



# E-Mail Newsletter

February 1, 2005

Volume 1, Number 2

## Section Meeting Information

*ASQLV's charter was issued on May 5, 1968*

American Society for Quality (ASQ)  
Las Vegas  
Section 0705  
P.O. Box 95342 Las Vegas, NV 89193-5342

E-mail:  
[newsletter@asqlv.org](mailto:newsletter@asqlv.org)

Phone:  
(702) 492-2159

Fax:  
(702) 361-4879

We're on the Web!  
<http://www.asqlv.org>

### **February ASQLV Section Meeting**

Ms. Connie Suckling, Southern Nevada Home Builders Association, will be speaking on the **topic** of Quality in the Nevada Home Building Industry. The meeting will begin at 6:00 PM on Wednesday February 16, 2005. If planning to attend, please RSVP to Mark McQueen at [Secretary@asqlv.org](mailto:Secretary@asqlv.org) or (702) 492-2159.

**Speaker:** Connie Suckling

**Place:** Blue Ox Tavern (5825 W. Sahara Ave., 1/4 mile East of Jones)

**Location Map:**

[http://asqlv.org/index.php?module=calendar&calendar\[view\]=event&id=6](http://asqlv.org/index.php?module=calendar&calendar[view]=event&id=6)

### **March ASQLV Section Meeting**

The meeting will begin at 6:00 PM on Wednesday March 16, 2005. If planning to attend, please RSVP to Mark McQueen at [Secretary@asqlv.org](mailto:Secretary@asqlv.org) or (702) 492-2159.

**Speaker:** TBD

**Place:** Blue Ox Tavern (5825 W. Sahara Ave., 1/4 mile East of Jones)

**Location Map:**

[http://asqlv.org/index.php?module=calendar&calendar\[view\]=event&id=7](http://asqlv.org/index.php?module=calendar&calendar[view]=event&id=7)

2004 - 2005  
Section 0705  
Officers and  
Committee  
Contacts

Executive Committee  
email:  
[Officers@asqlv.org](mailto:Officers@asqlv.org)

Chairperson  
Matthew Maio  
Office (702) 492-2108  
[Chairperson@asqlv.org](mailto:Chairperson@asqlv.org)

Vice-Chairman  
Garabed Kassakhian,  
Ph.D  
Office (702) 895-8720  
[Vicechair@asqlv.org](mailto:Vicechair@asqlv.org)

Treasurer  
Barbara Ground

## Section News

### **ASQLV Officer Election**

The selection process is now complete for ASQLV Officers for the July 2005 to June 2006 term. Please join us in thanking the individuals identified for their willingness to serve Section 0705 beginning in July 2005.

- Chairperson: Ms. Colleen Wilson-Pappa, ASQ Senior Member, CQM, CQE, & CIRM
- Vice Chairperson; Mr. Paul Carey
- Treasurer; Ms. Cindy Miller
- Secretary; Mr. Mark McQueen, ASQ Senior Member & CQA

### **Executive Committee Elect bio's:**

#### **Chairperson**

Colleen Wilson-Pappa is the Administrative Services Manager for the Clark County Department of Development Services. She holds a Master of Business Administration degree from the University of Nevada, Las Vegas and a Bachelor of Science degree in Business Administration (Finance option) from California State University, Los Angeles. Colleen has recently been designated as a Senior Member of the American Society for Quality (ASQ). She is also an ASQ Certified Quality Manager, ASQ Certified Quality Engineer, and Certified Integrated Resource Manager (CIRM). She currently serves as

Office (702) 295-0229  
[Treasurer@asqlv.org](mailto:Treasurer@asqlv.org)

Secretary  
Mark McQueen  
Office (702) 492-2159  
[Secretary@asqlv.org](mailto:Secretary@asqlv.org)

Leadership Committee  
email:  
[Leadership@asqlv.org](mailto:Leadership@asqlv.org)

Program/Social  
Committee Chair  
Mr. Carl Wright  
Office (702) 821-7807  
[Programs@asqlv.org](mailto:Programs@asqlv.org)

