

Volume 19, Issue 2

October 2012

## OCTOBER CHAIR MESSAGE

ASQ launched a new branding campaign in 2012. You might think of our brand as the image that you see at the top of every page and on literature.

What is a brand? Branding is “Name, term, design, symbol, or any other feature that identifies one seller’s good or service as distinct from those of other sellers.”

What does a brand mean? Brand meaning is wrapped in the brand identity. Brand identity is based on principle, vision and mission. Brand identity is the concept of how we want to be perceived by others.

Brand identity, simply stated is: “ASQ joins the people, ideas and tools that make our world work better.” Key messaging about our brand is simply stated.

1. Quality is important. It is how organizations and communities improve themselves and the products and services we rely upon for our safety, health, and daily lives.
2. ASQ is the world’s leading community of people passionate about quality – experienced individuals and companies who strive for continual improvement and help each other achieve it.
3. Joining the ASQ global quality community gives you a strong competitive advantage. It sets you apart from others, signals your commitment to quality, and gives you access to a global network of experts and resources.
4. ASQ and its members are building the future of quality, advancing the best insights and investing in the ideas and tools that will help us meet tomorrow’s critical challenges.

Brand is intended to define, to explain, to inspire. I hope this helps you identify with ASQ. I hope this provides you with an “elevator speech” when you speak to others about ASQ.

Please feel free to inquire, or get involved in making the Section 1313 the local voice of quality.

*Mark Soderberg*  
Your Section 1313 Chair Person

Four seats are avail for the play at Boulder Dinner Theater on Wed, Dec 19<sup>th</sup>, F-C-F-S. Open to all #1313 members and a spouse/guest at \$20 per seat, ½ of regular rate. Seating starts at 5:30pm on 19th. Contact Gerry Naugle at: 303-591-2830 (or) [gnaugle@earthlink.net](mailto:gnaugle@earthlink.net)

## **ASQ's Members and Customer Service 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.

P.O. Box 3005

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 national news, regional event links, books, courses, yearly certification testing, re-certifications, 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](http://www.asq1313.org)

## **ASQ National News**

### **Seeking Subject Matter Experts**

ASQ National is seeking three to four subject matter experts (SMEs) to contribute content for updates to the Certified Quality Technician Certification preparation course. Contributing SMEs must be Certified Quality Technicians.

Qualified individuals who work on this project are eligible to earn ASQ recertification units commensurate with the amount of time worked on the project, and will receive recognition for their contributions in the course material. A modest honorarium is also available.

Interested individuals may contact Laura Kalinosky-Sanchez ([lsanchez@asq.org](mailto:lsanchez@asq.org)) or Donna Grunewald ([dgrunewald@asq.org](mailto:dgrunewald@asq.org)).

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## ASQ #1313 Officers & Committee Chairs 2012

