

# The Quality Charter

*It's Back!*



**ASQ**<sup>®</sup>

The Global Voice of Quality™

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## Meet the ASQ 2010-11 Board



Peg Blomme,  
Chair

Blomme Quality  
Consultants

Provide leadership, direction and growth to Jacksonville - Northeast Florida ASQ Section. Serve as the section's liaison with the regional director and headquarters.



Marcel Babik,  
Treasurer

AGC Flat Glass North  
America

Maintain the financial records of the Section. Communicates the financial condition of the Section at Executive Committee meetings. Creates and monitors the Section budget.



Herb Schubert  
Secretary

CSX

Document section business and maintain section records pertaining to the overall management of the section

## Message from the ASQ Chair, Peg Blomme

It's a brand new year! Twenty-eleven! How many of you are still writing 2010 on your personal checks? I know I am. And how are those resolutions going? I know you all are still on track. Section 1506 is back from the holidays and starting off on the right foot. We're looking forward to a wonderful year of programs and events to meet the needs of our members. To that end, we asked for input from the membership last fall in a Meeting Preference Survey. While only about 15% of the membership responded, we are taking action on several clear indicators revealed in the survey.

You overwhelmingly responded that you'd like Section meetings to be held once a month, on a weekday evening (preferably Thursday) and that you'd be more likely to attend if the meeting included a meal. This has been how Section meetings have been held in the recent past, so we will continue in this manner. Additionally, you responded that you would like to hear a report (a SHORT report or update) about Section events and SHORT reports from select board members. We will be sure to add those to the meeting agenda. We will continue to have meetings on the south side of Jacksonville which appears to be close to where most of you live or work. I know many of you are approaching the time for your recertification and remind you that you receive 0.3 RUs for each meeting you attend. Additionally, we have some volunteer opportunities available where you can earn even more recertification units.

The board and I are happy to be serving the Section membership and we hope you will contact us with any questions or suggestions you may have. Please let us know how we can be more responsive to your needs as a member of ASQ. You can find a list of the board members, their position, bio and e-mail address on our web site [www.asq1506.org](http://www.asq1506.org).

I look forward to meeting you at our next meeting!

## Meet the 2010-11 Board



David Foxx  
Nominating Chair

Deloitte, LLP

Responsible for planning and implementing nomination activities of the section.



Ray Kitchens  
Certification Chair

BAE Systems

Coordinates and manages the Section's activities related to ASQ's certification

*Preparing for Certification Exams? Need Help? Contact the Education Chair  
[education\\_chair@asq1506.org](mailto:education_chair@asq1506.org)*

## Meet the 2010-11 Board



Barton Bott  
Recertification Chair

Velocity Group, Inc.

Coordinates and manages the Section's activities related to ASQ's recertification program. Helps section membership with their recertification efforts



Leo Kreisel  
Arrangements Chair

CSX

Oversees arrangements for all regular meetings of the Section and other special programs and conferences as assigned by the Section Executive Committee or other committee chairs

***Want to see more details about the new board? Check out Board Bios at [asq1506.org](http://asq1506.org)***

# Statistics vs. Six Sigma: Who's on 1st?

*By Dave Schussler, Ph.D., an ASQ member*

Statistics and Six Sigma certainly seem to go together. When we think of Six Sigma, Minitab® or a statistics book will be one of the first images to appear in our mind. One could be left with the impression that Six Sigma is all about statistics. There is a tradition of including a great deal of statistics in Six Sigma training. The bulk of most Six Sigma training deals with statistics. It is an appealing argument that if we want to analyze process problems we need to know how to handle data. However, most Six Sigma practitioners would agree that statistics is not even close to the most important part of the Six Sigma process. Defining the problem, identifying the root cause, influencing leaders far outweigh the statistics part of the problem.

I have observed in my own training classes that a significant fraction of Six Sigma students do not really grasp the statistics beyond the simplest tools and concepts. The time spent for those students is a waste to the organization and a frustration to the students. I also observe that many students are successful practitioners even with a mastery of statistics. They use what tools they can (tables, graphs) or get help from the few who have learned the tools.

Most Six Sigma training follows the same traditional, a statistics-heavy curriculum which has changed little over the last 15 years. The Six Sigma program as a whole has been effective, but it is not clear that the statistics-laden training has been a significant contributor to its effectiveness. I cannot point to any project over my 11 years as an MBB which was not successful because of a problem or barrier with the statistics.

