



## **SV ASQ April 2008 ENEWS**

This message is sent by the Silicon Valley Section of the American Society for Quality as a benefit of your membership.

Dear Quality Colleagues,

The Silicon Valley American Society for Quality (SVASQ) Section brings you this monthly email newsletter to give you a quick look at the news about the Silicon Valley Section, the ASQ and the local quality world. If you have an information posting to share with our quality colleagues, please send it to the SV ASQ E-News Editor, [m.shovlin@comcast.net](mailto:m.shovlin@comcast.net). And be sure to check out information on the website at <http://www.asq-silicon-valley.org>.

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**1) Monthly Dinner Meeting - Please join us at the April 16, 2008 Dinner meeting, 5:30 – 8:30, to hear the latest information on the RoHS & WEE directives with Brian Martin of Seagate Technology.**

**Meeting Location:** **Biltmore Hotel**, 2151 Laurelwood Rd, Santa Clara, CA 95054 (408) 9881.

Meeting location: <http://www.hotelbiltmore.com/> **Register at** <http://www.asq-silicon-valley.org>.

This presentation will cover an overview of European Union WEE and RoHS directives. Similar legislation in other countries will also be discussed. An overview of compliance strategies and systems will be covered, along with relative advantages and disadvantages.

**Speaker Bio:** Brian Martin is the Senior Director of Product Environmental Compliance at Seagate Technology. His responsibilities include ensuring that Seagate products comply with regulatory and customer product environmental requirements. Brian has also held positions at Hitachi GST, Phase Metrics, Akashic Memories, and IBM. Brian has a bachelor's degree in Chemistry from the University of Minnesota.

**2) Changed Meeting Registration Process:** A note from Arrangements Chair, Glenn Hansen: Our new website has a different registration process. You now can pay via the security and convenience of PayPal. There are no extra charges to you for this service. Reservations made through this process are confirmed, and you get into the meeting more quickly. We are tweaking the process to be more user-friendly. For the time being if you have multiple reservations, you will have to register and pay for each person separately.

If you choose not to use PayPal, your electronic reservation is only held to the start of the meeting at 5:30 pm, the day of the meeting. And of course, the registration process takes a little longer.

Please remember to take a receipt at the Registration desk – whether you register via PayPal or not. These receipts provide evidence for company reimbursement and for Recertification points when recertifying. Thank You.

### **3) Future SV ASQ Dinner Meetings & Events**

**April 16, 2008: Brian Martin on “Current Global RoHS Requirements”**

**May 21, 2008: Chuck Mignosa on “Quality is Magical but Quality Doesn’t Magically Happen”**

**June 18, 2008: Ingrid Gudenas on “Assessing Training Effectivity”**

**July 16, 2008: Michael Gozzo on “Quality and the Supply Chain”**

**August 24, 2008: SV ASQ Annual Picnic – Join the Fun!**

**We are planning our 2008 meetings and looking for innovative ideas. Is there a place you want to tour to see their quality system at work that you want to tour? Do you have a topic you want to speak on? Do you have a speaker for us? Contact [m.shovlin@comcast.net](mailto:m.shovlin@comcast.net) to share your suggestions!**

### **4) SV ASQ Section Officer Nominations & Elections!**

**We are pleased to announce the candidates for 2008-2009 Officers of Silicon Valley ASQ Section #0613:**

Chair: Ramesh Konda  
Chair Elect: Deborah Blackmon  
Treasurer: Victor Ortiz  
Past Chair: Chandru Idnani  
Secretary: Don Mintz  
Vice Chair: Michael Knaebel

Please join me in congratulating these dedicated volunteers in leading the Section to serve its members!

We are finalizing the Committee Chairs and will announce them shortly.

