



**The next ASQ Boulder Section meeting will be Thurs, May 28th at the Day Inn Hotel in Boulder. The tutorial starts at 5:30pm and the main presentation starts at approx 6:15pm Please see page 3 for more details**

**CHAIRs MESSAGEs MAY - JUNE**

Our next section meeting is May28th at the Days Hotel at: 5397 South Boulder Rd in Boulder, CO 80303 (for Mapquest). The May meeting is the final one of this spring season and starts at 5:30PM with a 30 minute tutorial, then a short business meeting and then the main speaker presentation. Please see page 3 of this newsletter for more details.

If you attended the April meeting you know that we elected new officers and committee members for next year. Congratulations to all who are accepting the new roles or continuing to help with Section 1313 successes. Your support and input is greatly appreciated. The new officers and committee chairs are listed at the top of page 2 of this newsletter. I think we all have fun with this as well. Now is the time to join in on the monthly meetings and help plan the future. Come to the May meeting and hear more about it.

We will have pizza for dinner after the meeting ends around 7:30PM. Also, we suggest for you to place the Section Annual Picnic on your calendar. Details of it are in the next article (below).

Best regards, Janet Mutthersbough  
[muttherj@msn.com](mailto:muttherj@msn.com) Phone: 303-485-937

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Hello everyone! I'm excited to become the ASQ Boulder Section Chair for the 2009/2010 fiscal year. I have been involved with the section as Secretary for the 2008/2009 fiscal year and am encouraged to see so many new faces attending meetings and becoming involved to continue making our section successful. We have multiple new committee chair people who are volunteering their time for the upcoming season. ASQ is your organization and we want to hear from you as to what you need for professional development, career advancement, as well as community involvement.

Many of you may ask, "Who am I?" In my work life, I am a quality professional with over 10 years experience in supplier management, process and product development, and quality systems management. I am a Purdue University graduate with a degree in Chemical Engineering. My current employer is JDS Uniphase where I work as a Cust-

omer and Product Quality Engineer in Louisville, CO. Personally I enjoy spending time with my family, running marathons and cycling. Please feel free to contact me with any questions or comments you may have, my contact information is on page 2 here. Enjoy your summer. Rebecca Jessep

**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 website at: [www.asq.org](http://www.asq.org) for complete ASQ natn'l news, regional event links, books, courses, certification testing, re-certification, conferences, ASQ Divisions and on-line member related forms including member upgrades and updating to your own ASQ member profile. And, while you are on the internet, visit **the ASQ Boulder Section** website at: [www.asq1313.org](http://www.asq1313.org)

Did You Know? The ASQ Divisions and Sections offer approx. 70 scholarships, some of which go untapped due to limited number of the student applicants. We suggest you go to the ASQ National website's [HTML links](#) to explore the different scholarships that are available.

**Section Annual Picnic**

The 2009 Boulder Section annual picnic will be held on Sat. August 8th, starting at 12:00 noon and will go for approx two hours at the "Girl Scout Shelter" located in the South Midway Park in Broomfield. Please see the **map & photo on page 4** for more details on the location.

We will do a catered BB-Q lunch. Open to all Boulder Section members and immediate family. Vegan option is available by request. Please RSVP [a requirement for catering, walk-ins served second for lunch] by COB of August 7th to Gerry Naugle. Pls leave a message with your name, and number attending at: 303-591-2830 (or) e-mail prior to the deadline to: [gnaugle@earthlink.net](mailto:gnaugle@earthlink.net)

## ASQ#1313 Officers & Committee Chairs 2009-10

<b>ASQ Section 1313 Boulder, CO</b>	
<b>Title: Chair</b> Name: Rebecca Jessep Phone: 303-527-7593 E-mail : <a href="mailto:rebeccaiessep@hotmail.com">rebeccaiessep@hotmail.com</a>	<b>Title: Vice Chair</b> Name: Joe Wojniak Phone: 800-635-5267 E-Mail: <a href="mailto:joe.wojniak@yahoo.com">joe.wojniak@yahoo.com</a>
<b>Title: Secretary</b> Name: Melinda Schones Phone : E-mail:	<b>Title: Treasurer</b> Name: Ewald Schelert Phone: 303-702-9009 E-mail: <a href="mailto:Schelert@mesanetworks.net">Schelert@mesanetworks.net</a>
<b>Title: Re-Cert</b> Name: Larry Darouin Phone: 303-431-9287 E-Mail: <a href="mailto:LWDerouin@comcast.net">LWDerouin@comcast.net</a>	<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>
<b>Title: Financial Auditing</b> Name: Wells Lange Phone: 303-604-6694 <a href="mailto:wellsolly@comcast.net">wellsolly@comcast.net</a>	<b>Title: Education Chair</b> Name: Gretchen Stewart Phone: e-mail: <a href="mailto:stewartgm@qwestoffice.net">stewartgm@qwestoffice.net</a>
<b>Title: Publicity</b> Name: Byron Murray e-mail: <a href="mailto:byron.murray@yahoo.com">byron.murray@yahoo.com</a>	

