



# E-Mail Newsletter

September 13, 2006

Volume 2, Number 1

## 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. Dennis Arter (the "Auditguy" @ <http://auditguy.net/>), will be speaking on the **topic** of Process-based Auditing. Mr. Arter is the author of "Quality Audits for Improved Performance" and a co-author of "How to Audit the Process-Based QMS." If planning to attend, please RSVP to David Youngman at [Secretary@asqlv.org](mailto:Secretary@asqlv.org). Seating is limited so an RSVP is required (first come first serve basis). RSVP's by phone will not be accepted.

**Speaker:** Mr. Dennis Arter

**Date:** 20 September, 2006

**Place:** Blue Ox Tavern

**Location Map:**

[http://asqlv.org/index.php?module=calendar&calendar\[view\]=day&month=09&year=2006&day=20](http://asqlv.org/index.php?module=calendar&calendar[view]=day&month=09&year=2006&day=20)

### **October ASQLV Section Meeting**

Ms. Adrienne Davis, will be speaking on the **topic** of an overview of the Quality Program at United Blood Services. If planning to attend, please RSVP to David Youngman at [Secretary@asqlv.org](mailto:Secretary@asqlv.org) or (702) 895-8724.

**Speaker:** Ms. Adrienne Davis

**Date:** 18 October, 2006

**Place:** Blue Ox Tavern

**Location Map:**

[http://asqlv.org/index.php?module=calendar&calendar\[view\]=day&month=10&year=2006&day=18](http://asqlv.org/index.php?module=calendar&calendar[view]=day&month=10&year=2006&day=18)

### **November ASQLV Section Meeting**

Ms. Michelle Johnson, will be speaking on the **topic** of an Effective CAPA System in the Medical Device Industry. If planning to attend, please RSVP to David Youngman at [Secretary@asqlv.org](mailto:Secretary@asqlv.org) or (702) 895-8724.

**Speaker:** Ms. Michelle Johnson

**Date:** 15 November, 2006

**Place:** Blue Ox Tavern

**Location Map:**

[http://asqlv.org/index.php?module=calendar&calendar\[view\]=day&month=11&year=2006&day=15](http://asqlv.org/index.php?module=calendar&calendar[view]=day&month=11&year=2006&day=15)

2005 - 2006  
Officer Contacts  
Executive Committee  
email:

## Section News

### **New and Returning Members – Welcome**

Please join us in welcoming the following new members:

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

Chairperson  
Mark McQueen

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

Vice-Chairman  
Charles van de Putte  
[Vicechair@asqlv.org](mailto:Vicechair@asqlv.org)

Treasurer  
Connie Suckling  
[Treasurer@asqlv.org](mailto:Treasurer@asqlv.org)

Secretary  
David Youngman  
[Secretary@asqlv.org](mailto:Secretary@asqlv.org)

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

Membership Committee  
Mr. Reggie Washington  
[Membership@asqlv.org](mailto:Membership@asqlv.org)

Program/Social  
Committee  
Mr. Carl Wright  
[Programs@asqlv.org](mailto:Programs@asqlv.org)

Certification /  
Recertification  
Committee  
Mr. Carl Strauss  
[Recert@asqlv.org](mailto:Recert@asqlv.org)

Audit Committee  
Ms. Barbara Ground  
[Audit@asqlv.org](mailto:Audit@asqlv.org)

Community Relation  
Committee Mr. Garabed  
Kassakhian  
[Community@asqlv.org](mailto:Community@asqlv.org)

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

Nomination Committee  
Mr. Paul Cary  
[Nominating@asqlv.org](mailto:Nominating@asqlv.org)

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

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

- Ms. Mary S. Barrass from Medtronic MiniMed
- Ms. Becky Cox from Wyndham Consumer Finance
- Mr. Robert P. Crockett from Advanced Personal Care Solutions
- Mr. Steven DeJesus from JT3/Arcata
- Mr. Gerald P. Fransen
- Mr. Raul A. Hinojosa
- Ms. Barbara A. Hulick from Get Fresh Sales
- Mr. Byron E. Jones from Liquid Controls Inc.
- Ms. Rebecca LH Lind from JT3/Arcata
- Mr. David E. Mohr from Integrated Science Solutions
- Mr. Thomas G. P. Nunley from JT3/Arcata
- Ms. Cheryl D. Prince from Shaw E&I, Inc
- Ms. Herminia M. Sniffen from Eagle Organizational Resources, Inc
- Ms. Susan Nobu Tomiyasu-Hinton from Shaw Environmental
- Mr. Lester W. Wagner
- Mr. Reginald L. Washington from JT3/Arcata
- Mr. Ralph C. Wolanin from JT3/Arcata
- Mrs. Jessica Jorvig
- Ms. Kathleen Coulson with Shaw Environmental
- Mr. Gary Griess