ASQ Section 1313 Boulder, CO	
<b>Title: Chair</b> Name: Mark Soderberg Phone: 303-905-8757 <a href="mailto:markosoderberg@hotmail.com">markosoderberg@hotmail.com</a>	<b>Title: Vice Chair</b> Name: Rebecca Jessep Phone: 303-587-7067 <a href="mailto:rebeccajessep@hotmail.com">rebeccajessep@hotmail.com</a>
<b>Title: Secretary</b> Name: Joe Wojniak Phone : 303-530-658 <a href="mailto:Joe.wojniak@gmail.com">Joe.wojniak@gmail.com</a>	<b>Title: Treasurer</b> Name: John Beachman Phone: 720-313-2746 <a href="mailto:john.beachman@covidien.com">john.beachman@covidien.com</a>
<b>Title: Re-Cert</b> Name: Gerry Naugle Phone: 303-591-2830 <a href="mailto:gnaugle@earthlink.net">gnaugle@earthlink.net</a>	<b>Title: Internet &amp; Website</b> Name: Arnold Miller Phone: 303-466-2631 <a href="mailto:arn_miller@earthlink.net">arn_miller@earthlink.net</a>
<b>Title: Publicity and VOC</b> Name: Byron Murray <a href="mailto:byron.murray@yahoo.com">byron.murray@yahoo.com</a>	<b>Title: SMP</b> Name: Mike Ferraro Phone: 720-684-2035 <a href="mailto:michael.a.ferraro@seagate.com">michael.a.ferraro@seagate.com</a>
<b>Title: Financial Auditing</b> Name: Ewald Schelert Phone: 303-702-9009 <a href="mailto:schelert@mesanetworks.net">schelert@mesanetworks.net</a>	<b>Title: Education Chair</b> Name: John Beachman Phone: 720-313-2746 <a href="mailto:john.beachman@covidien.com">john.beachman@covidien.com</a>
<b>Title: Newsletter Co-Editor</b> Name: Gerry Naugle Phone: 303-591-2830 <a href="mailto:gnaugle@earthlink.net">gnaugle@earthlink.net</a>	<b>Title: Newsletter Co-Editor</b> Name: Bill Dunford Phone 720-340-0454 <a href="mailto:billdunford@hotmail.com">billdunford@hotmail.com</a>
<b>Title: Certification</b> Name: Nixion Mead Phone: 720-320-6395 <a href="mailto:nixionmead@q.com">nixionmead@q.com</a>	<b>Title: Program</b> Name: Rebecca Jessep Phone: 303-587-7067 <a href="mailto:rebeccajessep@hotmail.com">rebeccajessep@hotmail.com</a>

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### Online Content Exclusively for Members:

#### ASQ 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!

### Accelerated Lean Six Sigma Certification Workshop

LSS Green or Black Belt Certification Presented by: SSD Global Solutions

December 3-7, 2012 Denver, Colorado

3-5 Days of Instructor-led training (depending on belt)

Followed by 3-6 months of on-line personalized instruction and mentoring

\*Graduates receive a Lean Six Sigma Certification but many use our class as a prep class for the ASQ Six Sigma exams\*

We pay for your ASQ Exam!

Not interested in being an LSS Black or Green Belt? Students may attend the workshop only and receive a Lean Champion or Lean Six Sigma Champion certificate.

Only 2 spaces left: Contact Andrew Anderson at [Drew.Anderson@ssdglobal.net](mailto:Drew.Anderson@ssdglobal.net) for more information.

Interested in Lean Six Sigma Master Black Belt?

Accelerated Format

See our advertisement in ASQ QP Magazine

Some slots still available for 2012!

Contact Donald Davis, Esq at [Don.DavisEsq@ssdglobal.net](mailto:Don.DavisEsq@ssdglobal.net) for more information

