



<http://ASQLV.org>

## May Section Meeting

Wednesday, May 7, 2003 at 6:00 PM

**Location:** Olive Garden  
1545 E. Flamingo Rd.  
Las Vegas, NV 89109

**Cost:** Order from the regular menu at attendee's expense.

**Menu:** Regular Olive Garden Menu.

**RSVP REQUESTED by May 6, 2003**

**To:** [Treasurer@ASQLV.org](mailto:Treasurer@ASQLV.org) or [Secretary@ASQLV.org](mailto:Secretary@ASQLV.org)

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### **Guest Speaker:**

Ms. Maria Swapp

KC Publications

Topic: Discussion on how KC Publications publishes product at many locations with very consistent results.

KC Publications, Inc. was founded by KC DenDooven in the early 1960s. He started the company in Flagstaff Arizona, and then moved it to Las Vegas. KC Publications has been in business for over 40 years and primarily publishes books on the National Parks and Monuments around the United States.

Ms. Maria Swapp lives in Las Vegas and is originally from England. She has worked for KC Publications for six years and is now the administrative assistant to KC DenDooven.

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### **Meeting Agenda:**

6:00 PM – Meet and greet!

TBD – Section status overview

TBD – Vote on slate of officers

TBD – Dinner

After dinner – Guest speaker

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## **IMPORTANT NEWS**

- **The new ASQLV Section 705 website has been working well. Check it out today at <http://asqlv.org>.** Establish your member login at the "asqlv.org Login" block on the lower left portion of the home page!
- A new ASQLV member email reflector is now operating too. Go to [http://asqlv.org/mailman/listinfo/members\\_asqlv.org](http://asqlv.org/mailman/listinfo/members_asqlv.org) to sign up!

Use the email reflector by sending email to [members@ASQLV.org](mailto:members@ASQLV.org). The email reflector is extremely useful to simply and quickly pass information to or ask for input from colleagues.

Use the website Announcement and Forum capabilities when information is desired to be visible for a fixed period of time, or when a professional discussion topic, with many points of view, should remain visible for all to gain knowledge and add their contribution.

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## **IS YOUR DATA CORRECT?**

Have you checked your ASQ information lately? Many members have not listed their employer's name or their usable email address. Some members still list old mailing addresses. Please check your data to validate it is correct, go to ASQ Central ([www.asq.org](http://www.asq.org)) to ensure your information is up to date.

We care about this data because we use it to decide on meeting locations, topics, and to stay in contact with you!

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## **EXECUTIVE COMMITTEE NOMINATIONS**

Each nominee is running unopposed, so elections should go quickly. The slate of officers for 2003-2004 is:

Chairperson: Matthew J. Maio  
Vice Chairman: Garabed Kassakhian, Ph.D.  
Treasurer: Barbara Ground  
Secretary: Mark McQueen

The out-going Executive Committee is recommending that the current recertification and audit program chairs be retained, if at all possible. Hopefully, Mr. Steve Mergenmeir (Recertification Chair) and Ms. Cheryl Prince (Audit Chair) will stay on.

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## **Why did I (or you) join ASQ?**

By Matthew J. Maio, CSQE

Like many of you, I received my ASQ membership renewal notice the other day. As I reviewed my membership elections, I began wondering why I joined ASQ years ago. I spent sometime reflecting on my career. Years ago, it seemed that a lot of my coworkers liked to complain about this or that, but none would do anything to make this or that better. It did not matter if this or that was another peer, a "lousy" manager, a difficult customer, a manual or automated process, a new product or an old product - there was just a lot whining going on.

That is when I began to realize that the old saying of "lead, follow, or get the He\*\* out of the way" meant a lot. I decided that I wanted to be an enabler, to facilitate change and improvement, to make things better. Then I realized I needed to learn and become more knowledgeable about a myriad of quality and process improvement topics. That is why I joined ASQ. As a byproduct of this membership, I have met many people and established some strong friendships. After these many years, I have gained knowledge, developed resources, and established mentors for myself. But perhaps most gratifying, is that I have become a resource and mentor for others.

As you read this, perhaps you will reflect on why you joined ASQ. And, if the reasons you joined are beyond "it looks good on my resume", "the boss suggested it", or just the social aspect of the organization; then perhaps you will embrace those reasons and get involved in the overall mission. Help yourself, help the organizations you work with, and help the section to grow and become a positive resource for quality and improvement in the community.

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## **ISO 9001:2000 (Friend or Foe)**

An area has been established in our website's "Forum" page to start a discussion group regarding ISO 9001:2000 and its merits.

