

Volume 19, Issue 7

April 2013

APRIL CHAIR MESSAGE

ASQ launched a new branding campaign last year. 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

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: www.asq1313.org

ASQ National News

2013 World Conference Registration Now Open

ASQ's World Conference on Quality and Improvement provides more than 100 sessions to help you improve efficiency or implement quality tools in your organization, plus it offers you the chance to network with more than 2,000 quality professionals.

Change is ever-present, unpredictable, and occurring at an ever-increasing pace. In the face of this change, the 2013 World Conference on Quality and Improvement offers both respite and guidance in the navigation of today's changing world. This year's conference offers a forum of ideas and an international network of thought leaders, experts, and peers eager to share the proven results achieved through quality.

Register through www.asq.org now for the 2013 World Conference on Quality and Improvement, May 6-8, in Indianapolis, IN.

News continued on page 4

ASQ #1313 Officers & Committee Chairs 2012

ASQ Section 1313		Boulder, CO	
Title: Chair Name: Mark Soderberg Phone: 303-905-8757 markosoderberg@hotmail.com	Title: Vice Chair Name: Rebecca Jessep Phone: 303-587-7067 rebeccajessep@hotmail.com	Title: Secretary Name: Joe Wojniak Phone: 303-530-658 Joe.wojniak@gmail.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: Mike Ferraro Phone: 720-684-2035 michael.a.ferraro@seagate.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!

Accelerated Lean Six Sigma Certification Workshop

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

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.

Contact Andrew Anderson at Drew.Anderson@ssdglobal.net for more information.

Interested in Lean Six Sigma Master Black Belt?

Accelerated Format

See our advertisement in ASQ QP Magazine

Contact Donald Davis, Esq at Don.DavisEsq@ssdglobal.net for more information

Drew Andrew Anderson Student Affairs/Registration SSD Global University
303 571-9351

Upcoming ASQ Boulder Section Meeting Presenter

April 25th Doors open at 5:30pm at Aircell Technology Corp

~ 6:05 PM Bob Forshay, Mastermind Group, LLC on: "Quarterly Business Review / Effective Collaboration."

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

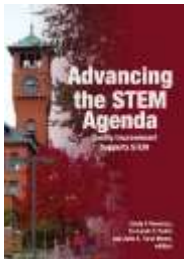
Please see page 14 of this newsletter for most recent information on upcoming RMPEX activities and events. The Boulder ASQ Section is an active sponsor of the RMPEX Organization.

ASQ National – and- Local ASQ Sections’ News

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.

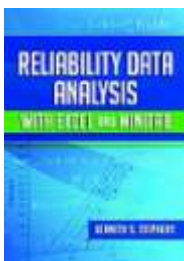


Bestseller!

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

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**

ASQ Recertification Costs Increase in 2013

The cost of recertification recently increased due to higher costs to administer the program. This is the first cost increase in six years. The increases also align ASQ's costs with other organizations that require recertifications. Recertification by journal for members is now **\$59 for one certification** or **\$79 total for two or more** (e.g., if you get recertified for three areas, you pay \$79). Recertification by journal for non members are \$99 each.

Boulder Section – Current ASQ Fellows

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

Ed Arling
Quality Compliance Assoc.
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Liz Keim, ASQ Past-Pres. & Board Chair
Integrated Quality Resources, LLC
(303) 541-9127
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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)

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. 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

Editorial by Joe Wojniak, Boulder Section Secretary

ASQ'ers- the U.S.A. nation has faced the fiscal cliff and the elected officials have decided that it's best to procrastinate until February! I am so glad that our elected officials have a firm understanding and appreciation for the value of root cause determination and corrective action! (Not!) ☺

How frustrating! Political solutions are: $\$2+\$2=\$1,000,000,000,000!$ Let's give everybody everything that they want! ☹

Let's see where we can identify some positives. Based upon my experience with companies in the U.S. and China (top dogs in the world economy) the common denominator is that the average Joe (and Josephine) is working hard to provide for their families. Providing for family is pretty much a world-wide virtue. For 2013, let's focus on the things that unite us. Republican and Democrat, American (Norte Americano) and Western Hemisphere residents, Western Hemisphere and Eur-Asian Continents, Africa, Australia, and the Asian countries. We truly live in a world-wide society.

Every day, I see the horrible events in Syria and other troubled nations. The unrest is but a sign that everyday people are striving to improve their everyday lives. Even though there are horrible things going on, I have to believe that the fact that the "average" person is insisting on equal rights, a voice in their government, improved living standards (i.e. I can live without fear, I can provide for my family) is positive!

