



Boulder
Section 1313

The May ASQ Boulder Section meeting is Thurs, 22nd at the Day Inn Motel in Boulder. Tutorial starts at 5:30pm, and the main presentation starts at approx 6:20pm. See page 3 of this newsletter for more details.

Volume 14, Issue 9

May-June 2008

MAY CHAIR MESSAGE

Hello everyone. Our section fiscal year will end with our last meeting on Thursday, May 22nd and we encourage you to attend. The meetings are a great way to network, pick up some “best practices” as well as earn ASQ re-certification units for any ASQ certifications that you hold.

Please join me in thanking everyone who stepped up to be an officer or a committee chair for the upcoming fiscal year as well as thanking those people that held positions during this year. They have done an outstanding job and have made being a member of the Section something I truly value. Janet Mutthersbough will be taking the helm of the section for this next year as Chair-elect.

Sincerely,
Mike Ferraro
Section Chair

RECENT ASQ -NATIONAL NEWS:

Upcoming Certification Exams:

ASQ certifications are offered throughout the year in many locations. Exams for many of the certifications will be held June 7 www.asq.org/certification/dates.html As an ASQ member you save \$150 on the regular price of the exams www.asq.org/certification/fees.html.

The next series of ASQ National exams after that will be held on the first weekend of October. Suggest to check the registration deadline for for those at the ASQ National website, under the certification link.

E-MAIL: help@asq.org

PHONE: 800-248-1946

FAX: 414-272-1734

USPS ASQ Communications

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

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

Did You Know? The ASQ Divisions and Sections offer approx. 80 or more scholarships, some of which go untapped due to limited number of student applicants. We suggest you go to: www.asq.org to explore the different scholarships available.

ASQ Boulder Section Summer Baseball

The ASQ Boulder Section has purchased a block of game tickets for the Colorado Rockies –vs- the San Diego Padres game on the evening of Friday, August 8th. The start time for the game is 7:05pm. Each Boulder Section member can buy upto four discounted tickets at \$2.00 per ticket for the Rockpile seats. Send Gerry Naugle an e-mail to RSVP at: gnaugle@earthlink.net or phone and leave a RSVP message with Gerry at: 303-591-2830. Please mention the number of tickets that you would be interested in purchasing.

The game tickets will be allocated on a first-come-first-serve basis. Gerry will have the tickets bundle at the May 2008 monthly meeting at the Days Inn on the 22nd. Cash, checks or MOs made to: “ASQ Boulder Section” will be accepted at the meeting, or, you can send them to Gerry’s attention at: P.O. Box 3783 Boulder, CO 80307 and then receive your tickets back to you via the USPS mail.

Come and watch your 2007 NL-Champs Rockies play the Padres from the best center-field seats in the house! Bring a mitt as you might get an opportunity to take home a real MLB in-game souvenir.

Boulder Section Officers and Committee Leaders for 2008-2009



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New office location: 3955 East Exposition Ave.
Suite 206 Denver, CO 80209

ASQ'S Customer Care Center:

ASQ Section	
1313	Boulder, CO
Title: Chair Name: Janet Mutthersbough Phone: 303-485-9372 E-mail : muttherj@msn.com	Title: Vice Chair Name: Mike Ferraro Phone: 720-684-2035 E-Mail: michael.a.ferraro@seagate.com
Title: Secretary Name: Rebecca Jessep Phone : 303-527-7593 E-mail: rebecca.jessep@jdsu.com	Title: Treasurer Name : Ewald Schelert Phone : 303-702-9009 E-mail: Schelert@mesanetworks.net
Title: Publicity & Re-Cert Name: Larry Darouin Phone: 303-431-9287 E-Mail: LWDerouin@comcast.net	Title: Internet & Website Name : Arnold Miller Phone : 303-385-6671 E-Mail: Arnold.miller@openwave.com
Title: Financial Auditing Name: Michael Chapman Phone: 303-442-0715 E-mail: michaeljchapman@gmail.com	Title: Education Chair Name: Ron Sedlock Phone: 303-716-5873 E-mail: rsedlock@msn.com
Title: Newsletter Editor Name: Gerry Naugle Phone: 303-591-2830 E-mail: gnaugle@earthlink.net	Title: SMP Name: Joan Fiore Phone: 303-939-8077 E-mail: joan_tom@msn.com
Title: Certification Name: Wells Lange Phone: 303-604-6694 E-mail: wellspolly@comcast.net	Title: Programs Name: Guy Harris Phone: 303-470-2975 E-Mail: harrisgb@comcast.net

