

Volume 20, Issue 1

Sept 2013

SEPTEMBER CHAIR MESSAGE

Welcome back! I hope everyone took time to enjoy the summer. As the weather turns cooler and we look forward to aspen turning golden in just a few weeks, the ASQ section meetings are resuming, too! We are interested in hearing your opinions on a variety of topics that will be used to continually improve your experience at section meetings. I'd like to thank everyone that completed the Voice of the Customer survey. The responses will be compiled and reviewed and will lead to further improvements in the section meeting offerings. There have been a number of changes rolled out by ASQ over the summer, if you have any questions please feel free to contact a Section Member Leader through the website - <http://asqboulder.org/contact/>

As a welcome back gift, ASQ offers books on quality topics to members for the price of shipping. Here is a link to the list - <http://asq.org/members/leaders/free-quality-press-books.pdf> or I can send you a pdf copy by email.

This month's Quality Progress cover article is titled "Standard Wise". The article discusses the items in ISO 9001:2008 that ISO 9001:2015 will have in common. One of the most significant changes is that ISO 9001:2015 is being positioned as a standard for business management systems. I can almost hear the objections now- "ISO 9001 has always been a standard for business management systems!" Yes, you're right. However the Q word, Quality, caused many to misunderstand the intent of the standard in the first place. This misunderstanding has lead to many companies having a quality manual and associated quality documents that are dusted off when the auditors come through. I hope that the new revision helps to clear up this misunderstanding for company managers, quality system registrars, internal and external auditors alike. Do we really have to wait two more years?

Best regards,
Joe Wojniak, ASQ CQE
Section 1313 Chair

ASQ's Members and Customer Service 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 website at: 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: <http://asqBoulder.org>

ASQ National News

New Global State of Quality Report Released: Analysis, Trends, and Opportunities 2013

Following the release of Discoveries 2013, the first Global State of Quality report, the Analysis, Trends, and Opportunities 2013 report provides the summaries on practices and disciplines, with a more in-depth review of the project methodology, statistically significant variances, and research next steps. The data in this report is based off of the responses of 1,991 organizations in 22 countries.

What's next? Keep an eye on the ASQ website for the release of a series of topically oriented Spotlight Reports, starting with the first report—The Customer™. A copy of this report can be obtained at the ASQ National website, at: www.asq.org

News continued on page 4

ASQ #1313 Officers & Committee Chairs 2012

ASQ Section 1313		Boulder, CO	
Title: Chair Name: Joe Wojniak Phone: 303-530-6581 Joe.wojniak@gmail.com	Title: Vice Chair Name: -Position Open- Phone:	Title: Secretary Name: Mark Soderberg Phone: 303-905-8157 markosoderberg@hotmail.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	Title: Publicity and VOC Name: Byron Murray byron.murray@yahoo.com	Title: SMP Name: Mark Soderberg Phone: 303-905-8157 markosoderberg@hotmail.com
Title: Financial Auditing Name: Ewald Schelert Phone: 303-702-9009 schelert@mesanetworks.net	Title: Education Chair Name: John Beachman Phone: 720-313-2746 john.beachman@covidien.com	Title: Newsletter Co-Editor Name: Gerry Naugle Phone: 303-591-2830 gnaugle@earthlink.net	Title: Newsletter Co-Editor Name: Bill Dunford Phone 720-340-0454 billdunford@hotmail.com
Title: Certification Name: Nixion Mead Phone: 720-320-6395 nixionmead@q.com	Title: Programs Name: Dan Clark Phone: 720-326-8240 dpclark@live.com		

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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!

Advertise in the ASQ Boulder Section e-newsletter in 2013 – 2014!

Effectively get your company's information out in front of Boulder, Broomfield and Denver County QA Professionals.

Rates are.....

\$25 for a 1/4 page one issue (and) \$40 for a 1/2 page for one issue

\$80 for a 1/4 page for all eight issues in a year

(and)

