

## MONTHLY MEETINGS THIS QUARTER'S EVENTS

Our monthly dinner and business meetings occur on the third Wednesday of every month -- except December.

- Arrive by 5:45 for Video Session Canyon Crest Country Club, 975 Country Club Dr. at the corner of Canyon Crest Drive, in Riverside.

DIRECTIONS from where you are on I-215; I-10; HWY 60; or HWY 91;

- Drive to the intersection of I-215 & HWY 60 in Riverside;
  - Take Hwy 60 East toward Indio and Exit at Central Ave
  - Right turn on Central to Canyon Crest Drive (traffic light).
  - Left on Canyon Crest Drive, past golf course, stay in right lane.
  - Turn right on Country Club Drive, then an immediate right into parking lot.
- Ph.: (951) 274-7900. Dinner is \$18.00.

**Reservations are not required. Spouses, Significant Persons, and Guests are always welcome.**

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## Inland Empire Will ICE-up in January

### **ASQ — ICE Joint Meeting, January 17, 2007** *Performance Excellence with the help of Professional Organizations*

The local Section 711 of The American Society for Quality (ASQ) and The Inland Empire Council for Excellence (ICE) are teaming up to offer local businesses a better understanding of the Quality Tools and Educational Programs available to enable them to achieve performance excellence in their organization.

ASQ Section 711 strives to provide ethical, professional, and innovative leadership to continually improve the quality of processes, products and services in the Inland Empire. ASQ does this through certificated educational programs such as Certified Quality Manager (CQM™) and Certified Quality Auditor (CQA™), as well as educational seminars and networking opportunities.

ICE is a regional council of The California Council for Excellence, a non-profit educational foundation that administers the California Awards for Performance Excellence (CAPE™) Program and the California Team Excellence Award (CTEA). CAPE is a Baldrige based program designed to help California organizations in all sectors continuously improve through a Baldrige based performance excellence program.

ICE and ASQ Section 711 strive to educate all businesses in the local area on the importance of Performance Excellence and Quality Management in a competitive marketplace. We provide them with the tools and understanding to benchmark their performance against others in the industry, identify areas for improvement, certify employees, improve process and product performance, generate and utilize an extensive knowledge base through metrics and customer feedback; all with the ultimate goal of significantly achieving Performance Excellence.

What is Performance Excellence?

Is it just the "bottom line"?

Is it something broader, more balanced?

How can you know if you are headed in the right direction?

What are the tools you are going to need to get there?

These are tough questions to answer. But you have a significant advantage: the Inland Empire organizations of ASQ and ICE! Working together we can help you answer these tough questions and, in the process, give you the understanding and educational resources sources to make your journey to Performance Excellence smoother and a little less daunting.

*Sheryel Eberwein*

*Canyon Crest Country Club Dress Code: "Pursuant to the rules and regulations, inappropriate attire is not permitted inside the Clubhouse. Specifically, blue jeans are prohibited and men must be in collared shirts."*

**The evening's schedule:**

5:45 pm - 6:30pm: Quality Video Session

6:45 pm - 7:15 pm: Dinner

7:15 pm - 7:30 pm: Business Meeting

7:30 pm - 8:30 pm: Program



**Oct. 18th, 2006**

**5:45 - 6:30 - Video**

"Dr. W. Edwards Deming Seminar, Costa Mesa, CA , Aug 2-4, 1989"

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

**SPEAKER:**

*Duane Allen*

**SUBJECT:**

*"Lean 6 Sigma and Testing"*

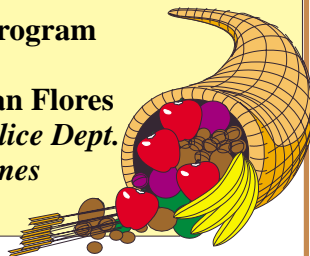
**November 15th, 2006**

**5:45 - 6:30 - Video**

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

**SPEAKER:**

**Detective Dan Flores**  
*Riverside Police Dept.*  
*Hi-Tech Crimes*



**SUBJECT:**

*"Identity Theft"*

Identity Theft is the fastest growing crime in the Country. Learn how street thieves, and organized crime can easily steal and use your Identity to commit theft. With an annual loss exceeding

50 billion dollars, every person and business can be affected.

