



# A NEWSLETTER FROM JACKSONVILLE-NORTHEAST FLORIDA

## SECTION 1506 AMERICAN SOCIETY FOR QUALITY

### Program & Education Info Section 1506

#### Back to Basics

##### Process Capability Measurements

Before you take offense when someone tells you "up your Ppk", you need to attend January's Back to Basics 15-minute tutorial on Process Capability Measurements. Come learn the difference between process capability and process performance. Come learn about the origin of Motorola's Six Sigma approach to improve capability. Come learn strategies to improve the capability index numbers. See you there.

Ron Sedlock  
Education Chair

#### January

Date: January 20th  
Time: 5:30 – 8:30 PM  
Cost: \$15

Location: Holiday Inn,  
Baymeadows

Mr. Grant Short, a Jacksonville section member, current Certified Quality Technician Chair, Scholarship Chair for the Inspection Division for ASQ, and a past Chair of the Fort Worth, TX ASQ Section, will speak to us about the ASQ Certification Exam Development Process.

#### Mark your 2005 Calendar

- February 17, 2005  
Jim Triller on ISO 9001
- March 17, 2005  
UNF Professor Peter Wludyka on Analysis of Means
- April 21, 2005  
Development of Quality Culture in an organization
- May 19, 2005  
TBD

For ALL reservations call Jeff Lackey at (904) 443-3981 or email [jlackey@visus.ini.com](mailto:jlackey@visus.ini.com) If you require special diet, please let us know.

### Reading About A Famous Statistician by Jeff Lackey

As we journey into the world of statistics, sooner or later all of us learn about one of the more famous statisticians, Sir Ronald Aylmer Fisher, 1890-1962. His groundbreaking contributions to statistical research in the early part of the 20<sup>th</sup> century are phenomenal to say the least.

In a recent newsletter from the American Statistical Association, a website link was included that I found most interesting. The site was created by the University of Adelaide with the objective to make Fisher's published and unpublished work more accessible, and to increase awareness of his scientific contributions. A few minutes exploring this site will convince you of Fisher's transformational influence on the statistical community in the '20s and '30s, and why many of his contemporaries treated him with such honor. The thirty-page biography included on the website is fascinating. It highlights his scientific accomplishments as

well as a person with many foibles and personality quirks. In addition, many of his papers and letters are included on the website, and you could spend many hours wandering through these. The letters to some of his contemporaries are intriguing, especially Karl Pearson because of the bad blood between them.

So I encourage you to check out the following website to learn more about one of the early statistical giants:

<http://www.library.adelaide.edu.au/digitised/fisher/index.html>

And if nothing else, you can suggest this website as a source for a potential term paper topic to a budding statistician, mathematician or historian.



### From the Section Chair Dan Ratliff

2004 is now in the history books, and 2005 is but an opportunity. I hope 2004 was rewarding and fulfilling in every way for you. I would like to thank Mr. John Pieno, Chairman of the Florida Sterling Council, for speaking to the section on December 9<sup>th</sup> and closing out the year for us on a strong note. The Sterling Council is there to help Florida's business community on the path to performance excellence. I strongly recommend that you consider attending the 13<sup>th</sup> Annual Florida Sterling Conference in Orlando next May for their "Focus on Grande Performance" and visit their website ([www.floridasterling.com](http://www.floridasterling.com)).

**New Section Members:** Welcome aboard to all the new members of the Jacksonville section!

Stephen R. Correll	Joanne H. Dillon
Deborah L. Elmore	Andrew T. Neal
Richard A. Phillips	Timothy H Queen
Allen P. Telmanowski	Chip Caldwell
William C. Voss	Jeffrey M. Bryan

**Upcoming ASQ Certification Exams:** In the next 6 months regularly scheduled cycle of ASQ Certification Exams are scheduled March 5, 2005 and June 4, 2005 (check page 3 for certification More details are forth coming from Ron Sedlock, our Education Chair, but the basic plan is that we will be offering two four-day classes in preparation for the exams. On alternating Saturdays, Ron Sedlock will conduct a review of the CQA and CQE Bodies of Knowledge, covering specific testable material. A total of 24 hours of instruction will be provided. The cost of each course is \$350. Deadline for signing up for these classes is March 30, 2005. If these classes are well-received, the

number and frequency of the classes may be increased. If you are planning on taking this exam, you might want to strongly consider attending these classes. The cost of the class is partially subsidized by the Section. Paying for this kind of instruction elsewhere would cost significantly more.

