

The next ASQ Boulder Section meeting will be held on Thurs, May 24th at Covidien Corp, Bldg #2 / Gunbarrel with doors open at 5:30pm and the main talk at approx 6:05pm. Please see more meeting details on page 3

Volume 18, Issue 9

May 2012

MAY CHAIR MESSAGE

Last Chair message for this spring season, encourage you to attend the upcoming meeting at Covidien. The ASQ has established four strategic initiatives. What are these initiatives? Where does section 1313 fit into the strategy? How can we make a difference?

1) Continuing the communication the Boulder Section of ASQ Commitment to Excellence is a focus for 2012 and beyond.

2) Commitment to Excellence is a commitment to apply the Malcolm Baldrige principles to management of ASQ operations. This will most strikingly impact the Section through the development of and execution to a business plan. What does our The standard business plan profile segments goals into six different areas: Impact, Membership, Loyalty, Means, Process and People.

3) Global ASQ Presence considers Impact as increasing our presence through the "Global Transformation" initiative (brand image) and through social responsibility. Social responsibility is defined as "actively contributing to the welfare of society."

4) Membership is all about growth of the organization. To whom we interface, the number of members engaged in activities and new membership. Improving member retention has been a major issue in ASQ over the last fifteen years. Membership in ASQ peaked in 1996 – 1998, and has steadily declined since. Retention of members in their first five years of membership is most critical. Loyalty looks to retention to address this issue.

5) Growing the Means of the organization is to increase the professional certifications and use of ASQ training opportunities. Pursuing these activities should also drive new membership and retention.

6) Process is all about performance. That is using technology to enable information sharing. Look for this through the new web site and other communication vehicles.

Where is our section without People? Section participation is driven by satisfaction. How can we get more engagement? How can we improve participation? How can we increase membership satisfaction? Please feel free to inquire, or get involved in making the Section 1313 a world of difference in our area.

Mark Soderberg
Your Section 1313 Chair Person

ASQ'S Customer and Member Center:

E-MAIL: help@asq.org

PHONE: 800-248-1946

FAX: 414-272-1734

USPS ASQ Communications

MAIL: 600 N. Plankinton Ave.

P.O. Box 3005

Milwaukee, WI 53201-3005

We suggest that you go to the ASQ National web- site at: www.asq.org for complete ASQ national news, regional event links, books, courses, yearly certification testing, recertifications, conferences, ASQ Divisions and on-line membership forms, including member upgrades and what is needed to update your own member profile. And, while you are on the internet, be sure to visit **ASQ Boulder Section website** at: www.asq1313.org

ASQ National News

Learn about the newest American National Standard from ASQ

ASQ/ANSI/ISO 19011:2011 - Guidelines for auditing management systems

An American National Standard (ANS) is an equivalent of an international standard that has been adopted within the United States. Although an ANS version may make no changes to an accepted international standard, there may be advantages to selecting the ANS. The newest ANS available from ASQ is [ASQ/ANSI/ISO 19011:2011 - Guidelines for auditing management systems](#).

Key facts at a glance:

- An identical adoption of the international standard -- when you order [ASQ/ANS/ISO 19011:2011](#), you are getting ISO 19011:2011
- Available from ASQ April 20, 2012
- Choose the print format or an [e-version](#)
- Discounted pricing for ASQ members

More on this article, continued on page 4

ASQ #1313 Officers & Committee Chairs 2012

ASQ Section 1313 Boulder, CO	
Title: Chair Name: Mark Soderberg Phone: 303-905-8757 markosoderberg@hotmail.com	Title: Vice Chair Name: Rebecca Jessep Phone: 303-587-7067 rebeccajessep@hotmail.com
Title: Secretary Name: Joe Wojniak Phone : 303-530-658 joe.wojniak@yahoo.com	Title: Treasurer Name: John Beachman Phone: 720-313-2746 john.beachman@covidien.com
Title: Re-Cert Name: Gerry Naugle Phone: 303-591-2830 gnaugle@earthlink.net	Title: Internet & Website Name: Arnold Miller Phone: 303-466-2631 arn_miller@earthlink.net
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Online Content Exclusively for Members:

April Member Gift

Celebrate the 25th anniversary of ISO 9000 with this exclusive bundle of resources. This bundle includes:

- Introduction to the ISO 9000 Standards Webcast
- Example Quality Manual
- New ASQ Ask the Experts Blog
- Bonus: ISO 9001:2008 Explained Webinar

Download your gift today!