Drew Andrew Anderson  
303 571-9351

Student Affairs/Registration

SSD Global University

# Upcoming ASQ #1313 Meeting Presenters

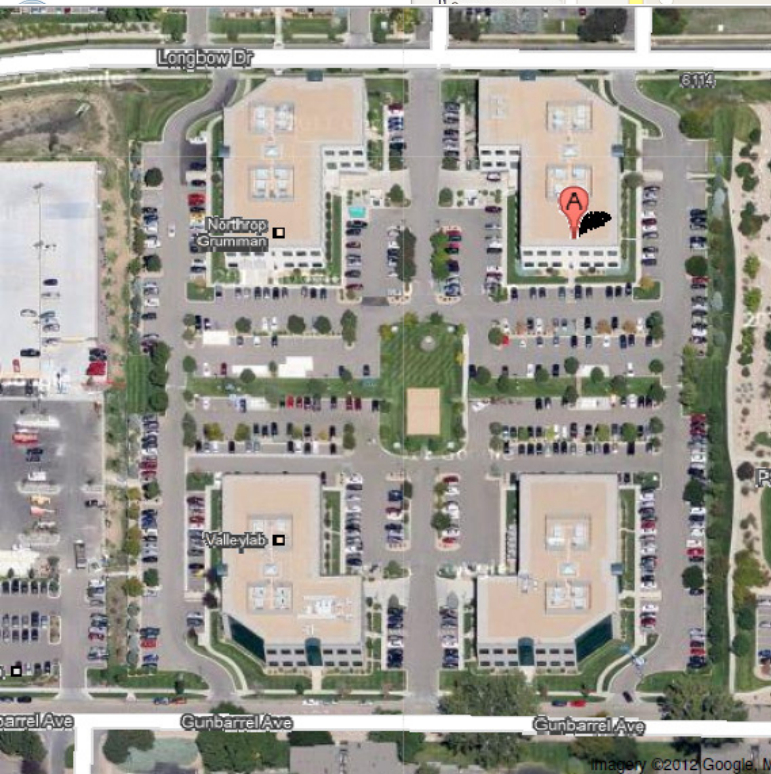
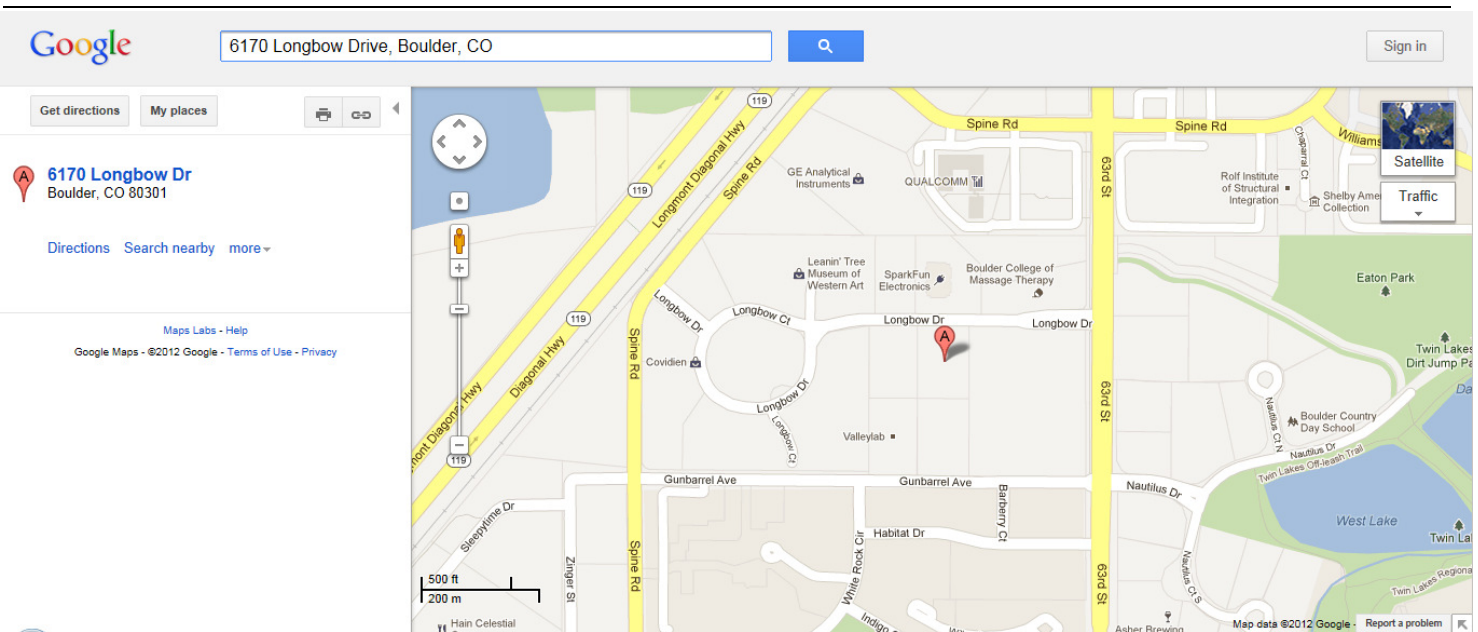
## October 25th

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

**Speaker: Mark Soderberg, Covidien on: "Impactful Data Presentation"**

**Location: Covidien, Boulder Campus**

We are meeting in the Mt. Meeker Room of the RMS (Respiratory Monitoring Systems) Building at 6170 Longbow Drive, Boulder, CO 80301



**Note: if you have not been here before for a meeting, we suggest you 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 63<sup>rd</sup>. Turn west (right) on Longbow
- Drive to the Building #2 in the apex of an "L-Shaped Bldg", where the "A" is indicated on the map above.
- Near the cafeteria.