#### 17th Annual Quality Management Conference: "Helping You Impact The Future"

The future is rushing toward us. The 17<sup>th</sup> Quality Management Conference will provide you with "ready-now" tools and strategies to help you lead your organization into the fast approaching future. This year the Quality Management Division has partnered with the Human Development & Leadership and Healthcare Divisions to further expand your learning opportunities. The conference is scheduled for the Rosen Centre Hotel in Orlando on February 24-25, 2005, with courses offered February 21-23 and February 26-27. More information is available at [www.asq.org/gm/conferences](http://www.asq.org/gm/conferences).

Please join us on January 20<sup>th</sup>, 2005!

#### Important Information

For re-certification, send your document to the Recertification Chair

Elwood A. Nelson new address:

145 Moses Creek Blvd.  
St. Augustine, FL 32086  
Tel./Fax 904-797-6102

#### January 2005 In this Issue:

- From the Section Chair
- Program and Education
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#### Section 1506 Officeholders:

- Chairperson**  
Dan Ratliff
- Vice Chairperson**  
Brad Lovik
- Secretary**  
Joyce Holland
- Treasurer**  
Jose Ochoa
- Newsletter Editor**  
Amna Stili

For electronic reprints of past issues visit our newly re-designed section website at [www.asq1506.org](http://www.asq1506.org)



## Conferences and Seminars

### ASQ/QUALITY MANAGEMENT DIVISION PROUDLY PRESENTS 17th ANNUAL QUALITY MANAGEMENT CONFERENCE **HELPING YOU IMPACT THE FUTURE**

**Conference:** February 24 – 25, 2005  
**Courses:** February 21 – 23 and February 26 – 27  
Rosen Centre Hotel, Orlando, Florida

*The future is rushing toward us. The 17th Annual Quality Management Conference will provide you – with "READY-NOW" tools and strategies to help you lead your organization into the fast approaching future.*



**Joel A. Barker**, *The Paradigm Man*  
Independent Scholar & Futurist

**Sr. Mary Jean Ryan**, FSM, *President/CEO, SSM Health Care*  
2002 Baldrige Award Winner



**Ken Case**, *Oklahoma State University*  
Chairman and Past President of ASQ

**Perry Minnis**, *Alcoa*  
Director Ethics, Compliance & Advisory Services

#### A Special Welcome to the ASQ Human Development & Leadership and Healthcare Divisions

The Quality Management Division is proud to partner with the Human Development & Leadership and Healthcare Divisions to further expand your learning opportunities.

**For Information & Registration** visit [www.asq.org/qm/conferences](http://www.asq.org/qm/conferences) or call ASQ at 1-800-248-1946.

#### Spectacular Evening Event Thursday, February 24

**GUIDED TOUR OF KENNEDY SPACE CENTER & NETWORKING DINNER WITH  
UNITED SPACE ALLIANCE NATIONAL MANAGEMENT ASSOCIATION**



ASQ/QMD 50th Anniversary Recognition  
**Speaker:** Michael J. McCulley  
*President/CEO United Space Alliance  
Former NASA Astronaut & Shuttle Pilot*

SPECIAL PURCHASE TICKET REQUIRED. See [www.asq.org/qm/conferences](http://www.asq.org/qm/conferences) for details.

# How Would **YOU** Like to:

- ✓ Reduce costs by 60%?
- ✓ Achieve 100% customer retention?
- ✓ Maintain "A school" status?
- ✓ Achieve 99% customer satisfaction?

## Ask our 2004 Governor's Sterling Award Recipients



Find out more at  
[www.floridasterling.com](http://www.floridasterling.com)  
or call 850-922-5316.

## Newsletter Distribution by Dan Ratliff

**Last hard copy newsletter!** Not quite so fast... Last month I stated that the December 2004 newsletter would be the last hard copy newsletter from the Section. Well, if you are reading this because you received it in the mail, you will realize that something has changed. While more than half the section does receive the newsletter via email, a sizable percentage still desires a hardcopy version. However, the printing and mailing of the newsletter remains one of our largest single recurring expenses. The Board felt that it would not serve the best interests of the Section to completely eliminate distribution of the newsletter to those who do not receive it via email. So starting with this issue of the newsletter, hard copy versions will be mailed out quarterly, while electronic versions will be sent out monthly as always. The current newsletter will always be available on the Section website, too.