<b>Title: Newsletter Editor</b> Name: Gerry Naugle Phone: 303-591-2830 e-mail <a href="mailto:gnaugle@earthlink.net">gnaugle@earthlink.net</a>	<b>Title: SMP</b> Name: Melody Sands Phone: 303-404-2288 E-mail: <a href="mailto:melodygsands@mac.com">melodygsands@mac.com</a>
<b>Title: Certification</b> Name: Wells Lange Phone: 303-604-6694 E-mail: <a href="mailto:wellsolly@comcast.net">wellsolly@comcast.net</a>	<b>Title: Programs</b> Name: Guy Harris Phone: 303-470-2975  E-Mail: <a href="mailto:harrisgb@comcast.net">harrisgb@comcast.net</a>

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### 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 **Please see page 12 and onward in this newsletter for the most recent information on several CPEx upcoming 2009 activities and events.**

**ASQ #1313 Tutorial & Main-Presenters for Upcoming Meetings, as of: 11 May 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 denoted in blue font)**

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**May 28th:** Dr. Sam Keene of the IEEE-Reliability Society on: **"DFSS for Software Development"**

Abstract: Six Sigma is the process of product refinement and error reduction. It is the process of getting the product right. The six sigma software goal is to reduce defects to a level of 3.4 faults per million lines of code. This is obtainable using the best development processes. Design for Six Sigma can be said to be the process of building the right product in addition to getting it right. Three six sigma tools will be taught to help accomplish developing software that will delight the customer.

Bio: Dr. Keene has been a Six Sigma Senior Master Black Belt since 1999. He teaches Six Sigma initiatives via Black Belts, Green Belts, Champions, and DFSS, both in hardware and software and has mentored Six Sigma projects and certified new Black Belts and Green Belts. The American Society of Quality (ASQ) invited Sam in 2001, along with 12 other Six Sigma experts to develop the Six Sigma body of knowledge standard for the Black Belt Certification exam. Sam also has personally executed at least two major cross-functional six sigma projects each. Sam has also led Seagate's Corporate Master Black Belt Council, comprising MBB's from Seagate locations around the world. This council promotes world-class practices, develops and organizes tools and procedures, and promotes cross-organizational project facilitation. Sam continues to teach six sigma topics and consult on six sigma project executions.

**30-Min Tutorial:** John Medvetz of Spirax Sarco, Inc. on: **"Solutions to Quality Problems Can Some-times Be Steamrolled in the Manufacturing World".**

Abstract: In the early 19<sup>th</sup> century, a gun maker conceived of a faster, more efficient way to make flint-locks. He observed that the major obstacle to volume production was the hand fitting of the sub-assemblies, so he devised the notion of interchangeability of parts based around standard sizes and feature locations. Unfortunately, he was at the Harper's Ferry plant (in the South), not the Springfield plant in the North. The entrenched feudal mentality of the people who ran the plant resisted his progressive efforts and doomed the project to failure. This story reminds us that there are certain environments where even the best ideas are unable to take root and grow. In that event, a change of venue is probably the most practical option. Listeners are encouraged to draw their own modern-day parallels.

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**September 24th:** Juli Moticka of Amgen Corp / Longmont (and) Guy Harris of Sandhills Scientific Inc. on: **"Quality in Biopharmaceuticals and Medical Devices"** [tentative, could be modified].

**30-Min Tutorial:** By: Emily Myers ([emily@Platinumregistration.com](mailto:emily@Platinumregistration.com)), title is: "Auditing Calibration"

Abstract: This is about how to audit a calibration department, and covers information about traceability to NIST, the difference between a manufacture's cert and calibration cert, calibration records, frequency of calibration and FAQs about calibration. I will also prepare handouts of those questions. My background is Metrology. I have quite a bit of experience with temperature, pressure, dimensional, humidity, and torque calibrations. I have had training directly from NIST and NCSL.