\$120 for a 1/2 page for all eight issues in a year

Contact Gerry Naugle at: gnaugle@earthlink.net (or) 303-591-2830

Upcoming ASQ Boulder Section Meeting Presenter

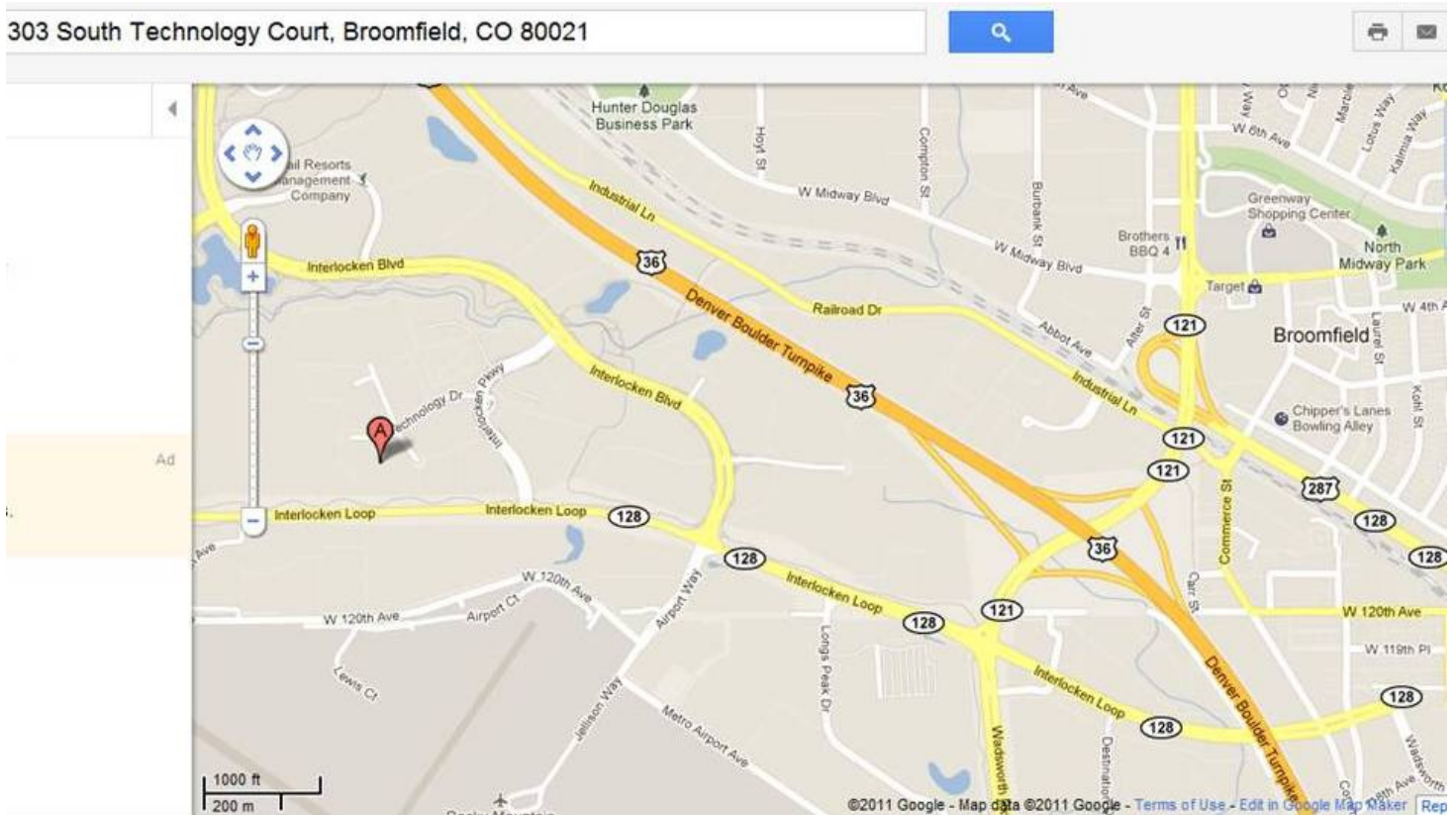
Sept 26th Doors open at 5:30pm at Aircell Technology Corp

~ **6:05 PM** Ron Sedlock, of the qualityCatalyst.com will do approx 15 minute presentation on the benefits of ASQ professional certifications. Questions and answers with Ron Sedlock, Nixion Mead (Section Certification Chair) and Gerry Naugle (Section Re-Certification Chair).

Dan Clark, Section Programs Chair will do a presentation on Process Performance Analysis, a method to analyze a large group of data off the product from a high-volume process with the intent of determining where a process improvement team should start their efforts.

Map to Aircell Corporation, Conference Room in Building A. Note: Colorado Hwy 121 in the map is Wadsworth Blvd.

303 South Technology Court, Broomfield, CO 80021



If you have not been there before, we suggest that you plan to arrive in the area about 15 min early to ensure finding the Aircell Corp Building A.