This presentation will show you how Identity theft occurs, how your stolen Identity is used, and what steps you can take to protect yourself.

**ABOUT THE SPEAKER:**

Detective Flores has been in law enforcement over 26 years including 21 with the Riverside Police Department. As a Detective he was assigned to the Economic Crimes Unit for five years where he investigated financial crimes and Identity Theft.

Currently he is the Department's Computer Forensics Examiner and assists detectives with crimes involving the Internet.

**December, 2006**

**Happy Holidays**

**Special Notice**

**January 17th, 2007**

**ASQ-ICE Joint Meeting**

## EDUCATION UPDATE, 4th Quarter, 2006

by Linda McKean, Education Chair

### UCR Extension Project Management Classes

**October 10 - 12, 2006**

Project Management Professional (PMP) Exam Preparation, Riverside, California,

Tuesday-Thursday, 9:00 am - 5:30 pm,

Fee: \$750.

*For more information, or classes for the Winter Quarter, contact University of California, Riverside Extension at (951)*

*827-4111 or check out UCR's web site:*

*<http://www.extension.ucr.edu>*

## ASQ Education News

Check our Web Site for the latest education updates. Members will also find educational articles of interest., <http://www.asq711.org>

## YOUR SECTION 0711 EXECUTIVE COMMITTEE 2006-07

### OFFICERS

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## COMMENTS FROM THE CHAIR

Focus is an important part of any endeavor. I have been reading a lot of John Maxwell's materials over the years and lately, I am re-reading his book "The 21 Indispensable Qualities of a Leader". One of the 21 qualities is Focus. At the end of this chapter Dr. Maxwell relates a Daily Take-Away that I would like to share with you.

Dr. Maxwell states "Experienced animal trainers take a stool with them when they step into a cage with a lion. Why a stool? It tames a lion better than anything – except maybe a tranquilizer gun. When the trainer holds the stool with the legs extended toward the lion's face, the animal tries to focus on all four legs at once. And that paralyzes him. Divided focus always works against you." (Dr. John Maxwell, The 21 Indispensable Qualities of a Leader, 1999, page 57)

The leadership of the Inland Empire Section understands that we need to focus on the important few if we are to grow as an organization. An integral part of that focus is our Section Scorecard. We will be posting this document in September so everyone can monitor our progress. The scorecard has three Key Focus Areas and a SMART objective and target associated with each.

Our Key Focus Areas are Member Value, Member Retention, and Member Satisfaction. Member Value we will measure member satisfaction survey participation with a target of greater than 20% participation. Member Retention we will track the number of membership renewals with a goal of greater than 80%. Member Satisfaction will be tracking meeting feedback with a target of participation being greater than 90% of attendees.

We are still in the formative stages on our metrics and will get them finalized and posted on the web site during September. I ask for feedback from anyone in the Section and include one area we can target for improvement. If you wish to call me direct please do at (951) 347-7059.

*Chairman, Phil Laure*

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## EXECUTIVE COMMITTEE MEETINGS

Executive Committee Meetings will be held on the third Wednesday of the month (unless otherwise announced) at 5:30 p.m., at Canyon Crest Country Club, before the Section's monthly dinner meetings.

### Meeting dates are:

**October 18th • November 15th • December - *Enjoy the Holidays!***

Meetings are scheduled for approximately one hour, all officers and committee chairs are urged to be present. Members are invited to attend. Those whose schedules will not allow their presence should submit summary reports on committee activity. Reports of Executive Committee Members, who expect to be absent, should be deliverable to the section chair or section secretary not later than 24 hours prior to the meeting.

*Phil Laure, Chair*

## The Impending Talent Crisis ... Six Sigma and Lean to the Rescue

By Tim Noble

“Talent Wars” and “Brain Drain” are not the latest must see horror movies from this summer, but U.S. business leaders might want to sit-up and take notice of an emerging crisis that could play-out frightening results for their organizations in the coming decade.

