



**The next ASQ Boulder Section meeting will be Thurs, May 27<sup>th</sup> at the Covidien Corp / Boulder facility. The tutorial starts at 5:30pm and main presentation starts at approx 6:30pm. Please see page 3 for more details. There is a brand new QA-related job posting starting on page 11 of this newsletter.**

**MAY CHAIR MESSAGE**

Spring is here! "Don't ask what the world needs. Ask what makes you come alive, and go do it. Because what the world needs are people who have come alive." - Howard Thurman. Yes, certainly view each and every challenge that you face with a positive attitude and consider it an opportunity for new growth and change. What your local ASQ section needs are three people to fill open chair positions of Education, Membership, and the Treasurer. Please consider it an opportunity for growth to fill these positions. Thanks!

In our ASQ Section 1313, we are here to partner with you in your career growth, your career search, and your personal growth. I am pleased to announce to you that ASQ Section 1313 was awarded the Bronze Excellence Award from ASQ Nationals for member satisfaction, member retention, and growth. You are critical to our success and I want to personally thank each of you for your commitment to our organization. This is just one of the positive results of the changes that we are making to our section to better serve you, our customer.

As you may recall, we have a new mission statement this year. "...to promote the quality pro- fession through personal development of members in order to enhance the profitability of businesses in Boulder and the surrounding geographical area." We are partners with you in building your skills as quality professionals Personal development in technical and soft skills is what builds our credibility, giving us a competitive edge, and, in turn, can make our companies market leaders.

In wrapping up our 2009/2010 fiscal year, a special thank you goes out to Terry Hilkemeier, VP Quality Assurance, Covidien, in supporting this mission by expanding our personal understanding of "Medical Quality Challenges" at the April 2010 section meeting. For May, our section is focusing on the quality tool of FMEAs. Why? A solid understanding of effective methods of conducting FMEA is one key tool in mitigating risk up front to increase the profitability of our businesses.

I am also pleased to announce that ASQ Section 1313 will be hosting an evening with Liz Ryan (<http://www.asklizryan.com/>) on Thursday, Sept.23rd, 2010. Please save this date. I challenge you to invite a friend to attend with you. That friend does not have to be an ASQ member or even in the field of quality. Liz

will be speaking on "Personal Branding and Successful Networking". See you at the May meeting!  
Sincerely, Rebecca Jessep  
ASQ Section 1313 Chair

Please check the #1313 LinkedIn site, as well as the #1313 Section web site at: [www.asq1313.org](http://www.asq1313.org)

**ASQ'S Customer and Member Center:**

**E-MAIL:** [help@asq.org](mailto:help@asq.org)

**PHONE:** 800-248-1946

**FAX:** 414-272-1734

**USPS** ASQ Communications

**MAIL:** 600 N. Plankinton Ave.  
Milwaukee, WI 53201-3005

We suggest that you go to the ASQ National web-site 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, in-cluding 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)

Did You Know? The ASQ Divisions and Sections offer approx. 70 scholarships, some of which go untapped due to a limited number of student appli-cants.

**ASQ National News**

**QFD Translates to Customer Satisfaction Success**

Quality function deployment (QFD) is an advanced product development process. It utilizes the talents of multi-skilled teams that translate the customer requirements into innovative new products and services. Dr. Yoji Akao, the creator of QFD, has been named an ASQ Honorary member for his contributions to QFD and Hoshin Dr. Akao discusses in detail getting over management hesitancy and the future of quality.

*Meet the award recipients at the [ASQ World Conference on Quality and Improvement Opening Reception, May 23, St. Louis, MO.](#)*

