



The Lighthouse

October 2004

Elyria/Lorain Section 814
Mission Statement

To advance community and member quality excellence through educational opportunities, non-competitive information exchange, networking, forming alliances and leadership growth



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Chair's Message

Baseball season is reaching its pinnacle. Although it's another year with out a pennant for the Indians, we did have some very exciting moments this season. In October's Teamwork Clinic, we will challenge Yogi Berra's famous comment "It ain't over 'til it's over". John Maxwell will expand on the Law of the Bench (#12) and show that there are times when it's over before it even starts! Simply stated, great teams have great depth. Sure, every team features its "starters", the frontline people who directly add value to the organization and/or directly influence its course. The bench is made up of the folks, who add value indirectly, in a supporting role. As Kelly Holcomb can attest, today's bench players frequently become tomorrow's starters. This also shows the importance of being ready and able to step up and

answer the call when the opportunity arises. It will be interesting to find out who (if anyone) will be able to step up from the bench to replace Kellen Winslow for the remainder of this season.

If you find yourself in a supporting role, you have two key jobs: help the starters to shine AND prepare yourself to be a starter in the future. This is done by making an active effort to learn and grow. To help our members learn and grow to become the superstars of tomorrow, our section is offering two ASQ certification courses starting in October. We will be offering a seminar on "marketing yourself to future employers" in early November. ACS (American Chemical Society) and AIChE (American Institute of Chemical Engineers) in concert with other CTSC collaborators are bringing the Galileo Players (a scientific comedy troupe out of Chicago) to Cleveland State University on Saturday October 23. This performance is FREE to our members and their guests on a sign-up basis! There is still time to participate in the ASQ – LifeShare blood drive. There are additional details on these activities in the newsletter.

The main speaker on October 13 is Ken Murphy, Director of Operations at Sunrise Medical and recognized expert in implementing Poke Yoke and Lean Best Practices. Ken will discuss ways of improving quality through innovative error proofing. If you saw the episode of ZOOM on PBS where groups of children tried to make a peanut butter and jelly sandwich by LITERALLY following the written instructions of their teammates, you know how challenging error proofing can be. Results included jars of peanut butter between two still wrapped loaves of bread! Similarly, writing operating instructions and testing protocols or meeting ISO/TS requirements (where the participants try to make "beneficial presumptions" to fill in the gaps on the fly) still remains a challenge for error proofing. The benefits should be far reaching.

I was glad to see a good turn out at the plant tour of Bonne Bell's Westlake operation last month. Kudos to Roy Deza, CQA, for his wonderful organization of that event. Based on the feedback I've received, we will try to sponsor more tours in the upcoming months.

I look forward to seeing YOU at our future activities!

Yours in Quality and Innovation,
Marc Kelemen, CQM

CQE CLASS

EXTENDED APPLICATION DEADLINE

Exam Date: December 4, 2004 - Application Deadline: October 15, 2004

We ARE having a CQE course for the upcoming test on December 4th 2004.

The deadline for applying for the test has been moved back to October 15th. The classes will be held one night a week on Tuesday from 6:00 PM - 9:00 PM at Lorain Community College and start October 5th. The class will run for 8 weeks and be in the University Center Building Room 214.

For those who pay in advance of the first class there will be a 20% discount offered for a total cost of \$400. For those who pay on the 1st day of class they will receive only a 10% discount for a total cost of \$445. Finally those who pay after the 1st class will not receive a discount and will need to pay the full price of \$500. The payment for the class needs to be sent to Michael Haessly, 3309 Lenox Oval, Avon, Ohio 44011. The check for payment for the class needs to be made out to "ASQ Section 0814.

To apply for the test contact ASQ headquarters directly. The cost for the test is \$180 for members and \$285 for non-members. The payment for the test needs to be sent to ASQ headquarters.

You must have eight years of on-the-job experience in one or more of the areas of the Certified Quality Engineer Body of Knowledge. A minimum of three years of this experience must be in a decision-making position. "Decision-making" is defined as the authority to define, execute, or control projects/processes and to be responsible for the outcome. This may or may not include management or supervisory positions.

If you are now or were previously certified by ASQ as a Quality Auditor, Reliability Engineer, Software Quality Engineer, or Quality Manager, experience used to qualify for certification in these fields applies to certification as a Quality Engineer.

If you have completed a degree from a college, university, or technical school with accreditation accepted by ASQ, part of the eight-year experience requirement will be waived, as follows (only one of these waivers may be claimed):

Diploma from a technical or trade school—one year will be waived

- Associate degree—two years waived
- Bachelor's degree—four years waived
- Master's or doctorate—five years waived

We would like your input into what additional courses you would like to see offered. Please e-mail your suggestions at haessly@myepath.com.