As 77 million U.S. Baby Boomers begin to retire over the next decade, there are only 46 million Gen-X’ers available to backfill the Boomers’ retiring ranks. Even with a modest two percent economic growth rate over the next 15 years, demand for critical talent could increase by as much as a third, creating a “war” for critical talent. For some companies the crisis may be even more immediate. One recent study of the nation’s 500 largest companies reported that they expect to lose half of their senior management over the next five years. Additional studies suggest that up to 85 percent of major companies surveyed have no formal program or process in place to deal with this impending crisis.

In the past few years companies have been so transfixed on downsizing to contain costs that they have largely neglected this looming threat to their competitiveness. There is no doubt that over the next decade or so, demand for talent will ebb and flow with the economy, however there is no denying this demographic shift and the potential impact it will have on U.S businesses. Some companies may be in for a rude awakening when they are unable to achieve even the most modest of business goals due to drastic staffing and talent shortfalls.

A less visible but no less dangerous problem is the loss of knowledge, or “brain drain,” resulting from senior workers departing the organization without passing on their expertise to others. This lack of knowledge management will place many companies in a position to repeat prior mistakes and expose businesses to additional financial and operational risks. Worse yet, if no action is taken, some organizations could be headed for a point of no return with the complete loss of process knowledge in a few years.

Companies that rely solely on a strategy of outsourcing as a potential solution may be in for a shock as well, as existing sources of talent from offshore labor pools, such as India, Mexico and China, dry up as these countries recognize their own needs and provide incentives to retain talent in order to support their own local economic business objectives.

Given this looming demographic shift, the time for corporate leaders to act is now; however, companies must resist the urge to rush ahead without a well-balanced and deliberate approach to managing and leveraging their human capital. Part of the solution may lie with such tools as Six Sigma and Lean. With their focus on process discipline, variation reduction and waste elimination, these tools are well-suited to help companies address this impending crisis.

Six Sigma has long been utilized by organizations to transform manufacturing and transactional processes from art to science by defining and validating key process variables to gain process control and eliminate variation. A key part of this methodology is the capture, transfer and validation of knowledge from process owners, thus making Six Sigma an essential part of any action plan to deal with the dangers of organizational “brain drain.” Companies need to not only view Six Sigma as a tool to drive productivity and service, but also as an essential methodology for critical knowledge management within their organizations. Six Sigma has a built-in tool set that lends itself very nicely to capturing and validating critical process knowledge that may otherwise be lost when key talent departs an organization.

The Lean tool kit can also play an important role in aiding organizations as they deal with this imminent crisis. Lean has a built-in methodology with such tools as “value-stream-mapping” and “standardized work” that can help organizations identify and eliminate non-value-added processes that waste human capital. Lean, with its focus on waste elimination, is ideal for helping organizations to free up human capital for redeployment. However, Lean will need to

## The Impending Talent Crisis ... Continued:

move beyond its stereotype as a tool set for only manufacturing and be accepted and applied to transactional processes in order to be an effective tool to mitigate the effects of this impending crisis.

Six Sigma and Lean are only part of the potential solution, providing a proven set of tools that can be part of a broader business talent management strategy. Business leaders will first need to recognize that the short-term solutions of the past will not work and accept that the landscape for talent management will dramatically change, requiring a more balanced and comprehensive solution in order to remain competitive in the coming decades.

### About the Author:

Tim Noble is an executive recruiter and managing principal of The Avery Point Group, a leading national executive search firm providing functional expertise and executive search focus in the areas of Six Sigma, Lean, plant management, operations management, supply chain management and finance. [www.AveryPointGroup.com](http://www.AveryPointGroup.com)

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## GREAT ADDITION TO OUR ASQ 0711 WEB SITE

The ASQ Inland Empire Section 0711's popular addition to our web site is "0711 Publications". It will capture permanently any original Quality-related publication created by a member of Section 0711.

All members are encouraged to consider our web site as the resource location for papers, articles, essays or research reports that have not been published elsewhere.

These pages will be complimentary to our "Quality Classics" section. Over time Inland Empire Section members will be increasingly contributing to the globally available resources for quality professionals.

