



A NEWSLETTER FROM JACKSONVILLE NORTH-EAST FLORIDA

SECTION 1506 AMERICAN SOCIETY FOR QUALITY

December Issue:

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Newsletter

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November Meeting

The turtle and octopus made a special appearance at the November meeting, as Ron Sedlock gave an informative presentation on process-based auditing. The presentation centered on how to take auditing beyond the routine approach of checking practices against procedures. The process-based approach to auditing also evaluates how effective the current procedures are and how the process fits into the grand scheme of things. Tools such as the turtle diagram and octopus diagram help to evaluate the process more completely.

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Section 1506 Among the 104 ASQ Sections Awarded the Total Quality Award for 2004-05

Through the hard work of the 2004-05 board and the help of every section member, Section 1506 has been awarded the Total Quality Award for its section management process (SMP). The Section Management Process (SMP) is a section management model that has been developed to assist sections in their planning and implementation of services and programs that will meet the needs of current and future members.

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Ron Sedlock presents a token of appreciation to Jeff Lackey

Letter from the Chair, Ron Sedlock, on December Meeting

On December 8 we held our section meeting at a new time and new location. We met for lunch at the University of North Florida University Center. Jeff Lackey, our Regional Director, presented very useful tips on how to improve your quality career.

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Upcoming Meeting - January 19th

All are invited to attend the Section 1506 meeting on January 19th at 5:30PM. The meeting will be held at the Holiday Inn at 9150 Baymeadows Rd, Jacksonville, FL. The guest speaker, Grace Duffy shall give an informative presentation on the cost of quality.

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January Meeting Cont.

Cost of Quality

Poor quality adds to the regular cost of doing business. The more obvious costs of poor quality are associated with waste, rework and reduced customer satisfaction. These costs can be considerable, and their existence alone often justifies a large improvement effort. Direct service and production costs are only one part of the total cost incurred by poor quality, however. Not so obvious costs can be equally substantial, if not more important. A seldom discussed dimension of quality costs are associated with the involvement of management. As leaders within the organization, managers become involved in two major ways when errors occur; one, in firefighting or problem solving and, two, in long term improvement to eliminate the defects permanently. The involvement of management is significantly more qualitative than traditional Cost of Quality considerations. Join the Jacksonville Section in a closer look at the often hidden costs of managerial transactions associated with quality problems.



Grace Duffy

Our speaker, Grace Duffy, has been an active member of the American Society for Quality (ASQ) for 12 years and teaches Quality Cost Principles for ASQ Learning Offerings. She is past-Chair of the Quality Management Division, which is the home of the ASQ Quality Costs Committee. She now serves as Vice President, and Chair of the Summit Outcomes Activity Results project office for ASQ.

November Meeting Cont.

The presentation was full of great tidbits of information for the quality professional at just about any level. A special thanks to Ron for an excellent presentation. Attendees of the meeting also enjoyed good food, great company, and a fun prize giveaway.

Happy Holidays!!!



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Letter from the Chair Cont.

We learned from Jeff what reviewers look for in a resume. We learned how the tools of quality can be used in advancing your career. Try using a SIPOC, Affinity Diagram, or Process Decision Program Chart on the process of “you”.

We also learned that if you filled out the meeting evaluation you could win valuable prizes. Sorry if you missed the meeting. We had fun. Hopefully you can make the next one.



Jeff presents at the December meeting

Merry Christmas and Happy Holidays!

Ron Sedlock
Chairperson

Total Quality Award Cont.

Total Quality is one the highest levels of achievement in SMP for the 2004-05 fiscal year. Sections that reached Total Quality proved their dedication and commitment by developing a business plan that provides valuable, quality programs and services to their members and achieving at least 75 percent of these set objectives.

The board is working very hard this year to build on the past success of the section to bring value to our members. The 2005-06 business plan has been submitted and we are working very hard to follow through with the plan.

For all reservations please contact:

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904-296-3007 or

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352-473-6095.

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