Membership Committee  
Chair  
Mr. David Hauck  
Office (702) 895-8728  
[Membership@asqlv.org](mailto:Membership@asqlv.org)

Marketing Committee  
Chair  
Mr. David Crowell  
Office (702) 645-6262  
[Marketing@asqlv.org](mailto:Marketing@asqlv.org)

Certification /  
Recertification  
Committee Chair  
Mr. Carl Strauss  
Office (928) 757-0425  
[Recert@asqlv.org](mailto:Recert@asqlv.org)

Nomination Committee  
Chair  
Ms. Connie Suckling  
Office (702) 792-0117  
[Nominating@asqlv.org](mailto:Nominating@asqlv.org)

Audit Committee Chair  
Ms. Cheryl Prince  
Office: (702) 368-0672  
[Audit@asqlv.org](mailto:Audit@asqlv.org)

Website Committee  
Chair  
Mr. Matthew Maio  
[Webmaster@asqlv.org](mailto:Webmaster@asqlv.org)

Newsletter Committee  
Chair  
Mr. Mark McQueen  
[Newsletter@asqlv.org](mailto:Newsletter@asqlv.org)

Treasurer for the American Society for Public Administration, Las Vegas Chapter. Formerly, she was Director of Government Relations for the Southern Nevada Home Builders Association. Prior to that position she served as Assistant Planning Manager for Clark County Comprehensive Planning and served on the County's legislative team during the 1999 and 2001 legislative sessions. She began her career with the County as an analyst with the Building Department after working several years in the private sector.

### **Vice-Chairperson**

Paul Carey has over 4 years experience in management systems and regulatory testing. He is a retired Lucent Technologies Manager, where he held positions in quality assurance, process control and program management. Paul holds a Masters Certificate in Project Management from Stevens Institute of Technology. Paul manages sales and service in California, Idaho, Washington, Montana, Wyoming, Oregon, Alaska and Nevada, Colorado, Arizona, Hawaii, New Mexico and Utah. The West Region Sales office is in Henderson, Nevada. Paul can be reached at 702.644.2770 or Email: paul.carey@intertek.com

***NOTE:** the Treasurer's and Secretary's bios will be presented in the next newsletter.*

### **New Members - Welcome**

Our section membership has fluctuated slightly but has shown overall growth. We now are approximately 159 strong. Please join us in welcoming the following new members:

- Ms. Tamara Winkler of St. Rose Dominican Hospital
- Ms. Karen Harden of JT3 LLC
- Ms. Denise Stams of EFFEX Analytical Services
- Mr. Adam McCracken of JS Products
- Ms. Cynthia Wilson of the US Postal Service

### **ASQ Certifications for Section 0705 Members**

Individuals deserving a sincere congratulation on their recent ASQ Certifications:

- |                             |                       |
|-----------------------------|-----------------------|
| ●David Crowell – CQA        | ●Arthur Clarke – CQE  |
| ●David Hewetson - CQM       | ●Matthew Maio - CQM   |
| ●Charles Van de Putte - CQM | ●Marla Everson – CQM  |
| ●Colleen Wilson-Pappa - CQE | ●William Petrie – CQA |
| ●Mark McQueen – CQA         | ●Kenneth Elder – CQT  |

For section members needing meeting attendance records for recertification please review the meeting minutes posted on the Web Site.

### **Upcoming ASQLV Proctored Certification Examinations:**

*CRE, CMI, CQT, CHA, CQA-Biomedical, CQM, & CSSBB*

**Exam Date** - March 5, 2005

**Application Deadline** - Closed

*CCT, CQA, CQE, CQIA, & CQSE*

**Exam Date** – June 4, 2005

**Application Deadline** – April 1, 2005

### **Help Needed**

**Open Committee Chairs** (we are currently seeking volunteers):

- Membership Committee Chair
- Community Relation Committee Chair

### **Region 7 Director**

As some of you may already know our current Chairperson, Mr. Matthew Maio is running for Region 7 Director. Region 7 consists of 13 ASQ Sections in the

South-West. United States and Northern Mexico. The sections include:

- 0700 Los Angeles
- 0701 Orange Empire
- 0702 San Gabriel Valley
- 0703 San Diego
- 0704 Phoenix
- 0705 Las Vegas
- 0706 San Fernando Valley
- 0707 Tucson-Old Pueblo
- 0708 Palomar
- 0709 Channel Cities
- 0711 Inland Empire
- 0712 Tijuana
- 0713 Temecula Valley

The election runs from January 15 through February 15, 2005. With no votes submitted after this date accepted. Each section is allowed one vote that is derived by consensus from the leadership of the section. Three other individuals are on the ballot along with Mr. Maio, too include two from section 0703 (San Diego) and one from section 0706 (San Fernando Valley). Your section leadership has overwhelmingly selected Mr. Maio as our choice to be the Director of Region 7.

## ASQ News

### ASQ Conferences & Meetings

#### [ASQ's 2005 Six Sigma Conference](#)

February 7-8, 2005 • Palm Springs, California

#### [Quality Institute for Healthcare: Re-designing Systems of Care](#)

February 14-16, 2005 • New Orleans, LA

#### [17th Annual Quality Management Conference](#)

February 24-25, 2005 • Orlando, Florida

#### [3rd Business Excellence and Customer Satisfaction](#)

February 28-March 1, 2005 • Tampa, Florida

#### [14th Annual Quality Audit Conference](#)

March 10-11, 2005 • St. Louis, Missouri

#### [14th International Conference on Software Quality \(ICSQ\)](#)

March 21-23, 2005 • Orlando, Florida

#### [12th Annual ISO 9000 Summit](#)

April 4-5, 2005 • Atlanta, Georgia

### ASQ Training

#### [ASQ COURSE CLUSTER - RENO, NV](#)

**WHERE:** Reno, Nevada

**WHEN:** February 14 - 18, 2005

#### **AUDITING COURSES IN RENO, NV:**

- **[Corrective Action](#):** This course involves researching the cause of a problem, developing a plan, deploying the plan and ensuring that the plan works. It is a proven methodology for addressing process improvement.
- **[Process Based Auditing](#):** Designed for managers, this course is useful for those assessing the process approach to quality management called for in the ISO 9001:2000 standard. Topics include planning, performing, reporting and closure.
- **[Quality Audits for Improved Performance](#):** This course covers preparation, performance, reporting and closure. The curriculum assumes that participants have no experience. Learn how to present audit findings such that managers want to change current practices.
- **[Lead Auditor Training for ISO 9001:2000 with Emphasis on ISO/TS 16949:2002 \(RAB Accredited\)](#):** Suppliers to the automotive industry will find critical auditing guidance in this RAB-accredited, IATCA-approved, five-day program.
- **[ISO 9001:2000 Lead Auditor Training \(RAB Accredited\)](#):** This RAB-accredited course makes extensive use of student activities and case studies to help students fully understand the requirements of auditing to the ISO 9001:2000 standard.



**Certified Quality Manager Refresher:** This course reinforces current knowledge, re-introduces time-tested applications, and explains the rationale for the use of quality management techniques. It is perfect for any professional planning on pursuing a quality manager certification.

- **Lean Enterprise:** This two-day course focuses on lean methods that can be used to minimize all forms of waste and maximize value for the customer.
- **Introduction to Quality Management:** This course is designed to provide principles, techniques, tools and skills for immediate on-the-job application. The techniques provided are applicable in a wide range of organizations including those in the service, manufacturing, government, education or healthcare industries.
- **Software Functional Testing:** This three-day training course focuses on functional software testing, techniques and practices as well as software test planning and management.

Register Online at [www.asq.org](http://www.asq.org)

- Section Information
- Calendar
- Announcements
- Forums
- Documents
- Job Postings
- Resume Postings
- Job Search Advice

## Section Website

**The ASQLV Section 0705 website has continued to work well and has been steadily growing in capability. Submit a job posting or a resume today at <http://asqlv.org>.** Establish your member login at the “asqlv.org Login” block on the lower left portion of the home page!