It is these kinds of cost savings that permit us to fund activities like the Jeff Lackey Quality Scholarship. So, I still want to encourage those that receive the hardcopy version to consider accepting this newsletter via email. Please log into [www.asq.org](http://www.asq.org) and click on "Change Address," update your email address and be sure to select the option for "Sections: I would like to receive e-mails from my Section(s) about upcoming events, newsletters, and other Section business."

## ASQ CERTIFICATIONS

### Upcoming Exams

March 5, 2005 these exams will be given:

- Mechanical Inspector (CMI)
- Quality Auditor - Biomedical (CQA – Biomedical)
- Quality Manager (CQM)
- Quality Technician (CQT)
- Reliability Engineer (CRE)
- Six Sigma Black Belt (SSBB)
- Hazard Analysis and Critical Control Point Auditor (HACCP Auditor).

**Application deadline for these exams is January 7, 2005.**

June 4, 2005 the exams offered that day include:

- Calibration Technician (CCT)
- Quality Auditor (CQA)
- Quality Engineer (CQE)
- Quality Improvement Associate (CQIA)
- Software Quality Engineer (CSQE)

**Application deadline for these exams is April 1, 2005.**

And that's no laughing matter...

If anyone would like to volunteer to proctor for the certification exams on 3/5/05 or 6/4/05, please contact Mary Jon Peterson at [certification\\_chair@asq1506.org](mailto:certification_chair@asq1506.org) or 904-987-6405.



### Congratulations!!

The following people recently passed ASQ certification exams administered by the Jacksonville Section:

#### Certified Mechanical Inspector

- Patrick E. Sims

#### Certified Quality Technician

- Adam J. Weston

#### Certified Six Sigma Black Belt

- Royce Colvin

#### Certified Calibration Technician

- David Wayne Hubble
- Ivan Pernar

#### Certified Quality Auditor

- Mark T. Fielder
- Maria L. Dees
- Richard Wayne Wilcox
- Joanne B. Farrell

#### Certified Quality Engineer

- J. Richard Horne
- Sheri L. Meredith
- Michael K. McFarland

#### Certified Software Quality Engineer

- William C. Etheredge
- Collin J. Yurewitch
- Mark C. Carley
- Thomas P. Ackermann
- Kathleen M. Campbell-Hervas

#### Certified Quality Improvement Associate

- Sharon R. Tyson
- Robert Jonathan Zopp
- Jose C. Rutaquio, Jr.
- Kevin Sawyer
- Cheryl D. Waters
- Kimberly Maria Blackshear-Reid
- Laura Hallett
- Sandra E. Budd
- John P. Burns
- Keywa Ebron-Walker
- Carolyn Gray
- Gwendolyn Littleton
- Susan Evatte
- Echelon C. Tremble



## Conferences and Seminars (Continue)

**You Can't Afford Hit or Miss Management Strategies.**

Concerned about your bottom line? Wondering how you can improve performance, serve clients better, or just do a better job?

**The Florida Starling Council is your answer.**

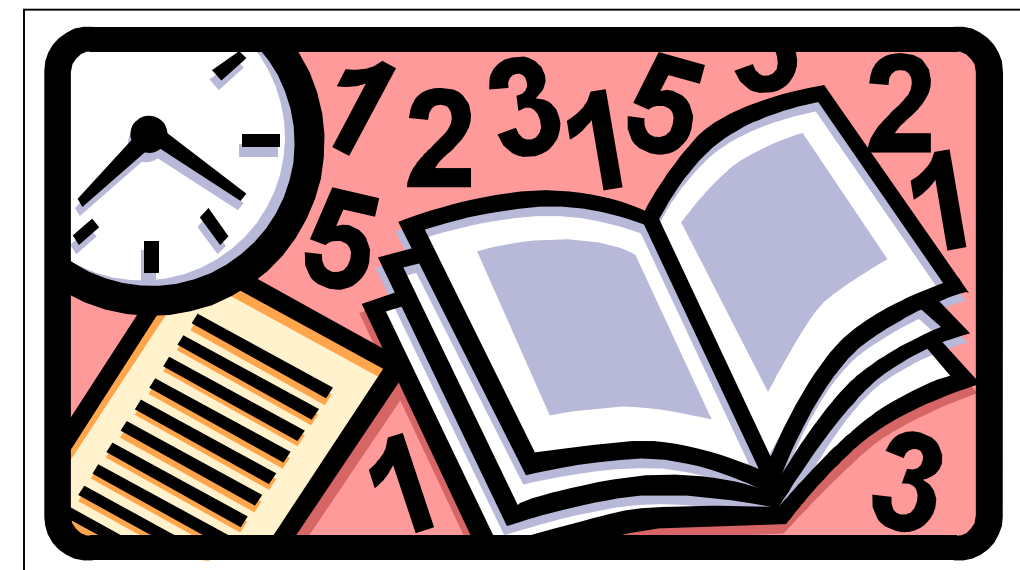
To take an in-depth look at your entire organization, you only need to know 3 things:

- **Starling** – an online assessment to help you identify a problem – a full assessment and
- **Starling's Online Audit** – the fastest, best & flexible assessment tool for performance excellence

Find out more at [www.floridastarling.com](http://www.floridastarling.com) or call 850-482-5276.

If all cases together at the Starling Conference... come for part of the ultimate Florida experience in Orlando on May 11-12-13, 2005.

*Excellence nourishes the soul.*  
– Leonard L. Berry



## New Year Quality Courses in Florida

### The Quality Catalyst present: The Quality Professional Series

Finally, a comprehensive series for the quality professional. Whether you are new to quality or a seasoned veteran you will learn how to develop, improve and maintain an effective quality management system. From the quality principles to the proven techniques, this series has it all. You will learn what works and what doesn't. You can take each course individually or all three for a complete education of the quality profession.

The series consists of the following three courses:

<b>The Effective Quality Management System</b>	Jan 17-18 Feb 1-2 Feb 21-22	Jacksonville Bradenton Orlando
<b>Understanding Six Sigma Statistics</b>	Jan 19 Feb 3 Feb 23	Jacksonville Bradenton Orlando
<b>Auditing the Process-Based Quality System</b>	Jan 20 Feb 4 Feb 24	Jacksonville Bradenton Orlando

For more information or a flyer contact [ronsedlock@thequalitycatalyst.com](mailto:ronsedlock@thequalitycatalyst.com)

Visit our website [www.thequalitycatalyst.com](http://www.thequalitycatalyst.com)

A fool can learn from his own experience; the wise learn from the experience of others.  
– Democritus

## Scholarship Program by Dan Ratliff

The Jacksonville Section is excited and proud to announce the establishment of the Jeff Lackey Quality Scholarship Program. This scholarship is named in honor of Jeff Lackey, who is largely responsible for the success of this section, revitalizing it from near nonexistence and disestablishment just a few short years ago, to its current healthy state. Section 1506 has since been recognized nationally with the 2003-2004 Total Quality Award from ASQ, and we are well along the path to the 2004-2005 award, as well. Jeff was recently named an ASQ Fellow, and it is our hope that he is elected as the Regional Director for our Region in 2005. All of us in the section owe a debt of gratitude to Jeff for his leadership and continuing tireless efforts on the behalf of the section. (When we proposed this scholarship award, Jeff was obviously touched, but he did have one request: that

we not name it the Jeff Lackey Memorial Scholarship. We agreed to that request, for now...)

The scholarship is an award of \$1,000 to be used in a course of study in any undergraduate or graduate degree program at an accredited college or university. Its purpose is to:

- promote education in Quality
- encourage consideration of the Quality profession as a career
- apply quality principles/ concepts to the chosen field of study

The Scholarship is mostly open to ASQ Section members and family. A limited number of other applicants will be accepted, as well. Specific details and the application form are on the section website ([www.asq1506.org](http://www.asq1506.org)). This Scholarship will be awarded in time for the traditional 2005-2006 academic year.

### CULTURE OF QUALITY

No institution can possibly survive if it needs geniuses or supermen to manage it. It must be organized in such a way as to be able to get along under a leadership composed of average human beings.

– Peter Drucker

High quality means pleasing customers, not just protecting them from annoyance.

– David Garvin

## ASQ SECTION 1506

Jacksonville Northeast Florida



# ASQ

AMERICAN SOCIETY  
FOR QUALITY™