I have recently received feedback from business colleagues, saying, "We need more emphasis on the simple statistical tools." I think they have a point. I can



envision training to three levels of expertise within a Six Sigma organization.

It would include:

- Gathering data and constructing a data sheet.
- Learn and practice a few simple concepts well, for example, metrics, variation, normal distribution, confidence interval.
- Use graphics, for example, histogram (or Minitab® Graphical Summary), time series chart or I-chart, Pareto chart.
- Perhaps the most useful skill to learn is how to formulate the question one is asking. The expert is usually only a phone call away. A well-formed question can often be answered quickly.

This level would apply to most practitioners. Spending more time to gain some real understanding of these simple tools and concepts would yield a greater benefit than a lighter survey of a more ambitious curriculum. The second level would include more advanced tools, like hypothesis tests, control charts, Gage R&R and sample size. And the third level might include ANOVA, regression and experimental design.

*Dave is a Master Black Belt at Blue-Cross and BlueShield of Florida and is a member of ASQ Section 1506.*



## Community 1506: Clara White Mission & BFA Art Series

During the last quarter of 2010, ASQ continued to expand on its volunteer opportunities. Setting the stage for our continued commitment to: Be an active, dynamic Section within the National ASQ structure.

### Clara White Mission Project

The Clara White Mission is a community center, stimulating economic development through educational programs, daily feedings, advancement and more. "The Clara White Mission offers more than meals for the hungry and shelter for the homeless... Our goal is to restore those in need to meaningful, dignified lives in the community"\*

ASQ was able to provide assistance to the CWM mission from a quality perspective via a Kitchen Improvement Project using 5S methodologies as well as improving upon their IT environment. By enhancing these processes, the mission will be able to consistently provide a quality output to the community. More detail information about the impact of ASQ work with the Clara White Mission to come. Keep reading!

\*[www.clarawhitemission.org](http://www.clarawhitemission.org)

### BFA Art Series— December 2010

Volunteers on behalf of ASQ participated in greeting the community at the Beaches Fine Arts Series concert featuring the Chris Norman Ensemble held at St. Paul's by the Sea Episcopal Church, Jacksonville Beach.

## New Feature: Member Spotlight ...



As you know the ASQ section 1506 is committed to providing opportunities for quality professionals to improve their awareness and understanding of quality improvement tools.

Each newsletter issue, we will begin putting the 'spotlight' on a member or even two. Because we know that many of our members are also committed to contribute to quality in their everyday work lives in the Jacksonville area, we would like to get to know you!

Featured members will be selected randomly from the ASQ 1506 meeting attendance roster. So, come to a member meeting and gain a chance to let us and your fellow ASQ members know how you help influence the global com-

*This could be you!*

munity of quality.

For more questions about this feature, please contact the Communications/ Newsletter Editor. Member Spotlight features will begin in the next issue.

### Meet the 2010-11 Board



Jane Wahl  
Membership  
Chair

State Farm Insurance Companies

Responsible for section recruitment and retention efforts.



Dario Tubalado  
Internet Liaison

Northrup Grumman

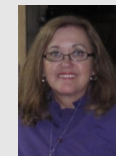
Maintain the ASQ Section 1506 website



Bruce Newman  
Program Chair

Safariland

Responsible for planning and implementing programs and activities of the section



Deborah Baker  
VOC Chair

First Coast Service Options, Inc.

Responsible for planning and implementing programs and activities of the section related to Voice of the Customer



Fretzie Linatoc  
Education Chair

Sunlight Medical

Plans and implements educational programs for the Section such as conferences and/or special seminars



Clara Edwards  
Auditing Chair

Bank of America

Coordinates and manages the auditing function based on ASQ's Section requirements.

# ASQ Mixer Starts the New Year Right

## Meet the 2010-11 Board



Ron Barbetti  
Placement Chair

Soft

Responsible for planning and implementing programs and activities of the section related to placement



Tom Rodgers  
Publicity Chair

Medtronic

Ensure that section

meetings and programs are publicized through a variety of media outlets reaching the membership and local community



Mark Fiedler  
Examining Chair

Deputy Regional Director for the ASQ Region 15A

Coordinate and oversee any ASQ Student Branch by serving as the liaison between the sponsoring section and the branch



Ava Allen

Communications Chair/  
Newsletter Editor

BlueCross and BlueShield of Florida

Designs, writes, and/or compiles information for section newsletter.