news continued on page 3

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

<b>ASQ Section 1313 Boulder, CO</b>	
<b>Title: Chair</b> Name: Rebecca Jessep Phone: 303-587-7067 E-mail : <a href="mailto:rebeccaessep@hotmail.com">rebeccaessep@hotmail.com</a>	<b>Title: Vice Chair</b> Name: Joe Wojniak Phone: 800-635-5267 E-Mail: <a href="mailto:joe.wojniak@yahoo.com">joe.wojniak@yahoo.com</a>
<b>Title: Secretary</b> Name: Melinda Schones Phone : 303-359-5531 E-mail: <a href="mailto:mschones2002@yahoo.com">mschones2002@yahoo.com</a>	<b>Title: Treasurer</b> Name: Ewald Schelert Phone: 303-702-9009 E-mail: <a href="mailto:Schelert@mesanetworks.net">Schelert@mesanetworks.net</a>
<b>Title: Re-Cert</b> Name: Larry Derouin Phone: 303-431-9287 E-Mail: <a href="mailto:LWDerouin@comcast.net">LWDerouin@comcast.net</a>	<b>Title: Internet &amp; Website</b> Name: Arnold Miller Phone: 303-466-2631 E-Mail: <a href="mailto:arn_miller@earthlink.net">arn_miller@earthlink.net</a>
<b>Title: Publicity and VOC</b> Name: Byron Murray e-mail: <a href="mailto:byron.murray@yahoo.com">byron.murray@yahoo.com</a>	<b>Title: Membership</b> Name: Maggie Brinkel e-mail: <a href="mailto:mbrinkel@comcast.net">mbrinkel@comcast.net</a>
<b>Title: Financial Auditing</b> Name: Wells Lange Phone: 303-604-6694 wellspolly@comcast.net	<b>Title: Education Chair</b> Name: Gretchen Stewart Phone: 303-641-1335 e-mail: <a href="mailto:stewartgm@qwestoffice.net">stewartgm@qwestoffice.net</a>

<b>Title: Newsletter Editor</b> Name: Gerry Naugle Phone: 303-591-2830 e-mail <a href="mailto:gnaugle@earthlink.net">gnaugle@earthlink.net</a>	<b>Title: SMP</b> Name: Melody Sands Phone: 303-404-2288 E-mail: <a href="mailto:melodygsands@mac.com">melodygsands@mac.com</a>
<b>Title: Certification</b> Name: Wells Lange Phone: 303-604-6694 E-mail: <a href="mailto:wellspolly@comcast.net">wellspolly@comcast.net</a>	<b>Title: Programs</b> Name: Guy Harris Phone: 303-470-7020 E-Mail: <a href="mailto:harrisgb@comcast.net">harrisgb@comcast.net</a>

#1313 Upcoming Meeting Information	Page 3
ASQ National & Boulder Section News	Pgs 3- 7
Boulder Section Course Descriptions	Page 7
Boulder Section Courses Offerings News	Page 8
Boulder Courses Registration Form	Page 9
Non-ASQ Section Training Offerings	Pgs10-11
QA Job Postings	Pgs11-13
CPEX Events Info and Summary	Page 14

**QUALITY CRUISE PLANNING**

**Cruise Planners**  
 WE HAVE THE BEST PRICES AFLOAT!  
 • Best Values on all Cruise Lines •  
 • Individual & Group Cruise Rates •  
 • Worldwide Cruises • Exotic Destinations •  
 For More Information and a Free Brochure Contact:  
 Melody Sands, MCC - Cruise Specialist  
 I Plan Your Vacation As If It Were My Own!  
 303.404.2288 • 1.877.801.9492  
[www.gimmeabreakvacations.com](http://www.gimmeabreakvacations.com)



**MBNQA**

For info on the Malcolm Baldrige National Quality Award Program, visit [www.quality.nist.gov](http://www.quality.nist.gov)

**CPEX**

For info on the Colorado Performance Excellence Program (Colorado State quality and business performance program), visit [www.coloradoexcellence.org](http://www.coloradoexcellence.org) Local contact: Executive Director, Mr. Tom Mauro [tmmauro@coloradoexcellence.org](mailto:tmmauro@coloradoexcellence.org) (or) at 303-893-2739 Please see page 11 in this newsletter for the most recent information on upcoming winter 2009 CPEX activities and events. **The Boulder ASQ Section is a sponsor of the Colorado CPEX at the Elk Sponsor Level.**

**ASQ #1313 Tutorial & Main-Presenters for Upcoming Meetings** as of: **May 19<sup>th</sup>, 2010**

All Boulder Section tutorials start at 5:30pm on the 4th Thurs of each month, except where the date or any other aspect of the meeting is denoted in **bold blue font**.