I hope that in the coming year, the tragedies in Syria, the Sudan and Africa (Darfur) are addressed (stop killing people!) and that the worldwide conflicts can cease in a way that recognizes *that we all are truly created equal, we all need to have the opportunity to pursue happiness!*

We all must create the opportunity that we desire, but in a way that is respectful of others.

I hope that the worldwide community (the haves and the have not's) can recognize that we all live on this small oasis in the vastness of interstellar space, which is inhospitable to our form of life. We are at least several centuries away from colonizing Mars (there are no beaches on Mars!), so let's preserve this unique planet Earth (Gaia!) and all its opportunities. Respectfully your ASQ Certified Quality Engineer, **Joe Wojniak. 1/9/2013**

ASQ BOULDER SECTION #1313 COURSE DESCRIPTIONS

1301 – CERTIFIED QUALITY ENGINEER (CQE) REVIEW

This is a refresher course for those preparing to take the ASQ Certification exam. This course is advanced and intense. The instructor has an excellent text specific to this course, which is provided at no additional cost. It is recommended the student bring a copy of Juran's Quality Handbook, 5th ed., which can be purchased for about \$135 through ASQ but used copies can often be found for much less on the Internet. The students must bring their own calculator. For additional details or questions, contact the course instructor or the Section Education Chair.

1305 – CERTIFIED SOFTWARE QUALITY ENGINEER (CSQE) REVIEW

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

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

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

Cost includes materials fees

Prerequisites: None

Course Outline:

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

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

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

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

Cost includes materials fees

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

Course Outline:

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

1324 – ASQ CQE Book of Knowledge (BoK) Review

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

Cost includes materials fees

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

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

Course Outline:

- How to gather reference material
- How to do a self assessment
- How to develop a study plan
- The Body of Knowledge [Management and Leadership; The Quality System; Product and Process Design; Product and Process Control; Continuous Improvement; Quantitative Methods and Tools]
- What to take to the exam
- Test taking strategies

INSTRUCTORS & COURSE DESCRIPTIONS: A list of instructor biographies and course descriptions can be found on the ASQ Boulder Section web site, <http://www.asq1313.org/> **COURSES LOCATIONS:** Contact the ASQ Boulder Education Chair, John Beachman at: john.beachman@covidien.com or 303-530-6346 to see if the class you want can be made available in the Colorado Springs, Denver, Loveland or Ft. Collins area.

2013 ASQ Boulder Section Course Offering

Updated 04-15-2013

EXAM APPLICATION: The next local test will be Saturday, June 1st. The exam application is due April 12th, and the late exam application deadline (adds a \$50 late fee) is April 17th. Otherwise, the next CQE exam will not be held until December 7th, 2013. You can apply for the next test by web (<http://prdweb.asq.org/certification/control/certifications>).

While application to take the CQE exam is not required for the CQE refresher course, I find that students will study harder and get more out of the CQE refresher if they know that they have a deadline to prepare for the exam. The pass rates for my students have been over 90%. **WHAT TO BRING:**

- JURAN'S QUALITY HANDBOOK: This book will be the primary reference for the class. You may check this out at the library, but I strongly recommend that you purchase "Juran's Quality Handbook" for your own professional library. We use "Juran's Quality Handbook: The Complete Guide to Performance Excellence", 6th edition, published by McGraw Hill, ISBN-13 978-0-07-162973-7 and ISBN-10 0071629734. Besides being an excellent reference for your professional library, this book will greatly help you succeed in the CQE exam. My handouts and are tied to this reference.

- CALCULATOR: It is best if your calculator has statistical functions like average and standard deviation. If you are buying one for this course and exam, I recommend that you get one that allows two dimensional data entry ("x" and "y" data entry keys) and can quickly give you linear regression calculations ("r", etc.). Please read the ASQ certification exam requirements on calculators

(<http://prdweb.asq.org/certification/control/faq/calculator>) before making this purchase.

- PENCILS & PAPER: I will have handouts for you, but you may want to take additional notes.

- TABS AND/OR POST-IT NOTES: I recommend tabbing key pages in the Juran text so you can quickly find key information during the exam. I will highlight some key pages during the course.

- SNACKS: Eight hours is a long class day even with a 30-minute dinner break, so I strongly recommend bringing snacks and drinks. In fact, you are allowed to bring snacks to the CQE exam as well.

- DINNER: As we will only take a 30 minute dinner break, please bring your dinner with you and eat at the house. I have a refrigerator and microwave you can use.

