



Temecula
Valley
Section
0713



ASQ Temecula Valley Grapevine

2010-2011 Section Leadership Committee

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Message From The Editor

First of all, for those who don't know who I am, I'd like to introduce myself. I'm Steve Condrey, an active member of the section since November 2009. I am a Quality System Manager with the US Food and Drug Administration at the Los Angeles District Office in Irvine, and have been with FDA for a little over 16 years. I'm currently working toward my MS in Quality Assurance through CSU Dominguez Hills and will be taking the CMQ/OE exam in March.

Probably more importantly to you, however, is the fact that I'm the guy putting your section's newsletter together now. At last, you are holding in your hands (or viewing on your screen) the latest issue of the Temecula Valley Section Newsletter! This newsletter is, of course, regrettably delayed, but with your help I hope to have at least a quarterly newsletter out on a regular basis. Depending upon the level of contributions I receive, I can generate a newsletter more frequently.

One thing which delayed this newsletter significantly was a need for relevant content from you, the membership. I am relatively new to this chapter and for that matter to active participation in ASQ, but I wanted to take on the newsletter as my way of contributing to the organization. I've had great success producing newsletters for technically-oriented organizations in the past, and would like to put that to use here.

But this newsletter cannot succeed without regular participation by everyone! I could repost material from the website, or from ASQ's website, but these are things everyone could find without the newsletter. I could generate some material on my own, but as an editor it's my job to step to the side and help others tell their stories. This effort will find its greatest success if we can get original, exciting material from all the various committees and working groups within this section, to showcase the events and personalities that only the Temecula Valley section can offer. In other words, this newsletter needs to be about us!

So enjoy this newsletter, and send me ideas about things you'd like to see in here. It doesn't matter if you've been with the chapter ten years or ten days—we all have something to say, to make this section the best in ASQ and to make our own unique contribution to the quality profession. Send me your articles, pictures, and ideas to stevecondrey@ieee.org. Be sure to include the tag [Newsletter] in your subject line so my spam killer won't eat it, and I'll do the best I can to get you another issue out by October 1st. In the meantime, happy writing!

Steve Condrey
Newsletter Editor
ASQ Section 0713 Temecula Valley



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UPCOMING EVENTS

Date:	Time:	Location:	MeetingTopic:
Sept 16	6-9PM	Temecula Library	Speaker Topic: “Lean Basics” presented by Ric Van der Linden
Oct 21	All day	TBA in Temecula	Annual Quality Day event
Nov 18	6-9PM	Temecula Library	Speaker Topic: “Blind Inspector, Acceptance Sampling” presented by Frank De Meo

For more information regarding these events or suggestions for upcoming events, please contact Frank De Meo at fdemeo@yahoo.com or 951.719.7524.

From the VOC Chair to you

Why be concerned with VOC in our businesses? VOC or “Voice of the Customer” is important in any business. To assure a successful business you must know what your customers want. This is the very basic context of the popular Lean Six Sigma concepts. For us to assure a successful ASQ section, we must know what you as the customer want.

How do you know if you are being successful at hearing and responding to your customer’s voice?

1. Talk directly (face-to-face) and hear directly from the customer
2. Survey the customer to know what they want and to know if you are meeting their needs
3. Measure and watch the numbers

For our section of ASQ, we believe that the ultimate measure of success at hearing and responding to your voice is by measuring membership return rates and by measuring section growth. If these two metrics get better, it would lead us to believe we are delivering the value the members/customers are asking for.

As the VOC Chair, please know that I am here to support you and would like to hear your voice. If you want ASQ Temecula to provide in a different way, please feel to contact me.

Ric Van Der Linden
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Achieving Organizational Excellence Through Quality By Milton Krivokuca

The Malcolm Baldrige National Quality Award is the ultimate recognition any organization can hope to receive, and for many organizations this is a reality. Unfortunately and for valid reasons, some organizations see this as an accomplishment beyond their reach.