**- The Section is seeking a Class Coordinator for the Medical Device & Non-Certification course curriculum. This paid position requires a well-organized individual who will coordinate course locations, contact instructors, market for students and handle some administrative work.**

For more information about any of these positions, you can contact [m.shovlin@Comcast.net](mailto:m.shovlin@Comcast.net) and/or attend the **Silicon Valley ASQ Leadership Meeting, the first Wednesday of the month, 6 PM, at 100 N. Winchester Blvd., Third Floor Conference Room, San Jose.**

### **5)Upcoming Special Events & News**

**- Silicon Valley ASQ Leadership Meeting for April will be held Wednesday, April 2. Please join us Wednesday, April 2, 2008, at 100 N. Winchester Blvd., San Jose. Contact [Chandru Idnani at cidnani@yahoo.com](mailto:Chandru Idnani at cidnani@yahoo.com) to RSVP.**

**Share your voice - participate in your Section planning and activity implementation throughout the year!**

- **Please note that presentations from the dinner meetings** are uploaded on our new website (under Presentations menu). Here is the link: [http://www.asq-silicon-valley.org/index.php?option=com\\_docman&task=cat\\_view&gid=17&Itemid=31](http://www.asq-silicon-valley.org/index.php?option=com_docman&task=cat_view&gid=17&Itemid=31)

**Check out our website – we are populating it with many features and need your feedback:** <http://www.asq.silicon-valley.org!>

- **An OFFER for the ASQ Membership:** Come get a free 1 ½ hour session with Ingrid Gudenas, one of today's leading experts on the subject of communication skills. At the June ASQ dinner meeting, Ingrid gave a talk on communication that was very well received and she has been asked back in 2008. She has agreed to offer a free, no obligation communication evaluation to this hard working group. This offer will not be available indefinitely, so call us now to reserve your time!

You will get

- ❖ An evaluation of your skills by an expert in the subject!
- ❖ A detailed look at the 18 skills you need to handle difficult people and situations.
- ❖ An answer for what you can do right now that can drastically improve your ability as a communicator.

Write to [cris@trainingsuccess.com](mailto:cris@trainingsuccess.com) or call 510-797-6806 right now to schedule an appt with Ingrid. We look forward to meeting you!

- **BioDevice Group Meetings:** Networking meetings are held on the 1st, 3rd, and 4th Tuesdays of each month for unemployed biomedical professionals, or people wishing to get into the biomedical industry. Meetings are held at 8:30am at the Sunnyvale Employment Development Campus at 505 West Olive Ave., Room 510, Sunnyvale. Go to <http://www.biodevicegroup.org> for more information.

- **American Society for Quality Silicon Valley Section Scholarship and Awards Program** – for information on the the Eberhart Memorial Scholarship and the Flaig Prize for Best Quality Paper click on <http://www.asq-silicon-valley.org/content/blogcategory/26/47/>

**-Northern California Biomedical Discussion Group Meetings, fourth Wednesday of the month. APRIL MEETING: April 23, 2008, 7 – 9 PM. NCDG continues its series on the 15 Elements of the FDA Quality System Regulations with Gary Seeger, vice president Quality Assurance & Regulatory Affairs at Clarity Medical Systems. Gary will speak on Management Responsibility. Gary will address Management Responsibility from both a narrower QSR compliance aspect and a broader business management functional standpoint to include planning, organization, staffing, directing and controlling.**

**Location and Directions: Stiefel Laboratories (formerly Connetics Corporation), 3160 Porter Drive, Palo Alto, CA 94304. From 101:** exit at Embarcadero/Oregon Expressway and carefully follow signs for Oregon Expressway (west). Oregon Expressway becomes Page Mill Road after 1.8 miles; continue for another 1.4 miles on Page Mill Road. Turn left on Porter Drive (traffic signal). Turn in the third driveway on the right. Follow the driveway directly past the first building you see on your left; you will see Stiefel straight ahead (Building 3160). **From 280:** exit on Page Mill Road north towards Palo Alto (toward the bay) for approximately 1.4 miles. Turn right on Porter Drive (traffic signal). Continue as above. **Please note that the building signs now say Stiefel, rather than Connetics. For more information and registration:** <http://www.asq.org/biomed/index.html>.