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Upcoming ASQ #1313 Meeting Presenters

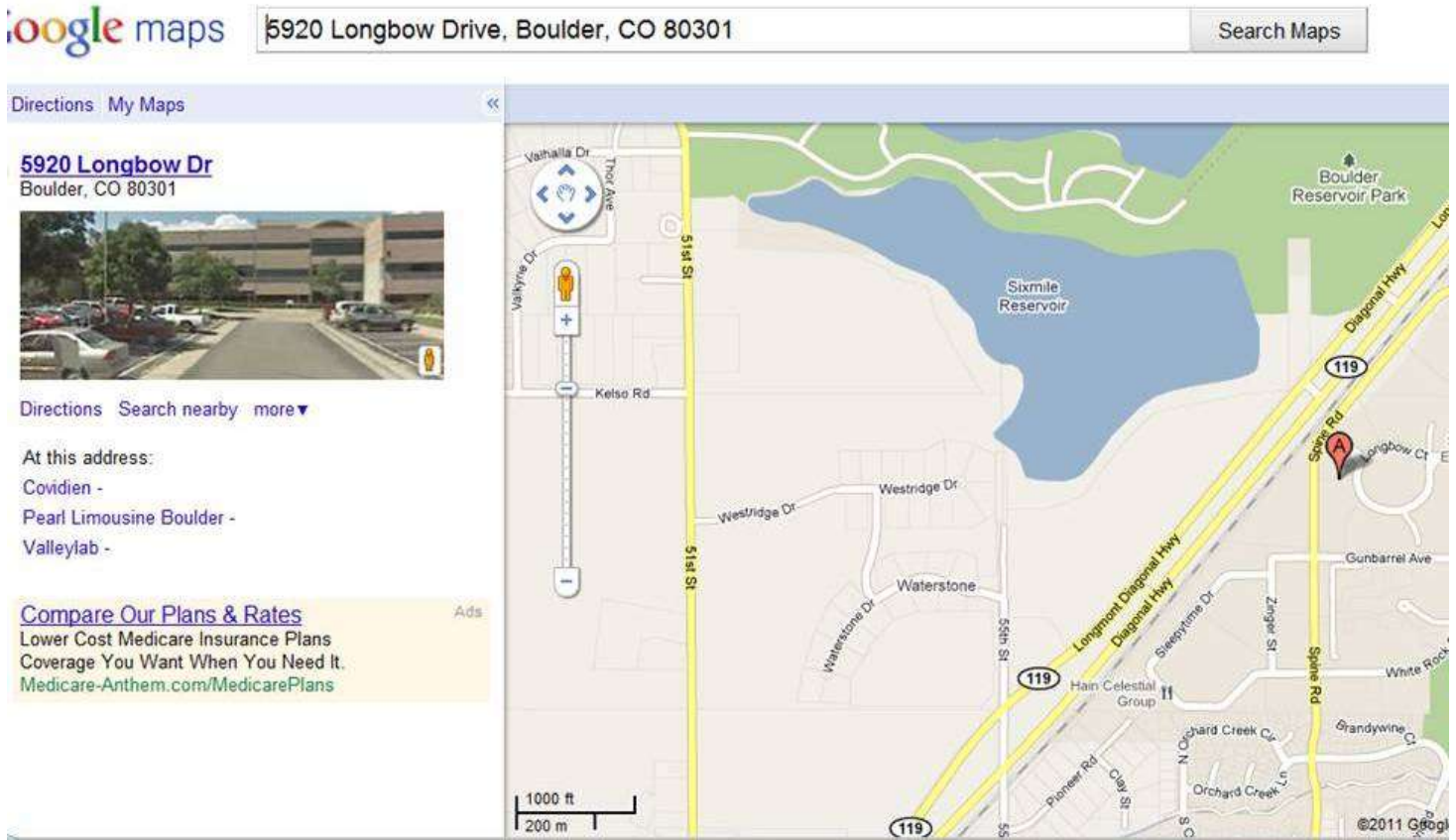
On May 24th

We are meeting at Covidien in Gunbarrel (5920 Longbow Drive Boulder, CO 80301) in the Pike/Evans Conference Room (downstairs) in Building 2 at 5920 Longbow Drive (see map below). [Internet link: http://www.asq1313.org/meetings.html#2012_may](http://www.asq1313.org/meetings.html#2012_may)