Bio: Emily currently works for Cavendish Scott, Inc. as a Lead Auditor and manages the Internal Audit program, as well as teaching all ISO 9001:2008 IRCA accredited Lead Auditor Training classes, and the Internal Auditor training classes for Platinum Registration and perform the registration audits as well.

## ASQ Boulder Section News

### **Boulder Section Annual Picnic -Location for noon on Sat, August 8th, 2009** cont from page one

South Midway Park is located at Midway Blvd & Laurel Street in Broomfield. Look for the G-S shelter building (picture below). The location is spot #52 on this hybrid-view map. Note: Hwy 121 shown is the Wadsworth Blvd, and Midway Blvd runs E-W. The Denver-Boulder Hwy 36 is the orange line in the far lower-left corner. If any additional questions on this, pls call Gerry Naugle 303-591-2830 prior to Aug 8th.



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### 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)

### Boulder Section Charity Donations: Continuing Policy on Quarterly Charity Donations

The Boulder Section exec board approved a policy of donating \$100 to a bonafide local charity of \$100 per calendar quarter back in 2008. If you have in mind a good local charity, let a Section officer know about it at a monthly meeting or bring to the attention of the entire exec board on letterhead. Enclose or bring with you any information regarding that charity to pass on to, or for review by the exec board at their next business meeting. The second quarter of 2009 is covered, however the final two calendar quarters in 2009 are open for suggestions.

## ASQ NATIONAL NEWS

### Updates to ASQ Recertification Journal

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

### New Division Web Sites Launched!

ASQ headquarters has launched new Web sites for all of its 25 ASQ divisions and forums. The redesigned sites provide valuable, industry-focused content and networking opportunities along with improved design,

interactive areas, the ability to rate and comment on items, and much more. Go to the main ASQ website (above) for the [HTML links](#).

### **HQ Speaks to the Economic Challenge - Sustains Quality of Member Service**

Please read a memo from Paul Borawski, ASQ executive director and chief strategic officer, regarding headquarters' recent expense budget reductions and other cost containment measures. These measures have been implemented so that ASQ will not only survive this economic downturn, but maintain quality member and customer services and thrive in a future of recovery and growth. Read the memo located on the [Member Leader Community of Practice homepage](#) from the ASQ main website.

### **ASQ Launches Social Responsibility Network**

Striving for social responsibility helps individuals, organizations, and governments have a positive impact on development, business, and society with a positive contribution to bottom-line results. Become a part of this effort, [register now for this free Social Responsibility Network](#) linked from the main ASQ website at: <http://www.asq.org>

### **New ASQ Certification Offered for Pharmaceutical Professionals**

ASQ is now taking exam applications for its newest certification, the Certified Pharmaceutical GMP Professional (CPGP). By acquiring this certification, individuals demonstrate a proficiency of the GMP principles as regulated and guided by national and international agencies for the pharmaceutical industry. Call 1-800-248-1946 or go to the ASQ main website at: [www.asq.org](http://www.asq.org) for more details.

Editors note: Boulder Section member and FD&C Regional Councilor Ed Arling of the Amgen Corp in Longmont has been central in the creation and deployment of this new ASQ Pharmaceutical cert. See his article on globalization a few pages further in.

### **ASQ Unemployment Program Available**

ASQ headquarters is offering resources for members who have encountered job loss. One benefit for those who want to retain their membership, but have difficulty renewing because they are currently unemployed, are discounted membership dues. Participating members receive a discount on their membership renewal based on consecutive years of membership. Currently, membership dues are \$129 for current Full (formerly Regular), Senior, and Fellow members. For more information, and to check out other resources available, visit <http://work.asqquality.org>.

