



# E-Mail Newsletter

August 31, 2005

Volume 1, Number 8

## 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>

### **September ASQLV Section Meeting**

Mr. Matthew Maio, ASQ Region 7, Regional Director will be speaking on the **topic** of ASQ and You. The meeting will begin at 6:00 PM on Wednesday September 21, 2005. If planning to attend, please RSVP to Mark McQueen at [Secretary@asqlv.org](mailto:Secretary@asqlv.org) or (702) 492-2159.

**Speaker:** Mr. Matthew 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=13](http://asqlv.org/index.php?module=calendar&calendar[view]=event&id=13)

### **October ASQLV Section Meeting (Plant Tour)**

Ms. Lauren Sandberg of OceanSpray of Henderson will be giving us a plant tour. The tour will begin at 6:00 PM on Wednesday October 19, 2005. If planning to attend, please RSVP to Mark McQueen at [Secretary@asqlv.org](mailto:Secretary@asqlv.org) or (702) 492-2159.

**Speaker:** Lauren Sandberg

**Place:** OceanSpray of Henderson

**Location Map:**

[http://asqlv.org/index.php?module=calendar&calendar\[view\]=event&id=14](http://asqlv.org/index.php?module=calendar&calendar[view]=event&id=14)

2004 – 2005

Officer Contacts

**Executive Committee email:**

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

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Ms. Connie Suckling  
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Marketing Committee  
Mr. David Crowell  
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Certification / Recertification Committee  
Mr. Carl Strauss  
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[Recert@asqlv.org](mailto:Recert@asqlv.org)

Nomination Committee  
Ms. Connie Suckling  
Office (702) 792-0117

## Section News

### **New Members – Welcome**

Please join us in welcoming the following new members:

- Mr. John Martinez of Varian Medical
- Ms. Tracy Klug of Berry Plastics
- Mr. Erik Laufer of Quest Diagnostics

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

For section members needing meeting attendance records for recertification please review the Section Event Attendance listings posted on the Web Site.

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

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

**Exam Date** – October 22, 2005

**Application Deadline extended** – September 02, 2005

**Leadership Committee email:**  
[Leadership@asqlv.org](mailto:Leadership@asqlv.org)  
Website Committee  
Mr. Matthew Maio  
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Audit Committee  
Ms. Barbara Ground  
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[Audit@asqlv.org](mailto:Audit@asqlv.org)

*CQE, CQA, CSQE, CQIA, and CQT*  
**Exam Date** – December 3, 2005  
**Application Deadline** – October 7, 2005

### **Help Needed**

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

- Community Relation Committee Chair

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**

14<sup>th</sup> Annual Service Quality Conference; October 17-18, 2005, Omni Hotel at CNN Center, Atlanta, GA, <http://www.asq.org/ed/conferences/sqc/2005/index.html>

Southeastern Quality Conference; October 31 and November 1, 2005, Cobb Galleria Centre Atlanta, GA

### **ASQ Training**

See the ASQ HQ Web Site @ <http://www.asq.org>

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

## Quality Related News & Events

### **Lean Six Sigma Summit West**

October 26-27, 2005

[www.sixsigmasummit.com/NA-2434/QM](http://www.sixsigmasummit.com/NA-2434/QM)

**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.

LAS VEGAS-The Technical Committee of the 2006 International Conference on ISO 9000. The 2006 conference will be held at the Flamingo Hotel, Las Vegas, March 7 to 8.

**Quality Expo Detroit** July 7-8, 2006 Novi, MI (800) 840-5688 [www.qualitydetroit.com](http://www.qualitydetroit.com)

If you know of interesting and / or useful internet links

## Interesting and / or Useful Internet Links

<http://www.rabqsa.com/> RABQSA International

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

#### **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

To be a catalyst for member networking

[http://www.asq.org/java\\_members/portlets/searchEvents.jsp?month=08&year](http://www.asq.org/java_members/portlets/searchEvents.jsp?month=08&year) ASQ Event Calendar

<http://www.nsf.org/NSF-ISR/> NSF International Strategic Registrations, Ltd.

<http://www.qualityi2.com/doi.htm> Quality Improvement International

<http://web.library.uiuc.edu/ahx/asq/> ASQ Archives

## Featured Article

### **For Interview Success Start by Asking the Right Questions**

Often the greatest interview anxiety focuses on trying to anticipate all the correct answers to interview questions. Equally important, however, are the questions YOU ask the interviewer. If job interviews are getting you no closer to an offer, maybe you are not asking the right questions.

There are three types of questions that help jobseekers gain interview advantage:

- Questions to uncover the interviewer's top hiring motives
- Questions to illustrate the candidate's interest and intelligence
- Questions to uncover the interviewer's unspoken concerns

#### **1. Questions to uncover the interviewer's top hiring motives**

You'll answer the interviewer's questions better once you know his/her particular hiring concerns. Here are examples of questions that will help you "get inside the head" of the interviewer:

- What do you see as the toughest challenge of this position?
- What qualities do you see as most important for this position?
- Why have others failed in this position?

Once you've asked any or all of the above questions, listen very closely. The first thing the interviewer says reveals his/her truest feelings. Use this information as insight for answering his/her questions to you. After all, what is an interview but a sales presentation? Any salesperson will tell you that you cannot sell until you know what the buyer wants.

#### **2. Questions that illustrate your interest and intelligence**

Did you know that an intelligent question can impress an interviewer even more than a snap answer?

The best types of questions to showcase your intelligence and interest come out of your research of the company and industry. You may want to ask questions concerning:

- Strategy for reaching a specific niche market
- The company's long-range goals
- Territorial expansion plans

Granted, some information may be deemed confidential. If you begin your inquiry with, "Can you tell me..." you give the interviewer an out if he/she cannot speak on the subject. Either way, you get the opportunity to impress the interviewer with your intelligent curiosity about corporate goals and plans.

Remember, pre-interview research is the key to forming insightful questions. Never try to "wing your way" through an interview without finding out facts ahead of time. Some good sources for research include:

- Online searches using search engines such as Google or Yahoo
- Public library reference materials
- Company website
- Press releases

If you've been out-performed in interviews lately, try this strategy and see if you don't get called back for second interviews more often.

#### **3. Question to uncover the interviewer's unspoken concerns.**

As you sense your interview winding down, don't forget to find out what issues or concerns the interviewer has concerning you as a good candidate fit. Don't make the assumption that the interviewer will volunteer his/her concern. Nine times out of ten they won't. If you don't ask, the interviewer won't tell you his negative perceptions of you. The most straightforward way to find out is just to ask:

“What concerns do you have that prevent you from asking me back for the second interview?”

“What concerns ... that prevent you from offering me the position?”

Once you've asked this question, be still and listen closely to how the interviewer responds. Pay attention to body language as well. If the interviewer says “I have no concerns,” while averting his eyes, or touching his face, it's a sure sign the interviewer DOES have concerns but is reluctant to state them. If so, a little gentle prying is in order as long as you don't make the interviewer too uncomfortable.

Once the interviewer has stated his concerns, use the opportunity to answer with one of your previously thought out success stories that illustrate your ability to meet or exceed his expectations.

If you've done your pre-interview homework and conducted a little role-play practice, using these three types of questions in your next interview will help you reach your career objective faster. Here's hoping you get a chance very soon to try out all three of these types of questions in an interview.

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Deborah Walker, CCMC

Resume Writer ~ Career Coach

Find resume and job-search tips in the article archive at [www.AlphaAdvantage.com](http://www.AlphaAdvantage.com)

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