cultures, backgrounds, communication media's, and language and the challenge becomes only greater. In this session the speakers will discuss some of these challenges relative to business with Chinese companies while providing some do's/don't regarding various forms of business communication.**

**Bob Launsby** has worked as a consultant for clients in US, Europe, and Asia for 25 years. He is the author of 5 books and numerous publications. He has facilitated major initiatives for companies in new product development and complex problem solving. A focused runner, Bob finished first in the 2009 national seniors 10k at Stanford University. He is currently making progress with his attempts to understand China and the Mandarin language.

**Hua Baker** Graduated from Wuhan University in China, had 10 years working experience as survey engineer in China. She also worked for FedEx as a software developer for 12 years in US. She knows both Chinese and English very well.

#### Quality Refresher:

*What does TQM mean to you?*

## Refer a Friend or Colleague

### Each One Reach One

ASQ members [earn ASQ Bucks](#) for referring new members. Use ASQ Bucks for your ASQ purchases.

Don't know what to say? Let us send an invitation email on your behalf. Just fill out the information at the ASQ Site and hit send. [http://www.asq.org/java\\_members/portlets/execute/referMemberSetup](http://www.asq.org/java_members/portlets/execute/referMemberSetup)



**Check out APICS at :<http://www.apicspikespeak.org/>**

### Welcome to APICS - Pikes Peak Colorado Chapter



**APICS** builds operations management excellence in individuals and enterprises through superior education and training, internationally recognized certifications, comprehensive resources, and a worldwide network of accomplished industry professionals.



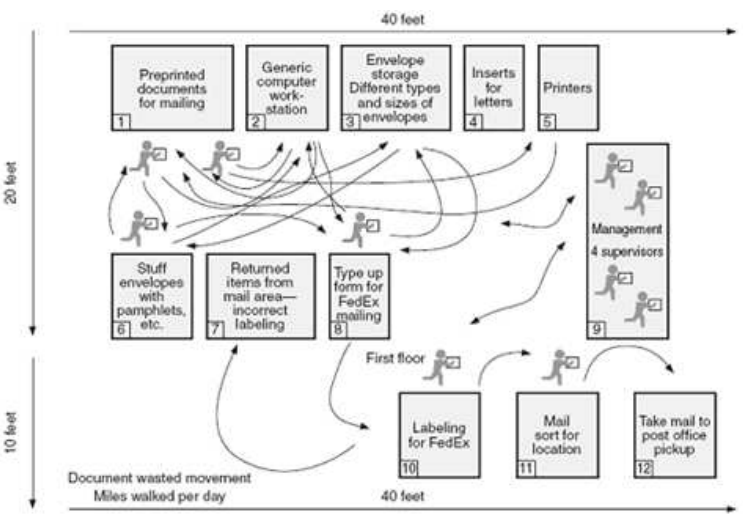
**APICS Pikes Peak** is the preferred organization serving Colorado Springs and the southern Colorado area for operations management professionals, providing value to our membership and customers by offering quality education, training, development and networking opportunities.

## Walking the Quality Web: Spaghetti Diagrams



When I think of Spaghetti Diagrams I tend to recall kids making pictures out of their food. But in the statistics world, spaghetti diagrams are a way to make sense out of your processes—in a very informal manor (no computer needed). Basically a spaghetti diagram is a visual representation , using a continuous flow line tracing the path of an item or activity through a process. The diagram at the right depicts a heath department administration flow. The focus of the process was to indentify ways to shorten the walking time from one activity to another, especially for frequently performed tasks. Another benefit of this exercise is to highlight major intersection points within the room—where many walk paths overlap are causes of delay. Delay in this instance means waiting—an unnecessary motion. - Greg

Excerpted from Ron Bialek, Grace L. Duffy, and John W. Moran, [The Public Health Quality Improvement Handbook](#) (Milwaukee, WI: ASQ Quality Press, 2009), page 220



**Become active in your section! Join PPASQ**

**Sections** — Meet members in your area to exchange ideas, challenges, and solutions. Use FaceBook and LinkedIn to network, both socially and professionally.

**Board Positions:** - Benefit from the collective knowledge of other ASQ members in your field by joining an industry or topic specific Division. Get involved in one or more of ASQ's specialized Chapters.