#1313 Upcoming Meeting Information	Page 3
Regional Baldrige/CPEX Sept. Confer.	Page 4
Boulder Section Course Descriptions	Page 5
Boulder Section Spring Courses Offering	Page 6
Section Courses Registration Form	Page 7
Non-ASQ Sections' Training Resources	Page 8

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MBNQA

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

CPEx

For info on the Colo Performance Excellence Award Program, visit www.coloradoexcellence.org

Tutorial & Main-Presenters For Upcoming ASQ #1313 Meetings, as of: 14 May 2008

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

Thurs. May 22nd

Presenter: Ron Sedlock of: the Quality Catalyst Inc: **How Quality Professionals Provide Outstanding Service**

Abstract: Practice what you preach. As quality professionals we are expected to provide a “quality” service to our organization. Although there are commonalities between producing a quality product and providing a quality service, there are some key differences. Dr. Deming use to like to say “we’re here to learn”. Come learn what research shows customer expect from a service. Come learn the key attributes to outstanding service. Come learn specific behaviors you can use in increase the professional service you provide. Above all – come learn.

Biography: Ron Sedlock is the founder of *the quality Catalyst*, a provider of cost effective training and advisory services (www.thequalitycatalyst.com). He has personally studied with Dr. W. Edwards Deming and Dr. Joseph M. Juran. Ron’s quality career began over 30 years ago as a Quality Technician and work his way up to becoming an Operations Manager at Coors. He teaches a course on the Management of Service Operations at CU in Boulder.

He has been an active member of ASQ since 1976. Ron has multiple ASQ certifications and has held many positions most notably, Chairperson for both the Boulder and Jacksonville, Florida sections. Ron is a Vietnam veteran, an award winning photographer and a competitive handball player.

Tutorial: Michael Shover, AEI Corporation, topic: **Advanced Design of Experiments**

Biography: Michael has worked for 7 years at Shure Incorporated, a pro-audio manufacturer, as a Quality / Reliability Engineer. He is currently a Reliability Engineer on RF power products at Advanced Energy in Ft. Collins. Michael has ASQ CQE, CRE, and Sig Sigma Green Belt, and has been a member of ASQ since 2000.

ASQ Boulder Section Future Presenters Schedule *(subject to any last-minute changes)*

Friday August 8th, start at 7:05pm, the Rockies pitching staff will be **presenting** a variety of change-ups to SD Padres at-bats during the Boulder Section summer scheduled activity; see page one for details.

Recent ASQ NEWS, continued from page 1

ASQ Announces 2008-2009 Officers President-elect Strives for a Global Society

Milwaukee, Wisconsin, May 8, 2008 — The American Society for Quality (ASQ) elected the following slate of officers for the 2008-09 year.

- President – Roberto M. Saco
- Chairman – Michael D. Nichols
- President-elect – Peter L. Andres
- Treasurer – E. David Spong
- Newly Elected Board Members – Darlene Deane, Alexis P. Goncalves, Marc Kelemen, Art Trepanier
- Reelected Board Members – Belinda Chavez, Lou Anne Lathrop, Aimee Siegler, Steve Wilson

The results were announced at ASQ's Annual Business Meeting, held in conjunction with the World Conference on Quality and Improvement, May 5–7, in Houston, Texas. Current ASQ president Michael Nichols will assume the chairman's duties on July 1, 2008, and Roberto Saco, who is currently president-elect, will move into the president position.