Presenter: Pete Baston, of IdeaPete.com on: "People and Processes / Why Quality Programs Fail"

Doors open at 5:30pm for the Conference Room

5:30 PM Networking and hors d'oeuvres ~6:00 PM Main Talk



Note: if you have not been here before for a meeting, we suggest to plan to arrive 15 minutes early to check-in and find the meeting room

Directions: On HWY 119 between Boulder and Longmont From HWY 119 turn South on 63rd Street Go ½ mile south on 63rd. Turn west (right) on Gunbarrel Ave Building 2 is on North-East side near corner of Gunbarrel Ave and Spine Rd. Parking is behind the Building from either Gunbarrel or Spine.

Building Entrance Instruction the entrance door is near the apex of the "L-shaped Building 2". There will be a sign in table inside the foyer that will be staffed.

RMPEX For info on the Rocky Mountain Performance Excellence Program (also the Colorado State quality and business performance program), visit this link: www.coloradoexcellence.org

Please see page 13 of this newsletter for the most recent information on upcoming RMPEX activities and events. **The Boulder ASQ Section is an active sponsor of the RMPEX Organization.**

ASQ National –and- Boulder Section News

More About ISO 19011 If your organization conducts internal or external audits of management systems, or if you manage an audit program, then ISO 19011 and the ANS version apply to you. This standard provides guidance on auditing management systems, with details on the following topics:

- Principles of auditing
- Managing an audit program
- Conducting management system audits

You'll also find guidance on evaluating the competence of individuals involved in the audit process, including the person managing the audit program, auditors, and audit teams.

What Makes the American National Standard Unique? ASQ members are eligible to receive a member discount on the ANS version of ISO 19011. The pricing of the ISO 19011 international standard is fixed at \$163.00. However, ASQ members receive special member pricing when purchasing the ANS.

The content of ISO 19011:2011 remains intact in the ANS version, which is considered to be an identical adoption. The only change you will find in the ANS is the addition of a Foreword that includes discussion of the U.S. position on ISO 19011:2011.

ASQ, ISO 19011, and You

ASQ administers a number of Technical Advisory Groups and subcommittees that are responsible for developing the U.S. position on several popular ISO standards. In its standards development work, ASQ is accredited by the American National Standards Institute (ANSI). Project teams are now forming to write three new consensus documents offering supplemental guidance for specific uses of ISO 19011. Team members with experience in the following areas are needed:

- Small business
- Supply chain
- Internal auditing

Learn more about how you can participate in an ANSI-accredited subcommittee.

Contact standards@asq.org.

DENVER SECTION

From: Terra Vanzant-Stern, PhD., PMP, SPHR/GPHR, MBB

Date: 5/16/2012

Subject: RMQC Announcement

Our trade association American Society for Quality along with my company SSD Global is sponsoring the Rocky Mountain Quality Conference in September 2012. Early bird registration is available and we are looking for sponsors as well as volunteers. Volunteers will receive a discounted enrollment.

If you are interested in attending, all the information is at: www.ASQDenver.org



Medical device manufacturers are constantly facing the challenges of increased regulatory requirements, new technology and trends, and managing their supply chain. As a valued ASQ member, ASQ offer tools and resources to ensure your organization is prepared to meet these challenges. Register today for one of these upcoming Instructor-led (Web-based) courses:

Risk Management for Medical Device

June 21, 2012

Supplier Management for the Medical Device Industry

Offering 1: Begins September 4, 2012

Offering 2: September 26-27, 2012

ISO 13485:2003 Incorporating Key Requirements as a Quality Management System

September 5, 2012



With more than 1 billion meals consumed daily in the United States alone, food hazards can occur at any stage of the food chain. It's imperative that all companies in the food chain implement strict quality and safety controls. ASQ provides training to help you improve your food safety management system. Register for these upcoming Instructor-led (Web-based) courses:

ISO 22000:2005 Internal Auditor

June 5-7, 2012

ISO 22000:2005 Food Safety Management System Requirements

August 29, 2012

Remember, as an ASQ member you can take advantage of member pricing on these courses. You can save up to \$100 on the list price!

For a list of all courses ASQ has to offer, visit www.asq.org/learninginstitute.

ASQ Quality Press books can be ordered online, or for special pricing on orders of 10 or more call ASQ Customer Care at 800-248-1946.