**May 27<sup>th</sup> Main Presenter:** Rebecca Jessep, QE at Covidien Corp / Boulder and Boulder ASQ Section Chair  
Topic is: **“Developing Effective FMEAs”**

**30-Min Tutorial:** Arnold Miller, Boulder Section Webmaster

Topic is: **“The Responsibility Process”** This tutorial illustrates how people “process” thoughts about avoiding or taking responsibility. Awareness of the process provides a framework for learning by individuals and organizations. It is the first “how to” model for taking and teaching Personal Responsibility – the #1 principle of success.

Directions to the ASQ meeting site: Take Gunbarrel Ave. west from 63<sup>rd</sup> In the satellite map below, Gunbarrel Avenue enters the picture from the center--right, north is up.



Please enter through the main door to Building 6 where you will be required to check in and will be directed to the meeting room location. If there are questions, please contact Rebecca Jessep, ASQ Section 1313 Chair, at [rebecca.jessep@covidien.com](mailto:rebecca.jessep@covidien.com) or 303-530-6484

**ASQ National News**

**[continued from page 1](#)**

**Overview of New ISO 26000 Standard**

The ISO 26000 standard, to be released later this year, will provide guidance on how to implement social responsibility. But questions remain: What will the standard contain and how can it help my organization? An article featured in an edition of the *ISO Management Systems* magazine provides answers to these questions and more. Visit [www.theSRO.org](http://www.theSRO.org) to learn more.

## Master Black Belt Certification — CMBB

The ASQ Master Black Belt (MBB) certification is a mark of career excellence and aimed at individuals who possess exceptional expertise and knowledge of current industry practice. Master Black Belts have outstanding leadership ability, are innovative, and demonstrate a strong commitment to the practice and advancement of quality and improvement. Obtaining an ASQ MBB is acceptance and recognition from your peers. Go to [www.asq.org](http://www.asq.org) for more information

**Portfolio Review Process: \$650**  
**Exam Fee: \$2150\***

**ASQ Full Members:**  
**Portfolio Review Process: \$495**  
**Exam Fee: \$1995\***  
**(Save—Join Now!)**

### **1. Is this the right certification for you?**

Understand the minimum expectations, requirements, experience, and the exam specifics for a Master Black Belt.

### **2. Prepare for the exam.**

Review the Body of Knowledge and references. Take advantage of the study guide and sample exams. See what training and books ASQ has to offer.

### **3. Choose an exam date.**

Find the best date and location that works for you. (Note the application deadlines for each exam date.)

### **4. Apply for certification.**

ASQ offers several ways to apply. Have your resumé and credit card ready.

### **5. Recertify.**

ASQ requires that you recertify as a Master Black Belt every three years—either by documenting RU credits or by testing

## **Two New Certifications Poised for Release**

ASQ will be offering new lean and Master Black Belt certifications in the coming months. The lean certification has three levels: bronze certification emphasizes the tactical aspects of lean; silver is based on integration of lean; and the gold focuses on lean's strategic facets. The first administration of the lean certification will be May 23, prior to the ASQ World Conference on Quality and Improvement.

The Master Black Belt certification is currently being finalized by the ASQ Certification Board. Stay tuned to *Friday Fast Facts* for more information regarding these new certifications, and be sure to browse the [current certifications](#) that are offered at the ASQ main website certifications links at [www.asq.org](http://www.asq.org)

## **Updates to ASQ Recertification Journal**

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

**Note:**

**Existing certifications to ISO 9001:2000 will be invalid after November 14, 2010**



---

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

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

Purchase this new standard and:

- Manage your processes effectively
- Enhance customer satisfaction
- Meet customer and applicable statutory and regulatory requirements

**Order the hardcopy or electronic version of the standard from ASQ today!**

### **Looking for more ISO solutions?**

ASQ is your one-stop shop for all your ISO needs. Visit [www.asq.org/iso9001](http://www.asq.org/iso9001) today.