New Quality Progress Web Site

The new www.qualityprogress.com Web site has been launched. Visit the site today for Web-only content, daily news headlines, new tools, and interactive features. The site was created in conjunction with the newly redesigned *Quality Progress* magazine, which features a clean, modern look and design features to enhance readability and contribute to readers' overall experience with the magazine.

Voting System Processes: New Quality Report Available for Processes and Equipment

While U.S. presidential candidates are busy touting the need for policy change, there is little debate that the US voting process itself needs serious change in approach and equipment. ASQ focused its Quarterly Quality Report on voting and the quality procedures for processes and equipment that can possibly help restore voter confidence. Part of ASQ's strategy in selecting a topic is to align it with an industry trend or timely news issue. A news release is developed - based on the report content - to distribute to media. Read the [news release](#) and more on what product experts have to say on this topic in the latest [Quarterly Quality Report](#). (Hit your "ctrl key" and mouse click on the link(s)).

Minimal Increase in ASQ Membership Dues Approved by ASQ Board

The ASQ Board of Directors has approved a membership dues increase that will take effect July 1, 2008. A \$4 increase will affect Regular, Senior, and Fellow member types, and a \$2 increase will apply to Associate members. Sustaining and Organizational member dues remain the same, unless it is a new Organizational membership.

- SAVE THE DATE and MAKE A REGISTRATION -

Malcolm Baldrige Regional Conference in Denver Area September 15-16, 2008

Baldrige Regional Conference – Achieving World Class Results

We are pleased to announce that the **Malcolm Baldrige Regional Conference** will be held in the Denver area at The Marriott South at Park Meadows on **September 15-16**. The Regional Conference will include most of the 2007 Baldrige award recipients sharing their stories in pursuing continuous improvement through the Baldrige process.

The 2007 Baldrige recipients are as follows:

- **PRO-TEC Coating Co.**, Leipsic, Ohio (small business)
- **Mercy Health System**, Janesville, Wisc. (health care)
- **Sharp HealthCare**, San Diego, Calif. (health care)
- **City of Coral Springs**, Coral Springs, Fla. (nonprofit)
- **U.S. Army Armament Research, Development and Engineering Center (ARDEC)**, Picatinny Arsenal, N.J. (nonprofit)

The costs of the Regional Conference are as follows:

- \$150 for optional half-day (1-5 pm) Pre-conference Workshop on Baldrige Are We Making Progress Survey and Introduction to Baldrige on Monday, September 15 (\$100 with the conference on Tuesday, September 16)
- \$445 in advance, \$495 for regular registration on Tuesday, September 16 (\$50 discount for faculty or a group of 5 or more from the same organization)
- \$395 in advance, \$445 for faculty
- \$395 in advance, \$445 for group of 5 or more from same organization submitted at the same time

Reasons to attend:

- Learn best practices from organizations that have achieved world class results
- Take away the Baldrige proven process for continuous improvement
- Start the journey with an organization self assessment called Are We Making Progress
- Network with the best and those that have earned the title “World Class Organizations” in an informal atmosphere
- Half the price of the National event in Washington, D.C.

For further information, contact:

Tom Mauro, CEO, Colorado Performance Excellence, P.O. Box 17545, Denver, CO 80217

Phone: 303-893-2739, 720-859-1353

tmmauro@coloradoexcellence.org, or www.coloradoexcellence.org

ASQ BOULDER SECTION 1313 COURSE DESCRIPTIONS

Revised 5-12-2008

1301 – CERTIFIED QUALITY ENGINEER (CQE) REVIEW

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

1302 – CERTIFIED QUALITY AUDITOR (CQA) REVIEW

This is a refresher course for those preparing to take the ASQ Certification exam. This course adds strength and credibility to your auditing experience plus prepares you for taking the ASQ Certification exam. The exam requires that you have some auditing background and you need to meet certain minimum requirements. Each student needs to purchase the latest edition of the CQA Primer published by the Quality Council of Indiana (QCI) prior to the first class (cost is approximately \$65). To order, contact QCI at 1-800-660-4215 or www.qualitycouncil.com. A recommended book to also purchase is Management Audits, 3rd ed. by Allan Sayle, which can also be purchased through QCI at a discount. It may also be found used, for less on the Internet. For additional details or questions, contact the Education Chair.

