



**The next ASQ Boulder Section meeting will be Thurs, Jan. 22<sup>nd</sup> at the Day Inn Hotel in Boulder. The tutorial starts at 5:30pm and the main presentation start at approx 6:15pm  
Please see page 3 for more details**

**JANUARY CHAIR MESSAGE**

Have a wonderful 2009. A time for renewal. A time for new plans and new ideas to be in place. May this next year be your best ever.

Our next section meeting is January 22nd at the Days Hotel (formerly Days Inn) of Boulder, at 5397 S. Boulder Rd. in Boulder Colorado. We start at 5:30PM with a tutorial, then short business meeting, and then the main presentation. This month's presentation is titled, "Integrated Self Assessment Tools". (Sounds like a good start to a new year to me.) Our speaker is Norma Krech from AVAYA Corp and Maggie Cronin of AVAYA as a co-presenter. Formal self assessments are the start of all activities for the CPEX and Baldrige Award type of award activities.

Hope to see you at the Days Hotel for all the happenings. We will have a pizza dinner after; meeting ends around 7:30 – 8PM. Read on in the newsletter to hear all about it.

You have an opportunity to also be more involved and encourage others to join and share their knowledge and experiences in the profession. The ASQ Boulder section is a leader in the area for offering help toward recertification studies and in hosting the tests. Now is the time to join in the meetings and help plan the future. Looking forward to seeing you on the 22nd.

Best regards,  
Janet Mutthersbough, Boulder Section Chair  
[muttherj@msn.com](mailto:muttherj@msn.com)

**ASQ Boulder Section Spouses Night -Summary**

The Section's spouses-night at the Boulder Dinner Theater on Wed, Dec 17<sup>th</sup> went well for all who attended using the half-price section tickets. The performance was: "The Producers", a zany screenplay by Mel Brooks and which won 12 Emmy Awards. The section will most likely do something similar next year.

**ASQ'S Customer Care Center:**

**E-MAIL:** [help@asq.org](mailto: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](http://www.asq.org) for complete ASQ national news, regional event links, books, courses, conferences, certification testing, many member-related forms including: re-certification, membership upgrades, divisions' information and any updates to your own ASQ member profile. Also, please visit our **ASQ Boulder Section** main website at: [www.asq1313.org](http://www.asq1313.org)

Did You Know? The ASQ Divisions and Sections offer approx. 70 or more scholarships, some of which go untapped due to limited number of student applicants. We suggest you go to: [www.asq.org](http://www.asq.org) to explore the different scholarships available.

**ASQ National News**

**ISO 9001:2008 New ASQ Members Discounted Rate**

ASQ headquarters in Milwaukee in conjunction with RAB and ANSI/ISO is offering the latest revision of the world's most widely used standard of quality management systems, ISO 9001:2008. As the primary resource in the United States for download purchases of the standard, ASQ is offering it at a **discounted rate for members**. The standard can be purchased at URL: <http://www.asq.org/iso9001>, or by calling 800-248-1946

**NQEC Challenges and Unifies** For the first time, ASQ's National Quality Education Conference (November 16–18)—one of the largest quality in education conferences in the world—offered a Quality in Education 101 orientation. Meant to be fun as well as informative, the session was presented as a game show. More than 125 of the 500 attendees—from six countries—sat in on this session.