**Building Entrance Instruction** There will be a sign on table inside and the foyer will be staffed.

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

Please see page #15 of this newsletter for most recent information on upcoming RMPEX activities and events. The Boulder ASQ Section is an active sponsor of the RMPEX Organization.

## **ASQ National –and- Local ASQ Sections’ News**



**Earn a Minimum of 3.0 RUs!  
25% Discount for Site and  
Enterprise Members**

### **Rocky Mountain Quality Conference 2013**

**Date:** February 6-9, 2013

**Location:** Arvada Center for the Performing Arts  
6901 Wadsworth Blvd., Denver Colorado 80003

#### ***How to Raise Quality Awareness in a Down Economy***

***Featured Speakers Include: Volvo, CDOT, Covidien, St. Joseph’s Hospital, Minitab, SSD Global Solutions, QI Macros and Top Consulting Firms***

#### **Key Note Speakers**

**Joseph A. De Feo**, President, The Juran Institute

**Forrest W. Breyfogle III**, President, Smarter Solutions, Inc.

#### **Six Informative Tracks**

- Leadership Development
- Quality Tools
- Product/Service Innovations
- Healthcare/Medical Device/Biotech
- Lean Government
- Certification Preparation and Refresher Workshops

**All ASQ Tests are Available!**

#### **Pre/Post Conference Opportunities (includes Lunch)**

**Gain additional RUs!**

##### **ASQ Human Resource & Leadership (HD&L)**

- The Power of Visualization™
- High Performance Quality Teams

##### **ASQ Lean Enterprise Division Workshop**

Sharpen your Lean Skills

##### **System Service & Delivery, Inc. SSD Global Solutions**

How the ISO 13053 for Six Sigma is Surprisingly “Lean”

#### **Early Bird Prices and Specials Available**

*Conference Price Includes Meals, Materials and Networking Events*

**For Complete Details Visit:**

**[www.ASQDenver.org](http://www.ASQDenver.org)**

## 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:

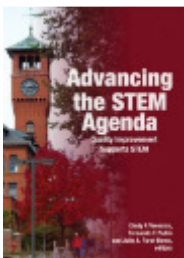
- Small business
- Supply chain
- Internal auditing

*Learn more about how you can participate in an ANSI-accredited subcommittee. Contact [standards@asq.org](mailto:standards@asq.org).*

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## New From The ASQ Quality Press      Order at: 800-248-1946

ASQ Quality Press books can be ordered online, or for special pricing on orders of 10 or more call ASQ Customer Care / Quality Press Bookstore 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**

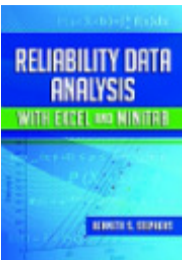
Connie M. Borrer, editor



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.**

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## **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](http://www.asq.org) "Certification Link" or by calling the ASQ Customer Care at: **1-800-248-1946** and ask for item **B0525**

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## **Boulder Section – Current ASQ Fellows**

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

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

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

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## **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)

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### **Article on ASQ Recertification** by Rebecca Jessep, Boulder Section Vice-Chair

ASQ certification is a formal recognition by ASQ that an individual has demonstrated a proficiency within, and comprehension of, a specific body of knowledge. Nearly 150,000 certifications have been issued to dedicated professionals worldwide. An authentic professional certification is formal recognition by a respected, recognized, and established professional organization that an individual has demonstrated a proficiency within, and comprehension of, a specified body of knowledge. An ASQ certification, like most authentic professional certifications, requires that individuals demonstrate these competencies by passing an exam and having a track record of expertise in one of the specified quality disciplines, such as Six Sigma. ASQ does not require you to take the ASQ training—or any other particular courses—as a condition of awarding such certifications.