- **Service Quality Division - Generation Reach Out**

ASQ is offering a unique promotion this World Conference on Quality and Improvement (WCQI). For any of your section members attending WCQI and that join the Service Quality Division (SQD), they will be entered in to a drawing for a free registration and up to \$750 US in travel expenses to attend the SQD Fall Conference in Orlando, FL as guests of the SQD leadership committee.

If they have a friend or co-worker that joins SQD, they will be given one chance to win. The friend will just need to let us know that they are the sponsor. The new member will be entered into the drawing also.

If you can not attend the WCQI in Houston but would like to be entered to win, you can send the application and payment to Paul Tanner, but it must arrive prior to his departure on Friday 2 May 2008. Contact Paul as noted below for his shipping/ mailing address. As we do not have access to the WCQI special membership forms, please use a standard ASQ membership form.

#### **Conference Details**

**Service Quality: The Emerging Body of Knowledge** September 15–16, 2008 Rosen Center Hotel Orlando, Florida. More information at <http://www.asq.org/conferences/service-quality/index.html>

### **6) Section Special Interest Meetings**

**SSQA MEETING: Tuesday, April 8, 2008, 6:30 - 8:15 pm**

**SPEAKER: Tim Riley, Director of Quality Assurance, Mozilla Corporation**

**TOPIC: "Testing in the World of Open Source Software -- Part 2"**

**ABSTRACT:** QA is always a challenge in any organization, but open source development adds extra dimensions to that task. Come hear the director of QA at Mozilla speak about testing in the creative world of open source software and what it's like to have a corps of 10,000 enthusiastic (but opinionated!) volunteer testers.

**SPEAKER BIO:** Tim Riley is Director of Quality Assurance at Mozilla Corporation. He leads a team of 10,000 part-time testers (!) and 16 full-time testers. He's also managed teams testing high security operating systems, J2SE JRE/JDK, and a hosted web services network. Tim is an enthusiastic speaker and previously spoke to SSQA in August 2007. His talk was so well received that he has agreed to return to elaborate on many of the themes and techniques that he didn't have sufficient time to cover in his earlier presentation.

**NEW MEETING LOCATION: Hewlett-Packard, Building 48, Oak Room, 19483 Pruneridge Ave** (near corner of Wolfe Rd, just off I-280)

**Cupertino, CA 95014**

SSQA meetings are held on HP's Cupertino campus at 19483 Pruneridge Ave in Building 48. HP's campus (bounded by Pruneridge, Wolfe, Homestead and Tantau) offers terrific freeway access to nearby I-280 (just 1 block away) and Hwy-85. A map of HP's Cupertino campus is posted on the SSQA home page. The Oak Room is a comfortable 100-seat facility.

The **Silicon Valley Software Quality Association (SSQA)** meets monthly to discuss topics of interest to software quality engineers, testers, and developers. SSQA meetings are FREE, open to the public, and held on the second Tuesday of each month at 6:30 pm on HP's Cupertino campus. No RSVP is necessary. See <http://www.ssqa-sv.org/> for more details. SSQA is also the Software Quality discussion forum of the Silicon Valley section of the American Society for Quality (ASQ); SSQA attendance thus qualifies for RUs towards recertification by ASQ and other professional organizations.

<http://www.ssqa-sv.org/>

**CELEBRATING 20 YEARS OF SSQA!**

**CONTACT:** Ken Doran, ASQ-CSQE, CQMgr, Chair, SSQA, [kendoran9@yahoo.com](mailto:kendoran9@yahoo.com)

**-Statistics Discussion Group Meeting, April 9, 2008, The Statistics Discussion Group cordially invites you to attend a free presentation. Agenda:** 6:00 to 6:30 pm Introductions and Networking; 6:30 to 7:30 pm Presentation; 7:30 to 8:00 pm Question and Answer Session at Applied Materials, Bowers Cafe (aka Campus Cafe), 3090 Bowers Ave., Santa Clara, CA. 95054  
**Topic: A Gentle Introduction to DOEs with Mr. Ed Russell**

**Abstract:** Many people believe that one has to get involved in detailed mathematics to develop an understanding of statistical Design Of Experiments (DOE). Often courses

are taught which include a heavy dose of hand calculation, presumably to help the student develop the desired level of understanding. In practice however, the mathematical manipulation of experimentally acquired data into estimates of effects, contrasts, and tests of hypothesis is performed, these days, by software.