ASQ National News is continued on page 4

**Boulder Section Officers & Committee Leaders 2008-2009**

<p><b>ASQ Section 1313</b>      <b>Boulder, CO</b></p>		<p>Name: Wells Lange Phone: 303-604-6694</p>	<p>Name: Ron Sedlock Phone: 303-716-5873</p>
<p><b>Title: Chair</b> Name: Janet Mutthersbough Phone: 303-485-9372 E-mail : <a href="mailto:muttherj@msn.com">muttherj@msn.com</a></p>	<p><b>Title: Vice Chair</b> Name: Mike Ferraro Phone: 720-684-2035 E-Mail:<a href="mailto:michael.a.ferraro@seagate.com">michael.a.ferraro@seagate.com</a></p>	<p><b>Title: Newsletter Editor</b> Name: Gerry Naugle Phone: 303-591-2830 E-mail: <a href="mailto:gnaugle@earthlink.net">gnaugle@earthlink.net</a></p>	<p><b>Title: SMP</b> Name: Melody Sands Phone: 303-404-2288 E-mail: <a href="mailto:melodygsands@mac.com">melodygsands@mac.com</a></p>
<p><b>Title: Secretary</b> Name: Rebecca Jessep Phone : 303-527-7593 E-mail: <a href="mailto:rebecca.jessep@jdsu.com">rebecca.jessep@jdsu.com</a></p>	<p><b>Title: Treasurer</b> Name : Ewald Schelert Phone : 303-702-9009 E-mail: <a href="mailto:Schelert@mesanetworks.net">Schelert@mesanetworks.net</a></p>	<p><b>Title: Certification</b> Name: Wells Lange Phone: 303-604-6694 E-mail: <a href="mailto:wellsolly@comcast.net">wellsolly@comcast.net</a></p>	<p><b>Title: Programs</b> Name: Guy Harris Phone: 303-470-2975 E-Mail: <a href="mailto:harrisgb@comcast.net">harrisgb@comcast.net</a></p>
<p><b>Title: Publicity &amp; Re-Cert</b> Name: Larry Darouin Phone: 303-431-9287 E-Mail: <a href="mailto:LWDerouin@comcast.net">LWDerouin@comcast.net</a></p>	<p><b>Title: Internet &amp; Website</b> Name : Arnold Miller Phone : 303-385-6671 E-Mail: <a href="mailto:Arnold.miller@openwave.com">Arnold.miller@openwave.com</a></p>		
<p><b>Title: Financial Auditing</b> E-mail: <a href="mailto:wellsolly@comcast.net">wellsolly@comcast.net</a></p>	<p><b>Title: Education Chair</b> E-mail: <a href="mailto:rsedlock@msn.com">rsedlock@msn.com</a></p>		

<b>#1313 Upcoming Meeting Information</b>	<b>Page 3</b>
<b>ASQ National &amp; Boulder Section News</b>	<b>Pgs 1 - 5</b>
<b>Boulder Section Course Descriptions</b>	<b>Page 5</b>
<b>Boulder Section Courses Offerings</b>	<b>Page 6</b>
<b>Boulder Courses Registration Form</b>	<b>Page 8</b>
<b>Non-ASQ Sections' Training Resources</b>	<b>Page 9</b>

**QUALITY CRUISE PLANNING**

Carnival • Celebrity • Holland America • Princess • NCL • Royal Caribbean...

**WE HAVE THE BEST PRICES AFLOAT!**

- Best Values on all Cruise Lines •
- Individual & Group Cruise Rates •
- Worldwide Cruises • Exotic Destinations •

For More Information and a Free Brochure Contact:  
**Melody Sands, MCC - Cruise Specialist**  
*I Plan Your Vacation As If It Were My Own!*  
**303.404.2288 • 1.877.801.9492**  
**www.gimmeabreakvacations.com**

FST#ST36334 / CST#2034468-40



## **MBNQA**

**For info on the Malcolm Baldrige National Quality Award Program, visit [www.quality.nist.gov](http://www.quality.nist.gov)**

## **CPEx**

**For info on the Colorado Performance Excellence Program (Colorado State quality and business performance), visit [www.coloradoexcellence.org](http://www.coloradoexcellence.org)** Local contact: Exec Director, Mr. Tom Mauro [tmmauro@coloradoexcellence.org](mailto:tmmauro@coloradoexcellence.org) or at 303-893-2739

## **Tutorial & Main-Presenters for Upcoming ASQ #1313 Meetings, as of: 06 January 2009**

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

---

**Thurs, Jan 22<sup>nd</sup>** Norma Krech of AVAYA Corp, on: **"Integrated Self Assessment Tools"** with Maggie Cronin of AVAYA Corp as a co-presenter.