Steve Clapp  
2009-2010 Past Chair

Ally Financial

***Want to see more details about the new board? Check out Board Bios at [asq1506.org](http://asq1506.org)***

Thursday, September 23rd, our section hosted our 2010-2011 kick-off event, a Speed Network Mixer, at the Bar & Patio at Hotel Indigo! Several members attended to share in a chance to meet other process improvement professionals, interact, share ideas, and learn

where quality is the news of the day in Jacksonville. We had a great time meeting other fellow ASQ members. Thanks to all for coming out and showing your support!



ASQ Board Member Featured:

## CSX Sponsors Regional Judging for International Quality Society

Released: November 15, 2010

### Experience enhances the company's reputation in international quality competition.

This year CSX was a sponsor of the judging for the American Society for Quality's (ASQ) International Team Excellence Award (ITEA) for the first time ever. As a member of the ASQ and having placed in the top tier of finalists in international quality competition in the last four years, CSX is an active champion of quality in the workplace.

CSX's headquarters served as one of the ITEA judging sites on Nov. 4 and 5. Members of the Process Excellence team served as hosts and trainers for the 22 visiting judges from eight U.S. states and one from Singapore. Both **Herb Schubert** and Bill LeGant, directors-Process Improvement, were team leaders for the two-day session and judge themselves. JP Morgan/Chase was a partner in training and also among the judges.

"The judges are highly qualified professionals, many of them Six Sigma Black Belts, Master Black Belts or other process excellence experts, and two were physicians," said Schubert. "On day one, Bill and I led practice sessions to help the judges calibrate their scoring of the competitors' projects," said Schubert. "On day two, each case was read in turn and the scoring was actually performed."

The judges represented companies such as Coca Cola, American Red Cross, Boeing, Siemens, Rheem Manufacturing, National University of Singapore, and NextEra Energy Resources, among others.

### Major International Companies in Competition

Over the past several years, 29 countries from around the world have participated in the team competition. At the CSX sessions, the six competitors presented projects that embodied team excellence using Six Sigma, Lean or other project management techniques to solve particularly complex problems. Three were U.S. companies (Ford, 3M and Humana), one a sugar processor from Columbia, another a Mexican automotive parts manufacturer, and another a metal fabricator from India. Jacksonville is just one of the judging sites; between October and December of this year, about 80 projects are being judged at 10 locations across the country.

"We were asked to host and lead these sessions this year," said Schubert. "It's really a credit to CSX that the ASQ considers the company as a quality leader capable of participating as competitor and judge over the past several years." In the last two years, CSX came in third in international competition for a fuel conservation project and in the top 15 for other submissions.

## Recent ASQ Certifications: Congratulations Members!

### October 2010

CQM-OE - Denise L. Paone, Tom J. Rodgers

Biomedical Auditor - Daniel L. Feller  
CQI - William R. Carney, Jason O. Floyd  
CSSBB - Vincent Davis

Did we miss you? Let us know.

Good luck to all those getting certified this year! Don't forget to stop by our site for educational opportunities.

### December 2010

CSSGB - Arif Imam  
CQIA - William R. Carney  
GMP Professional - Daniel L. Slack

{ Ask ASQ? }

Got an industry question? Don't know how to solve it or the best practice? Let us help you.

Send an email to the Communications or Education Chair

Responses will be posted in the next issue

*Want to read more about ASQ 1506? Take a moment to visit [www.asq1506.org](http://www.asq1506.org).*



ASQ 1506 Jacksonville Section

Have a suggestion for an article? Would you like to provide feedback? Please feel free to contact us at [newsletter\\_editor@asq1506.org](mailto:newsletter_editor@asq1506.org)

The newsletter will also be available on-line.

## Upcoming Events: Don't Miss Out!

- It's time for the first meeting of 2011! Please join us on Thursday, February 17, for dinner and a dynamic presentation by Jeff Lackey, asking the question, "How's the Quality of Your Health Process?"
- 23rd Annual Quality Management Division Conference 17-Mar-11 08:00 to 18-Mar-11 05:00. Orlando, Florida
- The next round of certification exams will be held on Saturday, March 5th, 2011, scheduled at BAE Systems, 13386 International Parkway, Jacksonville, Florida 32218 (Exams will begin at 8:00 a.m.!!! Please try to arrive by 7:30 so we can check everyone in. )
- Saturday, March 19, 2011, Orlando, FL as part of the Quality Management Conference, Exams begin at 8:00 AM (The application deadline was February 4, 2011)
- More events available on [www.asq1506.org](http://www.asq1506.org)