1305 – CERTIFIED SOFTWARE QUALITY ENGINEER (CSQE) REVIEW

This is a refresher course to aid in your preparation for taking the ASQ Certification exam. The Certified Software Quality Engineer is a professional who has comprehensive understanding of software quality development and implementation, a thorough understanding of software inspection, testing, verification, and validation, and can implement software development and maintenance processes and methods. The exam requires you have minimum software testing or development experience and you must meet certain minimum requirements. Each student needs to purchase the latest edition of the CSQE Primer published by the

Quality Council of Indiana (QCI) prior to the first class (cost is approximately \$70). To order, contact QCI at 1-800-660-4215 or www.qualitycouncil.com. For additional details or questions, contact Education Chair.

1321 – SIX SIGMA SIMPLIFIED

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

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

Spring 2008 ASQ Boulder Section #1313 Course Offerings

Updated 5-12-2008

Course Name	Instructor	Course Fee (1)	Exam Date	ASQ Exam Application Deadline	Course Dates & Times	Course Registration Deadline
(see additional training resources on page 8)						

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

COURSE REGISTRATION INFORMATION

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

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

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

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

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

- - ASQ Boulder Section Courses registration form on next page - -

ASQ #1313 COURSE REGISTRATION FORM

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

Student's Name: _____ ASQ Membership #: _____

Title: _____

Company name: _____

Address: _____

Daytime phone: _____ Night time phone: _____

FAX: _____ E-mail: _____

Course # and Name: _____

Course Start Date: _____

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

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

Ron Sedlock 12474 West Nevada Place #207 Lakewood, CO 80228-3222
rsedlock@msn.com 303-716-5873

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

CPEX Bulletin, May 9, 2008

Time and seating space are running out. Please register as quickly as possible to attend the following special CPEX sponsored event featuring Masaaki Imai, expert in the Toyota Lean Thinking processes. Register at the www.coloradoexcellence.org website.

Masaaki Imai Returns for Advanced Kaizen Events



Masaaki Imai has been in Colorado the last two years giving his basic presentation on the what and how of the KAIZEN/Lean process. He is back in 2008 to take the next steps through utilization of case studies on the lean journey to world class. This is an advanced presentation to his previous appearances in Colorado; but newcomers to KAIZEN will find his presentation beneficial. It will include Gemba tours of areas at Quantum and Avaya involved in the Lean process or just beginning.

Northern Colorado Area Session

May 28, 2008

1:00 p.m. to 5:00 p.m., Registration starting at 12:15 pm

Avaya Inc. 1200 W 120th Ave. Westminster, CO 80234

The cost is \$245 per person, \$195 per person for three or more from the same organization. Registration is limited. You may download a flyer with more information in either PDF or MS Word format. Hit your "Ctrl key" and click on the link(s).

the quality Catalyst, Inc.

Over the past 30 years I have seen many approaches to quality come and go. Many of these approaches have failed because they do not add value to the organization. Do your audits add value? The process-based approach to auditing is meant to add value. Some consultants have "repackaged" their old training materials to give little more than lip-service to this important approach. I have taken a different approach. I have put together a class filled with specific techniques known to work. These techniques make use of the true intent of the process-based approach.

I will be conducting a **Process-Based Auditing** seminar on **June 17 and 18** in Golden, Colorado at the Table Mountain Inn. The cost of this class will be \$795 and includes a workbook, breaks and lunches. Group discounts are available.

Let me know if you have an interest in attending. I can send you a course description upon request. This seminar can be customized for your in-house training needs.

At your service,

Ron Sedlock

the quality Catalyst, Inc.

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

www.thequalitycatalyst.com