Abstract: All CPEx and Baldrige National Quality Award program activities begin a formal self-assessment of the company or organization by the writer(s) of the entry application forms. Norma is very active with the Colorado CPEx organization and has written a nationally recognized workbook on this topic.

**30-Min Pre-Meeting Tutorial:** **"Collecting Ideas for Future Section Improvement"** by Janet Mutthersbough of Ball Aerospace Corp and present ASQ Boulder Section Chair.

## **Thurs, Feb 26th**

Arnold Miller of Openwave Software Inc. on the topic of: **"Mobile Devices Software"**.

Abstract:: Find out how different mobile networks track their devices using triangulation, radio frequency, echo time, field mapping, and other techniques

**30-Min Pre-Meeting Tutorial:** Mike Ferraro of Seagate Corp, on ASQ Re-Certification process.

## **ASQ Boulder Section News**

New USPS correspondence address for the Boulder ASQ Section is:

**ASQ Boulder Section**

**P.O. Box 21595**

**Boulder, CO 80308-4595**

Note: All education & course registration materials should be sent to the Section Education Chair (see page 9)

## **In Memoriam Joan M. Fiore, past Boulder Section Chair**

Joan Marie Fiore-Murphy passed away Dec. 13th, 2008 (was born in April 1959). Joan was the past Chair of the Boulder Section in the late 1990s and had remained very active in Section activities as SMP Chair and the special events/activities coordinator for many years.

Any Boulder Section members interested in making a charitable contribution in Joan's memory make a check to: **"Nederland Food Bank"** and send it in care of (c/o) the St. Rita's Catholic Church P.O. Box 901 Nederland, CO 80466 Joan was very active with the food bank, also. Online condolences can be made at [www.connellfuneral.com](http://www.connellfuneral.com) Joan is survived by her husband Tom Murphy of Nederland and two daughters, Anna and Michal.

## **Boulder Section Announcement: New Policy on Quarterly Charity Donations**

The Boulder Section exec board has approved a new policy of the donation of \$100 per calendar quarter to be donated to a local charity. If you have in mind a bonafide local charity, let a Section officer know about it at a monthly meeting or bring to the attention of the exec board. Bring any information regarding the charity with you to pass on to, and for review by the exec board at their business meetings. The first quarter of 2009 is covered, however the next three quarters in 2009 are open for suggestions.

## **ASQ NATIONAL NEWS** continued from pg 1

### **Share Your Quality for Life Story**

Do you use your quality skills and techniques to improve the lives of others? Have you volunteered in your community or for a charity? If so, we want to celebrate your passion and commitment! We encourage you to submit your story as part of our new *Quality for Life* program. Stories can be submitted to [qualityforlife@asq.org](mailto:qualityforlife@asq.org).



### **ASQ Knowledge Center: Find What You Need - When You Need It**

ASQ's Body of Knowledge is now housed in one convenient, dynamic area! Find Hot Topics in Quality, Case Studies, ask a Librarian, and more. The ASQ Knowledge Center is a great place to locate what you're looking for, call 1-800-248-1946 for more information (or) see the [www.asq.org](http://www.asq.org) main website and click on the [HTML links](#).

### **Boulder Section and ASQ National**

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

### **Progress Report on the Certified Pharmaceutical GMP Professional (CPGP) Exam**

By Bob Seltzer (Schering-Plough) and Ed Arling (Amgen)

On May 1, 2008, ASQ adopted the proposal by the FD&C-division who had sponsored initial research into the Certified Pharmaceutical GMP Professional (CPGP) exam. Since then, the Certification Offerings Group and its CPGP exam developer Carmen O'Neill have been busy working towards realization of the exam and future CPGP certification. Exam Champion Bob Seltzer has worked with Certification Offerings to schedule the exam development workshops, and Certification Offerings has finalized the dates for the CPGP pilot exams and first non-pilot exam (see table below).