New Book!

[Quality Improvement Supports STEM](#)

Cindy P. Veenstra, Fernando F. Padró, and Julie A. Furst-Bowe

In July 2011, the ASQ Education Division held its first STEM Agenda Conference. This publication is a selection of the conference papers and workshops from the conference, with the theme Advancing the STEM Agenda in Education, the Workplace, and Society. The book highlights STEM education as a grassroots effort by many educators to ultimately prepare graduates for the 21st century workforce.



New certification preparation book from ASQ Quality Press

[The Certified Six Sigma Master Black Belt Handbook](#)

This book reflects the most current thinking among Six Sigma leaders who came together to create the ASQ Master Black Belt Body of Knowledge (BoK).

The primary audience for this book is the individual who plans to prepare to sit for the Six Sigma Master Black Belt certification examination. The book is great for quick reference and ease of use because the chapter and section numbering exactly mirrors that of the Master Black Belt BoK.



[Best Practice in Team Excellence](#)

J.P. Russell, editing director

This book explains the Team Excellence Framework (TEF) and how to leverage it to ensure the success of your improvement teams. This framework has a long-standing track record of providing the means by which teams can produce highly successful outcomes for their organizations.

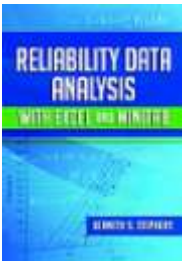


Bestseller!

[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.



[Reliability Data Analysis with Excel and Minitab](#)

Kenneth S. Stephens

When a product has been designed and manufactured, its performance in terms of durability, strength, and life become a matter of test, measurement, and analysis. This book helps you understand the outcomes of the reliability tests and translate that into real-world data that can improve products. Excel and Minitab spreadsheets are included for all sample data sets.

ASQ Quality Press books can be ordered online, or for special pricing on orders of 10 or more call ASQ Customer Care at 800-248-1946.

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 defined to make recertifying easier. The 18 RU credit amount remains the same. The new journal can be downloaded and printed directly from the main ASQ National website at: www.asq.org "Certification Link" or by calling the ASQ Customer Care at: **1-800-248-1946** and ask for item **B0525**

Boulder Section –Current ASQ Fellows

Tripp Martin - Retired
International Auto Oversight Bureau
(248) 535-5670
trippm1@earthlink.net

Edward Arling (new)
Quality Compliance Associates
(303) 579-9443
edward.arling@gmail.com

Elizabeth Keim – ASQ Past President and Board Chair
Integrated Quality Resources, LLC
(303) 541-9127
liz.keim@comcast.net

BOULDER SECTION CORRESPONDENCE ADDRESS

ASQ Boulder Section
P.O. Box 21595
Boulder, CO 80308-4595

Note: All education & course registration materials should be sent to Section Education Chair (please see the last page of the education section for contact information)

ASQ BOULDER SECTION #1313 COURSE DESCRIPTIONS

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 course instructor or the Section Education Chair.

1305 – CERTIFIED SOFTWARE QUALITY ENGINEER (CSQE) REVIEW

This is a refresher course to aid in your preparation for taking the ASQ Certification exam. The Certified Software Quality Engineer is a professional who has comprehensive understanding of software quality development and implementation, a thorough understanding of software inspection, testing, verification, and validation, and can implement software development and maintenance processes and methods. The exam requires you have minimum software testing or development experience and you must meet certain minimum requirements. Each student needs to purchase the latest edition of the CSQE Primer published by the Quality Council of Indiana (QCI) prior to the first class (cost is approximately \$70). To order, contact QCI at 1-800-660-4215 or www.qualitycouncil.com. For additional details or questions, contact the course instructor or the Section Education Chair.

1322 – ASQ Exam BoK: Quality Concepts, Management and Leadership

This course covers the Body of Knowledge (BoK) any quality professional should know about quality. This covers the history of quality from philosophies to current day methodology. This course is a must for anyone pursuing ASQ Certification or seeking a professional quality career.

