



The next ASQ Boulder Section meeting will be Thurs, Sept. 24th 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

SEPTEMBER CHAIR MESSAGE

ASQ Section 1313 would like to welcome you back from your summer at the first section meeting to be held on September 24th, 2009, 5:30PM at the Day Inn located in Boulder. The tutorial will be presented by Emily Myers of Cavendish Scott. She will be speaking on the topic of "Auditing Calibration". Our featured speaker will be Juli Moticka of Amgen Corp/Longmont speaking on the topic of Quality in Biopharmaceuticals and Medical Devices.

Please plan to attend this meeting, as well as invite a colleague to attend with you who is not currently a member of ASQ.

The main goal of ASQ Section 1313 for the 2009/2010 fiscal year is to increase our impact to you our current ASQ members, as well as the quality community of Boulder and surrounding geographical area. We plan to achieve this through increasing our section membership, offering quality courses that support successful achievement of the ASQ certifications and improved practical application of quality in the workplace and providing topics at monthly meetings that are most relevant to you, our quality professionals.

We are starting with capturing the "Voice of the Customer" in this process. **Please take time to complete the customized online survey at http://asq.qualtrics.com/SE?SID=SV_00MutJZdcbnktdq&SVID=Prod prior to our September 24th, 2009 meeting.** I look forward to meeting each one of you on September 24th, 2009. Please contact me directly with any questions, comments, or concerns.

We also offer a Section sponsored subsidy for up to four brand new members to the ASQ Society. If you download and fill out an ASQ Society member application at www.asq.org prior to Sept 24th and bring it in with you (or) fill one in at 5:15 – 5:30pm on the 24th and include your check to them, we give you a \$50 section check made out to you to off-set some of that cost to you. First come, first serve. Sincerely, Rebecca Jessep Section Chair 2009-2010

ASQ'S Customer Care Center:

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 web-site at: 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** web-site at: 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.

ASQ National News

TAG Members Needed

ASQ is coordinating the U.S. involvement of the draft international standard ISO 26000-Guidance on Social Responsibility. The ISO 26000 international standard, projected to be published in the fall of 2010, will lay out fundamentals providing guidance for the particular social responsibility choices that an organization makes.

As the U.S. technical advisory group (TAG) administrator for several ISO technical committees, ASQ is currently looking for TAG members. These members get unparalleled access to decision makers and have a strong voice in the development and evolution of standards. If you want to get involved in a TAG, please contact the [ASQ Standards Group](#).

ASQ National news is cont on page 3

ASQ#1313 Officers & Committee Chairs 2009-10

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#1313 Upcoming Meeting Information	Page 3
ASQ National & Boulder Section News	Pgs 3- 12
Boulder Section Course Descriptions	Page 13
Boulder Section Courses Offerings News	Page 14
Boulder Courses Registration News	Page 15
CPEX Newsletter and Info	Page 16

QUALITY CRUISE PLANNING

New ASQ Logo



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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 Colorado Performance Excellence Program (Colorado State quality and business performance), visit www.coloradoexcellence.org Local contact: Exec Director, Mr. Tom Mauro

tmmauro@coloradoexcellence.org (or) at 303-893-2739 Please see **page 16** in this newsletter for the most recent information on CPEX upcoming fall 2009 activities and events. The Boulder ASQ Section is a level one sponsor of the Colorado CPEX Organizational.

ASQ #1313 Tutorial & Main-Presenters for Upcoming Meetings, as of: 12 Sept 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)

Thurs, Sept 24th: Juli Moticka of Amgen Corp / Longmont on: "**Quality in Biopharmaceuticals and Medical Devices**".

Abstract: A brief overview of the history of FDA regulations as they relate to drugs/biologics, specific requirements for the Quality unit, and a discussion of practical application of those requirements.

30-Min Tutorial: By: Emily Myers (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 manufacturer'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.

October 22nd: Joint-Meeting with ASQ #1309 Northern Colorado Section at Boulder Scientific located NE of Longmont, CO The topic by the #1309 Presenter will be: "**HAACP /and/or/ FDA Related**".