<b>Date</b>	<b>Activity</b>
Aug 8-9, 2008	CPGP Exam Specifications / Body of Knowledge (BoK) Workshop at ASQ
Sep 5-6, 2008	CPGP Item-Writing Workshop at ASQ HQ
Nov 21-22, 2008	CPGP Item-Review Session at ASQ HQ
Feb 6-7, 2009	CPGP Exam Review Workshop at ASQ HQ
April 3, 2009	Application Deadline for the May 17, 2009 WCQI CPGP Pilot Exam
April 17, 2009	Application Deadline for the June 6, 2009 CPGP Pilot Exam
May 17, 2009	CPGP Pilot Exam Offered at the WCQI in Minneapolis
June 6, 2009	CPGP Pilot Exam at all ASQ Test Centers
June 5-6, 2009	CPGP Cut Score Workshop at ASQ HQ
Oct 16, 2009	Application Deadline for Dec 5, 2009 CPGP Exam
Dec 5, 2009	First (non-pilot) CPGP Exam

In order to create a meaningful certification exam, several key areas were to be addressed. Applicants taking the exam need to demonstrate both knowledge and application skills in most areas of international regulatory requirements, compendium, guidelines and current practices. Considering the relative interpretive nature of some of the existing regulations, this was quite a challenge. Bob Seltzer was tasked with reaching out and inviting subject matter experts (SMEs) who could provide the knowledge and background to help create and refine the certification exam within the requisite time frame. Bob needed to bring in a pharmaceutical GMP skill base for the August, September, November, 2008 and February, 2009 CPGP exam development workshops. This was a challenging task for Bob, to find people of expertise and diversity that were willing to travel to ASQ HQ in Milwaukee and dedicate their time and experience to making it happen. According to Bob "I was looking for individuals who were vetted based on their years of relevant pharmaceutical GMP experience, current job responsibilities, expressed fluency and knowledge in the pharmaceutical GMPs, as well as their past participation within the FD&C Division chartered PharmCert Committee and willingness to contribute strongly to the creation of this world-wide sector-specific certification exam."

Bob was able to recruit pharmaceutical or allied industry vice presidents, directors, managers, and coordinators as well as prominent pharmaceutical industry consultants. They represented a geographical sampling that ranged from Canada, the Carolinas, Colorado, California, Indiana, Illinois, Minnesota, Nebraska, to New Jersey, New York, and Pennsylvania.

The goals/achievements of the first four ASQ HQ workshops were as follows:

- 1) The Exam Specifications / Body of Knowledge (BoK) Workshop developed a body of knowledge with eight Roman numeral sections and numerous subsections that cover all the acknowledged pharmaceutical GMP topics. The workshop also finalized the minimum qualifications for an applicant to be permitted to take the exam.
- 2) The Item-Writing Workshop followed ASQ best practices for item (exam question) writing with no negative stem (question framed in the negative) and such as leads to only one key (answer) that can be sourced from direct regulatory, standard body, compendial, or other recognized pharmaceutical GMP source document. They wrote at least (usually more) one item per subsection of the BoK.
- 3) The Item-Review Workshop reviewed as many of the newly available draft exam item (questions) as possible to confirm that there is only one correct key (answer), that the content of each item is being tested in accordance with the subtext in the body of knowledge at the appropriate cognitive level, and to ensure the overall quality of each item.
- 4) The Exam-Review Workshop, which is yet to occur this February, 2009, is intended to approve and/or revise raw items and hold items from the Item-Review Workshop. It is also a near final review of a draft pilot exam.