### **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:**

	Exam Date	Application Deadline
<a href="#">Calibration Technician</a>	December 2, 2006	October 6, 2006
<a href="#">Quality Auditor</a>	December 2, 2006	October 6, 2006
<a href="#">Quality Engineer</a>	December 2, 2006	October 6, 2006
<a href="#">Quality Improvement Associate</a>	December 2, 2006	October 6, 2006
<a href="#">Quality Process Analyst</a>	December 2, 2006	October 6, 2006
<a href="#">Six Sigma Green Belt</a>	December 2, 2006	October 6, 2006
<a href="#">Software Quality Engineer</a>	December 2, 2006	October 6, 2006

## 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
- Calendar
- Forums
- Events

many points of view,  
should remain visible  
for all to gain  
knowledge and add  
their contribution

- Job Postings
- Job Search Advice
- Meeting News
- Certification Info
- Resume Postings
- Surveys
- Web Links
- Meeting Presentations



## ASQ News

### **ASQ Conferences & Meetings**

#### **15th Annual ASQ Service Quality Conference**

*Service Quality Division is holding their annual conference in Las Vegas!  
When: September 18-19, 2006*

Service Quality: Building for the Future

The ASQ Service Quality Division invites you to join us for our 15th Annual Service Quality Conference to learn and network with innovative business leaders and service quality practitioners. This is the conference where you and your organization will learn how to succeed in the pursuit of service quality in today's challenging business environment.

This year's program has been built using four separate session tracks—Your Quality Customer, Your Quality Toolbox, Your Quality Blueprints, and Your Quality Maintenance—so you can customize your conference experience to address those particular service quality issues you and your organization face today. In addition, we select each of our speakers to ensure that the knowledge they impart will help you become the source your company looks to for service quality answers in this ever-changing world.

Go to the following link for additional information and to register:

<http://www.asq.org/conferences/service-quality/index.html>

#### **15th Annual ASQ Audit Conference**

*Audit Division is holding their annual conference in Reno!  
When: October 19-20, 2006*

The Future is Now

The Audit Division invites you to join us for an exciting, innovating look to the future! Thirty plus experienced speakers will share leading edge information on topics including, How to Reduce the Risk from Sarbanes-Oxley, Auditing Techniques to Drive and Measure Change, Quality and Corporate Social Responsibility, Effective Root Cause Analysis, Ethics for Quality Auditing, and much more

Go to the following link for additional information and to register:

<http://www.asq.org/audit/conferences/index.html>

### **ASQ Training**

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

#### ***Quality Audits for Improved Performance***

Date: 21-22 September, 2006

Location: Las Vegas, Nevada

Instructor: Mr. Dennis Arter (the "Auditguy")

<http://www.asq.org/courses/info/06218.html>

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

## Quality Related News & Events

*Want a chance to win free conference registration to the 2006 Malcolm Baldrige Regional Conference?*

*Attention all Businesses, Organizations and Individuals who are committed to quality!*

**Enter to win free Conference Registration (valued at \$495) at the 2006 Malcolm Baldrige Regional Conference in Albuquerque, New Mexico!**

**NvQA will pay the registration fees for one winner to attend a day of dynamic learning**

and networking with the 2005 Malcolm Baldrige National Quality Award recipients. The 2006 Baldrige Regional Conference will be held on October 5, 2006 at the Hotel Albuquerque at Old Town, Albuquerque, New Mexico. Just send us a short essay (no more than one page) focusing on areas of your business or organization that could benefit from following Malcolm Baldrige criteria. Deadline for entries: September 15, 2006. Fax to Doug Arnold, NvQA VP of Programs at 702 - 258 - 7146 or Email

[Doug.Arnold@LVVWD.com](mailto:Doug.Arnold@LVVWD.com).

All entries will be reviewed and the winner selected by the NvQA Board of Directors. The winner will be notified by September 19, 2006 (Airfare and hotel fees must be paid for by the winner).

The Nevada Quality Alliance: Partners in Pursuit of Community Excellence. 4132 S. Rainbow Blvd. #394 Las Vegas, NV 89103-3106.