## ANNOUNCEMENT FROM SECTION 0700 LOS ANGELES

The LA Section has offered to share information, opportunities and events with Section 0711. Currently Matt Maio, Regional Director, has set up a Region 7 website at

<http://asqgroups.asq.org/SectionVolunteerCommunity/Region7/>

This website is designed for use by members of the Region 7 sections. Note the Announcement and Events section.

## MEMBERSHIP

Section 0711 would like to help with any problem related to your membership, or to help encourage new members to join.

**Contact: Ron Villanueva,**

**909- 793-3204 x 2215,**

**[ron.villanueva@la-z-boy.com](mailto:ron.villanueva@la-z-boy.com)**

If any information to ASQ or Section 0711 has changed, please advise.

## CAREER OPPORTUNITIES

*By John Schulz*

The Quality job market is dynamic and impossible to adequately provide in our Quarterly Newsletter. For those Section Members actively seeking PLACEMENT, a current ASQ Jobs Listing with complete information is always available.

CALL: John Schulz, (951) 682-1743 ~ E-mail: [jcsgunner@aol.com](mailto:jcsgunner@aol.com) or <http://www.asq711.org>

ASQ has an Internet career services site allowing members to place their resumes on-line and perform targeted searches for jobs-all at no cost! If your organization is searching for a quality professional you can also access this site at: [www.asqnet.org](http://www.asqnet.org). or for details call: ASQ's Career Services at 800-248-1946 or 414-272-8575.



# ASQ Inland Empire Section 711

## Certified Quality Improvement Associate (CQIA) Refresher Course

**Exam Date:** *December 2nd, 2006 (Application Deadline: October 6th)*

**Sponsor:** ASQ Inland Empire Section 0711

**When:** Six (6) Sessions Total on Wednesdays, Oct. 18th – Nov. 29th (except on 11/22)

**Time:** 5:30 p.m. -8:00 p.m.

**Where:** CertainTeed  
235 Radio Rd.  
Corona, CA 92879

**Directions:** From 91 West - Take MCKINLEY ST. SOUTH exit, Turn RIGHT, Turn RIGHT onto SAMPSON ST., Turn RIGHT onto RADIO RD to 235 Radio Rd.  
From 91 East – Take MAIN ST. exit, Turn RIGHT onto S. MAIN ST., Turn LEFT onto E. 6TH ST., Turn LEFT onto RADIO RD to 235 Radio Rd.

**Course Fee:** \$150 + Cost of Primer

**Primer Cost:** \$65.00 for Quality Council of Indiana **CQIA Primer** (Phone: 800-660-4215, Internet: [http://qualitycouncil.com/cqia\\_p.asp](http://qualitycouncil.com/cqia_p.asp))

**Enrollment:** Open through **October 25th, 2006** (Minimum class size is 5 students)

**For More Info:** Contact Tracy Johnson (Phone: 951-272-1300 ext. 160)

**E-mail:** [Tracy.R.Johnson@saint-gobain.com](mailto:Tracy.R.Johnson@saint-gobain.com)

**Notes:** The CQIA is lifetime certification geared to those newer to quality or those who are not from a traditional quality area. The Body of Knowledge (BOK) covers the basic quality tools, quality philosophies, teams, and continuous improvement. You must have two years of work experience or an associate degree as a minimum.

**Certified Quality Improvement Associate (CQIA)  
Refresher Course Registration Form  
October 18th – November 29th, 2006**

Name:

Organization:

Phone:

E-Mail:

Amount enclosed:

Please enclose a check or money order payable to *ASQ Inland Empire Section 0711*  
Bring payment to first class or Mail to: *CQIA Refresher Course, PO BOX 56786, Riverside, CA 92517-1686*

For CQIA Refresher Course  
Remove stub and send to the address on front.