EXTRA RESOURCES: While I believe you can pass the CQE exam without these additional resources, you may find these items to be helpful.

- "CQE Primer", Quality Council of Indiana (http://www.qualitycouncil.com/cqe_p.asp)

- ANSI/ASQ Z1.4-2008, *Sampling Procedures and Tables for Inspection by Attributes*, Milwaukee, Wisconsin: ASQ Quality Press. This standard is in the CQE body of knowledge, and one student in 2008 reported that he had a question in his CQE exam that required a table in that standard to answer. The prep course will teach the concepts of using this standard, but this standard would be a great reference to have in one's library for the professional Quality Engineer.

LOCATION: Instructor's home at 14572 Vine Street, Thornton, CO.

<http://www.mapquest.com/maps?city=Thornton&state=CO&address=14572+Vine+Street>

WHEN: We will meet on the following schedule:

1:00AM - 9:30PM, Sunday, 5/05/2013

1:00AM - 9:30PM, Sunday, 5/12/2013

1:00AM - 9:30PM, Sunday, 5/19/2013

CLASS FEE: Member \$400.00 Non-Member \$450.00

CHECKS: John Beachman is the Section Education Chair. To make coordination, call him at 303-530-6346 or e-mail at john.beachman@covidien.com . Checks should be made payable to "ASQ SECTION 1313" mailed to:

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

If you have any questions about the course or questions about the CQE body of knowledge and old test questions, feel free to contact me by e-mail at monrad.monsen@oracle.com . Also, my phone number is office 303-272-9612 (weekdays) or cell 720-394-0398 (evenings/weekends).

Thanks.

Monrad Monsen | Worldwide Compliance Officer Phone: (303)272-9612 Oracle Compliance Engineering
500 Eldorado Blvd | Broomfield, CO 80021

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 Mosen 303-272-9612 Location: Contact	\$400 members / \$450 others	5/1/13	Late: 4/17/13	above	above
1305 - Certified Software Quality Engineer (CSQE) Review	Arnold Miller 303-466-2631 Location: TBD	\$400 members / \$450 others	5/1/13	3/22/13	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	5/1/13	3/22/13	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	5/1/13	3/22/13	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	5/1/13	3/22/13	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 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

Quality Related Career Openings / New Job Postings

(SUMMARY FOR SEARCH RESULTS)

Title: Quality Engineer

Summary: Use your knowledge and experience in supporting the Quality Management System to work for a world leader and make a difference to people around the world.

- Top 100 medical device company and market-leader in implantable hearing devices
- Support the Quality Management System for product development and manufacturing
- Assure that product quality standards are met throughout the product lifecycle

Salary: Salary commensurate with experience + benefits

(FULL JOB AD)

Cochlear develops world-leading medical devices that help people hear when other options no longer provide benefits. Around the world, more people chose a Cochlear-branded cochlear implant system than any other. Our employees tell us that the number one reason they enjoy working for Cochlear is the opportunity to make a difference to people's lives.

Key Responsibilities

In order to help Cochlear bring new products to market that help people with hearing loss, we are recruiting for a Quality Engineer in our Manufacturing and R&D center based in Boulder, CO.

To be successful in this role you'll be able to implement, support and improve the Quality Management System at a medical device product development and manufacturing site. You'll work collaboratively with product development and manufacturing teams to review and approve documents and manage changes. This specialist role is responsible for assuring that quality standards are met throughout the entire lifecycle of the product from concept through development, into manufacturing and post-market support.

In this permanent role you'll make a significant contribution to Cochlear's successful history of innovation by applying your knowledge of quality assurance in a product development environment. You'll know you've been successful in this role when you've helped to drive continuous improvement in the Quality Management System to meet the growing needs of the business.

Key Requirements

To add value to Cochlear in this role you'll be able to demonstrate the following skills and experience in your application and at interview:

- At least five years experience working as a quality engineer in medical device manufacturing or other highly regulated industry;
- Experience in a multi-disciplinary (electronics, software/firmware, mechanical) device level design team environment;
- Experience with/working knowledge of statistical techniques and software;
- Experience with audit of suppliers & subcontractors;
- Experience with/working knowledge of common inspection and measurement tools and equipment;
- Experience performing day to day QA support of engineering and manufacturing activities;
- Experience with all aspects of an internal audit program including program management, audit documentation, audit performance, and follow-up;
- Bachelor degree or higher in engineering or related technical discipline.

