



# E-Mail Newsletter

May 5, 2005

Volume 1, Number 5

## 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>

### **May ASQLV Section Meeting**

Dr. Shin Ta Liu, Principle Consultant with Lynx Systems, will be speaking on the **topic** of Implementing Six Sigma in a Non-Manufacturing Organization. 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)

### **July ASQLV Section Meeting**

Mr. Matt Maio, Quality Manager with JT3 will be speaking on the **topic** of the Economic Case for Quality. The meeting will begin at 6:00 PM on Wednesday July 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. Matt Maio

**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=11](http://asqlv.org/index.php?module=calendar&calendar[view]=event&id=11)

2004 - 2005  
Officers and  
Committee  
Contacts

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

Chairperson

## Section News

### **ISO and Auditing Course**

ASQLV Section Leadership is looking at hosting a Non-RABQSA certified, 4-day ISO 9001:2000 and Auditing course to be held at Regis University in Henderson, NV. The course will use the texts - CQA Primer, ISO 9000:2000 for Small and Medium Business, other ISO 9000 materials developed by the instructor (all materials are included in the course fee). Lunch is to be provided along with snacks.

We are using this announcement to poll our Section members, and others, to see if there is sufficient interest.

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We are looking at dates, during the week (Monday through Friday) at the end of June or in July or August.

This course will include lunches, snacks, and materials for the 4 days. Cost for ASQ Las Vegas Section 705 members is \$695.00 per person for the entire course. ASQ members (valid ASQ member number will be required) not affiliated with Section 705 will be charged \$745.00 per person for the entire course. Non-ASQ members will be charged \$795.00 per person for the entire course. These costs do not include travel, hotels, or meals not provided during the course times, which will be the sole responsibility of the attendee. Receipts for the course fee will be provided

Successful completion of the course will result in a certificate of completion for the attendee and a statement of eligible recertification units for ASQ certifications.

If you would like us to host the course, please respond to the ASQLV Secretary, Mark McQueen at 702.492.2159 or [secretary@asqlv.org](mailto:secretary@asqlv.org). Please inform Mark of the best possible dates for you and how many people you can commit to attend – please provide him with your name, phone number, and /or email address.

### **New Members - Welcome**

Please join us in welcoming the following new members:

- Mr. Timothy O'Conner of Caltrol, Inc
- Mr. Gary Rogers of Arrow Engineering
- Mr. Unnikrishnan Valliyil, student at UNLV
- Mr. Elumalai Govindaraj, student at UNLV
- Mr. Vijaykaartik Kumar, student at UNLV

### **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:**

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

**Exam Date** – June 4, 2005

**Application Deadline Closed**

*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 go to the ASQLV Web Site and download the "NVQA\_Presentation\_2005" for more information:

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**

#### **World Conference on Quality and Improvement**

*[formerly the Annual Quality Congress (AQC)]*

**May 16-18, 2005 - Seattle, WA**

While attending the World's largest conference on quality, check out the beautiful city of Seattle, Washington. Sign-up for tours through the conference registration page. There are several tours to choose from. For more information, visit the [World Conference Web Site](#).

#### **Education Leadership Summit for Superintendents**

**June 27-28, 2005 - St. Petersburg, FL**

Limited to just 50 attendees, this round-table event features a two-day dialogue with experienced superintendents who use the concepts of continuous improvement to achieve high performance in their districts. For more information, visit the [Education Leadership Summit Web Site](#).

### **ASQ Training**

#### **New ASQ Course Cluster**

**May 14 – 20, 2005 - Seattle, Washington**

Learn how to use ISO 9001 to Reduce Your Organization's Risk from the new Sarbanes-Oxley Law. For a full course listing and information, visit the [ASQ Course Cluster](#) section of the ASQ Web Site.

<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

**NATICK, MA—Cognex Corp.**, a supplier of machine vision systems and vision sensors, is hosting a new series of free machine-vision seminars. The Understanding and Applying Machine Vision Sensors half-day events show how vision sensors can perform automated inspection tasks in the automotive, medical, pharmaceutical, food and beverage, consumer products and electronics industry.

Designed as an introduction for factory automation professionals responsible for production efficiency and product quality, each seminar combines a machine vision basics tutorial with live vision sensor demonstrations. The seminars run from February through June in major cities across the U.S., Canada, Mexico and Puerto Rico. Register online at [www.cognex.com/seminar](http://www.cognex.com/seminar) or call (800) 677-2646.

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.westfallteam.com/> - The Westfall Team

*Thank you, Mr. Sam Archuleta, Senior QA Specialist with Navarro Research and Engineering, Inc. for the above submission!*

<http://www.metrologyworld.com> – Metrology World

<http://www.psmc.com/> - Practical Software and Systems Measurement

<http://www.juran.com/> - Juran Institute

<http://www.mazur.net/> - QFD (Quality Function Deployment) by Glenn Mazur

<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

### 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

## Featured Article

### Is Your Resume Lost in the Great Internet Void?

With the advent of email and online job services, job hunting suddenly became much easier. Or did it? Sometimes it's hard to know if your resume is actually reaching someone's desk—or is lost somewhere in the great void of cyberspace.

If you want to be sure that your resume is being seen by a real person who can offer you a real job, here are three rules to get stronger response.

#### 1. Use the Right Key Words

More than ever, resumes are stored in a database and queried for key words to indicate candidate match. If you aren't using the right words to describe your employment experiences, then your resume might be rejected before it's ever seen. Review key words your resume uses to:

**Describe your dream job.** Do your qualifications match the job description? Look closely at areas listing your technical skills, job responsibilities and core competencies.

**Attract your desired industry.** Are you using industry buzzwords? In other words, does your resume talk their talk?

**Attract your occupational field.** Do the phrases you use prove your level of experience in your field?

#### 2. Use the Correct Electronic Version

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

To be a catalyst for member networking

If your resume can't be opened as an attachment, then it can't be seen. Because of the threat of computer viruses many companies only accept resumes through their own online forms which ask you to cut and paste (rather than attach) your resume. Make sure you are sending your resume in a format that will work for the employer.

**If a resume attachment is requested:** Save your resume as a Word document (.doc or .rtf). This is the standard most companies use, and it should retain the formatting that you used for your resume. But just in case they use a different word processing program than yours, you should still avoid using too many fancy formatting options, such as columns, boxes and tables.

**If an email or online form is used:** Use ASCII, plain text, or text only. This removes formatting, but the information is preserved. Be sure to review your resume before sending it so that it is still easy to read and user friendly.

### 3. Differentiate Your Resume from the Crowd

There are dozens of fast food restaurants that sell hamburgers and fries. How do you choose which one you want? Chances are, one of those restaurants has a differentiating edge, something that you like better than all the others. The job market is the same way; it's flooded with choices, so you have to make your resume stand out from all the competition.

The best way to differentiate your resume from others is with accomplishments. And those accomplishments really stand out when:

**They are measurable.** Can you define how much you accomplished in dollars saved, contracts won, or percent changed?

**They support your transferable skills.** Can your skills be used by this company, even if your job experience is in a different industry? What skills will transfer from one job to another?

**They connect to corporate bottom-line objectives.** How can you help them save *time*, save *money*, increase their *profit margin*, improve *sales*, or increase *revenue*?

While the Internet is still a great tool for job seekers to connect quickly with employers, take steps to insure your resume won't get lost in the void. Before you send your resume off to the Great Cyber Beyond, use these three tips to make sure your resume gets the attention it deserves!

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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)