**Volunteer Opportunities** - Expand your talents, grow personally and professionally by volunteering in your Section.

**Topics for the Following year!**

What would you like for topics this next year? The Leadership Team will be meeting June 11th to discuss the 2010-2011 schedule. Let us know what special topics or areas of interest would be beneficial. Your input is needed!

Does your quality system ever let you kick-back to enjoy the view? [www.efficient-quality-program.com](http://www.efficient-quality-program.com)

**JOB CORNER**

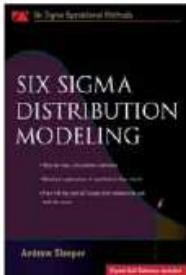
**Job Placement Chair:**  
**Les Rodriguez**  
[Placement@ppasq.org](mailto:Placement@ppasq.org)

The ASQ Colorado Springs Chapter has developed an email list of people interested in receiving notice when Quality, Regulatory and/or Engineering jobs become available in Colorado or elsewhere in the nation. Job references and job descriptions are forwarded to people on the email list.

We are aware that this service has resulted in interviews and hiring of people on the email list. ASQ Colorado Springs Chapter will provide information on available jobs but does not collect resumes nor function like an employment agency. The basic services offered through chapter placement include the following:

- 1) Free subscription to job board with information about job openings
- 2) Email notification of vacancy announcements

**Two great reference books...**



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**Design for Six Sigma Statistics**

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- MINITAB examples
- Application stories



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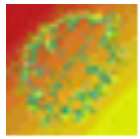
Author / Trainer / Consultant  
**Andy Sleeper**  
970-420-0243

[Andy@SuccessfulStatistics.Com](mailto:Andy@SuccessfulStatistics.Com)

*Quality Quote of the Month*

***“Individual skills are combined so that the group’s ability to innovate is something more than the simple sum of its parts.”***

**Reich**



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### Internal Auditing

We perform internal audits for many local organizations. We are typically quicker, cheaper and provide better outputs than an internal auditing resource. Our internal audits are provided at a fixed cost and are accepted by all registrars.

### In House Training

**In house training classes is cost effective with just 4 students. In-house training can be customized to your needs, incorporates your paperwork and your business operations. Training can be based on any standard and is accepted by**

### **ISO 9001:2008 Lead Auditor Training (2011)**

Learn the ISO requirements and professional auditing techniques.  
Accelerated learning (emphasis on "doing")

Conduct an actual ISO 9001 audit at a local company.  
IRCA Certified (RABQSA recognized) 4.5 days -\$1699 Feb 14-18, Apr 18-22, Jun 13-17, Aug 15-19, Oct 10-14, Dec 5-9 Denver

### **ISO 9001:2008 Internal Auditor Training (2011)**

Learn ISO to the new standard.

Internal auditor training is based on the lead auditor training but less intense. We still cover the standard and audit at a local company.  
3 days \$1250 Mar 15-17, May 17-19, Jul 26-28, Nov 8-10 Denver

### **ISO 27001 Information Security Lead Auditor (2011)**

Cover the standard in detail including the ISO security controls in the appendix and in ISO 27002.

Professional auditing techniques including what to look for (and how to ensure your organization meets it).

5 days \$2599 May 9-13 Denver, Apr 4-8, Oct 3-7 Atlanta  
Monthly courses around the Country

Tel: 303 480 0111 Fax 303 480 9000 [Info@CavendishScott.com](mailto:Info@CavendishScott.com) [www.CavendishScott.com](http://www.CavendishScott.com)



ASQ Section 1312 is proud to work with CPEX in supporting organizational and personal excellence in processes. **See more on page 6.** The Colorado Performance Excellence (CPEX) organization represents 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](#).  
<http://www.coloradoexcellence.org/>

ASQ Section 1312 partners with INCOSE every year with joint meetings that blend the world of Quality with Systems Engineering. As a service to our members and to enhance professional skills check out INCOSE's website. INCOSE strives to foster the definition, understanding, and practice of world class Systems Engineering in industry, academia, and government within Region II of the Council. For more on INCOSE see <http://www.incoseco.org/>



**Get Connected with Facebook or LinkedIn !!** New for ASQ Section 1312 members, and still in the growing phase, two networking sites have been setup on the Web. For professional interaction in all subjects related to quality check out our site, and others, on LinkedIn at [www.Linkedin.com](http://www.Linkedin.com). Search for ASQ Section 1312. For social networking a similar site has been setup on Facebook ; go to [www.Facebook.com](http://www.Facebook.com). If you don't have an account it's real easy to setup one up. More details will be included on our website at [www.ppasq.org](http://www.ppasq.org).