## MEET US ONLINE

Quality related information on the Internet

### Check in with...

ASQ on the World Wide Web at:  
<http://www.asq.org>  
 [associated email at: [asq@asq.org](mailto:asq@asq.org)]

Inland Empire Section 0711 Web Site  
<http://www.asq711.org>

ASQ Region 7 Web Site:  
[http://asqgroups.asq.org/  
 SectionVolunteerCommunity/Region7/](http://asqgroups.asq.org/SectionVolunteerCommunity/Region7/)

Calif. Council for Excellence (CCE):  
<http://www.caexcellence.org>

Quality Progress Online:  
<http://qualityprogress.asq.org>

**The Measurement Science Home Page:**  
<http://msc-conf.com>

**Quality Digest:**  
<http://www.qualitydigest.com/>

**Quality Magazine:**  
<http://www.qualitymag.com/>

**Baldrige Award:**  
<http://www.quality.nist.gov/>

**Quality Online:**  
<http://www.qualitymag.com/>

**Compliance Engineering:**  
<http://www.ce-mag.com/>

**Healthcare Quality:**  
<http://www.nahq.org/>

**Quality Management International, Inc:**  
<http://www.aworldofquality.com>

**National Institute for Standards &  
 Technology (NIST)**  
<http://www.nist.gov/>

**American Nat. Standards Inst, (ANSI):**  
<http://www.ansi.org/>

**Online Quality Resource Guide:**  
<http://deming.eng.clemson.edu/onlineq.html>

## SPECIAL CYBERQUALITY REQUEST TO ALL MEMBERS

The Section has compiled a list of e-mail addresses that has considerably improved our communications capability to you for programs, events, and breaking news. Please send your e-mail address or update to John

## VISION STATEMENT ASQ Inland EmpireSection 0711

Provide Ethical, Professional, and Innovative Leadership to Continually Improve the Quality of Processes, Products and Services in the Inland Empire through Service and Education. Promote Growth and Development of the membership to remain a self-sustaining American Society for Quality Section

## UPCOMING MEETINGS, CONFERENCES & WORKSHOPS

Call ASQ 800-248-1946; Request item BO166. For the best CALENDAR of quality conferences and events see the "Calendar" Section at the end of QUALITY PROGRESS monthly. While there check the "BOOKSHELF" section for the ASQ Quality Press.

## Recertification Instructions

To recertify, you may send your journal, supporting documentation and ASQ payment to:

Denise Edgecomb-Cope, Manager, Design Assurance:  
 Safetran Systems ~ 10655 7th St. Rancho Cucamonga, CA 91730

It would be very helpful, to include the following:

1. Label the documentation with the applicable category
2. A copy of the journal pages for the applicable categories, listing the activities the submitted documentation supports
3. Payment to ASQ
4. A number you can be reached during the day

I will mail your original journal application page and check, to ASQ Headquarters. ASQ will send you a new journal and updated certification. I will notify you when I have mailed your approved recertification, so you can watch for the package from ASQ.

If you have any questions, please contact me.

***Denise Edgecomb-Cope, (909) 987-4673 x455  
 ASQ 711 Certification/Recertification Chair***

## Quality Classics\*

By Dr. Bob Krone, Ph.D., ASQ Fellow Member

### Teamwork

***“You have seen a great effort by a truly great NASA Team.”***

*Mike Griffin, NASA Administrator, Atlantis Space Shuttle  
Post-Mission Briefing, NASA TV, 22 September 2006*

The most complex teamwork in today’s world is for space missions.

ASQ presents twenty-four types of Annual Quality Awards (Quality Progress, August 2006, p.41-43). Although many of them are awarded to individuals, none of them could have been won without teamwork. The truth is that it is impossible for one person to achieve results in the public or the private spheres completely on their own. One person may have an innovative idea or concept that earns support from colleagues; but implementing that idea takes many working as a team.

Phillip Crosby wrote that the purpose of teams goes way beyond *“the methodical creation of procedures and actions.....the real learning comes from the experiences that the team members themselves have.... Every person who spends time on a quality improvement management team will grow in his or her value to the company—and to himself or herself”*<sup>(1)</sup>

Almost twenty years ago Peter R. Scholtes, et al, wrote: *“The main agenda of quality projects is to improve a work process that managers have identified as important to change. The team studies this process methodically to find permanent solutions to problems.”*<sup>(2)</sup> W. Edwards Deming wrote: *“The aim of a team is to improve the input and the output of any stage (in the Shewhart Cycle).”*<sup>(3)</sup> ASQ’s International Team Excellence Award Process ([www.asq.org](http://www.asq.org)) has five pages of Scoring Guidelines for evaluating team experiences.

