



# E-Mail Newsletter

April 11, 2005

Volume 1, Number 4

## 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>

### **April ASQLV Section Meeting**

Mr. Ulshafer, with DOE will be speaking on the **topic** of his QA experiences while in the AF, at Pantex, and at Yucca Mtn...but primarily at Pantex. 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:** Mr. Michael Ulshafer

**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=8](http://asqlv.org/index.php?module=calendar&calendar[view]=event&id=8)

### **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=9](http://asqlv.org/index.php?module=calendar&calendar[view]=event&id=9)

### **June ASQLV Section Meeting**

Mr. Mario Gervais, Quality Manager with "Your Vitamins", will be giving us a plant tour. The tour will begin at 6:00 PM on Wednesday June 15, 2005. An **RSVP is required for attendance.** If planning to attend, please RSVP to Mark McQueen at [Secretary@asqlv.org](mailto:Secretary@asqlv.org) or (702) 492-2159.

**Speaker:** Mr. Mario Gervais

**Place:** 430 Parkson Rd. in Henderson

**Location Map:**

[http://asqlv.org/index.php?module=calendar&calendar\[view\]=event&id=10](http://asqlv.org/index.php?module=calendar&calendar[view]=event&id=10)

2004 - 2005  
Officers and  
Committee  
Contacts

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

Chairperson

## Section News

### **ASQLV Officers**

New Section Officers will take their places come July 1, 2005. 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

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

Vice-Chairman  
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Leadership Committee  
email:  
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Program/Social  
Committee Chair  
Mr. Carl Wright  
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Membership Committee  
Chair  
Mr. David Hauck  
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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  
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Audit Committee Chair  
Ms. Cheryl Prince  
Office: (702) 368-0672  
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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;** Ms. Cindy Miller
- **Secretary;** Mr. Mark McQueen, ASQ Senior Member & CQA

### **New Members - Welcome**

Please join us in welcoming the following new members:

- Mr. Joseph Finan of Genesis Innovation
- Mr. Richard Dowell of United Healthcare

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

Congratulations to Mr. Bruce Forthun, who passed his ASQ Six Sigma Black Belt certification exam in March! His new title is Mr. Bruce Forthun, ASQ-CSSBB!

This was the first CSSBB that our Certification Chair has had to administer. Our pass/fail ratio is outstanding, and ASQLV thanks all the examinees and assistant proctors for helping out.

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

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

*CQA, CQE, CSQE, CQIA, and CCT*

**Exam Date** – June 4, 2005

**Application Deadline Extended** – April 22, 2005

*CQM, CHA, CMI, CBA, CQT, CRE, and CSSBB*

**Exam Date** – October 22, 2005

**Application Deadline** – August 19, 2005

### **Help Needed**

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

- Community Relation Committee Chair

## APEX NEWS

NvQA (the Nevada Quality Alliance) has announced its schedule for this year's Nevada State level Malcolm Baldrige Award. The Nevada Governor's APEX (Award for Performance Excellence) Program is looking for examiners.

Please follow this link and download the "NVQA\_Presentation\_2005" for more information:

[http://asqlv.org/index.php?module=documents&JAS\\_DocumentManager\\_op=viewDocument&JAS\\_Document\\_id=7&08f37129fa433dd9456bcdec3abf5b76=4b32587a133f447af9f5e59e106472c4](http://asqlv.org/index.php?module=documents&JAS_DocumentManager_op=viewDocument&JAS_Document_id=7&08f37129fa433dd9456bcdec3abf5b76=4b32587a133f447af9f5e59e106472c4)

For more information about NvQA follow this link: <http://www.nvqa.org/>

The Governor's APEX award acknowledges four levels of performance based on the National Baldrige Quality Award criteria and uses a similar evaluation process. As President Bush and Commerce Secretary Don Evans recently said about the national winners, "they embody the Baldrige themes of ethical leadership, sustainability, innovation and continuous improvement. We salute these organizations and their workers for their contributions to our economic and competitive strength."

**The 2004 APEX Award recipients are:**

**Boeing Aerospace Support Fallon** (Business Criteria) received the **Pioneer Award** for having demonstrated through their practices and results, significant

achievements in performance excellence.

**Hometown Health**, Reno, Nevada (Healthcare Criteria) received the **Pioneer Award** for having demonstrated through their practices and results, significant achievements in performance excellence.