## **ASQ Boulder Section News**

### **USPS correspondence address for the Boulder ASQ Section is:**

**ASQ Boulder Section**

**P.O. Box 21595**

**Boulder, CO 80308-4595**

Note: All education & course registration materials should be sent to Section Education Chair (see page 9)

## Boulder Section Annual Picnic

**On Sat, August 7th, 2010**

Mark your new 2010 calendars for annual family-friendly summer picnic, located at North-Side of Midway Park in Broomfield. Open to all section members and their immediate families for a free catered BB-Q lunch and non-alc beverages. Look for the Girl Scout Shelter building (picture below, on left). It is also the donut-looking object just above the center "Midway Blvd" on this Satellite photo. To RSVP for the picnic (RSVP is needed for catered food qty) or any additional questions on the location, please call Gerry Naugle 303-591-2830 or e-mail to: [gnaugle@earthlink.net](mailto:gnaugle@earthlink.net) prior to 5:00pm on Aug 6th.



### Boulder Section's Charity Donation Program:

In 2008, the Boulder Section exec board in approved a policy of donating to bonafide local charities of \$100 per calendar quarter. If you have in mind a bonafide local charity, please let a Section officer know about it at any monthly meeting (or) bring to the attention of the entire exec board on via a letter. Enclose any information in an envelope and send it to the section correspondence address (above) or bring with you any information regarding your charity to pass on to, and for review by the exec board at their next meeting. Suggestions for the 3Q and 4Q of 2010 are being accepted at the present time.

## Unemployment Program for Membership Available from ASQ

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

## ASQ BOULDER SECTION #1313 COURSE DESCRIPTIONS

Revised 03-12-2010

### **1301 – CERTIFIED QUALITY ENGINEER (CQE) REVIEW**

This is a refresher course for those preparing to take the ASQ Certification exam. This course is advanced and intense. The instructor has an excellent text specific to this course, which is provided at no additional cost. It is recommended the student bring a copy of Juran's Quality Handbook, 5<sup>th</sup> ed., which can be purchased for about \$135 through ASQ but used copies can often be found for much less on the Internet. The students must bring their own calculator. For additional details or questions, contact the Boulder Section Education Chair, Gretchen Stewart at: [stewartgm@qwestoffice.net](mailto:stewartgm@qwestoffice.net) or 303-641-1335

### **1302 – CERTIFIED QUALITY AUDITOR (CQA) REVIEW**

This is a refresher course for those preparing to take the ASQ Certification exam. This course adds strength and credibility to your auditing experience plus prepares you for taking the ASQ Certification exam. The exam requires that you have some auditing background and you need to meet certain minimum requirements. Each student needs to purchase the latest edition of the CQA Primer published by the Quality Council of Indiana (QCI) prior to the first class (cost is approximately \$65). To order, contact QCI at 1-800-660-4215 or [www.qualitycouncil.com](http://www.qualitycouncil.com). A recommended book to also purchase is Management Audits, 3<sup>rd</sup> ed. by Allan Sayle, which can also be purchased through QCI at a discount. It may also be found used, for less on the Internet.

### **1305 – CERTIFIED SOFTWARE QUALITY ENGINEER (CSQE) REVIEW**

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

### **1321 – SIX SIGMA SIMPLIFIED**

This is an introductory course that will cover the benefits, basic tools, core analysis processes, and success planning for starting a six sigma program. It covers the fundamental concepts for a small to medium size team program and explains the tools for transitioning into a Six Sigma organization. The class has simplified practical applications of improvement processes and data analysis. Course books and other supporting materials are approximately \$27 and are in addition to the course fee. This course is geared toward company leaders of continuous improvement as well as six sigma team members. No prior knowledge of six sigma is required. This is a wonderful class to start the "ideas flowing" for your organizational improvement goals. For additional details or questions, contact the Education Chair.

# Spring 2010 ASQ Boulder Section #1313 Course Offerings

Updated 05-12-2010

Course Name	Instructor	Course Fee (1)	Exam Date	ASQ Exam Application Deadline	Course Dates & Times	Course Registration Deadline
<b>Possible for the fall of 2010</b> #1305 - Certified Software Quality Engineer (CSQE) Review	Arnold Miller 303-466-2631  Location: TBD	\$400/ \$450				

(<sup>1</sup>) Course fee for ASQ or other professional society member/non-member. (2) Cost of primers, texts, workbooks, etc. are not included and must be purchased by the student prior the first class. Contact the Boulder Education Chair, **Gretchen Stewart**, (contact information below) for details.