30-Min Tutorial: Ed Arling of Amgen Corp / Longmont and ASQ-FD&C Division Region 13 Councilor, on: "**FDA Globalization Act of 2009 -A Summary**"

November 19th: Joe Wojniak <joe.wojniak@yahoo.com> "**How to Influence Management**"

30-Min Tutorial: Topic is: Gerry Naugle, of Verify Corp & LMC, on: "**Improve Your Audit Interviews**"

December 9th (Tentative Date) "**ASQ Boulder Section Spouses or Significant Others Night**" at the Boulder Dinner Theater, the show is: "Singing in the Rain" Need an RSVP to Gerry Naugle by phone msg to: 303-591-2830 (or) gnaugle@earthlink.net by 5:00pm on 30 Oct, 2009 and with a payment of \$20 per ticket to Gerry Naugle at: P.O. Box 3783 Boulder, CO 80307 by 10 November to secure your ticket.

ASQ NATIONAL NEWS, cont

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.



Purchase the new ISO 9001:2008 standard today from ASQ!

Have you transitioned to ISO 9001:2008 yet? ASQ is your **official** source for the latest version of the ISO 9001 standard and all your ISO needs. This new standard will replace ANSI/ISO/ASQ 9001:2000 and applies to any size organization—small, medium, or large—and all types of organizations—private or public sector. Because you are an ASQ member, you can take advantage of member pricing!

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ASQ Promotes Management System Standards to Ensure Food Safety

In the wake of recent food scares involving everything from lettuce, tomatoes, and spinach to peanuts and pistachios, ASQ made food safety a priority. ASQ offered input on legislation that could fundamentally change the nation's approach to food safety and regulation.

ASQ and ANSI-ASQ National Accreditation Board (ANAB) hope to place a stronger emphasis on the **use of international standards-based, accredited third-party conformity assessment in this food safety legislation**. Primary focus is on a bill on the fast track in the House: the Food Safety Enhancement Act of 2009 (H.R. 2749).

ANAB believes there are opportunities to strengthen the legislation to result in more effective and efficient systems for protecting the nation's food supply. An ANSI/ANAB white paper entitled "[Ensuring Food Safety](#)" (PDF, 232 KB) lays out these opportunities and challenges.

ASQ set up meetings with staff from the offices of Sen. Bob Casey and Rep. Tammy Baldwin. ASQ also looks to educate other members in the House and Senate on the international standards they could incorporate into the bills.

Visit ASQ's [food quality discussion board](#) to weigh in with a comment on this topic.

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)

Boulder Section Donations: Continuing Policy on Quarterly Donations

The Boulder Section exec board approved a policy of donating \$100 to a bonafide local charity of \$100 per calendar quarter 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 meeting. Ideas for the 4Q of 2009 and the 1Q and 2Qs of 2010 are being accepted.

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>.

Boulder 2009 Picnic Photos, from August 8th in Broomfield:



Janet Mutthersbough and Mike Ferraro past Section chairs, with Wells Lange, Section Certification Chair (black vest)



September 2009 monthly meeting presenter, Juli Moticka and family.



Kathy Schelert enjoying some of fine BB-Q on August 8th.

We'll do the picnic at the same spot in Broomfield in 2010, most likely on the first Sat of August. Do make plans to attend this Boulder Section members' perk. Many thanks to Arnold Miller for taking these digital photos at the picnic.

The following article is from Joe Wojniak, CQE and Boulder Section Vice-Chair

Defense Against the Dark Arts – Defending Yourself Against Influence Tactics by – Joe Wojniak



What is the difference between tools used for good and tools used for evil? It's the intent of the user and the consequences of the action.

For example there is a stereotype of salesman that characterizes them as being manipulative and taking advantage of the unsuspecting customer. However, there are very excellent salesmen in the world that seek to understand their prospective customer's needs and to provide a product that satisfies that need.

At the start of my senior year in college, my first car was on its last legs. I was commuting from Golden to Longmont 5 days a week and I had to run the heater full blast to keep the car from overheating. I also kept pints of oil and antifreeze in the trunk to replenish the leaking fluids. At the end of the summer the car was acting stranger than usual and I decided it was time to replace it. I had such a bad experience with my first car that I was determined not to be 'taken' again. So I was very suspicious of the car salesman when he suggested a particular model, went for the test drive, and then began discussing price and finance terms. Looking back in hindsight this salesman was actually acting in my best interests, I just wasn't able to recognize it at the time. Here are the key things that he did:

- He sought to understand what I needed in a car, by finding out that I was a student and I needed a commuter car.
- He chose a car that would perform as needed, it was rather small and fuel efficient.
- He gave me a generous trade-in credit for my current car.