RMPEX For info on the Rocky Mountain Performance Excellence Program (which is also the Colorado State Quality and Business Performance Program), Ctrl-Click this link: www.coloradoexcellence.org

Please see page xx 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.

news continued from page 1

ASQ National – and- Local ASQ Sections’ News

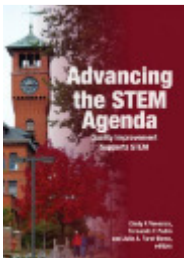
Boulder Section’s “December Night-Out at the Boulder Dinner Theater” is open to all ASQ Boulder members on a first-come-first-serve basis.

The BDT play is "Spamalot" a comedy-spoof of "Monte Python Holy Grail" on Wed, Dec 18th, with seating at 5:30pm. Boulder section members and a spouse or a significant other seat price is \$22 each, includes coffee or tea. Section requests a check or M.O. to "reserve and lock" each seat reserved by Dec 5th, preferably sooner. The paper tickets will be carried in and available from Gerry Naugle between 5:00pm and 5:30pm on 18Dec in the BDT front lobby, and then would be at the "will call/front desk" in the ASQ member's name after 5:30pm that day. Alc drinks, more expensive entrees and desserts are a la carte for the ASQ member.

Interested Boulder members can RSVP to Gerry Naugle at: 303-591-2830 or at gnaugle@earthlink.net (and) send payments made to "ASQ Boulder Section" to Gerry's attention at: P.O. Box 3783 Boulder, CO 80307.

New From 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).

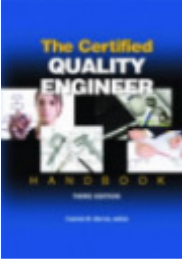
The primary audience for this book is the individual who plans to prepare to sit for the Six Sigma Master Black Belt certification examination. The book is great for quick reference and ease of use because the chapter and section numbering exactly mirrors that of the Master Black Belt BoK



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.

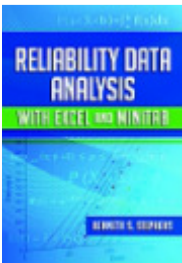


Bestseller!

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.

Updates to ASQ Recertification Journal
ASQ Recertification Costs Increase in 2013

There are recent changes to the recertification journal categories, including more opportunities for RU credits, and 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 using "Certification Link" or call ASQ Customer Care at: **1-800-248-1946** and request item **B0525**

The cost of recertification recently increased due to higher costs to administer the program. This is the first cost increase in six years. Recertification by journal for members is now **\$69 for one certification** or **\$89 for two or more certifications** (e.g., if you get recertified for three areas, you pay \$89).

+ + Anyone starting a re-certification journal to go through the ASQ Boulder Section is strongly urged and requested to send an e-mail to re-cert chair Gerry Naugle, first, at: gnaugle@earthlink.net. There are new and more streamlined policies and procedures implemented which can save you time and postage.

Boulder Section – Current ASQ Fellows

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

Ed Arling
Quality Compliance Assoc.
(303) 579-9443
edward.arling@gmail.com

Liz Keim, ASQ Past-Pres.& 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

<http://asqBoulder.org>

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)

Article on ASQ Recertification by Rebecca Jessep, ASQ Boulder Section

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. Suggest to call him at: 303-591-2830 or write him at: gnaugle@earthlink.net before you send anything to him, he has some options which may assist your efforts.

Information and Forms are available at: 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. 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://asqBoulder.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.

2013 ASQ Boulder Section Course Offerings

Updated 09-15-2013

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

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 Instructor	\$400 members / \$450 others	December 7, 2013	October 18, 2013	TBD	TBD
1305 - Certified Software Quality Engineer (CSQE) Review	Arnold Miller 303-466-2631 Location: TBD	\$400 members / \$450 others	December 7, 2013	October 18, 2013	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			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 (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 have any quality training needs in 2013, keep me in mind. I offer a variety of quality classes such as:

- **Quality Management and Leadership**
- **Statistics: Principles and Applications**
- **Process-Based Auditing**
- **The Tools of Quality**

Many of the classes are helpful for those seeking ASQ certification and/or implementing six sigma improvement. If you have a specific quality need, I can customize a training class to meet that need.

If you are seeking ASQ certifications I do exam preparation classes for most certifications. I offer public seminars only if the demand is there. All my training can be offered "in-house". In-house training is more cost effective if you have 6 or more trainees.

