



# E-Mail Newsletter

March 1, 2005

Volume 1, Number 3

## Section Meeting Information

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

American Society for Quality (ASQ)  
Las Vegas  
Section 0705  
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We're on the Web!  
<http://www.asqlv.org>

### **March ASQLV Section Meeting**

Ms. Maureen Fox, Clark County School District, will be speaking on the **topic** of ISO 9001 in the Clark County School District. 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:** Maureen Fox

**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)

### **April ASQLV Section Meeting**

The meeting will begin at 6:00 PM on Wednesday April 20, 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)

### **May ASQLV Section Meeting**

Dr. Shin Ta Liu, Principle Consultant with Lynx Systems, will be speaking on the **topic** of Six Sigma in Non-manufacturing. The meeting will begin at 6:00 PM on Wednesday May 18, 2005. If planning to attend, please RSVP to Mark McQueen at [Secretary@asqlv.org](mailto:Secretary@asqlv.org) or (702) 492-2159.

**Speaker:** Dr. Shin Ta Liu

**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

## 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

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

Vice-Chairman  
Garabed Kassakhian,  
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Treasurer  
Barbara Ground  
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Secretary  
Mark McQueen  
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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  
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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  
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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)

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

#### **Treasurer**

Cindy Miller has been an Apprentice Field Engineer with JT3, LLC since July 04. She inspects, assesses, evaluates, and ensures strict quality, training proficiency, and safety controls across various disciplines. Cindy has trained and currently supervises six additional evaluators. Cindy is a new member of ASQ and was elected Treasurer of ASQ, Las Vegas Section 705 this past January. Cindy is a 2002 graduate of the University of Las Vegas, Nevada. She holds a Bachelor of Science in Business Administration, Human Resources Management. Cindy served 21 years in the United States Air Force as an Administrative Management Specialist.

#### **Secretary**

Mark McQueen is a Quality Analyst with JT3, LLC. Mark started his career as a Field Engineer, moving on to Service Management, and then to a Manager of Quality Engineering. His quality experience has been in systems development and high-tech manufacturing; system, equipment, site, and facilities inspection; contract and ISO auditing; and process definition, documentation, and improvement. Mark is a Senior Member of the American Society for Quality (ASQ) and an ASQ Certified Quality Auditor (CQA).

### **New Members - Welcome**

Please join us in welcoming the following new members:

- Ms. Melissa Lahaye of Impac Medical Systems
- Ms. Lauren Sandberg of Ocean Spray Cranberries
- Mr. Larry Whitesell, Aviation Consultant

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

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**

The results of the election are in. Our current chairman, Mr. Matthew Maio has been elected as the ASQ Region 7 Director. Regional Directors are members of the Section Affairs Council and the Board of Directors of the Society, and are accorded all the authority and responsibility as outlined in the Society Bylaws. Regional Directors further the objectives of the Society within the regions and encourage that all Sections promote and follow the Mission and objectives of the Society. As a regional director Matt will act as leader, a coach, and as a mentor to the 13 sections within the region. As a member of the Board of Directors, Matt will help to determine the Society's strategy and vision. Please take the time to congratulate Matt on his achievement and wish him success in this challenging position

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

## 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!

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



## ASQ News

### ASQ Conferences & Meetings

#### 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 World Conference on Quality and Improvement

#### **Formerly the Annual Quality Congress (AQC)**

May 16-18, 2005 • Seattle, Washington

### ASQ Training

<http://www.asq.org/ed/courses/courselist.html> - Complete Course List

<http://www.asq.org/ed/e-learn/index2.html> - e-Learning Center

<http://www.asq.org/cert/signup/prep/index.html> - Certification Prep

<http://www.asq.org/ed/training/topics/> - In house training topics

If you know of Quality related news and events please submit these to the newsletter chair for possible use here

## Quality Related News & Events

**2005 International Conference on ISO 9000**, Orlando, Feb. 28-Mar. 2. International Conference on ISO 9000, (866) 500-3383. [www.iso9000conference.com](http://www.iso9000conference.com)

**Understanding ISO 13484**, Providence, RI, March 8. BSI Management Systems, (800) 862-4977. [www.bsiamericas.com](http://www.bsiamericas.com)

**Optimizing Electronics Vibration—HALT, HASS, ALT and ESS Training**, Santa Barbara, CA, March 14-16. Equipment Reliability Institute, (805) 564-1260. [www.equipment-reliability.com](http://www.equipment-reliability.com)

**Lean Six Sigma Two-Day Executive Work Out**, Austin, TX., March 22-23. Smarter Solutions Inc., (512) 918-0280. [www.smartersolutions.com](http://www.smartersolutions.com)

**Quality Expo**, Rosemont, IL, April 19-21. Reed Exhibitions, (888) 267-3794.

#### International Dimensional Workshop 2005

[www.qualitymag.com/idw](http://www.qualitymag.com/idw)

May 9-13, 2005

Nashville, TN

(865) 574-4261

#### Quality Plant of the Year Award

Official Nomination Form

"Quality" plants deserve special recognition. That's why Quality magazine is inaugurating the "Quality Plant of the Year" Award in 2005.