Cost includes materials fees

Prerequisites: None

Course Outline:

- Management and Leadership [Organization Structures; Strategic Planning, Team Processes]
- The Quality System [Quality Philosophies; System Models; Measuring Effectiveness]
- Customer Focus
- Supplier Chain Management
- Product and Process Design
- Product and Process Control
- Continuous Improvement
- Management Tools [The Seven Classic Quality Tools; Basic Management and Planning Tools; Process Improvement Tools; Innovation and Creativity Tools]

1323 – ASQ Exam BoK: Statistical Principles, Techniques and Applications

Learning the principles of statistics in an understandable way as well as practical applications in the workplace. From understanding variation to hypothesis testing to process capability studies -- this course covers it all. The course covers the Body of Knowledge (BoK) required for ASQ Certification Exams.

This is also excellent for any quality professional seeking a core understanding of the quantitative methods used in any improvement strategy such as Six Sigma or Lean covers the history of quality from philosophies to current day methodology. This course is a must for anyone pursuing ASQ Certification or seeking a professional quality career.

Cost includes materials fees

Prerequisites: Ability to understand basic mathematical expressions would be useful as well as ability to use a hand-held calculator.

Course Outline:

- Descriptive Statistics [Measures of Location; Measures of Spread; Shape of Distribution; Normal distribution]
- Concepts of Probability
- Statistical Decision-making [Central Limit Theorem; Test of Hypothesis; Alpha and Beta Risks]
- Statistical Process Control (SPC)
- Analyzing Process Capability
- Design of Experiments (DOE) [Full Factorials; ANOVA Tables; Partial Factorials (Taguchi)]
- Relationship Between Variables
- Reliability Statistics

1324 – ASQ CQE Book of Knowledge (BoK) Review

This course is designed to help you properly prepare to take and pass the CQE examination. The objective of the course is to help you put together a study plan. An overview of the Body of Knowledge (BOK) covered by this exam will be given. Detail study of the BOK is the responsibility of the student. Included in this course are effective test taking strategies

Cost includes materials fees

Prerequisites: None; however, the following ASQ Boulder Section courses would help those needing more detail knowledge:

- 1322 - ASQ Exam BoK: Quality Concepts, Management and Leadership
- 1323 - ASQ Exam BoK: Statistical Principles, Techniques and Applications
- Also there are requirements to be able to take the CQE exam.
- See ASQ website <http://www.asq.org/certification/quality-engineer/>

Course Outline:

- How to gather reference material
- How to do a self assessment
- How to develop a study plan

- The Body of Knowledge [Management and Leadership; The Quality System; Product and Process Design; Product and Process Control; Continuous Improvement; Quantitative Methods and Tools]
- What to take to the exam
- Test taking strategies

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, John Beachman at: john.beachman@covidien.com or 303-530-6346 to see if the class you want can be made available in the Colorado Springs, Denver, Loveland or Ft. Collins area.

2012 ASQ Boulder Section Course Offerings

Updated 05-16-2012

Course Name	Instructor	Course Fee (1) (2)	Exam Date	ASQ Exam Application Deadline	Course Dates & Times	Course Registration Deadline
1301 - Certified Quality Engineer (CQE) Review	Monrad Monsen 303-272-9612 Location: Contact	\$400 members / \$450 others	Jun 2, 2012	Apr 13, 2012	1:00-9:00 pm April 29 May 6 May 20	4/20/12
1305 - Certified Software Quality Engineer (CSQE) Review	Arnold Miller 303-466-2631 Location: TBD	\$400 members / \$450 others	Jun 2, 2012	Apr 13, 2012	TBD	TBD
1322 - ASQ Exam BoK: Quality Concepts, Management and Leadership	Ron Sedlock 303-716-5873 or 303-587-9153 Location: TBD	\$270 per student + \$25 material = \$295 Total			TBD	TBD
1323 - ASQ Exam BoK: Statistical Principles, Techniques and Applications	Ron Sedlock 303-716-5873 or 303-587-9153 Location: TBD	\$270 per student + \$25 material = \$295 Total			TBD	TBD
1324 - ASQ CQE Book of Knowledge (Bok) Review	Ron Sedlock 303-716-5873 or 303-587-9153 Location: TBD	\$135 per student + \$15 material = \$150 Total	Jun 2, 2012	Apr 13, 2012	TBD	TBD

(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, **John Beachman**, for details. FOR INFORMATION UP- DATES please go to the Boulder Section web page: <http://www.asq1313.org/courses.html>

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>

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 #: _____
or other Society and #: _____

Title: _____

Company Name: _____

Address: _____

Daytime phone: _____ Night time phone: _____

E-Mail: _____ or FAX: _____

Course # and Name: _____

Course Start Date: _____

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

Please enclose a check payable to "ASQ Boulder Section" and contact the Boulder Section Education Chair John Beachman at: john.beachman@covidien.com (or) 303-530-6346, to reserve your spot in the course that you want. Please send checks to the address below.