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

## FUTURE COURSES & LOCATIONS:

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

## COURSE REGISTRATION INFORMATION

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

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

**INSTRUCTORS & COURSE DESCRIPTIONS:** A list of instructor biographies and course descriptions can be found on the ASQ Boulder Section web site, <http://www.asq1313.org/> **COURSES LOCATIONS:**

Contact the ASQ Boulder Education Chair, Gretchen Stewart at: [stewartgm@gwestoffice.net](mailto:stewartgm@gwestoffice.net) or 303-641-1335 to see if the class you want can be made available in the Colorado Springs, Denver, Loveland or Ft. Collins area.

**GUARANTEE:** If you pay for and take one of our ASQ Certification review courses and still fail the Certification Exam, you may retake the course for free as many times as you need. The instructor reserves the right to charge for course materials (e.g., handouts, etc.). Your ASQ section leadership is committed to meeting your quality-related education and certification needs. If you have any questions about a particular course, please contact the instructor or the Boulder Section Education Chair (contact information above).

## **ASQ #1313 COURSE REGISTRATION FORM**

Please complete the following information as thoroughly as possible. In case of a schedule change or cancellation, we really appreciate two phone numbers to contact you.

Student's Name: \_\_\_\_\_ ASQ Membership #: \_\_\_\_\_

Title: \_\_\_\_\_

Company name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Daytime phone: \_\_\_\_\_ Night time phone: \_\_\_\_\_

FAX: \_\_\_\_\_ or E-mail: \_\_\_\_\_

Course # and Name: \_\_\_\_\_

Course Start Date: \_\_\_\_\_

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

---

Please enclose a check payable to "ASQ Boulder Section" and please contact the Boulder Section Education Chair, Gretchen Stewart at: [stewartgm@qwestoffice.net](mailto:stewartgm@qwestoffice.net) or 303-641-1335 for the USPS mailing information from her, for correspondence directly to her.

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

If you are interested in updating your credentials as a Quality Professional, I offer the following three seminars this summer:

### **The Quality Professional Trilogy**

<b>Applied Statistics: Factual Decision Making</b>	<b>June 21-22</b>	<b>Golden, CO</b>	<b>\$695</b>
<b>Advanced Auditing: The System-Based</b>	<b>July 12-13</b>	<b>Golden, CO</b>	<b>\$695</b>
<b>Approach Service Quality: The Missing Link</b>	<b>August 16</b>	<b>Golden, CO</b>	<b>\$395</b>

Ask about various discounts available. Also all my seminars can be customized for in-house training at substantial cost reduction. If you have other training needs, let me know. If it is quality related, I have the capability to meet your need.

If you have any questions, do not hesitate to contact me. At your service,

Ron Sedlock

the quality Catalyst

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

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

## **LOOKING TO STAY AHEAD OF THE COMPETITION ?**

**There are government grants to assist with the cost of improving your business operations and achieving Management Systems Certifications !**

In this tough market, investment decisions are tougher with restricted budgets. Management Systems Certification could be one of the best investment you can make for your business right now. And with assistance from government grants, this can be your opportunity to take your business to the next level.

A management system certification can be the tool to help **differentiate** your business and give you a **competitive advantage** in this global economy.

ISO 9001 is not just a certification; it is a system designed to continually improve your organization's effectiveness while promoting customer satisfaction and higher quality.

---

**Government Grants can cover:**

Quality Improvement Training  
Quality Systems Assessment  
Product Development  
Market Research & Analysis  
Growth Planning  
Company Assessments

---

Please contact Platinum, we will connect you with the right resource.