Obviously, little to no understanding of the mathematics is required to use the software; In any case, the calculations performed by the software bears little resemblance to what was taught in courses; much more advanced and computationally efficient algorithms are common. This observation begs the question as to whether the traditional training provides any real insight into why DOEs are formed the way they are and the benefits of performing a DOE versus sequentially sweeping one factor at a time. After all, most regression routines will happily fit swept data in addition to DOE data! Why should we not simply experiment using seemingly more intuitive sweeps? For most individuals I've known who are not statisticians, the student's goal in traditional courses is more to learn what goes where in the formula well enough to get through an exam. If understanding of basic principles occurs, it is often accidental.

In recognition that most people become very competent using both software and hardware (e.g.: email over the Web / driving a car) without understanding either the underlying technical details and principles (How does email really work?), one has to wonder if the training in manipulation of data by hand actually provides insight. Instead, traditional statistical classes for non-stat majors appear to provide a direct diversion away from understanding of principles and towards: "Did I get the answer in the back of the book?" Would it not be better to recognize that the role of a typical person analyzing a DOE honestly should focus more on choosing the right DOE for the problem and the meaning of the results than how the math is performed?

This presentation discusses DOEs non-mathematically at a more intuitive level. DOEs can be taught to anyone in principle regardless of their mathematical background; we should recognize that software will perform the analysis. The presentation strives to provide a sound concept of what is conceptually being compared when a test of hypothesis occurs for both main effects and interactions, what these are, and where they occur conceptually in the DOE. The presentation also strives to provide real insight as to why a simple 2-level multi-factor design works and why it is more informative than one factor at a time sweeps.

**Speaker Biography:** Ed Russell is a statistician at National Semiconductor in the SPICE Modeling group. He is currently working on analysis of electrical design rules and corner models, and is beginning implementation of statistical procedures for analog design. Prior to working at National, Ed was a statistician at Sun Microsystems where he developed and taught statistical procedures for 65 and 45nm CMOS design. Before joining Sun, he served as the Director of Reliability for Cypress Semiconductors and, in addition, provided company wide statistical consulting with a general focus on test, product characterization, and process development for new technology. Ed also has held various management and individual contributor roles with AMD in both Austin and Sunnyvale working principally in reliability and yield improvement. While at AMD, Ed set up several SPC programs in the product lines, test, and logistics and served as the statistical programs manager at Sematech on assignment. In addition to his role as a statistician in the semiconductor industry, Ed was Chevron's and Gulf Oil's expert in 3D signal processing, worked on evaluating the performance of the US High Level Nuclear Waste Repository, and has been heavily involved in software development and systems analysis.

Ed received an MS degree in Mathematical Statistics from Purdue University with a concentration in Tests of Hypothesis and Decision Theory. After graduation, he continued his education with a focus on Biostatistics at the University of Washington, Multivariate Statistics at Ohio State, and Geophysics at The University of Houston.

## **MEETING SCHEDULE**

Our 2008 scheduled speakers and topics:  
(all meetings are on the second Wednesday of each month)  
Apr 9 - Mr. Ed Russell - A Gentle Introduction to DOEs  
May 14 - DOE Panel Discussion (Bring your questions)

Jun 11 - TBD  
Jul 9 - Reliability Panel Discussion (Bring your questions)  
Aug 13 - Mr. Larry Robinson - Quality Function Deployment QFD  
Sep 10 - Mr. Arthur Zingher - A Leading Indicator Enables Better Life Test and Prognostication  
Oct 8 - SPC Panel Discussion (Bring your questions)  
Nov 12 - Mr. Chuck Boiler and Guest from JMP/SAS - TBD  
and - Annual Speakers Dinner  
Dec 10 - No meeting, Happy Holidays

FOOD AND DRINKS - Pizza and soft drinks are usually available at the meeting (\$5.00 for 2 pieces of Pizza and \$1.00 for drinks - water or cola).

