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ENEWS Update from ASQ Golden Gate Section

ASQ0618, P.O. Box 360985, Milpitas, CA 95036-0985

http://www.reachus.com/ASQC0618

…from our Program Chair – Vuong Phi

Our 2007-2008 season is drawing to a close, but we have several exciting events coming up in the next two months. Coming up in April and May, we offer our no cost joint panel discussion and an exciting dinner seminar.

April 17, 2008 – Panel Discussion on New Developments in Biomedical Technology (Bring your questions) -- No cost to ASQ members

ASQ Golden Gate Chapter, in collaboration with Abbott, invites you to participate in a Panel Discussion -- Panel moderator Tina Mazurkiewicz / Division Vice President/ Quality Assurance and Compliance. Panelists include:

- State of the Medical Device industry – Dr. Sudhi Gautam
- Technical & Process Innovations that impact the field Bikash Chatterjee:
- Operational Excellence - Forging Cross Functional Partnerships with R&D, Operations (Six Sigma, Class A initiatives) Tony Whelan
- Regulatory Changes that impact the industry Janet McDonald

Register for this event at: http://www.acteva.com/booking.cfm?bevaID=152648

May 20, 2008 Dinner Seminar -- sponsor by GG Chapter and Ron Person/ Tor Consultation
$35.00 to ASQ members

Creating a High Performance Organization in Healthcare -
Step 2 of 6: Translating Plans into Measurable High Performance

One of the main reasons strategic and operational plans fail in healthcare organizations is because of a failure to execute. Even if you use the best of Six Sigma, LEAN and Project Management Office the odds are you won't succeed because your plan wasn't executed.

There are at least six steps in creating a culture of high performance. We'll briefly discuss each step, but this workshop will focus on the key to successful execution, how to translate your plans into actions that can be measured, monitored and managed.

From what you learn before dinner and practice after dinner you will know how to:

- Identify objectives in your plans that drive success
- Select the "critical few" metrics that must be measured

- Identify the initiatives and managers to execute your plan
- Use scorecards and dashboards to track and monitor progress

You will take away checklists and lists of metrics that have proven high value. Many attendees have said the lists of metrics alone were worth attending.

The evening will be divided into two parts. Before dinner will be a demonstration of the process, case studies and examples. After dinner you will put to practice what you've learned. If you come with a team from your organization you can work on a plan that you bring. If you come as an individual we'll have a case study for you. (Please do not bring proprietary projects or data.)

Bring your team. Bring your plan. Bring your energy!

Register for this event at: http://www.acteva.com/booking.cfm?bevaID=153497

ASQ - Silicon Valley Events

Information about upcoming events and member services provided by the ASQ Silicon Valley section can be found at: http://www.asq-silicon-valley.org/

Thinking about certification?

Sustaining Members
Did you know that Sustaining Members and their employees will receive member pricing on any of our 14 certifications, a cost savings of up to $150 per certification. Employees at your location(s) will receive member pricing on ASQ Certification if you joined or renewed as a Sustaining Member after September 23, 2005. If you and/or your employees are interested in taking a certification exam, please contact Customer Care at 800-248-1946 (United States and Canada only) or help@asq.org.

Apply for Certification

Did you know that ASQ offers several ways to apply for certification? Choose the best option for you.

ASQ Members—Apply online now! Have your documentation and credit card ready.
(See each certification for the necessary documentation.)
https://secure.asq.org/ecommerce/certuser/execute/loginSetup

Non-members

- Join now! You'll save $150. After you've joined ASQ, come back and fill out the member application above.
- Apply without joining ASQ—requires customers to register to complete the application.

Special Applications—Check specific certifications for additional applications and dates. View a list of all upcoming certification exams: http://www.asq.org/certification/dates.html

Mail or Fax Your Application—http://www.asq.org/certification/downloadable-apps.html

- Mail to:

American Society for Quality
P.O. Box 3005
Milwaukee, WI 53201-3005
USA

or

American Society for Quality
600 North Plankinton Avenue
Milwaukee, WI 53203
USA

- Fax to 414-272-1734.