For California based organizations, there are programs aligned with this prestigious award that are both accessible and affordable. Coaching and other resources are available through the California Council for Excellence (CCE). The CCE administers the California Award for Performance Excellence (CAPE), which is the state version of the national Baldrige award. Additionally, CCE manages the California Team Excellence Award (CTEA), which is the state version of the International Team Excellence Awards presented each year at the ASQ World Conference for Quality Improvement. The CCE is one of many state organizations that are an ASQ partner in quality. The CTEA uses the same criteria as ASQ, and CCE judges receive similar intensive training in order to provide constructive and comprehensive feedback to the teams. A recent winner of the ASQ International Team Excellence Program was HD Supply from San Diego. This was HD Supply's first application, and they won the entire competition!

The CTEA can be an excellent first step toward achieving organizational excellence through quality because it utilizes two primary resources available in every organization. These two resources are the people who are knowledgeable about their respective jobs and want to offer contributions toward improvement, and the time allotted for the employees to come together as a team with the mutual goal of continuous improvement.

The team's accomplishments can be showcased during local California competition and the feedback received by experienced judges provides invaluable feedback for the organization to advance its quality program to the next level.

Applications for teams and judges for this fall's event are now being accepted. For more information, please visit: www.calexcellence.org/ctea.html

CCE is a cooperative partner of ASQ.

This article used with permission of the author who is the Program Coordinator at California State University, Dominguez Hills



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Chair's Message

Welcome to the 2010-2011 fiscal ASQ year! It may be odd to find the Chair's Message on page 4, but, truth be known, I hate to write. Our new Editor has much enthusiasm and wrote a much better introduction than I would have. ☺

The 2009-2010 year ended quite positively. Participation in Temecula Section events increased dramatically this year. I hope to continue the momentum by offering valuable educational, professional growth, and networking opportunities through the new fiscal year.

Many of you joined us at our Kick Off event that was held at the Temecula Olive Oil Co. and the PUBLIC House. Those who attended can now distinctly taste differences between olive oils. We also understand what the anticipated FDA olive oil grading scale will mean and why it is important. Although I was horrified at the freak July thunderstorm, I was simply amazed at the service provided by the PUBLIC House. They closed the restaurant for our party!

Due to scheduling issues, the regular August meeting has been postponed. However, I hope to see you in September when Ric Van der Linden speaks about Lean and again in October for our annual Quality Day event.

Until next time, take care!

Sincerely,
Lisa Grosskopf, Chair
ASQ Section 0713 Temecula Valley

Reminders:

1. ASQ certification deadlines and information can be found at <http://www.asq.org/certification/dates.html>.
2. Current local events and training programs can be found in this newsletter and on the website in the Events Calendar http://www.asq-temecula.org/?page_id=15

Scholarship Information

Deadline dates for submittal of scholarship applications are April 1 and October 1 of each year. Scholarships are scheduled to be awarded twice a year and must be submitted in time for review by our Education board. Each award is worth \$500.00.

However, no applications were received before April of 2010. Therefore, it was determined by the Leadership Board to combine both scholarships and present them at our Quality Day event. The due date for both scholarships has been changed to **September 30, 2010**.

See application in this newsletter or visit our website at: www.asq-temecula.org



American Society for Quality
 Temecula Valley Section 0713
The Margaret Warsicki Scholarship
Application
<http://www.asq-temecula.org>

Scholarship Requirements: You must currently be a student in a degree program and a current ASQ member.

Scholarship Information: Two scholarships will be awarded during the ASQ Temecula Valley Section Quality Day Event on October 19, 2010. Each recipient will receive a check for \$500 and will receive a free admission and meal for the Event. Please fill out and provide the following information to complete the application process:

Name: _____

Address: _____

Phone Number: _____

Email: _____

ASQ Membership Number: _____

School Currently Attending: _____

Tentative Degree Completion Date: _____

Program of Study (Major/Minor): _____

Please describe your career objectives and contributions you would like to make to the Quality Profession? (50 words or less, please use separate piece of paper)

Please provide copies of the following:

1. Current Transcripts
2. Please provide two letters of reference attesting to your personal character from present/former teacher, supervisor or ASQ member.

Application Deadline: September 30, 2010

*All application requirements must be received in full to be considered for the scholarship.

Return Completed Application to:

Temecula Valley ASQ
 Scholarship/Education Chair
 P.O. Box 890808
 Temecula, CA

For questions or comments, please contact the ASQ Temecula Scholarship Chair, **Danielle Norris** at daniellenorris@gmail.com or **858-229-2333**.