The Nevada Quality Alliance is a non - profit organization whose mission is to facilitate the pursuit of excellence through leadership and coordination of improvement expertise, resources, and energy in our Nevada communities. We facilitate the pursuit of excellence by applying the nationally recognized performance excellence criteria associated with the Malcolm Baldrige National Quality Award program. The Nevada Governor's Awards for Performance Excellence have been endorsed by Governor Kenny Guinn, and the Nevada Quality Alliance (NvQA) has been affirmed as the official administrator of the awards.

### **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

## Featured Article

### **The Impending Talent Crisis ... Six Sigma and Lean to the Rescue**

By Tim Noble

"Talent Wars" and "Brain Drain" are not the latest must see horror movies from this summer, but U.S. business leaders might want to sit-up and take notice of an emerging crisis that could play-out frightening results for their organizations in the coming decade.

As 77 million U.S. Baby Boomers begin to retire over the next decade, there are only 46 million Gen-X'ers available to backfill the Boomers' retiring ranks. Even with a modest two percent economic growth rate over the next 15 years, demand for critical talent could increase by as much as a third, creating a "war" for critical talent. For some companies the crisis may be even more immediate. One recent study of the nation's 500 largest companies reported that they expect to lose half of their senior management over the next five years. Additional studies suggest that up to 85 percent of major companies surveyed have no formal program or process in place to deal with this impending crisis.

In the past few years companies have been so transfixed on downsizing to contain costs that they have largely neglected this looming threat to their competitiveness. There is no doubt that over the next decade or so, demand for talent will ebb and flow with the economy, however there is no denying this demographic shift and the potential impact it will have on U.S businesses. Some companies may be in for a rude awakening when they are unable to achieve even the most modest of business goals due to drastic staffing and talent shortfalls.

A less visible but no less dangerous problem is the loss of knowledge, or "brain drain," resulting from senior workers departing the organization without passing on their expertise to others. This lack of knowledge management will place many companies in a position to repeat prior mistakes and expose businesses to additional financial and operational risks. Worse yet, if no action is taken, some organizations could be headed for a point of no return with the complete loss of process knowledge in a few years.

Companies that rely solely on a strategy of outsourcing as a potential solution may be in for a shock as well, as existing sources of talent from offshore labor pools, such as India, Mexico and China, dry up as these countries recognize their own needs and provide incentives to retain talent in order to support their own local economic business objectives.

Given this looming demographic shift, the time for corporate leaders to act is now; however, companies must resist the urge to rush ahead without a well-balanced and deliberate approach to managing and leveraging their human capital. Part of the solution may lie with such tools as Six Sigma and Lean. With their focus on process discipline, variation reduction and waste elimination, these tools are well-suited to help companies address this impending crisis.

## member networking

Six Sigma has long been utilized by organizations to transform manufacturing and transactional processes from art to science by defining and validating key process variables to gain process control and eliminate variation. A key part of this methodology is the capture, transfer and validation of knowledge from process owners, thus making Six Sigma an essential part of any action plan to deal with the dangers of organizational “brain drain.” Companies need to not only view Six Sigma as a tool to drive productivity and service, but also as an essential methodology for critical knowledge management within their organizations. Six Sigma has a built-in tool set that lends itself very nicely to capturing and validating critical process knowledge that may otherwise be lost when key talent departs an organization.

The Lean tool kit can also play an important role in aiding organizations as they deal with this imminent crisis. Lean has a built-in methodology with such tools as “value-stream-mapping” and “standardized work” that can help organizations identify and eliminate non-value-added processes that waste human capital. Lean, with its focus on waste elimination, is ideal for helping organizations to free up human capital for redeployment. However, Lean will need to move beyond its stereotype as a tool set for only manufacturing and be accepted and applied to transactional processes in order to be an effective tool to mitigate the effects of this impending crisis.

Six Sigma and Lean are only part of the potential solution, providing a proven set of tools that can be part of a broader business talent management strategy. Business leaders will first need to recognize that the short-term solutions of the past will not work and accept that the landscape for talent management will dramatically change, requiring a more balanced and comprehensive solution in order to remain competitive in the coming decades.

### About the Author:

Tim Noble is an executive recruiter and managing principal of The Avery Point Group, a leading national executive search firm providing functional expertise and executive search focus in the areas of Six Sigma, Lean, plant management, operations management, supply chain management and finance. [www.AveryPointGroup.com](http://www.AveryPointGroup.com)

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