The Golden Gate Section sponsors an examination site at the following location:

Dublin San Ramon Services District Office
7051 Dublin Boulevard
Dublin, CA 94568

Questions about certification or recertification may be directed to our certification chair, Jim Kohnen. Jim can be reached by phone at 925- 828-3623 or by email at jim483@aol.com.

Golden Gate Section 2008/2009 Board Elections held: *Welcome new officers!*

We had a very good turn out at our March meeting for those who were interested in joining the section board for 2008/2009. Please read below to get to know your new officers:

Our new Secretary ***Moria Feighery-Ross*** is a Validation Engineer for Pharmatech Associates in Hayward, which provides Compliance Services to the regulated life sciences industry. Outside of work, you might find her pickin' a banjo or preparing and enjoying fantastic food. Moria is also tugboat aficionado.

Treasurer ***Jeanne Vargas*** is currently employed at Santur Corporation in Fremont as a Sr. Quality Engineer. Santur is a manufacturer of tunable lasers that are used in the telecommunication market. As a quality engineer, Jeanne is a lead internal auditor and a team member for yield improvement and SPC implementation. Jeanne also is planning her vegetable garden to include heirloom tomatoes and eggplant.

Blaine Glandt our new Education Chair is currently employed at InSite Vision in Alameda. As the QA Manager he is responsible for auditing and inter-facing with contract manufacturers. He enjoys staying current with the GMPs (Good Manufacturing Practices) and riding his bike.

We look forward to our new members' energy and commitment and are thrilled they have joined us for our next season as board members!

Continuing on from this year, some in new roles are the following:

Chair- Elect- Wai Wong
Vice Chair- Mike Spencer
Communications Chair- Dawn Plaskon
Membership Chair- Darrell Belt
Certification/Recertification Chair- Jim Kohnen
Auditing Chair- Geoff Langstaff
Web Master- Brian Wada
Section Marketing/Events- Gary Martin
Nominating Chair- Bikash Chatterjee
Directors at Large: Juliet Carrara, Jennifer Brandenburg, Lily Tso

Welcome all the volunteers who will continue on with our success in 2008/2009!

Kate Raymond
ASQ Golden Gate 2008-2009 Chair

Chairman's Corner - Making a Difference

The landscape for the quality professional is rapidly changing in today's marketplace. As the world gets smaller and globalization becomes an integral component of our quality plan, the challenges we face in understanding the drivers for quality only get tougher. Whether you are in an industry where quality fights for parity or one where quality is your greatest concern, the ability to contribute and drive the performance of your organization will fall into the hands of the quality professional at some point. In the past, we have been able to fall back on classical quality paradigms, where inspection, testing and documentation become the primary tools in a quality professional's arsenal. However, it is becoming apparent that quality requires so much more to be effective. Cultural considerations, technical understanding, customer impact assessment and statistical understanding are becoming the norm when establishing your quality toolkit. The more comprehensive we are in our understanding of how quality drives business success, the more effective we will be in disseminating a quality mindset into our organization.

This month you will have an incredible opportunity to hear from insiders in terms of what is on the horizon for the medical device industry. The ASQ Golden Gate Chapter in cooperation with Abbott Diabetes in Alameda is bringing this expert panel to you free of charge on April 17. This will be your chance to get an insiders view on some of the innovations driving this industry. Whether you are in the industry or not you will have an opportunity to learn from some of the best quality minds in any industry and learn from their experiences. Our chapter is very interested in your thoughts regarding these innovative forums so we will be sending out an electronic survey this month to gather some feedback on what you want us to do to make the chapter as relevant and effective for your growth as a quality professional as possible. ASQ is the largest organization in the world dedicated solely to the betterment of quality practices and we are committed to bringing you the best the industry has to offer. Hope to see you there!

Regards,

Bikash Chatterjee
ASQ Golden Gate Section Chair

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