IMMEDIATE ATTENTION -- The March ASQ exam format is offered again in October. The June exam format is offered again in December. In these tough budget and economic times, I am willing to give individuals advice on quality and exam preparation. This is a free service. Have a great 2013.

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. Please pass on this information as appropriate.

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

Next Meeting Date: Thursday, Oct 17
Speaker: Round Table Time: 1:00 to 5:00 pm
Location: **The Coors Brewery in Golden**

For more information, contact
Ron Sedlock, the quality Catalyst
Phone: 303-716-5873 or 303-587-9153 (cell)
Email: ronsedlock@thequalitycatalyst.com

Quality Related Career Openings / New Job Postings

Quality Systems Administrator II Plexus Corp - Boulder, CO Design Center

Job Overview

Provide support and leadership within the Quality Services department and engineering operations in order to effectively monitor and maintain a compliant quality system capable of meeting business needs.

This position can be located at the Boulder, CO or Neenah, WI Design Center

Responsibilities

- Support, promote and report corrective and preventive action activities
- Ensure regulatory compliance
- Support Quality Services continual improvement activities
- Work with owners of corrective action issues to ensure resolutions is implemented in a timely manner according to defined performance goals. Emphasize the importance of accurately defining the situation, root cause, and corrective action plans prior to implementation. Confirm that supporting documentation reflects actions taken
- Drive effective and timely implementation of corrective actions relative to functions performed by quality Services
- Generate corrective/preventive action reports as requested by management
- Remain abreast of new and ever-changing applicable quality system standards and regulatory requirements
- Communicate and educate personnel on the changes as they are released to industry. Promote awareness of changes to ensure quality system processes are appropriately reviewed and updated to maintain compliance with quality system standards and regulatory requirements.
- Assists, and occasionally lead, the creation, maintenance and implementation of quality system procedures to ensure processes consistently produce high quality results and meets applicable standards and regulatory requirements
- Update procedures relative to the Quality Services department as needed
- Serve as reviewer to standard operating procedures to ensure regulatory compliance is maintained
- Demonstrate strong knowledge and understanding of Plexus' standard quality policies and procedures
- Provide input into the growth and development of the quality system and its processes
- Directly interface with internal customers to clearly and concisely communicate quality system standards and regulatory requirements
- Conduct internal audits
- Lead the development, communication and execution of an audit strategy and schedule
- Conduct internal audits to evaluate the effectiveness of the quality system and identify areas for improvement
- Generate internal audit reports and monitor related corrective and preventive action to ensure effective and timely resolution
- Identify trends and provide recommendations for improvement
- Lead the implementation of basic auditing tools and techniques to an audit, such as flowcharting, observation techniques, physical examination and sampling theories
- Participate in agency and customer audits as requested Ensure timely response and follow through on corrective actions to audit findings
- Identify and promote Quality Services objectives to ensure departmental goals are achievable and successfully attained

- Minimal travel may be required to support the needs of other design centers

Skills & Abilities

- Intermediate computer skills
- Advanced decision making and problem solving skills
- Advanced verbal and written communication skills
- Possess good interpersonal skills
- Possess good organizational skills
- Possess expert knowledge of ISO9001
- Possess expert knowledge of the FDA Quality System Regulation
- Possess expert knowledge of ISO13485

Education & Experience

- A minimum of a Bachelor's degree in Quality, Auditing, or business related field and 4 years equivalent industry experience, or minimum of 10 years of related industry experience is required for this position

Qualifications

All candidates must have the legal right to permanently live and work in the United States without sponsorship

About Plexus

At Plexus, people are our most valuable asset.

Our culture is built upon our core values of passion, accountability, customer focus and teamwork. We strongly believe the success of our employees and business depends on our adherence to these values, and we take this responsibility seriously. Our employees embody our core values and bring unmatched industry experience, talent and drive to our customers. We encourage our employees to take ownership of their work experience and their future career path. If you are interested in working for a company that can provide you with unmatched experience and global opportunities, Plexus is the place for you.

Plexus is The Product Realization Company

Plexus uses a unique Product Realization service model to transform our customers' concepts into branded products and deliver them to their end, target markets. We tailor innovative solutions that integrate product conceptualization, design, commercialization, manufacturing, fulfillment and sustaining services. Whether our customers operate in the Americas, Europe, the Asia Pacific region or worldwide, Plexus delivers turnkey solutions to make any project a success.

Discover why more than 9,500 dedicated employees choose Plexus as their employer. Apply today!