#### NEWS

1. Attendance at Statistics Discussion Group meetings will earn you .2 recertification units for "professional development" from the ASQ.
2. Training and Consulting Services from Applied Technology: Applied Technology provides training classes and consulting services in the following subject areas: SPC, DOE, QFD, MSA, Statistics, FMEA, Reliability, Lean, Six Sigma, Supplier Management, ISO, Sampling, 5S, and 8D Problem Solving.

For more information contact Rosetrina at:

Applied Technology  
1237 Clark Way  
San Jose, CA 95125  
Tel: (408) 266-5174  
Email: <mailto:Support%40e-AT-USA.com>Support@e-AT-USA.com  
Website: [www.e-AT-USA.com](http://www.e-AT-USA.com)

3. JMP offers a free training class on Friday of each week to those interested in learning about JMP. Please see the JMP website [www.JMP.com](http://www.JMP.com) and search for webinars. They offer an introduction class at 10:00 am. You can also download a free 30 day trial of JMP 7.0 from their website.

4. Upcoming Reliability Seminars at Quanta Labs

For more details contact Mr. Terry Liu at: Quanta Laboratories, 3199 De La Cruz Blvd  
Santa Clara, CA 95054, Tel: (408) 988-0770 Email: [test@quantalabs.com](mailto:test@quantalabs.com)  
Website: [www.quantalabs.com](http://www.quantalabs.com)

**- ISO Standards Discussion Group:** the ISO Standards Discussion Group will meet on April 3, 2008, 6 to 8 PM. We have an EXCELLENT opportunity to learn from the Chair of the US Standards Group (US TAG to ISO).

**Meeting Topic: "Workings of US TAG and next version of ISO 9001/9004"**. With Alka Jarvis, who will be elaborating on the US TAG relationship with ASQ, how US TAG functions in coming up with a Vote on ISO related issues, discuss insights on TAG operations and give highlights on US TAG member selection process. Also, she will discuss timeline of next version of ISO 9001 and what to expect as far as the content changes.

**Speaker Bio:** Alka Jarvis has 22 years of experience in software quality, 12 of which have been in Total Quality Management. Her background consists of management of large scale systems development projects, quality control, quality assurance, process improvement and teaching. She has been a frequent invited speaker on quality assurance issues at International as well as domestic events and has worked in the quality field in a variety of capacities for Bank of America, SBC, Pacific Gas & Electricity, Apple Computers Inc., Charles Schwab, Phoenix Technology, Informix, IBM, Hewlett Packard, Verizon Wireless, Intuit and Cisco Systems.

She is an adjunct professor at Santa Clara University in the MBA program for Computer Science and co-author of the book, ISO 9000-3, published by Springer-Verlag. Her second book "Inroads

To Software Quality” and third book "Dare To Be Excellent" were published by Prentice Hall. In “Dare To Be Excellent” she has captured successful software practices of ten companies including Intel, Texas Instrument, Cisco Systems and others. The fourth and fifth books on telecommunications standards “TL 9000” were published by American Society of Quality. Alka is also an instructor for the software quality courses at U.C. Santa Cruz – ext., U.C. Berkeley and University of Texas. She won the 1997 Silicon Valley’s “Corporate Woman Advocate of The Year” award for her accomplishments in the software quality field and her effectiveness in improving the environment for women in the workforce.