The **International Electrotechnical Commission** and the **International Organization for Standardization** have launched a Web site for the IEC/ISO Information Centre. The site, located at [www.standardsinfo.net](http://www.standardsinfo.net), includes general

information about the role of International Standards and Conformity Assessment. It also has IEC and ISO standards catalogs, standards under development and an inquiry service.

If you know of interesting and / or useful internet links please submit these to the newsletter chair for possible use here

## Interesting and / or Useful Internet Links

<http://asqgroups.asq.org/SectionVolunteerCommunity/Region7/> - ASQ Region 7

<http://www.techstreet.com/info/geia.tmpl> - Government Electronics and Information Association

<http://www.baldrigeplus.com/> - Baldrige Plus

<http://www.standardslearn.org/home/> - American National Standards Institute

[www.equipment-reliability.com](http://www.equipment-reliability.com) – Equipment Reliability Institute

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

<http://www.apqc.org> – APQC (American Productivity and Quality Center)

<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

### 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

## Featured Article

### For Best Resume Results, Choose the Right Resume Format

Whether you are a new college graduate, a seasoned executive or career changer, your resume is a vital tool in opening doors of employment opportunity. If your resume isn't generating interviews for you, you might be it using a less-than-effective resume format.

In today's electronic job market, the term "resume format" has two meanings:

- The electronic version of your resume (.doc, .txt or PDF)
- How the resume content is arranged on the page(s)

This article deals with the second meaning, how the textual content is arranged within the document of your resume.

Basically, there are three standard resume formats:

- **Chronological**
- **Functional**
- **Hybrid**

Once you understand which format best supports your career objective, you'll know which format will be most effective for you.

The **chronological** is the best known format and is one of the easiest to write. It follows the reverse historical outline of your work experience.

Its strengths are:

- Allows the reader to quickly identify the "what" "where" and "when" of your work experience
- Shows effectively the progression of responsibilities through your chosen industry or profession

Its weaknesses are:

- Does not promote the ability to move into a new industry or occupation
- Hides early accomplishments at the end of your resume
- Highlights employment instability
- Highlights gaps in employment

In response to the shortcomings of the chronological format, the **functional** resume format was developed. This format focuses on clustering information around categories of transferable skills and minimizing the historical aspect of your work experience.

and organizational  
performance  
excellence

To be a catalyst for  
member networking

Its strengths are:

- Highlights transferable skills, which promotes career changes between industries or occupations
- Minimizes unfavorable aspects of job history, such as employment instability and employment gaps
- Highlights the best accomplishments at the beginning of the resume regardless of when they took place in your career history

Its weaknesses are:

- Is not a popular format among recruiters and HR candidate screeners
- Makes it difficult to connect accomplishments to employment history
- Doesn't promote steady career growth within a given industry or occupation

The functional format should be used with caution. If not carefully crafted, the resume can be confusing and cause the reader to believe the candidate has something to hide.

A solution to the sometimes confusing functional format and the often limiting chronological format is the **hybrid** format, which combines the best of both.

Its strengths are:

- Showcases transferable skills and accomplishments at the top of the resume for maximum first-impression impact
- Receives high approval from recruiters and HR candidate screeners for ease of reading
- Displays a clear bottom-line impact approach, which is appreciated by executive hiring managers
- Promotes the ability to transfer between industries or occupations

Its weakness:

- Is challenging to write effectively

While the hybrid resume format is certainly the best format for job seekers of all levels, it is also the most difficult to write. It requires the ability to identify and illustrate transferable skills with strong accomplishments that demonstrate bottom-line impact to organizational objectives.

While competition for the best jobs remains high, give your resume a boost by presenting your work experiences in the format that best promotes your career objective. Re-thinking—and revising—your resume can lead you to new job opportunities and get you hired.

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Deborah Walker, CCMC

Resume Writer ~ Career Coach

To see resume format samples and read more job-search tips visit

[www.AlphaAdvantage.com](http://www.AlphaAdvantage.com)

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