### **ASQ Launches Future of Quality Network**

The world is changing. And quality professionals need to change right along with it. The Future of Quality Network (FoQN) is a place to learn more about the challenges facing quality in the months and years to come, and to connect with other professionals facing the same challenges. To sign up for the network, go to the following URL from the ASQ main website: <http://www.asq.org/communities/future-of-quality/index.html>

## **New ASQ Body of Knowledge (BoK) Review Books**

To view the complete list of new publications visit our ASQ online bookstore:

[Welcome to the Quality Press Bookstore! through: www.asq.org](#) **New Revised Editions...**

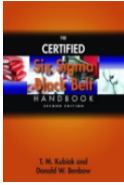


### **The Certified Quality Engineer Handbook, Third Edition**

*Connie M. Borrer, editor*

This third edition provides the quality professional with an updated resource that exactly follows ASQ's Certified Quality Engineer (CQE) Body of Knowledge. Today it is not uncommon for the quality engineer to be involved in quality improvement activities in healthcare, finance, education, software applications, and other non-manufacturing sectors. In

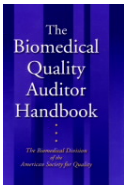
response, numerous new examples and illustrations that cover applications in some of these areas have been added.



### **The Certified Six Sigma Black Belt Handbook, Second Edition**

*T.M. Kubiak and Donald W. Benbow*

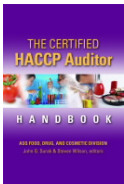
This second edition has been updated and revised to reflect the most recent Six Sigma techniques, and to match the ASQ Certified Six Sigma Black Belt Body of Knowledge (BOK).



### **The Biomedical Quality Auditor Handbook**

*ASQ Biomedical Division*

Written by a team of eminently qualified professionals from the medical device industry, *The Biomedical Quality Auditor Handbook* serves as a reference source for the application of quality auditing principles to the biomedical industry, including coverage specifically pertaining to medical devices. The book focuses on the understanding of domestic and international concepts and principles of biomedical quality auditing, and includes information on related regulations, directives, standards, and guidance.



### **The Certified HACCP Auditor Handbook**

*ASQ Food, Drug, and Cosmetic Division*

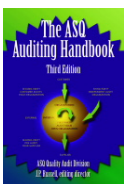
HACCP has evolved over the years, and so has ASQ. As a result of this evolution, the ASQ Certified HACCP Auditor examination has also evolved. It first started as an add-on certification to the Certified Quality Auditor; then in 2004, the ASQ Certification Board approved it as a stand-alone certification. Along with this change, the Body of Knowledge was updated to include the principles of management systems auditing and the analytical tools of quality assurance.



### **The Certified Manager of Quality/Organizational Excellence Handbook: Third Edition**

*Westcott, Russell T.*

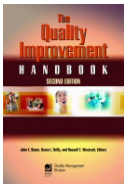
Management of quality continues to play a significant role in organizations as they struggle to deal with ever increasing complexities and challenges in our fast-paced world. Business success depends on their ability to use a wide range of information to define, plan, implement, and control a variety of complex, interdependent tasks using a finite set of data and decreasing resources.



### **The ASQ Auditing Handbook, Third Edition**

*J.P. Russell, editing director*

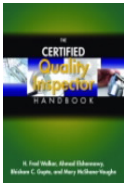
Auditing is a management tool used to verify that systems and processes are compliant/conformant, effective, and continually improved. The process audit determines if process requirements (methods, procedures) are being met, while a system audit determines if system requirements (manual, policy, standards, regulations) are being met.



### **The Quality Improvement Handbook, Second Edition**

*ASQ Quality Management Division; John E. Bauer, Grace L. Duffy, Russell T. Westcott, editors*

The use of quality and continual improvement is no longer considered the sole property of manufacturing or of the traditional engineering and production environment. Most professionals entering the workforce today are required to analyze situations, identify problems, and provide solutions for improved performance. Improving the organization is everyone's job. Teamwork is critical, requiring the participation of members of all backgrounds, nationalities, educational levels, and career aspirations.



### **The Certified Quality Inspector Handbook**

*H. Fred Walker, Ahmad K. Elshennawy, Bhisham C. Gupta, Mary McShane Vaughn*

The quality inspector is the person perhaps most closely involved with day-to-day activities intended to ensure products and services meet customer expectations. The quality inspector is required to understand and apply a variety of tools and techniques as described in the ASQ Certified Quality Inspector (CQI) Body of Knowledge (BoK).



### **The Certified Quality Process Analyst Handbook**

*Eldon H. Christensen, Kathleen M. Coombes-Betz, and Marilyn S. Stein*

This new handbook was developed to assist those preparing for the Certified Quality Process Analyst certification. It covers the certification Body of Knowledge explicitly and comprehensively. The book and certification are aimed at the paraprofessional who, in support of and under the direction of quality engineers or supervisors, analyzes and solves quality problems and is involved in quality improvement projects.