There has been a great deal of confusion as to the true meaning of certification, especially recently, as individuals and companies strive to achieve and validate competencies in a competitive job market. Numerous training companies, educational institutions, and even individual training consultants are competing to sell training courses that purportedly include “certification.” In many cases, these are not certifications based on a noncommercial standard body of knowledge as developed by objective third-party entities, but rather paper certificates awarded for participating in specific training. While there is nothing wrong with providing evidence of a course completion (whether through a document and/or accredited continuing education units), this should not be confused with the rigor and achievement of a professional certification. ASQ offers 17 certifications. These range from Calibration Technician to Certified Quality or Reliability Engineering to Manager of Quality / Organizational Excellence. Full details on certifications can be found at:

<http://prdweb.asq.org/certification/control/right-for-you>

ASQ requires that you recertify the following certifications every three years to ensure that you maintain the same level of knowledge demonstrated in your first exam.

- Biomedical Auditor
- Calibration Technician
- HACCP Auditor
- Manager of Quality/Organizational Excellence
- Master Black Belt
- Pharmaceutical GMP Professional
- Quality Auditor
- Quality Engineer
- Reliability Engineer
- Software Quality Engineer
- Six Sigma Black Belt
- ASQ/DON Lean Six Sigma Black Belt

NOTE: Quality Inspector, Quality Improvement Associate, Quality Process Analyst, Quality Technician and Six Sigma Green Belt are lifetime certifications. They have no recertification requirements.

There are two ways to recertify. First, you may retake the examination. Second, obtain 18 recertification units (RUs) within your three-year certification period and completion of your recertification journal. The recertification journal may be found on <http://prdweb.asq.org/certification/control/recertification/rucredits/index>

You can accumulate credits from professional activities that increase your understanding of the Body of Knowledge or enhance your job such as employment, completed training, participation in your local ASQ chapter, etc. ASQ Section 1313's recertification chair is Gerry Naugle. Information and Forms are available at: [www.asq.org](http://www.asq.org)

## **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](http://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](mailto: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 10-17-2012

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	2/8/13	12/12/12	TBD	TBD
1305 - Certified Software Quality Engineer (CSQE) Review	Arnold Miller 303-466-2631 Location: TBD	\$400 members / \$450 others	2/8/13	12/12/12	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	2/8/13	12/12/12	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	2/8/13	12/12/12	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	2/8/13	12/12/12	TBD	TBD

(1) Course fee for ASQ or other professional society member/non-member. (2) Cost of primers, texts, work-books, 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](mailto: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).

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

### From: Ron Sedlock, the quality Catalyst

All my training courses can be offered "in-house". In-house training is more cost effective if you have 6 or more trainees. Besides the convenience of in-house, the training can be customized to meet your specific needs. Feel free to contact me to discuss. Also if cost is an issue, I do give advice to anyone seeking ASQ Certification. This is a free service. It is my way of giving back to the quality profession.

At your service, Ron Sedlock

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

Email: [ronsedlock@thequalitycatalyst.com](mailto:ronsedlock@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. Please pass on this information as appropriate.

The CQEN meets quarterly -- typically in January, April, July, and October.

Next Date: Thursday, October 25, 2012    Time: 1:00 to 5:00 pm

Location: Intertech Plastics, Denver

For more information, contact

Ron Sedlock

the quality Catalyst

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

Email: [ronsedlock@thequalitycatalyst.com](mailto:ronsedlock@thequalitycatalyst.com)

### **Lean Six Sigma Experts Training Courses in Denver, CO**

We are offering streamlined one week long Fast Track classes for Lean, Green Belt, Black Belt and Master Black Belts. The classes are progressive; i.e. Black Belt requires Green Belt training to be completed, Master Black Belt requires Black Belt to be completed. For a limited time, we are offering additional discounts than what is posted in the website. Following are some information related to the classes:

#### **Denver, CO Schedule:**

- Master Black Belt: 11/26 – 11/30/12
- Lean Six Sigma Black Belt: 12/17/12 – 12/21/12

#### **Class Descriptions and Certification Requirements:**

<http://www.leansixsigmaexperts.com/Beltrequirement.htm>

#### **Registration: (please register via our website)**

<http://www.leansixsigmaexperts.com/PublicSchedule.aspx>

Please note that we also offer similar courses in Chicago, San Francisco, New Jersey and Atlanta. Let me know if you have any questions or need more information.