We can assume that humans learned to team up to meet their needs even before they developed language. Teamwork is a classic activity leadership has used in war and peace throughout history. Pioneers and practitioners of the Quality Sciences and Quality Management all recognized teamwork as essential for improving the quality of any system’s performance.

Teamwork is a solid component of our Quality Classics.

1. Phillip B. Crosby, *Quality Without Tears: The Art of Hassle-Free Management*, (McGraw-Hill Book Company, 1984), pp. 107-108.

2. Peter R. Scholtes, *The Team Handbook: How to Use Teams to Improve Quality* (Joiner Associates, Inc. 1988), p. 117.

3. W. Edwards Deming, *Out of the Crisis* (Massachusetts Institute of Technology, 1986), p. 89.

\* “Quality Classics” is a project of the American Society for Quality (ASQ) Inland Empire Section 0711. This Quality Classic was published in the Inland Empire Quality Newsletter, Vol 15, Issue 2 (Oct-Nov-Dec, 2006). Quality Classics meet the criterion of documenting a concept, model, tool, formula or algorithm that has 50 years or more validated utility in the Quality Movement begun in the 1950s. Readers can access the entire series of Quality Classics at: <http://www.asq711.org>.

## ASQ Region 7 Leadership Training Outcomes Palm Springs, California, 3 June 2006

By Dr. Bob Krone, Editor, Inland Empire Quality Newsletter

The Inland Empire Section 711 sponsored the Region 7 Leadership Training at the Doral Desert Princess Resort in Palm Springs, California, on 3 June 2006. Fifty-five ASQ professionals from Sections 627, 700, 701, 702, 703, 706, 707, 708, 709, 711 and 712 participated. ASQ Headquarters was represented by Laurel Nelson-Rowe and Region 7 was represented by the Regional Director Matt Maio and Rosemarie Christopher, Region 7 Deputy Director for Membership.

The Quality Café and Ideas Unlimited™ data gathering methods were used with the theme of “*Creating Member Value through Leadership.*” The data created by the fifty-five attendees was captured and became the focus for the Inland Empire Sections’ 20 September 2006 meeting in Riverside, California. Phil Laure, Chair of Section 711 facilitated a mixed Quality Cafe and Ideas Unlimited session with Eleven Quality Professionals <sup>(1)</sup> They reviewed the responses of the fifty-five Region 7 Leadership Training participants to three questions:

Question 1: What would a WOW!!! membership experience and set of member features, services and benefits be? How can we as member leaders, enable that experience?

Question 2: What are the “biggest impact” ways that we can: enhance awareness and the image of the quality profession: enhance awareness and the image of ASQ?

Question 4: How would you quickly define Quality in executives and senior management? What would help you to prove the Economic Case for Quality to executives and senior management?

(Note: Question #3 of the 3 June 2006 Region 7 Leadership Training was not analyzed at the 20 September 2006 Section 711 Meeting)

The assignment for the 20 September analysis was to review all the answers documented on 3 June, then select what, in their judgment, were the most important recommendations and create a “Position Report” for those recommendations. The Position Report is a standard analytical tool that documents:

- 1) **The reasons for approving the recommendation;**
- 2) **Obstacles to be overcome;**
- 3) **Implementation steps required, and;**
- 4) **Resources needed.**

### RECOMMENDATIONS AND POSITIONS REPORTS

The position reports created on 20 September fell into the two categories of: I. Organizational Recommendations, and II. ASQ Section Recommendations. They should be considered as illustrative examples of a much larger set of recommendations possible from the Region 7 Leadership Training day database created in Palm Springs on 3 June 2006.

#### **I. Organizational Recommendations**

**Recommendation #1.** *Leadership should endorse using the ISO and Malcolm Baldrige National Quality Award standards for quality improvement.*

**1. Reasons for:** The International Standards and MBNQA are now fully validated tools for quality improvement in public and private entities world-wide. The adoption of international standards has been a major factor in economic growth and productivity. Organizations ignoring those tools are risking decline and failure.

