



## March 2010

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### Twitter

Follow ASQ on Twitter at this link: <http://twitter.com/ASQSeattle>. Stay up to date with the latest news, events and training from your local quality resource.

### Networking

**Your professional network is more important than ever**

Attending your local ASQ section events provides one of the best ways to connect with like-minded professionals and resources. When you attend an ASQ-Seattle event, you

### March 11th Dinner Meeting

#### Make Passion Your Career's Competitive Advantage

**Curt Rosengren • Author, *101 Ways to Get Wild About Work***



Finding Passion energizes you and fuels your success. Make an investment in your future and learn the nuts-and-bolts approach to create a career that lights you up and helps you stand out from the crowd. This easy-to-implement approach to building a career that you love will give you the conceptual tools you need to take a practical approach to getting the most out of your career.

Join us for the March meeting at the Coast Bellevue Hotel. Event details • Reservations due by **5:00 p.m. Monday, March 8th** for the early-bird discount rate: \$25.

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### New Must-Know Techniques for Your Resume & Job Search

**March 13th • 9:00 a.m. to 3:00 p.m.**

Our Section is sponsoring a Saturday seminar/workshop for unemployed/employed ASQ members helping them with needed information on job search and resume updates. Searching for a new job or not, this seminar is a "must attend." Technology has dramatically changed how companies find and hire talent. You will learn the surprising changes since 2008, the elements that will get you noticed, advanced interviewing techniques, and how to craft a resume that gets you noticed within 7 seconds. And it's a bargain at **\$10 for members**, \$15 for nonmembers.



At Fortune 500 companies like Microsoft and Expedia, and now as a Redmond-based career psychology consultant, Paul Anderson has extensive experience on changes job seekers need to make to find employment quickly. Featured by national media such as The Wall Street Journal, Paul brings a fresh and innovative approach to job seeking. In 2009, Paul helped over 1,500 with finding rewarding employment. For more

information on Paul visit the Prolango website <http://www.prolango.com>.



Lisa Voso has been a personal injury trial attorney for close to 10 years and in the public speaking arena for 20. Lisa just recently opened her own law practice in Kent, Washington. Her practice focuses on wrongful death cases, personal injury law and worker's compensation. While practicing law is her calling, teaching presentation skills is her passion. She is the owner of The Voso Impact – a speech and presentation company. Lisa coaches numerous individuals

(youth and adults) to master the skills needed for successful interviews, speech preparation and presentation enhancements.

[Event details](#) • [Reservations](#)

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broaden your network and your knowledge.

## Mark your calendar

### Network and learn

Plan to network during the ASQ Seattle Section dinner meetings and learn from a carefully screened speaker. Mark your calendar for the second Thursday of every month from September through May.

## March 18th Bonus Event

### Achieving a High Maturity Culture with Kanban

#### David Anderson



In 2004 at Microsoft Corporation David Anderson designed a pull system for use with a team performing systems maintenance. It was described as a virtual kanban system as it limited the quantity of work in progress and signaled the pull of work using database triggers. The system produced dramatic performance improvement results including a 90% reduction in cycle time and a 240% improvement in productivity.

Location: The Old Spaghetti Factory in Lynnwood. [Event Details](#) • [Reservations](#).

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## ASQ Seattle section member leads a high-performing team to state-wide finals

Member **Jon Leland**, the Business Systems Lead for the Experience Music Project at the Seattle Center led a major project to build an executive dashboard to improve the quality, relevance, and timeliness of reporting on EMP's organizational key performance indicators. The process was highly participatory, and included a Supplier-Inputs-Process-Outputs-Customer analysis, Failure Mode and Effects analysis, a Voice of the Customer analysis, and several Six Sigma projects in addition to the main deliverables.

Because the end result was so successful, the team decided to submit an application to the Washington State Technology Industry Association for its Industry Achievement Awards. The panel of judges selected the team as one of three statewide finalists for IT Department Innovation of the Year. This honor is awarded to the company that has implemented an innovative technology solution that has contributed to business growth, grown market share, reduced costs, and/or improved customer service.

The final winner in this and other categories will be announced at the 15th annual awards banquet on Thursday, March 4th at the Showbox Sodo. Over 800 people are expected to attend this celebration of the vibrant technology community in the state of Washington.

[More info about the awards banquet](#)

[Email congratulations to Jon!](#)

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## Advancement to Fellow Membership

The Seattle Section ASQ has set a goal to nominate two Fellow members this year. Fellow membership status brings to the member both recognition and certain benefits. Requirements for nomination include:

- Technical Experience
- Occupational Responsibility
- Publications, Papers, Presentations: Quality-related Subject Matter
- ASQ Activities
- Professional Affiliations Other Than ASQ
- Teaching or Consulting

Based on ASQ rules, the nominees come from the pool of members who have been Senior members in good standing since 2004. Our section 606 has more than 30 members of this distinguished group, so I believe that we can reach our goal of nominating two Fellows by the end of April. Senior members who feel that they have fulfilled those requirements are encouraged to contact [Maria Teodorovic](#), Examining Chair by March 31.