Alka is the Chair for the US TAG to ISO TC 176 and is the lead delegate for the United States to the International Standards Organization committee responsible for the ISO 9000 family of quality management standards. Alka has been instrumental in the development of ISO 9000 Standards and is currently working on the next revision of the Standards. She is an ISO Lead Auditor, certified by Registration Accreditation Board (RAB-QSA) of United States.

Alka is on the Board of UCSC-Ext. Software Quality Certificate program, served as the President of the Bay Area Quality Assurance Association (BAQAA) for fifteen years, and she was an Applied Total Quality Advisory Board Member for University of California-Berkeley-Extension, an Advisory Board Member to the Certificate Program in Continuous Improvement & Quality Management - U.C. Santa Cruz Extension, Board Member for Quality Assurance Institute and Vice President of Indian Business and Professional Women. Alka resides in Palo Alto.

For more information, contact Dirk van Putten, Corporate Quality Audit Supervisor, Linear Technology Corp., work phone: (408) 432-1900 x2211, email: [dvanputten@linear.com](mailto:dvanputten@linear.com), website: [www.linear.com](http://www.linear.com).

**Note that the meeting is scheduled for April 3 instead of the 3rd Tuesday of the month. This will be the final meeting at the Linear Technology location (1630 McCarthy Blvd, Milpitas, CA.) The meeting location is Building 4 on the Linear Technology campus. A map of the campus is attached. Building 4 is actually on Sycamore Drive (720 Sycamore.) We will be using the Employee Entrance that is on the parking lot side of Building 4 (opposite side from Sycamore Drive.) The door says, “Employee Entrance.” You are welcome to park in any available parking spot.**

I will be waiting to help anyone that is lost. If you are lost, enter into any open door, at any building, and ask to be directed to Building 4 for a meeting with Dirk van Putten.

**All future meetings will be held at 100 N. Winchester, Santa Clara, CA. Future meetings are scheduled for the 2nd Tuesday of every other month. Dates of future meetings:**

**5/13/08**

**7/8/08**

**9/9/08**

**11/11/08**

*The above details can also be viewed at the section’s website: <http://www.asq-silicon-valley.org>*

## **7) Other Section’s Events**

### **- Golden Gate ASQ Chapter Events**

**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 invite you to participate in a Panel Discussion -- Panel moderator **Tina Mazurkiewicz** / Division Vice President/ Quality Assurance and Compliance

- **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

For registration – please go to <http://www.acteva.com/booking.cfm?bevalD=152648>.

**May 22 , 2008 - Dinner Seminar -- sponsored 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.

Hospitals, medical device manufacturers, pharmaceuticals and biotechs are especially at peril. They face government scrutiny, intense competition and a tight workforce. If you work in these industries you have to know how to build and nurture a culture of high performance. 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.

What you will learn has been used to successfully execute the strategy of major hospitals, manage the manufacturing of medical devices, and monitor the quality of pharmaceuticals. You will see examples of strategic success in large organizations and small departments, success in quality control, success in customer responsiveness, and in handling project management risk.

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

During the course of the evening you will see and gain access to real-world interactive examples of:

- The Strategy Map, Balanced Scorecard and metrics for Western Australia's most successful elder-care and hospital system (more than 1,000+ beds)
- A scorecard that shows at a glance a hospital's clinical quality progress on 18 Joint Commission (JCAHO) requirements
- An international pharmaceutical sales and clinical trial forecasting dashboards
- The "next generation" project management dashboard being tested by one of the largest project management organizations in the US, more than 2,300 on-going projects
- A Pareto dashboard that quickly pinpoints the most critical support issues out of thousands of incidents

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 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.

For registration, please go to <http://www.acteva.com/booking.cfm?bevalD=153497>

**- Silicon Valley Regional Council - MBNQA L&L Series, April 23, 2008, 11:30AM-1:30PM, , Lunch included at National University, 3031 Tisch Way , Suite 100 PE, San Jose, CA. 95128**

**Topic: Category 1 – Leadership: Understanding the Leadership Category, with Michael**

**Gozzo:** This program will explain the Leadership category from a practical view. The instruction will take the contents of the category description and further define and clarify the points intended in the guidelines materials. In addition, the program will present the key points need to score well. The two sub-categories – Senior Leadership and Governance & Social Responsibilities will

be examined in a way that will equip the attendees with the capability to prepare this category portion of the application with a degree of clarity and confidence.

