

October 2004



# QUALITY NEWS

Oklahoma City  
Section 1408



Next Meeting  
Thursday  
October 21, 2004

**Moore Norman  
Technology Center  
Room A200**  
4701 Twelfth Avenue N.W.  
Norman, OK 73069

**Time:**  
**5:30pm-6:00pm Social**  
**Meeting begins @ 6:00pm**

**Please RSVP to  
Keith Rodgers**  
405-324-3536  
or e-mail to:  
[keith.Rodgers@seagate.com](mailto:keith.Rodgers@seagate.com)

**How to get to MNTC**  
FROM THE NORTH:  
•Take I-35 South to US-77 South, left exit #113  
•Merge onto US-77  
•Turn left (east) onto W Franklin Road

FROM THE SOUTH:  
•Take I-35 North to the Tecumseh Road exit  
•Turn left onto Tecumseh Road  
•Turn left onto US 77(Flood)  
•Turn right (east) onto W Franklin Road

Park in the north parking lot.  
Room A200  
Use Entry A, go upstairs and to the left.  
It's the room at the end of the hall.

## QUALITY IS.....

This month's meeting will feature a panel of distinguished quality professionals discussing their views on "What is Quality". The panel will each discuss their views on quality and will accept questions and comments from the group.

The panel will include: Col. Michael Strong, Dr. Ed Cunliff, Sandra Payne, and Dr. Paul Young. See their bio's on page 4.

**Please note:** We will meet at Moore-Norman Technology Center this month. See directions at the left.

As we have seen in the past when we've had panel discussions this promises to be a lively and informative event. You are encouraged to share the fun by inviting your friends and co-workers to attend.

### News Flash

#### OCTOBER – NATIONAL QUALITY MONTH

October has been recognized as National Quality Month throughout the nation for many years. Governor Brad Henry will issue a proclamation declaring October as State of Oklahoma Quality Month.

## Section 1408 Board Members 2004-2005

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- |   |                          |        |
|---|--------------------------|--------|
| • Understanding ISO 9001:2000                     | Oct. 14 or Dec. 1        | \$200  |
| • ISO 9001:2000 Internal Quality Auditing         | Oct. 19-20 or Nov. 16-17 | \$375  |
| • Meas. Data Analysis & Cont. Improvement         | Oct. 26-27               | \$350  |
| • Root Cause Analysis                             | Nov. 9                   | \$150  |
| • ISO 9001:2000 5-day Lead Auditor-RAB Accredited | Dec. 6-10                | \$1295 |

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If you or your company would be interested in advertising, please contact Robert Hartsfield at 405-577-9830 or [rhartsfi@autocraft.com](mailto:rhartsfi@autocraft.com)

**Did you know...?**

You can control whether ASQ National Headquarter contacts you via Facsimile or E-Mail. You can separately control whether the Section contacts you via E-mail. Out of 268 members on our list only 164 have given our Section permission to send valuable information via e-mail. The Section can reach 60% of its membership by E-mail. The rest receive the monthly Newsletter by mail and must rely on our website for other up-to-date information.

While we respect the ASQ guidelines instructing the Section not to contact those members who do not wish to receive E-mail, we wonder whether these members do not wish to receive the limited Section E-mail or just don't want to receive the multiple E-mails from the ASQ National Headquarters and the Divisions. You do have a choice! Please don't confuse your right to receive Section e-mail versus receiving National or Division e-mail.

If you have not given your current e-mail address to Headquarters or have withdrawn permission for its use by the Section, you will not receive some Section notifications. Remember that you can restrict E-mail use by ASQ National or Division and still get the Section Newsletter via E-mail.

You can opt-in for four different ASQ e-mail sources:

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- **My Section** – Receive e-mails from my Section(s) about upcoming events, NEWSLETTERS, and other important Section business (including last minute changes to meeting programs/location/times).

You can update your preferences at any time from the My ASQ page of [www.asq.org](http://www.asq.org). Sign in as a member and select Change Addresses. Members can also contact ASQ Customer Care via telephone 1-800-248-1946.