Working for Cochlear:

Cochlear pioneered and is the global leader in the research and development, manufacture and marketing of implantable hearing solutions. Cochlear's global headquarters is located in Sydney, Australia where we design and manufacture the leading cochlear implant devices in the world. A success story in the commercialization of R&D, Cochlear has a 60% share of the global market, employs more than 2,500 people worldwide, operates directly in over 20 countries and sells in over 100 countries. Over 250,000 people across more than 100 countries now experience hearing as a recipient of a Cochlear hearing solution. Cochlear can offer:

- The Work - A high impact job supporting world leading technology
- The Organization – A global leader in active implantable medical device hearing technology
- The Opportunity – To make a difference to the quality of people's lives and grow your career

As a world-leader in innovative medical devices, Cochlear encourages continuous learning for employees. Visit www.cochlear.com/careers for more information.

Apply now by completing your application form online. Cochlear is an equal employment opportunity organization. Applicants must meet the application criteria to be considered.

<https://secure.pageuppeople.com/apply/404/gateway/Default.aspx?c=apply&sJobIDs=600349&SourceTypeID=250&sLanguage=en>

ProPharma Group, Inc.

Opening starts on April 15th

Summary: Seeking ASQ certified auditor for a 6 month project (contract) in the Western States. Auditor will responsible for preparing and executing supplier audit documents and conduct audits at various supplier sites. Working knowledge of the principles of supplier auditing techniques and methods as associated with performance of work for the Pharmaceutical, Biotechnology and/or Medical Device industries. Demonstrate an understanding of GMP. Individuals must represent the company and division at client sites and interact confidently with clients, suppliers, contractors, management and peers.

Supplier Quality Engineers (contract) with the following qualifications:

- Preferably has a engineering or technical degree
- Experience with medical devices
- Experience with CAPA, SCAR (Supplier Corrective Actions), in a regulated environment
- Certified lead auditor (ISO 13485)...or extensive auditing experience
- Experience performing supplier audit and audit reports.

Steve Speer Assoc. Director, Operations, West Region

ProPharma Group, Inc. www.propharmagroup.com

Office: 760-870-4471 Mobile: 760-685-7725 (preferred)



Black Belts/Master Black Belts

The Leading Niche is looking for certified Black Belts or Master Black Belts in Denver, CO.

REQUIREMENTS: The BB/MBB must:

- Demonstrate a strong executive presence,
- Change agent & change management skills,
- Demonstrate emphasis and strong experience in the leading and facilitation of Value Stream Mapping, Kaizen events and utilization of Lean tools.
- Develop Lean Six Sigma strategies and provide guidance, coaching, and mentoring of executives and/or project teams with DMAIC LSS projects, ZIP-Forward events and Kaizen activities.
- Must train green belts.
- Must have experience with organizing black belt and green belt training.
- Must be able to lead enterprise level projects, including areas such as plant operations, delivery operations, logistics and maintenance.

OTHER REQUIREMENTS: Subcontractor must pass a background check to gain access to facilities and must be U.S. citizens. Candidates must be eligible to work in the US without sponsorship.

COMPENSATION: The contract rate is up to \$75/hour (1099) or W-2 salary of \$90-100k with benefits (e.g., vacation). This position is responsible for onsite work, Monday – Friday, not including most federal holidays. Relocation and travel to/from home are not available for this position.

Contact Information : Lois Douglas, resumes@theleadingniche.com. Please indicate DR0313-009 in the title.

Company: **Bonfils Blood Center**
Position Title: Quality Assurance Engineer
Department: Quality Assurance and Regulatory Affairs

Position Summary:

Responsible for the effective implementation of Bonfils' quality assurance processes related to collection, processing, testing, storage and distribution of blood and blood components. This includes equipment/ systems specification development, validation of equipment/systems, supplier quality management, process development, technical support related to quality problems, corrective action and continuous improvement change management, process control, statistical techniques, and non-conforming material and product disposition.

Minimum Education Required:

Bachelor's degree from an accredited college or university in Chemical, Mechanical, Electrical, Biomedical, and/or Industrial Engineering.

Preferred Experience:

5-10 years in validation of Equipment/Systems

5-10 years experience in quality engineering and process development

5-10 years experience in an FDA regulated environment such as Medical Device, Pharmaceutical, or Biologics.

2-5 years experience in Continuous/Process Improvement, DMAIC/LSS, etc.

Knowledge, Skills and Abilities:

Knowledge of the following quality systems;

- Process / Equipment validation
- Corrective Action and Continuous Improvement (CACI) also known as CAPA.
- Non-conforming material and product management
- Process/Product development
- Statistical techniques via understanding of Statistical Process Control (SPC)

Strong technical / engineering skills.