### **The Certified Quality Technician Handbook**

*Donald W. Benbow, Ahmad K. Elshennawy, and H. Fred Walker*

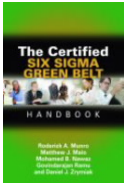
This book covers all of the topics listed in the Certified Quality Technician Body of Knowledge. The conversational tone of this reference book makes it easy to read while helping readers master quality assurance subject matter. Those interested in auditing, design of experiments, management, quality costs, sampling, and reliability will find this text helpful. Whether you want to brush up on skills needed in your profession, or review material before taking the Certified Quality Technician exam, this guide can help.



### **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 effects and analysis; the planning, operation, and analysis of reliability testing and field failures.



## **The Certified Six Sigma Green Belt Handbook**

*Roderick A. Munro, Matthew J. Maio, Mohamed B. Nawaz, Govindarajan Ramu, and Daniel J. Zrymiak*

This reference manual is designed to help those interested in passing the ASQ's certification exam for Six Sigma Green Belts, those who may need to train future green belts, and others who want a handy reference to the appropriate materials needed to conduct successful green belt projects. This latest entry in ASQ's popular series of handbooks explicitly follows the certification's Body of Knowledge and addresses each topic to exactly the level green belts need.

## **The Boulder Section within the ASQ National News**

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

### **FDA Globalization Act Brings Change** by: Edward R. Arling, Amgen Corp / Longmont

Several changes to the way FDA and industry are to conduct business are being proposed in the "Food & Drug Administration Globalization Act of 2009" bill submitted to Congress by House Representative John Dingell. While our FD&C industries, regulators and populace continue to suffer and struggle with antiquated approaches to protecting and promoting public health, this bill mandates some fundamental changes, some improvements and as with any new regulations, questions as to implementation and long term affect and value.

This bill goes beyond recent "softer" attempts by regulators and industry trade groups to foster change through guidance documents (ICH Q series) or good business structures (ISO) or internal change attempts (FDA's GMP's for the 21<sup>st</sup> Century). There are significant new mandates that affect food, drug, device and cosmetic business practices, in an attempt to bolster industry and regulators accountability, responsibilities, enforcement and consequences. Anyone involved in these industries should become familiar with this bill, understand how it will affect business as we know it, and proactively guide their respective government representatives and industry leaders. One key example of a change in the bill, noted by John Surak, Food Programs Chair for the FDC Division, was the requirement for certification for laboratories & the Department of Agriculture doing food inspections. It then goes on to provide allowance for the Secretary to certify third parties to conduct facility inspections. Surak asks "Is this opening up the door for private companies to do regulatory inspections in the US? Do we really want this? This is a major issue to discuss." The FDC Division will collect input on the bill from the Program Chairs and forward our collective comments. Please review the bill at [www.fda.gov](http://www.fda.gov) and discuss any comments or concerns with your respective Program Chair.

Key areas of the bill include:

### **Food Safety**

- Industry - requires all facilities producing food that reaches the US to register with FDA. Most registrants to pay fees that would support FDA inspections for both importers and exporters. Requires risk mitigation plans to be created, subject to FDA review.
- FDA – requires a risk based inspection strategy, minimum inspection frequency, enforcement action for non compliance, increases FDA authority for imposing fines and mandating recalls.

- Imports – requires foreign manufactures to be certified meeting US standards, allows for third party certification, allows for fast track importation if requirements are met, requires country of origin labeling & disclosure, .
- Traceability – requires electronic methodology for FDA tracking including farms & restaurants and standardized lot tracking on shipments.
- Food standards – requires FDA to issue regulations for production & handling of fresh fruit & vegetables, carbon monoxide treated foods to be labeled, promotes food science & monitoring.
- Laboratory Testing – requires testing to be done in accredited laboratories & results sent to FDA

### **Drug and Device Safety**

- Industry – requires annual registry & fee for all domestic and foreign establishments. Generic drug firms to pay fee for pre-approval inspections, requires documentation of supply chain, expand labeling requirements and have a risk mitigation program.
- FDA – registration fees to support increased inspections, requires pre-approval foreign inspections, requires parity for foreign and domestic inspection frequency and significantly enhances regulatory enforcement actions, fines & penalties.