Marketing Yourself to Prospective Employers Class

November 6th, 2004

The purpose of this class is to help those that are unemployed, soon to be unemployed, actively looking, passively looking, etc. In other words, this class is for everyone who would like to improve their probability of finding a new opportunity. It is open to members and non-members. This class will consist of a 4-hour workshop designed to help prospective candidates with their resume, personal presentation, working with recruiters, using the Internet, etc. The fee is \$20.00. **Deadline for application is October 27th.**

Meeting October 13th

Poke Yoke: Improving quality through innovative error proofing

By Ken Murphy - Director of Plant Operations for Sunrise Medical Inc.- a wheelchair manufacturing company located in Avon Lake.

Ken has been building Wheelchairs for 41 years in the Elyria/Avon Lake Area. He has been actively involved in DFT, JIT, and Lean Manufacturing concepts since the early 1990's when he attended the John Costanza DFT World Wide Flow College in Denver, CO. Over the years he has implemented lean concepts in the Avon Lake plant patterning off the Toyota Production System and has been the leader throughout Sunrise for implementing Poka Yoke and Lean Best Practices throughout fabrication. He has been recognized in several Publications and featured in Target Magazine, the national publication of AME (Association for Manufacturing Excellence) and most recently on the Industry Week Magazine.

The Avon Lake plant has hosted AME Lean conferences and was picked by AME as one of the best 5 plants in the Cleveland area for implementing Lean practices during their recent conference in Cleveland.

Ken is a member of the OPMA (Operations and Plant Managers Association) and he has hosted several Lean Enterprise Certification training classes.

LifeShare Blood Drive



Everyone from the American Society of Quality who donates blood to LifeShare Community Blood Services from Sept. 1, 2004 to October 31, 2004 will be entered into a raffle for a Juran Book. Each donor must write "American Society of Quality" on line number 13 of the donor registration form in order to participate in the raffle. To make an appt. to donate or to find a conveniently located donor center, call 1.866.644.5433. LifeShare has nine donor facilities across the region. At the November 10 meeting, all those in attendance who gave blood during this special promotion will receive a fun, 100 percent cotton, limited edition T-shirt in appreciation.

LifeShare is one of the oldest, most respected charities in Northeast Ohio. Donated blood remains in the community where it was given.

Winter Team Building Activity

ASQ Section 814 will be having a Winter Team Building Activity at Dave & Buster's in Westlake on Dec 8 at 6:30PM. All we'll tell you now is "**become a private detective @ D&B!**" A Roast Beef Buffet will be provided including Horseradish sauce, House salad, Red skin mashed potatoes, Garden vegetable medley, Corn O'Brien, Fresh baked rolls and butter, Lemon herb grilled chicken breast. A nominal fee will be charged for this activity.

Winery Tour

We will be having a winery tour of J.Christ Winery in Avon this autumn. Details to follow. Contact Marc Kelemen if interested.

Galileo Players at Cleveland State University

On Saturday, October 23 at Cleveland State University, the Galileo Players will perform for the first time in the Cleveland area. The Galileo Players are a Chicago-based, science improvisation group of actors, who have been praised for their lively, engaging and humorous stage presentations of science-related material. This free performance will be geared for high school and college students. Parents and members of area technical societies and their guests are also most welcome.

The performance is from 2:00-3:00 p.m. on Saturday, October 23, 2004 in the University Center (The Cage) Auditorium UC-6 at Cleveland State University. On Saturdays, ample parking is available on the streets around CSU or in the CSU parking structure on 22nd Street between Euclid and Chester Avenues. Following the performance, all audience members are welcome to meet the players at a reception in the lobby of the auditorium. Light refreshments will be served.

The appearance of the Galileo Players in Cleveland is sponsored by the Cleveland section of the American Chemical Society in cooperation with the Cleveland section of the American Institute of Chemical Engineers and Cleveland State University. Other sponsors include the Northeast Ohio Section of the ACS and the Society of Applied Spectroscopy.

We ask that all who plan to attend the performance register their intention on the web page of the Cleveland ACS, http://www.csuohio.edu/cleveland_acs. Reservations can also be made by calling Wanda Morris at (440) 775-8300 or e-mailing her at Wanda.Morris@oberlin.edu.

Visit the Galileo Player website at www.galileoplayers.com.