Strong written communication skills including writing, editing, and proof reading

Strong interpersonal skills

Computer skills

Excellent oral communication skills

Ability to handle multiple projects

Ability to manage technical people and information

Ability to work independently with little or no direction

Apply online at: www.bonfils.org/index.cfm/about-us/employment/

Contact: Julie Carroll at [Employee Recruitment@Bonfils.org](mailto:Employee_Recruitment@Bonfils.org)

*** [Air Squared](#), Broomfield, CO: Quality Lead Auditor (temporary/contact)

Air Squared is searching for a local experienced Quality

(external Lead Auditor) person to perform our ISO 9001 Internal Audit.

Air Squared is in our Re-certification year and would like "fresh eyes" to audit our QMS.

Air Squared have worked with several ISO "consultants".

Now Air Squared would like to develop a relationship with a local auditor,

perhaps a retired person looking for limited part time work, or special project.

To learn more contact via email: [Carl McKinley](mailto:Carl.McKinley@denverpublicschools.org)

Or Phone: 303-466-2669

*** [Denver Public Schools](#), Denver, CO: Continuous Improvement Manager ***
Job Description

- The Continuous Improvement (CI) team was created in 2009 and its main goal is to lead development of continuous improvement expertise in district staff and support implementation of district-wide projects. Currently we support 12 academic and operations departments with 100 active employees in training and implementing projects.
- The CI team utilizes Continuous Improvement methodologies to reduce administrative and operational costs, and improve services to schools, parents and students. Most of our efforts are Lean projects with few Lean Six Sigma and Six Sigma projects. The CI team had the opportunity to lean out historical costs, streamline operations and provide better services. The Continuous Improvement Team is 100% aligned with The Denver Plan resulting in better overall customer satisfaction for DPS' students, parents, faculty and employees. Our approach is to mentor employees in three levels of Continuous improvement training, including
lean practitioners, green and black Lean Six Sigma belts. The CI team increases awareness about benefits to DPS and to individuals, supports project definition, and shares best practices with other Performance Management initiatives within the district.
- The current departments that are working with the Continuous Improvement team includes: Academic Elementary, Secondary, Office of the Chief Academic Officer, Academics Early Education, Academics Extended Learning, Financial Services (Budget, Purchasing, Grant Management, Federal Programs, Student Submissions, Student Data Quality Management, Account Payables, Payroll), Office of Choice and Enrollment Services, Human Resources, Department of Technology, Transportation, Enterprise Management (Food and Nutrition Services, Warehouse and Distribution, Fixed Assets and Mail Delivery), Facilities (Construction Services, Grounds, Maintenance, Operations), and Planning and Analysis.

To learn more visit: [Continuous Improvement Manager](#)

Also see Linked-in: [Guillermo \(Gil\) Echeverria](#), Continuous Improvement, Denver Public Schools



Message from the Chair

By: Jeanne Brown

A New Year, New Application Cycle, and New Board Members

RMPEX Newsletter

Q1 - 2013

In This Issue

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

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.

Immediately following the 2013 Strategic Planning Workshop on October 27, 2012, Jim Walker, RMPEX Award Program Facilitator, formed and led a Strategy Committee made up of Adam Cohen, Vikki Fosjord, and Pete Reicks to evaluate the application and examination cycle timing and consider changes. This decision was required before the other 3 strategy committees could begin their work as it set in place a foundation from which to plan and improve. The team recommended and the Board of Directors approved changing the cycle to the fall time frame. This change allows 22 weeks between the time an applicant is named a Peak recipient and the submission deadline for a Baldrige application. It also provides more summer time for examiners as training will not occur until August, although examination delays may result in site visits after Thanksgiving.

Other exciting news is the addition of two new Board members. Suzy Gutierrez and Doug Gilbert were interviewed and accepted onto the Board during the January 23, 2013 Quarterly Board of Directors meeting. Suzy a certified Professional in Human Resources and is pursuing a Masters Degree in Healthcare Industry Leadership. She is currently leading the RMPEX Examiner Recruiting Strategy Committee. Doug is Dean of the School of Organizational Leadership for the University of the Rockies. He is a member of the RMPEX Training Optimization Strategy Committee. We are excited about the experience and knowledge these new members bring to our leadership team.

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

Respectfully,

Board Chair: Jeanne Brown

Executive Director: Kim Griffiths

Award Program Facilitator: Jim Walker

Upcoming Events

Intent to Apply Deadline

July 1, 2013

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 Schidle, 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...](#)

Volunteer Opportunities

Website Support

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



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." (Dejavù 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.](#)



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.](#)