Presented by CPEX, a member of the Alliance for Performance Excellence and your local resource for performance improvement based on the Baldrige National Quality Award.

# 2010 CPEX Quest for Excellence IX Creating States of Excellence

## November 5, 2010

7:30 a.m. – 4:30 p.m.

CPEX Quest For Excellence

Learn, Discover, Share Results,  
Be Inspired

### TO REGISTER

[www.coloradoexcellence.org](http://www.coloradoexcellence.org)

### EVENT FEES

\$275 per person for  
For-profit organizations

\$250 per person for  
Non-profit organizations

Morning or afternoon (does not  
include breakfast or lunch) –  
\$200 For-profit, \$175 Non-profit  
Breakfast or lunch only – \$75

### SPONSORSHIPS AVAILABLE:

#### Eagle

10 registrations – \$2,250

#### Big Horn

5 registrations – \$1,125

#### Elk

3 registrations – \$675

#### Exhibitor Sponsorship

2 registrations plus full exhibitor  
package – \$1,000

### What and When:

**CPEX Best Practices Conference/Awards Luncheon/Examiner Celebration**

Governors Bill Ritter of Colorado, Dave Freudenthal of Wyoming, and Jeff Lucas, Deputy Director, Baldrige National Quality Program, invited to present awards

Friday, November 5, 2010 7:30 – 4:30 p.m.

### Why Attend:

**What you will learn/do:**

- Why continuous improvement leads to performance excellence
- Discover a proven framework for performance that improves competitive, customer, financial, and workplace results
- Learn best practices from Rocky Mountain and national leaders
- Access tools, techniques, and strategies to improve your organization
- Get involved in Colorado, Wyoming, and Montana's learning community and network

### Presenters:

**Keynote Speakers:**

- Dr. Mike Sather, Center Director, VA Cooperative Studies Program Clinical Research Pharmacy Coordinating Center, 2009 Baldrige Award Recipient – presenting 'The Code of the West'
- Dr. Patricia Gabow, CEO, Denver Health, 2009 CPEX Timberline Recipient – presenting 'Delivering Results by using LEAN within a Baldrige Framework'

**Peak Track – for those organizations seeking the Peak and Baldrige Recognition for sustained superior results in all areas of their operations**

- Dr. Mike Sather, Center Director, VA Cooperative Studies Program
- Dr. Sharon Clinebell, Associate Dean, Monfort College of Business, 2004 Baldrige Award Recipient
- Jeff Jones, Quality Director, CH2M HILL – Operations Management Inc. 2000 Baldrige Award Recipient

**Timberline Track – for those seeking a better understanding of processes in an organization, their deployment, and their integration leading to results**

- Scott McGuire, Vice-President, Colorado Technical University Southern Colorado, 2009 Foothills Recipient
- John Hill, CEO, The Aurora Medical Center/Centennial Medical Plaza, 2008 Timberline Recipient
- Phil Goodman, Senior LEAN Facilitator, Denver Health, 2009 Timberline Recipient

**Foothills Track – for those organizations just beginning their Journey to Performance Excellence**

- Adam Cohen, Principal, Accelerent Performance Solutions, 2000 Baldrige Award Recipient with CH2M HILL - OMI
- Beth Katzenberg, Director of Corporate Quality and Compliance, Colorado Foundation for Medical Care, CPEX Founding Sponsor
- Katie Wallace, Sustainability Specialist, New Belgium Brewing, Sustainable Management System

### Where:

**Marriott South at Park Meadows**  
10345 Park Meadows Drive  
Littleton, CO 80124  
303-925-0004

*Special hotel rates available until 10-16-10.  
Mention CPEX when registering.*



Continued from Page 1

I am thankful for my health and the health of my wallet (even if it has been sickly lately J). The list goes on and on. And I hope we each take a moment to think about what we're thankful for this year. Make sure you take some time to enjoy the season. And let the people in your life know they are important to you.

Personally, I am also thankful for all of you and glad to come out to "see me" every month. And for the APICS and INCOSE people who join us at least once a year. And our Leadership Team and I would be very thankful if we had a few more folks on the Leadership Team. J We'll bribe you with dinner and everything ...