The car seemed expensive to me at the time (being a student on a tight budget) but the price and terms were equitable and I drove the car for the next 10 years, until circumstances changed and I sold it. As far as I know, the car is still running!

So what are these powerful tools that can be used for good or for evil?

Influence tactics.

Thinking is hard, takes effort, and is time consuming. There are situations where a decision to act needs to be made quickly (a bus! Jump out of the way!) and there is not time to deliberate. Or we are tired and cannot expend the energy to deliberate and reach a considered decision. In these situations we rely on semi-automatic responses that work most of the time, among them:

1. Consistency – it worked before, it'll work again
 2. Reciprocity – you helped me, I'll help you
 3. Follow the Leader – the person in charge knows best
 4. Social Proof – everybody else is doing it, it must be ok
- Influence: Science and Practice, by Cialdini*

Those who know about these semi-automatic responses can use them to their advantage without you being aware, until after the fact, of the advantage they've gained by setting up a situation that triggers the desired response.

How do you counter-act these tactics?

First step, be aware of the tactic and the desired response. Second step, do not respond in the expected manner. Reframing or Positive No may be useful.

Reframing:

1. Ask problem solving questions.
2. Tap the power of silence. [Make 'em sweat, they'll speak first!]
3. Restate the issue using your own words.
4. Tap the power of surprise, do the unexpected.
-Negotiating to Yes, page 7 (Wilson Learning Worldwide)

Positive No:

1. Open – to demonstrate understanding.
2. Yes – to the other side's interests.
3. No – to the demand or behavior.
4. Yes? – to a constructive proposal.
-Negotiating to Yes, page 13 (Wilson Learning Worldwide)

Now that you have learned about the four basic tactics of influence and a couple methods from principled negotiation, you now have tremendous power for good or for evil.

In order to use this knowledge responsibly, and for the benefit of yourself and others, you now need to be consciously aware of your intent and the motivations behind your actions.

- How does your proposal help the other person/department/organization/society at large?
- If you are getting most of the benefit, what can you exchange that helps the other person/department/organization/society at large?

Seek to improve the lives of others, often they will respond by making your life better. If you are not successful at what you choose to do, seek a successful method, or choose to do something different!

I close with a quote from Albert Einstein-

“Insanity: doing the same thing over and over again and expecting different results.”

Choose to be successful in a positive way that enriches the world and brings joy and happiness to others.

Bibliography

Influence: Science and Practice (5th Edition) (Paperback)

by Robert B. Cialdini

Negotiating to Yes, Wilson Learning Worldwide

New ASQ Certification Offered for Pharmaceutical Professionals

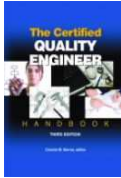
ASQ is now taking exam applications for its newest certification, the Certified Pharmaceutical GMP Professional (CPGP). By acquiring this certification, individuals demonstrate a proficiency of the GMP principles as regulated and guided by national and international agencies for the pharmaceutical industry.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

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](http://www.asq.org) **New Revised Editions...**



The Certified Quality Engineer Handbook, Third Edition

Connie M. Borrer, editor

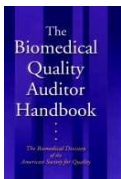
This third edition provides the quality professional with an updated resource that exactly follows ASQ's Certified Quality Engineer (CQE) Body of Knowledge. Today it is not uncommon for the quality engineer to be involved in quality improvement activities in healthcare, finance, education, software applications,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

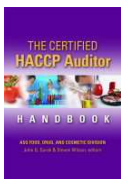
This second edition has been updated and revised to reflect the most recent Six Sigma techniques, and to match the ASQ Certified Six Sigma Black Belt Body of Knowledge (BOK).



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

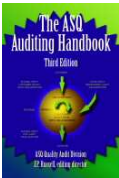
ASQ Food, Drug, and Cosmetic Division

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.



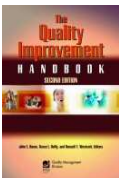
The Certified Manager of Quality/Organizational Excellence Handbook: Third Edition
Westcott, Russell T.