ASQ Section 1313 Education c/o Mr. John Beachman 2031 Amethyst Dr Longmont, CO 80504

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).

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

From: Ron Sedlock, the quality Catalyst

If you are seeking ASQ certifications I do exam preparation classes for most certifications. I typically recommend exam takers begin preparing 4 months prior to the exam. This means for the October exams (such as CMQ/OE, CRE, CQT, SSBB) preparation should begin in June. For the December exams (such as CQE, CQA, SSGB) you should begin preparing August.

If you have any quality training needs, keep me in mind. I offer various quality classes. All my training can be offered "in-house". In-house training is more cost effective if you have 6 or more trainees.

Also if cost is an issue, I have always given advice to anyone interested in advancing their quality career. This is a free service.

Ron Sedlock

the quality Catalyst

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

www.thequalitycatalyst.com

Colorado Quality Executive Network (CQEN)

This is a network of the top quality executive from various Colorado organizations. The purpose of CQEN is to share ideas on current quality trends and issues. Membership to the CQEN is by invitation only. The CQEN meets quarterly in the months of January, April, July and October.

Please pass on this information as appropriate.

For more information, contact

Ron Sedlock

the quality Catalyst

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

Email: ronsedlock@thequalitycatalyst.com

Quality Related Careers Job Postings

SQA Services, Westminster, CO: IT Quality eCompliance Manager

Summary:

This contract role will assist the site QA/eCompliance Manager by providing computerized system validation (CSV) guidance and oversight for GxP projects.

Statement of Work:

- Serve as the eCompliance team lead for assigned projects.
- Interprets complex technical quality requirements in specific CSV situations, such as validation of new systems, upgrades, changes or remediation, to set validation/compliance strategy.
- Responsible for performing technical quality review and approval for GxP computer validation and Part 11 related documentation.
- Provides guidance, interpretation, and assures compliance with CSV related regulations, Quality Manuals, policies, and procedures.
- Interfaces with internal partners to analyze data and situations leading to sound decision making.
- Supports site CSV related initiatives and remediation activities including Part 11 compliance, Production In-Control, and Laboratory In-Control programs.

Qualifications:

- Requires 5+ years of professional experience and detailed knowledge of computer systems validation in a regulated environment.
- Experienced in the review and approval of CSV deliverables for pharmaceutical and/or medical device companies.
- Extensive experience and knowledge of 21 CFR Part 11 required.
- GAMP 5 knowledge and experience desired.

Six months full-time, for a QA/QC professional well-versed in Gamp 5, Computer System Validation (CSV), and 21 CFR Part 11.

For more information and to apply, please contact:

[John Roberts](#) email John Roberts, Associate Development Manager at SQA Services

Linked-in: [John Roberts](#) public

[SQA Services, Inc](#) - "Global Quality on Demand"

550 Silver Spur Road, 3rd Floor

Rolling Hills, CA 90275

Phone (310) 802-4460



ABOUT ROCKY MOUNTAIN PERFORMANCE EXCELLENCE (RMPE_x)

Rocky Mountain Performance Excellence's vision is to create a culture of excellence that is pervasive throughout Colorado, Montana, and Wyoming. It serves the people of the region by using a proven program of innovation and continuous improvement that generates outstanding results. RMPE_x fulfills this promise through training and education, assessment and feedback, recognition and awards, networking, and the sharing of best practices. RMPE_x at www.rmpex.org

Address:

Rocky Mountain Performance Excellence

P.O. Box 17545 Denver, CO 80217

Phone 303-893-2739

Kim Griffiths, Executive Director:

kagriff.kg@gmail.com

Jim Walker, Award Program Director:

DrJimW@hotmail.com

ABOUT THE BALDRIGE PERFORMANCE EXCELLENCE PROGRAM

The award was established during the Reagan administration in 1988 and continued by all other administrations since then. The criteria used to determine award recipients at the various levels are based on the Baldrige criteria, which any organization can use to improve overall performance.

Seven categories make up the award criteria:

- Leadership
- Strategic Planning
- Customer and Market Focus
- Measurement, Analysis, and Knowledge Management
- Workforce Focus
- Operations Management
- Organizational Results