So, what are you thankful for? What are you doing to make your career something to be thankful for?

T' Chris



[The Annual Reliability and Maintainability Symposium](#) is the premier event in the reliability, availability, and maintainability engineering disciplines. Combining [tutorials](#), presentations, [CEUs](#), [certifications](#), and networking into one week-long program, the RAMS delivers cutting edge information to all technical industries.

**[RAMS 2011](#) at Walt Disney World Resort in Orlando!**

What do a famous mouse, family fun, and reliability availability, and maintainability engineering have in common? Why RAMS 2011, of course—join us in the center of the vacation universe to hone your skills and enhance your company's products and services. Registration will open later this year, so [join us](#) at [Disney's Contemporary Resort](#) in Lake Buena Vista, FL, January 24-27, 2011.



# World Conference on Quality and Improvement

May 16-18, 2011 . Pittsburgh, PA . David L. Lawrence Convention Center

Also Featuring: [Quality Institute for Healthcare Conference](#)

## The New Role of Quality: Tomorrow's Applications of Proven Quality Tools

Today's challenges have brought many to re-examine the role that quality can play in the organizations and communities that we work and live in. In the face of these challenges, some people are getting back to the basics, and others are looking to innovation and creativity to pave the way.

Today, more than ever, quality has a role to play. Whether traditional or new, conservative or inventive, quality is critical.

## Join us in Pittsburgh in 2011 to take on the New Role of Quality.

- ▶ Learn new and classic quality tools, methodologies, and techniques.
- ▶ Network with more than 2,000 attendees and exhibitors.
- ▶ Benchmark best practices with the International Team Excellence Award Process.

# EDUCATION NEWS

## Design of Experiments (DOE) Course conducted by Robert G. Launsby of Launsby Consulting

Hosted by ASQ Pikes Peak Section at Colorado Technical University, 4435 No. Chestnut, Colorado Springs CO 80907

Robert Launsby has 19 years experience as a Quality Consultant specializing in DOE and Six Sigma. He has consulted with many companies in the areas of Reliability, Market Research techniques, Data Mining, Fuzzy Logic, and FDA protocols for Process Validation.

### Course Description

This one-day seminar introduces the attendee to the power of practical multi-variable experimentation. Engineers and scientists see dramatic improvements in efficiency and effectiveness of their testing through the use of these modern approaches. Attendees will learn how to set-up, analyze, and confirm the results of orthogonal designs using two or more factors at two or more levels.

### Course Objectives

- The student will learn to design full and fractional factorial experiments
- The student will gather data from in-class hands on experiments while simultaneously manipulating many variables
- The student will analyze experimental data for statistical significance from hands-on exercises

### Agenda for one-Day Seminar

- Day 1:**
  - Introductions, Goals, Expectations
  - The Need for Experimental Design in Industry
  - Why Engineers, Technicians and Scientists Need to Use These Powerful Approaches
  - Examples of Applications from industry
  - What is an Experimental Design?
  - What are the Benefits?
  - Objectives
    - Troubleshooting
    - Modeling
    - Screening
    - Robustness
    - Mixtures
  - Screening Approaches vs. Modeling Approaches
  - Why Conduct an Orthogonal Array?
  - What are the steps?
    - Orthogonal arrays and Simple Analysis
    - Interpretation of computer output
    - Confirmation trials
  - Team exercises

**This 8- hour course can be offered on a Saturday or two weekday evenings (Thursday) in January. Please e-mail Jerry VerDuft at [verduft8066@msn.com](mailto:verduft8066@msn.com) expressing your interest and choice of a Saturday or two weekday evenings in January.**

**Fee: \$45 (includes all course materials)**

# Total Quality Management (TQM)

I'm sure everyone knows what "TQM" means, but do you understand the underlying principles of Total Quality Management. For a refresher here is one definition:

- ◆ **Total** - Encompasses the entire organization, supply chain, human resources, IT, processes, and product development. Everyone is involved, practicing what is preached, and regular communication of the purpose driven goal.
- ◆ **Quality** - defined by the beholder and can take on many forms but in the case it is the perception of the customer(s). The emphasis is on things being done right the first time.
- ◆ **Management** - continuous management with cycle such as PDCA cycle, Plan, Do, Check, Act also known as the Shewhart Cycle or Deming Cycle.