Adam Swan, Recruiter Plexus Global Headquarters www.plexus.com

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Message from the Chair

By: Jeanne Brown

RMPEX Newsletter

Q3 - 2013

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Our Mission

RMPEX guides organizations and volunteers to performance excellence by providing education, training, networking, and sharing of best practices leading to assessment and feedback, which result in continuous improvement, recognition, and awards.

Incorporated in 2000 as a 501(c) (3) non-profit corporation, Rocky Mountain Performance Excellence (RMPEX) helps organizations improve performance and achieve results. RMPEX is funded solely by contributions and operational revenues and is one of over 30 similar state programs that exist throughout the U.S. The approach is based on the Baldrige criteria for Performance Excellence framework, a proven program that brings innovation and results to any organization.

RMPEX serves its customers and the community through its core competency of assessment and feedback. It is a low-cost service that guarantees tailored, actionable, objective feedback and consultation. Organizations that have adopted the performance excellence framework:

- Establish a sound management framework
- Achieve financial results
- Demonstrate increased organizational learning and development
- Realize benefits to employees, customers, the community, and other stakeholders
- Use the state award as a stepping stone to the national Baldrige Performance Excellence Award.

The Awards Program recognizes organizations from education, health care, manufacturing, nonprofit/government, service, and small business in Colorado, Montana, and Wyoming for their achievements in performance excellence. Award applicants receive extensive feedback identifying the organization's positive attributes and opportunities for improvement. During the annual [Quest for Excellence](#) event, RMPEX formally recognizes role-model applicants for performance excellence achievements with four levels of award participation. Organizations or individuals seriously committed to reaping the many benefits of systematic performance improvement can benefit from joining the RMPEX community as an [applicant](#), [examiner](#), and/or [volunteer](#)

As always, please send us your suggestions and questions regarding all things RMPEX.

Respectfully,

Board Chair: [Jeanne Brown](#)

Upcoming Events

Executive Director: [Kim Griffiths](#)

Award Program Facilitator: [Jim Walker](#)

Examiner Training Dates

To be posted by April 1, 2013



Healthcare Sector News

Innovation and Cross-Sector Learning

Recently, Russell Gonnering wrote a piece in *Physician Executive* entitled "[Health Care Can't Wait to Innovate](#)" that explored innovation through the example of jet propulsion...[Read more.](#)

Why Baldrige? Ask Leaders of Top U.S. Hospitals

Two years ago, a [Thomson Reuters study](#) found that health care organizations that won a Baldrige Award or received a site visit during the Baldrige Award process outperformed other hospitals on nearly every measure used to determine the "100 Top Hospitals." [Learn why.](#)



RMPEX News

Meet the new RMPEX Treasurer
Steven Schmidle, SVP of Finance of Elevations Credit Union joined RMPEX as it's newest Treasurer...
[Read more](#)

2013 Strategic Plan

Hoshin Objective: "Create and implement a systematic approach to recruit and retain examiners and leads with the right experience for the number and type of applications received." [See 2013 Hoshin Plan](#)

RMPEX 2013 Strategy Committees Launched

Committees have been formed to address the 4 strategies that support the 2013 Hoshin Objective. [See who is making it happen...](#)



Baldrige News

Baldrige's 25th Anniversary

[Register today for the 25th annual Quest for Excellence@conference](#) and learn how to improve your organization's performance from 27 Baldrige Award-winning organizations!...[Learn more](#)

Baldrige Director Harry Hertz Retires

After 21 years, Baldrige Director Harry Hertz will be leaving the position on June 3, 2013...[Read more](#)

Look Who's Using Baldrige: A Focus on Southeast Asia

"No one could be a prophet in his own country." (Dejavu Dr. Deming and Dr. Shewhart) says Bill Voravuth Chengsupanimit, Lead Assessor of the Thailand Quality Award...[Read more](#)



All Sectors News

Where can I find Examples of Baldrige ROI?

Few people have time to search the Internet or even the Baldrige Web site looking for specific data or stories or examples. Have you ever checked out Baldrige recipient profiles?...[Learn how.](#)

Volunteer Opportunities

Website Support

RMPEX is seeking a volunteer who is willing to provide website direction and advice [Read More](#)



Service Sector News

Plates Still Spin but Senior Leaders Find Peace of Mind

Over the last sixteen years, Turner Broadcasting System, Inc. has seen millions of dollars of cost savings through a focus on continuous improvement that drives efficiencies and innovation...[Read more.](#)