### **Cosmetic Safety**

- Requires all foreign & domestic manufacturers serving the US to register annually, pay registration fees, report adverse events and comply with US GMP's.

### **Multiple Conferences Built Into the 2009 World Conference**

This year's World Conference on Quality and Improvement, May 18-20, 2009, Minneapolis Convention Center, Minneapolis, Minn., offers a unique opportunity for attendees to take part in three other "mini conferences" that will be held concurrently with the ASQ World Conference, all for one registration fee.

- [Institute for Software Excellence](#)
- [Quality Institute for Healthcare](#)
- [Quality in Sustainability Conference](#)

For more information, or to register, visit the [World Conference Web site](#).

### **Honing Your Leadership Skills - Register Today!**

The Community Leadership Institute, and other complimentary events for member leaders, will be held May 16 - 17, in Minneapolis, Minn., just prior to the World Conference.

- **Saturday, May 16:** Community Leadership Institute, QMP Awards Ceremony, Member Leader Reception
- **Sunday, May 17:** Education Chair Community of Practice, Voice of the Customer Community of Practice

Event information and registration is available at <http://wccqi.asq.org/member-leader>.

# ASQ BOULDER SECTION #1313 COURSE DESCRIPTIONS

Revised 5-10-2009

## **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, Gretchen Stewart at: [stewartgm@qwestoffice.net](mailto:stewartgm@qwestoffice.net) or 303-641-1335

## **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 ASQ Boulder 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 the 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. Contact the Boulder Section Education Chair, Gretchen Stewart at: [stewartgm@qwestoffice.net](mailto:stewartgm@qwestoffice.net) or 303-641-1335

**Specific Course Information (and) the #1313 courses registration form will resume with the newsletter coming out in August of 2009.**

Below is an example of the format of how the courses information was presented for the two ASQ #1313 courses which were offered in the spring of 2009:

## Spring 2009 ASQ Boulder Section #1313 Course Offerings

Updated 3-16-2009

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	Arnold Miller 303-385-6671	\$400/ \$450	Jun 6, 2009	Apr 19, 2009	3 Fri (8am to 3pm) Apr 17, 24, May 1, 1 Mon (8am to 3pm) May 11, 2009 (24 hours)	Apr 6, 2009
1301 - Certified Quality Engineer (CQE) Review	Monrad Monson	\$400/ \$450	Jun 6, 2009	Apr 19, 2009	3 Saturdays 8:00- 5:00 Apr 25, May 2 and 9, 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, **Gretchen Stewart**, (contact information below) for details.

MORE INFORMATION: Summary from Section web page: <http://www.asq1313.org/courses.html>

### **FUTURE COURSES & LOCATIONS:**

Contact the ASQ Boulder Education Chair, Gretchen Stewart at: [stewartgm@qwestoffice.net](mailto:stewartgm@qwestoffice.net) or 303-641-1335 to see if the class you want can be made available in the Colorado Springs, Denver or Ft. Collins area. Let us know if there is a class you need but is not listed above. We may be able to offer that class in the future.

### **COURSE REGISTRATION INFORMATION**

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

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

**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, Gretchen Stewart at: [stewartgm@qwestoffice.net](mailto:stewartgm@qwestoffice.net) or 303-641-1335 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 Boulder Section Education Chair (contact information above).

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

Hello, I have been keeping busy doing work for clients doing well in this economy. Finally, I'm able to schedule some quality seminars for this summer. This will be the only public seminars offering this year. The following three seminars are being offered:

**Providing Outstanding Service Quality  
Statistics: Principles and Applications  
Process-Based Auditing**

I can send you the details if you have an interest. All my classes can be customized to meet your in-house needs. Also if anyone has an interest in getting **ASQ Certified**, let me know. I do review classes for most of the certification exams. If you have any questions or require additional information, do not hesitate to contact me.

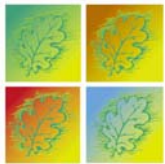
At your service,

Ron Sedlock

the quality Catalyst

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

[www.thequalitycatalyst.com](http://www.thequalitycatalyst.com)



# Cavendish Scott, Inc.

*Cavendish Scott Inc. is an Accredited ISO 9000 Trainer*



## **2009 Denver Training Schedule**

*updated on 05-10-2009*

### **IRCA Certified ISO 9001:2008 Lead Auditor Training Course**

**\*\*Special price \$1699\*\***

Includes all materials, meals and on site audit at a local company. Comprehensive, Effective and Fun

June 8-12, 2009  
August 17-21, 2009

October 12-16, 2009  
December 7-11, 2009

### **ISO 9001:2008 Internal Auditor-Process Approach Training**

**\*\*Special price \$1250\*\***

Excellent for first timers and refresher for experienced auditors. Includes an on-site audit at a local company.