TQM is a structured system much like a Six Sigma program. When all of its elements are implemented properly, TQM is like a well-built house. It's solid, strong, and exploits the value of synergy. The sum of the collective efforts of everyone in the organization is greater than the sums that each individual can contribute.

Total Quality Management strives to maximize the competitiveness of an organization through the continual improvement of the quality of its products, services, people, processes, and environment.

TQM is not a flavor of the month, and when it is implemented in such a way it earns a poor reputation for all the wrong root causes and the same applies for some Six Sigma programs. Many companies strive for awards and decorations to bragging rights, public relations, and customer appeal and sometimes this works. Quality requires a never ending pursuit of improvement and significant breakthroughs that are sustainable often require a lot of time, education, and effort along with difficult choices.

The methodology includes everyone from managerial to hourly workforce. It does not necessarily mean that zero defects or absolute perfection must be achieved as this can be more costly and unpractical than making balanced sustained gains.



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## SECTION EDUCATION NEWS

**Always check [www.asq.org](http://www.asq.org) for the most current Exam Dates and Deadlines.**

**Exam applications must be made directly to ASQ.** For additional information see the certification section on the ASQ web site at <http://www.asq.org> or contact Brian Dahl, [Certification@ppasq.org](mailto:Certification@ppasq.org).

SECTION 1312 sponsors these exams at our local exam site. The exams are typically scheduled to be held in Room 260, Colorado Technical University 4435 North Chestnut, Colorado Springs, CO 80907, however locations for exams sometimes change. It is highly recommended that your travel time to the exam site be verified prior to exam day. CONFIRMATION OF THE EXAM DATE, TIME AND LOCATION WILL BE SENT WITH YOUR EXAM PACKET AND WILL BE YOUR OFFICIAL NOTIFICATION.

### EDUCATION and CERTIFICATION CHAIRS

The Education Chair is one of the non-elected officers of the section. The major activities of the position are setting up classes for ASQ certification exams. The Certification Chair ensures that ASQ certification exams are proctored 4 times a year.

## ASQ CERTIFICATIONS

CERTIFICATION	APPLICATION DEADLINES	EXAM DATES
Biomedical Auditor, HACCP Auditor, Manager of Quality/Organizational Excellence, Quality Auditor, Quality Engineer, Quality Improvement Associate, Quality Inspector, Reliability Engineer, Six Sigma Black Belt, Six Sigma Green Belt	Jan 3, 2011, Jan 14, 2011	Feb 6, 2011, March 5, 2011
Calibration Technician, Quality Auditor, Quality Process Analyst, Quality Improvement Associate, Six Sigma Green Belt, Software Quality Engineer	Oct 15, 2010 April 15, 2011	Dec 4, 2010 June 4, 2011

### CERTIFICATION TRAINING

Looking for training before taking an ASQ Certification Exam? If we have enough people for the class, we can host a class for our section. Contact Jerry VerDuft at [Education@ppasq.org](mailto:Education@ppasq.org).

**AMERICAN SOCIETY FOR QUALITY**  
**Pikes Peak Section 1312**  
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**Colorado Springs, CO 80936-6366**

Stamp



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Full Page:	\$100	Business Card:	\$ 25
1/2 Page:	\$ 60		

*Other rates upon request.*  
**Ad Deadline: 20th of month for next issue**

**Other Colorado ASQ Chapters**

Boulder: <http://www.asq1313.org/>  
 Denver: <http://www.asqdenver.org/>  
 Northern Colorado: <http://www.asq1309.com/>  
 Western Colorado: <http://www.asq.org/sections/mini-sites/1314>

**November 10th, 2010, ASQ Section 1312 Meeting**

**“How to Survive and Thrive When Dealing with China”**

**By**  
**Robert Launsby and Hua Baker**

*Mason Jar North*  
*5905 Corporate Drive*  
*Colorado Springs, CO*

*Visit our website at [www.ppasq.org](http://www.ppasq.org) for more information*

Assorted meals, desserts, soft drinks, coffee, etc.

*Invite a Friend!*

*Nov Break out the shovels!*

ASQ LOCAL SECTION 1312 2010-2011 CALENDAR			
Date	Location	Topic	Speaker
November 10, 2010	Mason Jar North	Survive and Thrive...	Robert Launsby and Hua Baker

**ASQ Quality Reminder: ASQ World Quality Conference !**