**2. Obstacles to:** Adopting those models requires leadership commitment, knowledge for implementation, time and organizational resources.

**3. Implementation steps:** Outside consulting, Internal training., Steering Committee to manage and document, assessment program.

**4. Resources needed:** Qualified people, initial money investment (that will be repaid with interest over time).

**Recommendation 2.** Benchmarking company processes.

**1. Reasons for:** Comparing performance with industry average and with the top performers, avoiding internal group think, sustaining competitive position.

**2. Obstacles to:** Research to find the right companies/agencies to benchmark, Opportunity costs of time spent for external search versus internal problem-solving, having qualified people to do the surveying and analysis.

**3. Implementation steps:** Design the benchmarking program, commit people and resources, survey, do analysis, brief leadership.

**4. Resources needed:** Budgeting, time, qualified people.

## II. ASQ Section Recommendations

**Recommendation 3.** Create a Resource Library –Free to Members.

**1. Reasons for:** Certification and recertification are basic to career progression

**2. Obstacles to:** Available volunteer time. Finding right leadership for the task.

**3. Implementation steps:** Buddy system within the Section. Study materials on Section Web Site. Schedule workshops.

**4. Resources needed:** Time for section members to plan, create and sustain.

**Recommendation 4.** Section Sponsored Certification Training.

**1. Reasons for:** Facilitate needed training for members. Improve number of available training periods and locations.

**2. Obstacles to:** Finding qualified instructors. Logistics (where,when).

**3. Implementation steps:** Establish Section Committee. Locate instructors and venues. Publicize. Have downloads on web site. Schedule workshops. RU's and incentives.

**4. Resources needed:** People, planning, some Section budgeting.

**Recommendation 5.** Offering Non-Certification Courses

**1. Reasons for:** There are many skills and tools outside the certification areas of value to members. Some of those skills and tools need more advanced training than the standard certification courses.

**2. Obstacles to:** Finding qualified instructors. Needed Section management time when volunteer leadership is overloaded.

**3. Implementation steps:** Same as Recommendation #4.

**4. Resources needed:** Same as Recommendation #4.

**Recommendation 6.** Regulatory Training

**1. Reasons for:** High costs of failures in organizations due to insufficient knowledge of regulatory systems, inattention by management, or – worse – legal and/or ethical violations.

**2. Obstacles to:** Complexity of the subjects.

**3. Implementation steps:** Section leadership study the feasibility (economic, technological and political) of taking on the task.

**4. Resources needed:** Could be high cost. ASQ Regions, Divisions and Headquarters probably needed to collaborate.

**Recommendation 7.** Plant tours.

**1. Reasons for:** Good exposure to members and creates community linkages. Interesting alternatives or additions to regular meetings.

**2. Obstacles to:** Time for research within the community and to plan and schedule.

**3. Implementation steps:** Decide to do it. Get volunteer managers from the Section. Publicize to members.

**4. Resources needed:** None other than personnel time commitment.

For additional coverage of the people, schedule and events of the ASQ Region 7 Leadership Training sponsored by the Inland Empire Section 0711 at Palm Springs, 3 June 2006, see the INLAND EMPIRE QUALITY Newsletter, Vol 14, Issue 1 (July-August-September 2006) which can be found in the Newsletter Archives Folder of the Section 0711 Web Site ([www.asq711.org](http://www.asq711.org))

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<sup>(1)</sup> Those eleven quality professionals were: **Bob Bergstrand**, Compliance Manager, Watson Pharmaceuticals, Inc.; **Denise Edgecomb-Cope**, Manager Design Assurance; **Paul Doherty**, Systems Integrity Manager; **Vern Goodwalt**, Organizational Development Coach; **George Kopyta**, Quality Assurance Manager; **Bob Krone**, University Professor; **Phil Laure**, Chair, Section 711, **Alicia Menendez**, Quality Audit Supervisor; **Carlton Patterson**, Lead Auditor, Underwriters Laboratory; **Javier G. Tal**, Walden Pump; and **Ron Villanueva**, Quality Assurance Manager, Laz-Z-Boy West.