May 19-21, 2009  
July 14-16, 2009

September 15-17, 2009  
November 10-12, 2009

For more information and registration information, contact:

Colin Gray, Cavendish Scott, Inc.

254 South Downing Street, Denver CO 80209 phone 303-480-0111 FAX 303-480-9000

[training@cavendishscott.com](mailto:training@cavendishscott.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.

## **Colorado CPEX News**

**Examiner Team Lead/Co-Team Lead Training** at the CPEX Headquarters Building, 4140 Jackson Street, Denver, CO 80216

May 14, 2009

May 19, 2009

### **Regular Examiner Training**

May 15, 2009 at Regis Denver Tech Center Campus, Englewood

May 20, 2009 at Regis Central campus off Federal and I70.

The costs this year have not risen and are the same as the past few years. You can register for the classes at the CPEX website [www.coloradoexcellence.org](http://www.coloradoexcellence.org) and pay by credit card or CPEX can invoice you.

#### **TO REGISTER**

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

or contact Tom Mauro, CEO, at

303-893-2739

[tmmauro@coloradoexcellence.org](mailto:tmmauro@coloradoexcellence.org) or <http://www.coloradoexcellence.org>

## **Most Recent CPEX Newsletter -Upcoming Activities**



**CPEXchange**

*Creating a Culture of Excellence Pervasive in Colorado*

**[Achievements in Excellence - Environmental Sustainability Utilizing Baldrige Criteria and Lean & Green](#)**

**[Sharing Events at Baldrige Recipient PVHS](#)**

**[CPEX 2008 Stakeholder Report/New CPEX Website](#)**

**[Environmental Sustainability Utilizing Baldrige Criteria and Lean & Green](#)**

**A Presentation by GCC - a CPEX 2008 Peak Recipient in coordination with the Colorado Association for Manufacturing and Technology (CAMT) & CPEX  
Sponsored by the Pueblo Economic Development Corporation (PEDCO)**



**What You Will Learn At The Event:**

- 1. How GCC is pursuing continuous improvement through the road map provided by the Baldrige criteria for Performance Excellence.**
- 2. Environmental projects that GCC has implemented and is pursuing as part of its journey for performance improvement.**
- 3. How Lean & Green can improve your manufacturing process and minimize impact to the environment in an organized systematic process.**
- 4. Tour the GCC plant to examine state-of-the-art manufacturing and environmentally friendly processes.**

**Presented By: Colorado Performance Excellence (CPEX) and Colorado Association for Manufacturing & Technology (CAMT)**

**Who: GCC Staff and Cynthia Christie of CAMT**

**Where: GCC Manufacturing Plant, I-25 and Stem Beach Rd, Exit 91, Pueblo, CO**

**When: Thursday, June 18, 2009. Registration starts at 7:30, Program from 8 a.m. to Noon.**

**Event Fee: \$45 individual/ \$35 for two or more from one company**

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

**For More Info: Contact Tom Mauro at 303.893.2739 or [tmmauro@coloradoexcellence.org](mailto:tmmauro@coloradoexcellence.org)**

**Proceeds go to Colorado Performance Excellence, a 501(c)3 nonprofit.**

**Presenters:**

**GCC with U.S. division headquarters and a distribution terminal in Denver; cement manufacturing in Pueblo; and a coal mine in Hesperus, will present its journey for continuous improvement in manufacturing using the Baldrige criteria for performance excellence. They will also present specific initiatives pursued to enhance environmental sustainability throughout their operating locations. A tour of the Pueblo state-of-the-art manufacturing facility will be held after the presentations.**

**Cynthia Christie of CAMT will present a Lean & Green offering complementing the environmental nature of this event. CAMT offers a full suite of continuous improvement and growth services, including Lean, Six Sigma and others.**

**Organizations Sponsorships Available:**

**Greenhorn Mountain - \$500**

- Includes 5 free registrations, program listing & website listing for 3 months  
Pueblo Mesa - \$250
- Includes 3 free registrations, program listing & website listing for 1 month  
Arkansas River - \$100
- Includes 1 free registration & program listing

**Sharing Days at Poudre Valley Health Systems (Natl'l Baldrige Winner)**

Priscilla Nuwash of PVHS is a CPEX Board Member and PVHS is a CPEX Premier Sponsor. Poudre Valley Health System, the 2008 Baldrige Recipient in healthcare and 2008 CPEX Peak Award Recipient recognizes a decade-long performance excellence journey. Now, PVHS is pleased to share best practices learned along that journey with other organizations in similar pursuit of excellence.