### Mission Statement:

The American Society for Quality Las Vegas Section 0705 advances individual, organizational, and community excellence through learning, quality improvement, and knowledge exchange

### Objectives:

To be a resource for achieving professional and organizational excellence

To be a resource for information and learning opportunities related to quality

To help members promote operational excellence and deliver increased customer value

To be a community resource for advancing individual and organizational

## Featured Article

### Baby Boomers, Beware! Don't Let Your Resume Date You!

If you're a job seeker of the Baby Boom generation, you may be feeling a little left out by the job market. You're certainly not ready to retire, but the young recruiters you send resumes to don't seem to respond to your skills and experience. If you're feeling symptoms of age discrimination, you should know that your resume could be the culprit, categorizing you as out of date and over the hill.

There are three ways your resume can put you in the over the hill category. Your resume is due for an update if it contains:

1. **Outdated technology skills**
2. **Outdated industry or occupational terminology**
3. **Outdated resume trends**

Don't despair if your resume is out of date. You can perform an extreme resume makeover by using the tips below.

#### 1. **Make sure you are up to date on your industry's technology.**

Check multiple job descriptions within your industry to see what technologies employers really want. Determine which technologies are missing from your resume. Then decide what you need to learn or do in order to fill that technology gap. Consider adult education classes, college classes, or even online learning.

You should be aware that technology terms are often used as keywords to filter the best resumes from electronic databases. If your resume doesn't have them, it may never be seen. Make sure your technology skills aren't leaving you behind.

#### 2. **Make sure your resume is using current terminology.**

If you have just been adding to the same old resume over the years, then your early entries may be using outdated terms. One way to bring your resume up to date is through publications from your industry's professional associations. If you don't belong to any professional associations, you might be missing out on the latest industry-speak.

Another good resource is job descriptions. Search job descriptions in your field for recurring terms. Learn to use the current terminology for your industry correctly and effectively.

#### 3. **Make sure your resume reflects today's trends in resume format and style.**

Ten or fifteen years ago, the old-fashioned reverse-chronological format may

performance  
excellence

To be a catalyst for  
member networking

have worked for you. But now that you have more experience, it may not be the best choice. The more advanced hybrid format may be much better at promoting your skills and expertise, providing you with a more professional presentation. With the hybrid resume, potential employers will form an impression of you based on your best accomplishments, not just your most recent job description.

You should also realize that some of the old resume rules just don't apply any more. For example:

*"Limit your resume to one page."* This is a really old idea that limits your ability to show all of your skills and expertise.

*"End your resume with References Available Upon Request."* You don't need to say that; it's assumed.

*"You should show every job you have ever held and give each equal importance."* Your employment history should only go back as far as it related to your current employment objectives. Think of your resume as a marketing piece that highlights the best parts rather than as a tell-all.

*"Your resume should go back no more than ten years."* Don't use an arbitrary number to determine how much to include on your resume. Use the rule of relevancy to decide how many of your jobs to include.

*"One resume should handle everything."* Not anymore! In addition to tailoring your resume to different fields or industries, you'll also need to tailor the way that you save it.

You'll want to have (1) a standard Word format (for printouts and as email attachments), and (2) a Plain Text version for online forms. This will save you a lot of time in repairing lost formatting, which often occurs when cutting and pasting a Word document into a text-only form.

Let your experience work for you rather than against you. Using these tips to update your resume can make a noticeable difference in interest from employers. And your new resume will be a better reflection of your hard-earned skills, talents, and expertise.

-----  
Deborah Walker, CCMC

Resume Writer ~ Career Coach

To see resume samples and read more job-search tips visit [www.AlphaAdvantage.com](http://www.AlphaAdvantage.com)

Email: [Deb@AlphaAdvantage.com](mailto:Deb@AlphaAdvantage.com)

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

### Interesting and / or Useful Internet Links

[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) – Process measurement, improvement, etc.

[www.quality.org](http://www.quality.org) – Quality resources online

<http://www.amstat.org> – American Statistical Association

<http://www.apqc.org> – APQC

<http://www.quality.nist.gov> – Baldrige National Quality Program

<http://www.lean.org> – Lean Enterprise Institute

<http://www.moresteam.com> – MoreSteam

<http://www.theacsi.org> – American Customer Satisfaction Index