## AIRCELL CORPORATION POSITION DESCRIPTION

Title:	Technician, Failure Analysis
Date:	9/25/12
Department:	BA Quality
Location:	Broomfield
FLSA Status	(HR use only) Hourly
<b>BASIC FUNCTION</b>	
<p>The Failure Analysis Technician works as part of the Quality team and performs failure analysis activities for telecommunications/VOIP electro-mechanical systems and associated modules, components. Requires and in-depth, workable, detailed knowledge of electronics and engineering and laboratory analytical techniques. Works under limited supervision. Follows general direction for work and may have full responsibility for minor projects.</p>	
<b>ESSENTIAL DUTIES AND RESPONSIBILITIES</b>	
<ul style="list-style-type: none"> <li>• Performs tasks requiring considerable judgment in determining work methods, interpreting results and writing clear and accurate reports.</li> <li>• Performs system level, sub-assembly level, and circuit failure analysis and troubleshoots to component level.</li> <li>• Perform passive and active component test and analysis to determine failure causes</li> <li>• May build and test mechanical models, electrical circuits and assemblies, software, and/or perform basic analyses requiring scientific knowledge and/or laboratory techniques.</li> <li>• May provide direction or training to interns or lower-level technicians.</li> <li>• Compare results against specifications and write clear and accurate analysis reports.</li> <li>• Construct and maintain electrical and mechanical equipment and software tools.</li> <li>• Develops new and unique approaches to complex problems beyond previous achieved levels by participating in problem solving activities related to the design, manufacture, inspection, and test.</li> </ul>	
<b>OTHER DUTIES</b>	
Performs other duties as assigned by manager.	
<b>JOB QUALIFICATIONS</b>	
<ol style="list-style-type: none"> <li>1. Basic electronics knowledge for printed circuit board assemblies (PCBAs), including layout and function.</li> <li>2. Ability to interpret electronic schematics, including inputs, outputs, and operational functionality.</li> <li>3. Proven complex analytical and problem solving skills, including the ability to work independently to get to component level root cause failure analysis demonstrating proficiency in laboratory analysis and test equipment.</li> <li>4. Proficient computer skills with office software applications and a proven ability to use basic data analysis tools</li> <li>5. Strong attention to detail and task organizational skills</li> <li>6. Accountable to deliver quality results in a timely fashion</li> <li>7. Demonstrated written and verbal communication, effective collaboration and teamwork, follow through, and interpersonal skills.</li> <li>8. Minimum 2 years proven Failure Analysis experience with a technical Associates degree.</li> </ol>	
<b>TRAVEL REQUIREMENTS</b>	
~5% domestic travel	
<b>PHYSICAL DEMANDS</b>	
<p>Ability to lift 50 lbs. Will be working in office, lab and manufacturing environments.                      Safety Sensitive Position</p>	

**The above statements are intended to describe the general nature and level of work being performed by most people assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and requirements.**

**Q2 - 2012**

**In This Issue**

- Message from the Chair
- RMPEX News
- Baldrige News
- Sector News
- Volunteer Opportunities

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**Our Mission**

*RMPEX helps organizations improve by cultivating performance excellence practices that generate outstanding results. We fulfill this through training and education, assessment and feedback, recognition and awards, and networking and sharing of best practices.*