**Please help us to keep in touch with you** – it helps to reduce Section costs and keeps you up-to-date. Members receive Section Newsletters via e-mail an average of 6 days faster than those sent via Snail-Mail (USPS).

## Quality Is.... Panel Bio's

(continued from page 1)

Panel Participants include:

**Col. Michael Strong**: Member of Governor Brad Henry's cabinet and the Chairman of the State Quality Awards for the state of Oklahoma. He retired from Tinker Airforce Base after serving many years as Quality Manager. He has trained many Malcolm Baldrige Award examiners for the state of Oklahoma.

**Dr. Ed Cunliff**: Assistant Vice President for Academic Affairs - Planning and Analysis for the University of Central Oklahoma. He has spent his career between social services, training and development and higher education. Ed is a strong believer in life-long learning for himself both personally and professionally. He considers that belief as highly congruent with his involvement in continuous improvement.

**Sandra Payne**: Executive Director of Marketing and Communications for St. Anthony Hospital. She has over 14 years of experience in strategy development, marketing, advertising, and public relations. She also serves as continuous quality improvement instructor for SSM Health Care. Sandra was actively involved in the team at St. Anthony responsible for the Oklahoma Quality Award and Baldrige applications and site visits. She graduated with honors from the University of Central Oklahoma with a Masters in Business Administration and a Bachelor of Business Administration and Marketing. A native of Harrah, Sandra serves on the 2004 Board of Examiners for the Oklahoma Quality Award Foundation, is a senior faculty member for the University of Phoenix Oklahoma City Campus, and is a recent Leadership Edmond graduate.

**Dr. Paul Young**: Paul is dedicated to quality in education and is the General Manager of Bright Star Volunteers serving Marcus Garvey Charter School and Crutcho Elementary School. Paul is currently the chairman of the Spiritual Assembly of Oklahoma City Baha'is. He recently retired as a trainer for the office of Manpower and the Urban League, and the Community Action Program Of Oklahoma City. A native Oklahoman, born in Shawnee, he grew up in a musical family. He majored in Music Education at Langston University. He has also served at the Tulsa Urban League and Urban Renewal and worked for American Airlines in logistics.

## ASQ CERTIFIED CALIBRATION TECHNICIAN (CCT)

A Special Military Rate is now available for ASQ's Calibration Technician (CCT) exam - Members of the Military can register for this exam for \$105! The regular membership rate is \$155.

The Certified Calibration Technician tests, calibrates, maintains, and repairs electrical, mechanical, electromechanical, analytical, and electronic measuring, recording, and indicating instruments and equipment for conformance to established standards.

Each certification candidate is required to pass a written examination that consists of multiple-choice questions that measure comprehension of the Body of Knowledge. The Calibration Technician examination is a one-part, 125-question, four-hour exam and is offered in the English language only.

Learn more about the CCT at <http://www.asq.org/cert/types/cct/index.html>

## ASQ Oklahoma City Section 1408 Quality Library

Delphia Hawkins, Program Chair, recently visited the Oklahoma State University Library, which houses a very unique section of books donated by the American Society For Quality Oklahoma City Section.

These books are available to be checked out by all members. The Library is located in the Student Center on the OSU OKC Campus at NW 10<sup>th</sup> and Portland.

The resources are being used, checked out and returned. The librarian suggested other resources of video, DVD or cassettes. The section welcomes any donations from members and friends. Please contact any Board Member if you would like to make a donation.

In addition, we would like to provide members with your suggestions for reading. Please tell us what quality related books have been most helpful to you? Send your recommendations to Rose Sutcliffe, Newsletter Editor. We will post a list in future editions of the Newsletter.

**ASQ Section 1408**

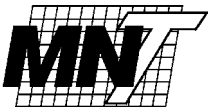
**November Meeting**

**November 18, 2004**



ASQ Oklahoma City Section 1408  
**Newsletter Editor – Rose Sutcliffe**  
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## Welcome Our New Members!

Terrence Butler  
Brent Cavender  
Neil Ferguson  
Nidhin George  
Les Herman  
Gustavo Martinez  
Audry Ann Mefford  
Mehta Mehta  
Michael Rozon  
Nandan Sudarsanam  
Dawn Ventress