Your Executive Committee

Position	Name	e-mail
Chair /Program Chair	Marc Kelemen	Mjk99@earthlink.com MarcP.Kelemen@energizer.com
Vice Chair/Education Chair	Michael Haessly	Haessly@myepath.com
Secretary/Treasuer	Mark Murphy	Mark.murphy@sunmed.com
Recertification Chair	Thomas Copeland	Thomascopeland@juno.com
Newsletter Editor/Internet Liason	Michael Haessly	Haessly@myepath.com

Statistics Humor

A statistics major was completely hung over the day of his final exam. It was a True/False test, so he decided to flip a coin for the answers. The stats professor watched the student the entire two hours as he was flipping the coin...writing the answer...flipping the coin...writing the answer. At the end of the two hours, everyone else had left the final except for the one student. The professor walks up to his desk and interrupts the student, saying:

"Listen, I have seen that you did not study for this statistics test, you didn't even open the exam. If you are just flipping a coin for your answer, what is taking you so long?"

The student replies bitterly, as he is still flipping the coin: "Shhh! I am checking my answers!"

Events Calendar 2004-2005

Elyria-Lorain Section 814 ASQ: 2004-05 Event Schedule

Item	Date	Day	Venue	Starts	Organize	Assist.	Speakers-topics	MaxWell	AAO Stats
EC	13-Jul	T	D&B	5:30 PM	Marc K		Calendar, SMP, SOA, GDs, Vote on CTSC	n/a	n/a
EC	26-Jul	M	D&B	5:30 PM	Marc K		Confirm dates and calendars, approved SOA	n/a	n/a
EC	5-Aug	R	Elyria MFG	5:30 PM	Mike R		SMP review, business plan, Confirm dates and events	n/a	n/a
Reg	25-Aug	W	E-HI	5:30 ?	Marc K		Section Calendar Kick Off; Networking	Law # 10	Ep # 8
CTSC	14-Sep	T	Great Lakes		Marc K	Mark M	Collaboration meeting with ACS, AIChE, IEEEE, ASM, ASME	n/a	n/a
Reg	15-Sep	W	E-HI	6:00 PM	Marc K		Ron Harmon: Thinking Statistically	Law # 11	n/a
Tour	16-Sep	R	Bonne Bell	1-2 PM	Roy D	Kim, Tom	Bonne Bell tour (Westlake) Adv. Reservation reqd	n/a	n/a
Civic	1 Sept - 1 Nov				Kim S		ASQ-LifeShare Blood Drive	n/a	n/a
EC	29-Sep	T	Elyria MFG	5:30 PM	Mike R	Marc K	Submit SMP + Budget to natl; Finalize Dec 8		
Class	5 Oct +	T	L-3-C		Mike H		Possible CQE class: Oct 7-Dec 2 (Tues)	n/a	n/a
Class	7 Oct +	R	L-3-C		Mike H	Roy D	CQA class: Oct 7-Dec 2 (Thurs, not T-giving)	n/a	n/a
CTSC	12-Oct	T	Flat Iron		Marc K	Mike H	Board of Governors @ Flat Iron	n/a	n/a
Reg	13-Oct	W	E-HI	6:00 PM	Mark M		Ken Murphy: Poke Yoke: Improving quality through inovative error proofing	Law # 12	n/a
Workshop	Autumn	R	Winery	5:30?	Tom C		Quality Practicum (RU's) @ J.Christ Winery	n/a	n/a
Civic	23-Oct	Sat	CSU	2:00 PM	ACS	AIChE	Galileo Players at Cleveland State	n/a	n/a
Workshop	6-Nov	Sat	L3C ?		Mike H	Roy D	4 Hr: "Marketing Yourself to Future Employers"	n/a	n/a
Reg	10-Nov	W	E-HI	6:00 PM	Marc K		Steve Pettyjohn: ASQ & HealthCare	Law # 13	n/a
EC									
Reg	8-Dec	W	D&B	6:30-10:30	EC		Winter Network; Teambuilding Mission @ D&B		
Class	Jan-Feb	ibd	ibd		Mike H	Marc K	CQT class:	n/a	n/a
Workshop	5-Jan	Sat			Mike R	Mark M	Quality Practicum (RU's) @ Brew Kettle	n/a	n/a
Reg	12-Jan	W	E-HI	6:00 PM			Mike Crossen aka Mr. Pareto Head	Law # 14	
Workshop	Spring	Sat			Kevin Z	Marc K	8 Hr. Who moved my cheese?	n/a	n/a
Reg	9-Feb	W	E-HI	6:00 PM	Kim S, Mike R		Kim Shumyla: Good Manufacturing Practices	n/a	n/a
Workshop	Spring				Mike H		Lynn DuPuy: QS-ISO-TS	n/a	n/a
EC							LEAN- Practical application	n/a	n/a
Class	Spring	S			Mike H		Six Sigma Black Belt	n/a	n/a
Reg	9-Mar	W	E-HI	6:00 PM			Ken Street (NASA-SAS): Spectroscopy for Kids and Adults that can Behave like Kids	Law # 15	
Reg	13-Apr	W	E-HI	6:00 PM			TBD	Law # 16	
Tour							Thomas Love (CWRU) Multivariate Control	n/a	n/a
Reg	11-May	W	E-HI	6:00 PM	Marc K			Law # 17	n/a
EC									
Reg	8-Jun	W	Hi meadow	5:30 ?	Marc K		Picnic: Saturday ??		
Next	class		community		workshop			rev 9-29-04	