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

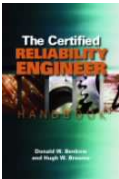
This new handbook was developed to assist those preparing for the Certified Quality Process Analyst certification. It covers the certification Body of Knowledge explicitly and comprehensively. The book and certification are aimed at the paraprofessional who, in support of and under the direction of quality 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 21st 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 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.

ASQ BOULDER SECTION #1313 COURSE DESCRIPTIONS Revised 09-12-2009

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, 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 Boulder Section Education Chair, Gretchen Stewart at: 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. 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.

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 the Education Chair.

Fall 2009 ASQ Boulder Section #1313 Course Offerings

Updated 09-12-2009

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 arnold.miller@openwave.com Location: Openwave, 11800 Ridge Pkwy, Suite 300, Broomfield, CO 80021	\$400/ \$450	Dec 5th, 2009	Oct 10th, 2009	Oct/Nov 2009 Class Date: Tues Nights 6:00pm-9:00pm Oct 6, 13, 20, 27; Nov 3, 10, 17; Dec 1 (24 hours)	Sept 29th, 2009

Course Name	Instructor	Course Fee (1)	Exam Date	ASQ Exam Application Deadline	Course Dates & Times	Course Registration Deadline
1301 - Certified Quality Engineer (CQE) Review	Monrad Monson 303-272-9612 e-mail: monrad.monsen@sun.com Location: Boulder/Longmont/Broomfield area.	\$400/ \$450	Dec 5th, 2009	Oct 10th, 2009	Date: Sat 10/31, 11/7, 11/14 , 2009 8am to 5pm (24 Hours)	Sept 29th, 2009

(¹) 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 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 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).

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 please contact the Boulder Section Education Chair, Gretchen Stewart at: stewartgm@qwestoffice.net or 303-641-1335 for the USPS mailing information for correspondence to her.

Colorado CPEX News

From Colorado Performance Excellence (CPEX) Website

Thanks for your interest in the Colorado Performance Excellence (CPEX) organization! We represent a community of organizations and individuals dedicated to performance excellence. Other organizations that have adopted the performance excellence framework have demonstrated: Increased organizational learning and development; A sound management framework; Proven financial results; Documented benefits to employees, customers, the community, and other stakeholders; Ability to use the state award as a stepping stone to the [Baldrige National Quality Award](#).

Headlines/Hot Topics

- **Hot Topic** **Cities of Excellence** event on Wednesday, November 4 from 7:30 am - 9:15 am. [Read more here...](#)
- **CPEX Quest for Excellence VIII event** [Register now](#) to hear Baldrige award recipients Poudre Valley Health System, Cargill Corn Manufacturing, and City of Coral Springs discuss Creating Value and Results in Turbulent Times. [Learn more...](#)
- [Learn more](#) about 09/09 & 10/09 Baldrige Regional Events or [register now](#)
- [Make a donation](#) to CPEX
- PVHS Baldrige Press Conference [on YouTube](#)

Poudre Valley Health System has received the [2008 Malcolm Baldrige National Quality Award](#) - the highest Presidential honor given to United States businesses and organizations that demonstrate performance excellence. PVHS is the only **healthcare organization** to receive the Baldrige award, the nation's top quality award, in **2008**.



Got CPEX?

Peak, Timberline, Foothills, or High Plains ([CPEX award levels](#))...CPEX is there for you!



Frequently Requested Categories of Information

[About CPEX](#) – where you can analyze our [Annual Report](#), learn about our [Award Recipients](#); access an informative [Brochure](#); glean [Knowledge & News](#) items; review our [Organization Chart](#), our [Vision & Mission](#) statements; and more...

[Applicants](#) – where you can find out [Why Apply](#) and [How to Apply](#); when [Workshops](#) are hosted to assist with the [Preparation of an Application](#); what the [Criteria](#) and [Fees](#) are; and more...

[Events](#) – where you can also get to our [General Calendar](#); and more...

[Partners](#) – where [Alliances](#), [Consultant Referral](#) and [Sponsor](#) information can be researched; and more...

[Volunteers](#) – where these stakeholder groups are represented: [Board of Directors](#); [Examiners](#), [Judges](#), [Leadership Team](#); other [Teams and Committees](#); and more...

For more information please contact Tom Mauro, CEO
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