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**Upcoming Events**

October 26, 2012  
RMPEX Quest Conference

**Message from the Chair**

*By: Jeanne Brown, channeling Ed Powers*

**"Engage for the New Age" is our new theme!** The underlying construct is that the world is changing. Business grapples with sluggish, post-recession growth. Health care braces for reforms. Government aspires to be leaner, not meaner. How can renewed engagement with Rocky Mountain Performance Excellence help chart a new course? Discover how you can energize customers, innovate, and capitalize on new opportunities with greater agility. We are your local resource that celebrates excellence and delivers tailored, low-cost, objective management system feedback that helps you drive change. Engage for the New Age as an applicant, examiner, or sponsor as we grow and serve Colorado, Wyoming, and Montana!. On the ground, the 2012 RMPEX examination cycle is in full swing. We have received 15 "Letters of Intent" from potential applicants and nearly 120 examiners have been trained (85 new and 34 returning). Funding continues to be challenging both locally and nationally and sustainability plans are being developed and deployed to manage this risk factor. Thank you for your continued support and passion for our mission.

Board Chair: [Jeanne Brown](#)

Executive Director: [Kim Griffiths](#)

Award Program Director: [Jim Walker](#)



## Healthcare Sector News

### Henry Ford Health System

"If you can make it in a complex market like Detroit," Henry Ford Health System President and Chief Operating Officer Robert Riney claims, "you can make it anywhere." ...[Read more](#)

### Schneck Medical Center

Learn how a 2011 small-town Baldrige recipient grows a world-class workforce. [Schneck Medical Center](#) is growing a high-performing workforce that, in turn, is yielding nationally recognized results on patient-focused health care measures. ...[Read more](#)



## Service Sector



## RMPEX News

### Meet Dr. Jim Walker

Jim Walker is the Award Program Director for Rocky Mountain Performance Excellence (RMPEX)... [Read more](#)

### RMPEX in MT & WY

Applications for foreign nonprofit corporation status have been filed. This complete the legal expansion of RMPEX services to Montana and Wyoming and meets our commitment to the Alliance for Performance Excellence.

[Link to MT Certificate](#)

[Link to WY Certificate](#)

### 10-26-12 RMPEX Quest

The annual celebration of applicants and volunteers will be held in Loveland, CO this fall...[Event Summary](#)  
**RMPEX Award Program Phases**

Jim Walker has documented an excellent overview of the major phases of the RMPEX Award Program Phases...  
[Learn more](#)

### 2012 Strategic Plan

Hoshin Objective: "Create and implement a systematic approach to fill our applicant and examiner pipelines" ...[See Q1 Review](#)

## Volunteer Opportunities

[Website Support](#)

## Baldrige News

### 24th Quest Event

On April 15, 2012 2011 & 2010 Baldrige Award recipients met in DC to celebrate and learn...[Read more](#)

### Funding through 2015

The Foundation for the Malcolm Baldrige National Quality Program, Inc. voted to commit funds for the Baldrige Program through 2015... [Read more](#)

### Baldrige Turns 25

The Baldrige Performance Excellence Program begins a year long celebration of 25 years of performance excellence...[Read more](#)

### Baldrige New Business Plan

The Baldrige Performance Excellence Program (BPEP) announced it is developing a plan to transition from Federal funding toward self-sustaining operations...[Read more](#)



## Small Business Sector News

## News

### Ritz Carlton

"Employee engagement drives customer engagement," Janet Souter of the Ritz-Carlton Hotel Company told the standing-room-only crowd. She spoke at a breakout session at the 24th Annual Quest for Excellence Conference. But how does Ritz-Carlton engage its workforce?...

[Learn more](#)

RMPEX is seeking a volunteer who is willing to provide website direction and advice ....

[Read More](#)

### Freese and Nichols

A "client-focused culture leads to loyalty" claims the 2010 Baldrige recipient...[Learn how they do it](#)

## 2011 RMPEX Award Recipients

### Timberline Level

- Avista Adventist Hospital
- Online Trading Academy of Colorado
- S.M. Stoller Legacy Management Project

### Foothills Level

- RTD FasTracks Program
- Thompson School District

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