- Is ISO an appropriate measure of an organization's quality?
- Does ISO enhance an organization's processes or is it a foundational Standard that is just a beginning?
- If an organization is ISO registered, what does that mean?
- What should an organization do about the vagueness inherent in the Standard?

Share your thoughts on the website at: <http://ASQLV.org>

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## **NEVADA GOVERNOR'S AWARDS FOR PERFORMANCE EXCELLENCE (APEX) - 2003 calendar**

- March 25, Quality Awards Workshop, Las Vegas
- April 22, Quality Awards Workshop, Carson City
- May 20, Quality Awards Workshop, Las Vegas
- May 31, Eligibility Certification Form Due
- July 15, 2003 Awards Applications Due & Examiner Applications Due, Examiners Review of Applications
- Aug (1st wk), Examiner Training, Las Vegas & Carson City, Examiner Consensus
- Sept 15, Complete Site Visits
- Sept 30, Feedback Reports Due to Judges
- Oct 15, Awards Notification to Applicants
- Nov 7, Awards Presentation
- December (TBA), Feedback Reports Due to Applicants
- December (TBA), Improvement Day

Find more information at: <http://www.nvqa.org>

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## **Important Changes in the ASQ Recertification Program**

Due to customer feedback ASQ proudly announced two newly revised areas to the recertification program! If you hold two or more ASQ certifications and wish to synchronize, it has become more simplified and customer focused. Additionally, the old 'videotapes' category of the recertification journal has now been revised to a new category called 'electronic media'.

To find out further detailed information to these two new great updates to the recertification program please visit the following web link to recertification web site:

<http://www.asq.org/cert/faq/recert.html>

(See recertification FAQ #7 and #11)

If you are in need of a recertification journal, you may either download one from the recertification web site using the following link <http://www.asq.org/cert/recert/rucredits/application.html> or call ASQ customer service and request Item B0525 at 800-248-1946, 414-272-8575, or e-mail [cs@asq.org](mailto:cs@asq.org).

Please feel free to contact the Recertification Coordinator at ASQ for further assistance [bcarr@asq.org](mailto:bcarr@asq.org) or contact the Section Recertification Chair, Steve Mergenmeier at Office: (702) 295-2433 or by email at [recert@ASQLV.org](mailto:recert@ASQLV.org).

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### **2002 – 2003 Section 705 Executive Committee Contacts**

Lance Reed, Chairman

(702) 260-3179

[Chairperson@asqlv.org](mailto:Chairperson@asqlv.org)

Barbara Ground, Treasurer

(702) 295-0229

[Treasurer@asqlv.org](mailto:Treasurer@asqlv.org)

Garabed Kassakhian, Ph.D., Vice-Chairman

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[Vicechair@asqlv.org](mailto:Vicechair@asqlv.org)

Matthew Maio, Secretary

(702) 492-2108

[Secretary@asqlv.org](mailto:Secretary@asqlv.org)

Executive Committee joint email: [Board@ASQLV.org](mailto:Board@ASQLV.org)

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## **Upcoming Section Activities:**

Thought you might like to know some of the planned activities the Section Leadership has on the plate. If you would like to help in any of these activities, please send email to [Chair@ASQLV.org](mailto:Chair@ASQLV.org) or [Secretary@ASQLV.org](mailto:Secretary@ASQLV.org).

- Membership analysis to determine
    - (1) where the membership lives and works (for meeting place selection),
    - (2) what business sectors do the members work in (for meeting and newsletter topics),
    - and (3) membership certification status (for certification and recertification preparation training).
  - Development of Section Bylaws to establish the overall constraints for the Section and to submit to ASQ.
  - Development of Section operating guidelines to provide business rules and constraints for conducting Section business.
  - Development of a strategic plan as a guide to the long-term development, growth, and direction of the Section, its guiding principles, cooperative endeavors, etc.
  - Establishment of a long-term meeting schedule with specified meeting locations. Meeting programs will be selected closer to meeting dates.
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## **Interesting and / or Useful Internet Links**

<http://ASQLV.org> - ASQ Las Vegas Section 705 website

[www.asq.org](http://www.asq.org) - ASQ website

[www.nvqa.org](http://www.nvqa.org) - Nevada Quality Alliance website

[www.mapnv.org](http://www.mapnv.org) - Nevada Manufacturing Assistance Partnership website

[www.isixsigmq.com](http://www.isixsigmq.com) - Free information for process measurement, improvement, etc.