Call today  
Direct: **303.639.9001**

## [QA Job Postings](#)



From this link: [http://www.nrel.gov/employment/job\\_openings.html](http://www.nrel.gov/employment/job_openings.html)

Posting Title	Undergraduate Intern, Quality Management
Requisition Number	1238BR
Location	Golden, CO
Position Type	Student RPP
Hours Per Week	40
Job/Research Summary	A student internship is available in the Quality Management Systems & Assurance Office at the National Renewable Energy Laboratory (NREL) in Golden, Colorado. NREL is the nation's primary laboratory for research, development and deployment of renewable energy and energy efficiency technologies. The position would be

## Job Duties

temporary full time during the summer.

A student internship is available in the Quality Management Systems & Assurance Office at the National Renewable Energy Laboratory (NREL) in Colorado. NREL is the nation's primary laboratory for research, development and deployment of renewable energy and energy efficiency technologies.

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

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

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

	<p>conclusion of the internship regarding the internship experience; and</p> <p>- Perform other duties as assigned.</p>
Required Education and Experience	<p>Must be enrolled as a full-time student (Undergraduate students minimum of 12 credit hours or Graduate students minimum of 9 credit hours). Must be a US Citizen or US permanent resident. Minimum 3.0 GPA in the last completed semester.</p>
Preferred Qualifications	<p>Completion of 3 years or more in an accredited university in a quality management curriculum or a discipline related to quality management (such as industrial engineering, systems engineering, software quality assurance, business management, operations research, or management science). Some prior knowledge and experience with quality management methods and continuous improvement technologies such as TQM, Lean Enterprise, or Six Sigma. Some prior knowledge and experience with ISO 9001, ISO 14001, ISO 17025, OHSAS 18001, Capability Maturity Model Integrated (CMMI) and/or related quality management &amp; quality assurance standards. Excellent interpersonal skills. Excellent verbal and written communication skills. Ability to perform duties with minimal supervision. Familiarity with Microsoft Office (including Visio) and Microsoft Outlook.</p>
Line Manager	<p>Henry Higaki</p>

# Colorado Performance Excellence

## CPEXchange - Achievements in Excellence Event: Sharing Best Practices - CTU in Colorado Springs

### Sharing Best Practices at CTU in Colorado Springs, June 15, 2010

Learn about managing your organization as a system, leadership's role in this success, and the key processes that make it all work. Ms. Debbie Collard, co-author of "The Making of a World-Class Organization," will launch the event by sharing leadership successes at The Boeing Company, providing masterful insights into their journey to performance excellence. Using the Baldrige framework, The Boeing Company develops and operates great processes, secures loyal customers, engages employees, and produces profitable high quality products and services.

Debbie Collard is director of Communication and Business Services for Boeing Shared Services Group. Previously she led Strategy and Performance Integration for Boeing SSG, and before that she was director of Program Management and Business Excellence for Boeing Integrated Defense Systems. Working with Mr. David Spong, Ms. Collard led business excellence activities at both Aerospace Support and Airlift and Tanker Programs, resulting in several state quality awards and Baldrige National Quality Awards in both service and manufacturing. Ms. Collard is president elect of the Baldrige National Foundation.

Other Southern Colorado businesses will share best practices that have served to differentiate them from competitors. You will learn from the best and take away many actionable approaches for your own continuous improvement journey.

This event will also feature other Best Practices Sharing by the following experts in their fields.

Lean Manufacturing - Jessica Montano, Manager Continuous Improvement, Goodrich  
Software Processes - Dennis Thoma, IT Manager, Progressive Insurance  
Lean+ in the Office Place - David Lewis, Program and Site Manager, Boeing  
Automation of Indirect Goods & Services Sourcing - Kristine Parker, Process Engineering Manager, Agilent Technologies, Inc.  
Creating Customer Value - Sherman Terry, VP of Global Customer Advocacy, Oracle

Where: Colorado Technical University Southern  
Colorado

4435 N Chestnut St  
Colorado Springs, CO 80907

When: June 15, 2010, 7:30 - noon, tour afterwards of the CTU facilities is optional

Type of Presentations: Interactive with lots of networking.

Audience: Professionals in search of performance excellence and best practices for applications in their organization.

Cost: \$175 per individual registration, \$150 for 3 or more from the same organization. Autographed copy of Ms. Collard's book, \$30, pre-pay required.