**VA Southern Nevada Healthcare System**, Las Vegas, Nevada (Healthcare Criteria) received the **Trailblazer Award** for having demonstrated significant progress in building sound and notable processes and in achieving notable results.

In addition to the awards noted above, the Panel of Judges conferred three Special Recognition awards. These awards recognize excellence in specific areas of the criteria and may or may not be awarded in any given year.

- **Community Support - VA Southern Nevada Healthcare System**
- **Quality Leadership - Boeing Aerospace Support Fallon**
- **Workforce Development - Hometown Health**

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
- Meeting News
- Certification Info
- Calendar
- Forums
- Events
- Resume Postings
- Surveys
- Web Links
- Meeting Presentations



## ASQ News

### **ASQ Conferences & Meetings**

**[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

**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

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 related to Quality, Continuous Improvement, Performance Measurement, or Training please submit these to the newsletter chair for possible use here

## Interesting and / or Useful Internet Links

<http://www.qualitycouncil.com/> - Quality Council of Indiana

<http://deming.eng.clemson.edu/onlineq.html> - Online Quality Resource Guide

<http://www.standardsinfo.net/isoiec/index.html> - ISO/IEC Information Centre

<http://www.proqc.com/index.shtml> - Pro QC International

<http://en.wikipedia.org/wiki/QIOs> - Quality Improvement Organizations

<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

### 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 performance excellence

## Featured Article

### Why Doesn't My Old Resume Work Anymore?

If your last job-search prior to 2001, you may be in for a rude awakening. You might be surprised to find that your old resume, which worked well for you before, is no longer attracting employers, headhunters and corporate recruiters. If you wondered, "What am I doing wrong?" it might not be you—it's probably your resume.

There are three reasons your old resume may not be working for you:

- Drastic increase in competition
- Changes in technology
- Changes in your industry

#### 1. Drastic increase in competition

Increased candidate competition is the #1 reason your resume is no longer working. While current employment outlooks are marginally brighter, competition is still so high that your resume must be able to stand out against a mountain of candidates.

The best way to enhance your competitive standing against other job seekers is through strong accomplishment statements. Accomplishments are most effective when:

- They illustrate your transferable skills
- They show your contribution to corporate bottom-line objectives
- They are stated quantitatively

If you are confused about how to state your accomplishments effectively, consider hiring a professional resume writer. Correctly written statements will make your accomplishments shine—and you'll be more likely to land those critical interviews.

#### 2. Changes in technology

Is your resume ready for the high-tech world? Probably not, if you are still snail-mailing or faxing your resume to potential employers. Are you willing to take a chance on your resume being tossed, just because you didn't take the time to prepare your resume for an electronic audience?

With dramatic increases in the number of resumes received, many employers have invested in software to manage resumes and candidate responses. It is entirely possible that a computer, not a person, will be the first one to screen your resume. The electronic eye is much more objective than the human eye; it scans only for industry-specific terminology and keywords in qualifications and responsibilities.

Here are some critical questions to ask about your resume:

- Does it contain the right keywords to put you in the “interview” pile?
- Will new resume software be able to read its formatting correctly?
- Will your tables, fonts, and graphics transmit properly in an online resume form—or will they disintegrate into unreadable symbols?

You can give your old resume a real boost by investing in the services of a professional resume writer who understands the pitfalls of our electronic job market. Whether your resume needs a brush-up or a complete rewrite, it’s well worth the investment to make sure your name makes it to the top of all candidate lists.

### 3. Changes in your industry

If you are still just tacking your most current job onto the same old resume, then your resume probably contains a lot of old terminology and buzz words. If so, it will make you look outdated—even over the hill. It may also fail to be recognized by software that uses keywords to retrieve the best resumes.

If you’re feeling out-of-step with your industry, it may be time for a checkup with a career coach who can help prepare you and your resume to stand up to the challenges of your industry’s changing trends.

Bottom line: if your old resume isn’t winning the attention of employers, then it’s time to ask yourself, **“How much is my old resume costing me in wasted time and effort?”**

An investment in professional resume help could mean the difference between months of fruitless effort—and landing the perfect new job. A new, better resume built on strategies that are suited to today’s job-search challenges may be just the edge you need to get you noticed and get you hired.

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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)