Certification Calendar 2004-2005

Elyria/Lorain Section 814

Certification/Exam Dates

Classes are always offered in conjunction with the certification and require a minimum of 6 students.
If less than 6 students register for a class it may be canceled.

Exam Date	Dec. 4, 2004	March 5, 2005	June 4, 2005	Mar. 6, 2004	October 22, 2005
Registration Date	Oct. 1, 2004	January 7, 2003	April 1, 2005	Jan. 9, 2004	August 19, 2005
Mechanical Inspector Certification (CMI)		XXXXXX		XXXXXX	
Quality Auditor Certification (CQA)	XXXXXX		XXXXXX		XXXXXX
Quality Auditor Certification-Biomedical (CQA-Biomedical)		XXXXXX		XXXXXX	
Quality Auditor Certification-HACCP (CQA-HACCP)		XXXXXX		XXXXXX	
Quality Engineer Certification (CQE)	XXXXXX		XXXXXX		XXXXXX
Quality Improvement Associate Certification (CQIA)	XXXXXX		XXXXXX		XXXXXX
Quality Manager Certification (CQM)		XXXXXX		XXXXXX	
Quality Technician Certification (CQT)		XXXXXX		XXXXXX	
Reliability Engineer Certification (CRE)		XXXXXX		XXXXXX	
Six Sigma Black Belt Certification (CSSBB)		XXXXXX		XXXXXX	
Software Quality Engineer Certification (CSQE)	XXXXXX		XXXXXX		XXXXXX
Calibration Technician Certification (CCT)	XXXXXX		XXXXXX		XXXXXX

Placement Section - Current Opportunities

Referred by: Michael Haessly - 440-725-1022

Position	Location	Contact
Director Of Quality	Austin, TX	Ken Alley - 866-277-4049 #214 kenalley@mribaltimore.com
Regional Quality Managers	Atlanta, GA	
Senior Quality Engineer Aerospace Manufacturing	Cleveland, Ohio	Clara Ginn Managing Partner Ginn & Associates P. O. Box 5067 Tampa, FL (813) 645-4224 clara@mriginn.com
Quality Manager	York, Pa	Rick Tyler FEP PLASTICS SEARCH GROUP Divisions of Future Executive Personnel, Ltd Rick@fepsearchgroup.com http://www.fepsearchgroup.com
Corporate Quality Engineer (PI)	Manchester, Mi	
Senior Metal Stamping Quality Engineer For A New Automotive Facility	Western Kentucky	Thanks, Rodney Hosford 850-656-8444 Fax 850-942-2783 Rodney@Mrrecruiter.Com
Compliance Consultant Require 50-60% travel.	Home based (located anywhere in the US)	Patrice Perry, Sr. Recruiter MAGIC BioPharm Resources 3500 Piedmont Road, Suite 110 Atlanta, GA 30305 (404) 233-0925 office (866) 827-5132 X123 office (770) 912-2229 cellular (404) 231-9778 fax patrice.perry@magicorp.com www.magicorp.com
Director of Quality Assurance	Undisclosed	Clifton Johnson Associates Suite 725 One Monroeville Center Monroeville, PA 15146 412-856-8000 cj@cliftonjohnson.com
Sr. Quality Engineer	SC	Richard Lodge, SPHR Sr. Executive Recruiter Fortune Personnel Consultants of Charlotte 315 Main Street, Ste. C Pineville, NC 28134 Phone: 704-889-1100 or 1-800-210- 8121 rlodge@fpccharlotte.com www.fpccharlotte.com

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MEETING: October 13th, 2004