In summary, ASQ pharmaceutical SME volunteers and ASQ Headquarters' Certification Offerings Group worked long and hard to see "the light at the end of the tunnel" in the form of a pilot CPGP exam. The effort and time were gratifying to all involved and those yet to finalize this exam drafting process. Pharmaceutical GMP interpretation and implementation are too important to world health not to create yet another ideal test for the profession via the outstanding certification exam-developing and administering American Society for Quality.

# ASQ BOULDER SECTION #1313 COURSE DESCRIPTIONS

Revised 12-16-2008

## 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, 5<sup>th</sup> 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](http://www.qualitycouncil.com). A recommended book to also purchase is Management Audits, 3<sup>rd</sup> 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](http://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](mailto:rsedlock@msn.com)

## Winter 2008-09 ASQ Boulder Section #1313 Course Offerings

Updated 12-16-2008

Course Name	Instructor	Course Fee (1)	Exam Date	ASQ Exam Application Deadline	Course Dates & Times	Course Registration Deadline
1305 - Certified Software Quality Engineer (CSQE) Review <i>Note: Developing more schedules for Spring of 2009</i>	Arnold Miller 303-385-6671	\$400/ \$450	Jun 6, 2009	Apr 19, 2009	Tues Eve (6pm to 9pm) Apr 7, 14, 21, 28, May 5, 12, 19, 26 2009 (24 hrs)	Mar 31, 2009

(<sup>1</sup>) 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](mailto:rsedlock@msn.com)

**ASQ #1313 COURSE REGISTRATION FORM**

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

Student's Name: \_\_\_\_\_ ASQ Membership #: \_\_\_\_\_

Title: \_\_\_\_\_

Company name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Daytime phone: \_\_\_\_\_ Night time phone: \_\_\_\_\_

FAX: \_\_\_\_\_ E-mail: \_\_\_\_\_

Course # and Name: \_\_\_\_\_

Course Start Date: \_\_\_\_\_

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

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

Ron Sedlock 12474 West Nevada Place #207 Lakewood, CO 80228-3222  
[rsedlock@msn.com](mailto:rsedlock@msn.com) 303-716-5873

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

ASQ Boulder Members:

As valued customers, I would like your input. I'm currently putting together my training offerings for the Spring of 2009.

If you or your company have specific training needs, please let me know. Based on the voice of customer (that's you!), I will be designing various public seminars and in-house training classes. Your input will be highly regarded and is greatly appreciated.

At your service,

Ron Sedlock

*the quality Catalyst, Inc.*  
phone: 303-716-5873 or 303-587-9153 (cell)  
[www.thequalitycatalyst.com](http://www.thequalitycatalyst.com)

**New Website!**



Six Sigma professionals need to look no further than [www.SixSigmaIQ.com](http://www.SixSigmaIQ.com) to find the latest Six Sigma news, tips and resources. In addition to articles and presentations from leading Six Sigma experts, the online community features an extensive networking application so users can share their best ideas, tools, and ask and answer questions with their peers. Log on to [www.SixSigmaIQ.com](http://www.SixSigmaIQ.com) today to learn more.

## **From ASQ Quality Press**

[The Certified Reliability Engineer Handbook](#)

Donald W. Benbow and Hugh W. Broome

Reliability engineers are professionals who understand the principles of performance evaluation and prediction to improve product/systems safety, reliability, and maintainability. This handbook's chapters and sections match the Body of Knowledge (BoK) specified for ASQ's Reliability Engineer certification, which includes design review and control; prediction, estimation, and apportionment methodology; failure mode and effects analysis; the planning, operation, and analysis of reliability testing and field failures, including mathematical modeling; understanding human factors in reliability; and the ability to develop and administer reliability information systems for failure analysis, design and performance improvement, and reliability program management over the entire product life cycle. This handbook provides reliability engineers with the theory and tools needed to meet ever-increasing reliability requirements. An accompanying CD contains supplementary problems covering each chapter and a simulated exam that has problems distributed among the chapters according to the scheme published in the BoK.