**THE LOCATION HAS CHANGED FOR THE ASQ SECTION 711 CERTIFICATION EXAMS.  
 Rolenn Manufacturing, Inc., Medical Product Division  
 2251 Business Way ~ Riverside, CA 92501**

Section 711 would like to express our sincere thanks to Tom Accatino, Owner of Rolenn Manufacturing, Inc. for his continued contributions to our section. Over the past six years, Tom has provided his support by allowing use of Rolenn’s conference room for the EC meeting location, financial contributions to our National Quality Month events, and support to his employees for ASQ Certification and Leadership Training.

**CQA Body of Knowledge Change** The CQA exam will be 5 hours in length and approximately 15-20% (25-30 questions) of the test will be devoted to case studies.

Sample Exam (PDF)	Long Title	App. Deadline	7-Apr-06	18-Aug-06	6-Oct-06	12-Jan-07	6-Apr-07
		Exam Date	3-Jun-06	21-Oct-06	2-Dec-06	3-Mar-07	2-Jun-07
---	HACCP Auditor	CHA		X		X	
---	Six Sigma Black Belt	SSBB		X		X	
X	Certified Mechanical Inspector	CMI		X		X	
---	Certified Quality Auditor-Biomedical	CBA		X		X	
X	Certified Quality Manager	CQMgr		X		X	
X	Certified Quality Technician	CQT		X		X	
X	Certified Reliability Engineer	CRE		X		X	
X	Certified Quality Auditor	<b>CQA (5 Hrs.)</b>	X		X		X
X	Certified Quality Engineer	<b>CQE (5 Hrs.)</b>	X		X		X
---	Certified Quality Improvement Associate	<b>CQIA (3 Hrs.)</b>	X		X		X
X	Certified Software Quality Engineer	CSQE	X		X		X
---	Certified Calibration Technician	CCT	X		X		X
---	Certified Quality Process Analyst	CQPA	X		X		X

**NOTE:** a) See [www.asq.org](http://www.asq.org) for the latest requirements.  
 b) Examinations are 4 hours in length unless otherwise noted in bold  
 c) Sample Exams located on [www.asq.org](http://www.asq.org) web site as noted to the left of exam title.

## CQIA REFRESHER COURSE (See info and registration form on page 6 of this issue)

The Inland Empire Section is now offering a Certified Quality Improvement Associate (CQIA) Refresher Course. The CQIA is lifetime certification geared to those newer to quality or those who are not from a traditional quality area. The Body of Knowledge (BOK) covers the basic quality tools, quality philosophies, teams, and continuous improvement.

**Education and/or Experience:** You must have two years of work experience or an associate degree as a minimum.  
**Examination:** Each certification candidate is required to pass a written examination that consists of multiple-choice questions that measure comprehension of the BOK. The CQIA examination is a one-part, 100-question, three-hour exam and is offered in English.

**For more info contact:** Tracy Johnson, Phone: 951-272-1300 ext. 160, E-mail: [Tracy.R.Johnson@saint-gobain.com](mailto:Tracy.R.Johnson@saint-gobain.com)

## SUBSCRIPTION & ADVERTISING INFORMATION

This Newsletter is provided free to current, transferring, or renewing Section 0711 members.

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ASQ is a society of individual and organizational members dedicated to the ongoing development, advancement, and promotion of quality concepts, principles, and techniques. The Society serves 134,000 individual members and 1,100 corporate sustaining members through 251 Sections. The Inland Empire Section 0711 is proud to be part of this world-class professional quality organization.

## INLAND QUALITY NEWSLETTER SUPPORT

Our ASQ Section 0711 encourages Newsletter support or sponsorship - directly or with services from any source - individual, group, company, agency, school, firm, institute, or foundation.

Contact Dr. Bob Krone,  
Email: [BobKrone@aol.com](mailto:BobKrone@aol.com)

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**AS9100 Overview/Internal Auditor**

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### Food Safety

**Foundation ISO22000 – Food Safety Management**

May 12, 2006 / Long Beach, CA

### Occupational Health & Safety

**Legal Aspects of Incident Investigation**

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