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## Volunteer at AmCon--Earn Recertification Credits

Registration is open for the Seattle (Bellevue) AmCon Contract Manufacturing Expo. We need volunteers to staff the ASQ booth April 13-14, 2010. You'll earn recertification credit for 3-4 hours of service. Contact: [Art Moss](#). [Info about the show...](#)

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## Exam Tips from the Certification Chair

These tips will help you when you sit for an ASQ Certification Exam. Need more (or different) information? Call or email the [Certification Chair](#), 425-776-1006.

- Get there on time--no allowances are made for late arrival
- If you don't understand the website map to the exam location, call to make sure you know how to get there
- Bring only wooden #2 pencils and a sharpener
- No graphing calculators are allowed; if in doubt call
- No cell phones are allowed in the examination room; leave them in your vehicle
- All materials and calculators you bring with you will be checked; try to limit the number of materials you bring to the exam
- Extra materials, purses, and backpacks will be placed along the wall

## Certification Prep Courses

### Quality Auditor and Six Sigma Green Belt Prep Courses start April 3rd

We developed these courses to prepare quality professionals to take the American Society for Quality Certified Quality Auditor (CQA) and Certified Six Sigma Green Belt (CSSGB) examination. The courses are built on the ASQ Body of Knowledge for each discipline, and include practice tests.

#### **CQA Prep Course**

**8 Saturdays, April 3 to May 22 • 1 – 5 pm at North Seattle Community College**

#### **CSSGB Certification Prep Course**

**6 Saturdays, April 24 – May 29 • 9 – noon. Location TBD**

If you are already certified, this is a great opportunity to refresh your current skills and earn recertification units.

A combination of home study and classroom learning, the courses will be completed before the next CQA and CSSGB exams on June 6, 2010.

**Contact:** Education Chair, [Adina Suci](#). Also, we're looking for qualified instructors. Email Adina if you are interested.

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## PSEC News

The PSEC Engineering Fair on February 13th was a big success with over 600 youth and their parents filing past the 20+ Engineering Society displays.

The Seattle Section offered the "Theory of Constraints" game demo, and handed out ASQ pens, glasses, cloths, and candy. Many of the older youth and parents were quite interested in the Certification literature. Our booth was ably staffed by Fred Cramer, Bitewlyn Dealkew, and Art Moss.

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## Employment Resources

### Post an opening

Companies can post job opportunities on our site. Check out the current ones [here](#).

### Post your resume

You can post your resume on our site. Companies and recruiters look [here](#) for quality professionals.

## Special Offer on CMMI Training in Seattle

This Capability Maturity Model Integration-Development (CMMI-DEV) course provides software and related management and support professionals with fundamental concepts for staged and continuous representation of the CMMI-DEV model, providing time for exercises, questions, and real-world process improvement examples.

This three-day introduction to CMMI-DEV is offered to professional groups and corporations only through SEI and its licensed partners.

**David Walker** will teach the course. Walker has developed a stellar teaching reputation within the software industry. Additionally, students will receive several bonus materials for taking this course through ASQ. These are listed below.

### Students Receive

- [CMMI: Guidelines for Process Integration and Product Improvement, Second Edition](#)
- Course materials

### Bonus Materials

- Another excellent book, [CMMI Survival Guide: Just Enough Process Improvement](#)
- CMMI wall poster
- CMMI quick reference card
- Course completion certificate (upon successful completion)

**ASQ Member Price: \$1350**

**Nonmember Price: \$1500**

**Date: May 5-7, 2010**

[Registration link](#)

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**Anything is possible if we expand the reach of quality.**

**Join us in St. Louis in 2010 to meet today's challenges and build tomorrow's confidence.**

- Learn new and classic quality tools, methodologies, and techniques.
- Network with more than 1,500 attendees and exhibitors.
- Benchmark best practices in the International Team Excellence Award Process.

## Think about it. Mandatory quality practices and methodologies could:

- Prevent food recalls by requiring HACCP certifications and ISO standards.
- Save lives by reducing patient errors.
- Save jobs by reducing waste and the costs associated with it.
- Increase student achievement by implementing continuous improvement tools.

## These companies met their challenges. Are you ready to meet yours?

- A rapid response team approach and tools reduced scrap caused by process damage, leading to an annual capacity increase of over 14 million goods.
- Lean Six Sigma techniques eliminated patient bottlenecks, provided timely treatment of high acuity patients, and provided safe management of increased patient volumes - all at a cost avoidance of \$1.5 million.

## Keynote Speakers

Alan Mullally • President and CEO, Ford Motor Company  
Robert Stephens • Founder and Chief Inspector, Geek Squad  
Terry Jones • Founder and Former CEO, Travelocity

Register on the [ASQ WCQI web page](#).

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## Upcoming Exam Dates

Go to the [Certification & Exams](#) page for details and links to information about Exam sittings held here and at various national conferences, including the World Conference on Quality and Improvement. Exams are also shown by date & location at:  
<http://www.asq.org/certification/dates.html>

## May 23, 2010: World Conference on Quality and Improvement, St Louis, MO Application Deadline--April 2, 2010

All exams will be available at this conference, beginning Monday, May 24th.

The next local Exam offerings are scheduled for June 6th. Application deadline: April 16th.  
Contact: [Art Moss](#)

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