Please join PVHS for Sharing Days. These two-day workshops will cover several topics, and include optional workshops aimed at helping your organization excel. For information and registration go to <http://sharingdays.pvhs.org> . Dates for the Sharing Sessions are as follows:

June 4 & 5, 2009    August 6 & 7, 2009    Sept 24 & 25, 2009    Oct 29 & 30, 2009  
Feb 11 & 12, 2010    April 8 & 9, 2010

**CPEX 2008 Stakeholder Report / NEW CPEX Website**

CPEX has launched its new world-class website. Please check out the CPEX 2008 Stakeholder report at <http://coloradoexcellence.org/media/EDocs/CPEX2008StakeholdersReport.pdf> . You still get to the website at [www.coloradoexcellence.org](http://www.coloradoexcellence.org). Let us know how you feel about the new site and let us know if you encounter any problems with navigating or using the site.

**JOB POSTING**

The Quality Management Systems and Assurance staff at NREL in Golden, CO has a posting for a summer intern. Folks who are interested can get details and apply through our NREL job posting page at: [http://www.nrel.gov/employment/job\\_openings.html](http://www.nrel.gov/employment/job_openings.html)

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<b>Posting Title</b>	Graduate or Undergraduate Intern, Quality Management
<b>Requisition Number</b>	625BR
<b>Location</b>	Golden, CO
<b>Position Type</b>	Student RPP
<b>Hours Per Week</b>	40
<b>Job/Research Summary</b>	A student internship is available in the Quality Management Systems & Assurance Office at the National Renewable Energy Laboratory (NREL) in Golden, Colorado. NREL is the nation's primary laboratory for research, development and deployment of renewable energy and energy efficiency technologies. The position would be temporary full time during the summer.
<b>Job Duties</b>	A student internship is available in the Quality Management Systems & Assurance Office at the National Renewable Energy Laboratory (NREL) in Colorado. NREL is the nation's primary laboratory for research,

development and deployment of renewable energy and energy efficiency technologies.

The purpose of this summer internship is to provide meaningful professional quality management experience to students with proven academic performance and a strong desire to learn and contribute. The Quality Management Systems & Assurance (QMS&A) department provides the quality infrastructure, procedures, processes, training, and support which facilitate a quality culture to promote continuous improvement at NREL. The intern will assist a dedicated staff to help accomplish this important mission.

Specific responsibilities for the summer intern could include performing work in research laboratories, construction areas, and other site operations and facilities. Duties of the summer intern include these:

- Collect and document basic process and operating information;
- Assist quality management experts in characterizing processes, including development of process maps/flowcharts and operating procedures;
- Participate as a team member on quality assessments;
- Assist quality management experts and/or other NREL personnel in assessing the effectiveness and efficiency of processes (including the use of continuous improvement methodologies);
- Assist in developing recommendations for improving operations;
- Provide a summary presentation at the conclusion of the internship regarding the internship experience; and
- Perform other duties as assigned.

**Minimum  
Qualifications**

Must be enrolled as a full-time student (Graduate students minimum of 9 credit hours or Undergraduate students minimum of 12 credit hours). Must be a US Citizen or US permanent resident. Minimum 3.0 GPA in the last completed semester.

**Preferred  
Qualifications**

Completion of 3 years or more in an accredited university in a quality management curriculum or a discipline related to quality management (such as industrial engineering, systems engineering, business management, operations research, or management science). Some prior knowledge and experience with quality management methods and continuous improvement technologies such as TQM, Lean Enterprise, or Six Sigma. Some prior knowledge and experience with ISO 9000, ISO 17025, and/ or related quality management & quality assurance standards. Excellent interpersonal skills. Excellent verbal and written communication skills. Ability to perform duties with minimal supervision. Familiarity with Microsoft Office (including Visio) and Microsoft Outlook.