The presenter is Michael Gozzo, an experienced California Award for Performance Excellence (CAPE) and Florida Governor's Sterling Award examiner and instructor of the Baldrige National Quality Award. He is also an ISO Assessor, performing audits of companies desiring to be registered with the International Organization of Standards.

Your investment: CCE Members - \$20, Non Members - \$25

Contact: Charlene Ashton, 408- 236-1101, cashton@nu.edu

## 8) Member ReCertifications

**The Silicon Valley Chapter of ASQ congratulates the following members who passed recertification examinations in 2008!**

**Deborah Blackmon, CQM; Benny Chang, CQE; Colonel Colborne, CQE, CRE; Greg Deardorff, CQM; Navin S. Dedhia, CQA, CQE, CRE, CQM; Chia Chu (Christine) Kuo, CQA; Renu Mital, CQA; Christopher Moehrke, CQM; Mohammed Ilyas Osmani, CQA, CQE; Murugavel Sambandan, CQM; Gary A. Seeger, CQE, CRE; Ronald A. Williams, CQE.**

## 9) ASQ Certification Courses for 2008 - Current Certification Exam Schedule

Course	Dates	Day	Time	Location	Instructor
CQE	March 18- May 20	Tuesdays	6 – 10 PM	Lifescan	Don Evans
BPIS	March 20- April 3	Thursdays	6 – 10 PM	TBD	Don Evans
CSSGB	April 1-May 20	Tuesdays	6 – 10 PM	TBD	Chuck Mignosa
CQA	April 10-May 15	Thursdays	6 – 10 PM	Lifescan	Ruxandra Avram
CCT	April 24-May 22	Thursdays	6 – 10 PM	TBD	Don Evans

Registration by email to [dfevans-1@comcast.net](mailto:dfevans-1@comcast.net) (Don Evans)

Registration forms will be sent by return E-mail. Classes may be cancelled due to insufficient number of registrations.

## 10) Biomedical Courses for 2008 Schedule

The Biomedical course schedule and descriptions is available to download on the SV ASQ website [http://www.asq-silicon-valley.org/component/option,com\\_docman/task,cat\\_view/gid,38/itemid,31/](http://www.asq-silicon-valley.org/component/option,com_docman/task,cat_view/gid,38/itemid,31/).

**Please note new class pricing. ASQ members have lower prices than non members. Members must supply member number to get member price. Unemployed persons have lower prices than employed persons. Course payment is due when registering.**

To join ASQ phone 1-800-248-1946 or log on to <http://www.asq.org>.

Contact Jim Bischof at [JBischof01@aol.com](mailto:JBischof01@aol.com) to register for all courses and/or for a copy of the course schedule. Include your name, home and work addresses, home phone, work phone, and e-mail address. For questions about the biomedical classes, contact [jbischof01@aol.com](mailto:jbischof01@aol.com).

## 11) Special Courses through ASQ – 25% Discount for ASQ Members.

**Ops a la Carte Reliability Seminar, April 7-11, 2008.**

**Sample sessions:**

**Design for Reliability (DfR)**

*Date:* April 7-8 (2 days)

*Abstract:* Learn the building block tools for reliability during the concept and design phase and learn how to

integrate with the rest of your reliability program.

**Best Accelerated Reliability Test Methods: HALT, ALT, and RDT**

*Date:* April 9-10 (2 days)

*Abstract:* Highly Accelerated Life Testing (HALT), Accelerated Life Testing (ALT), and Reliability Demonstration

Testing (RDT) are the best reliability testing techniques. This seminar will explain each and identify when to use which technique.

**Location:** 990 Richard Ave, Suite 101, Santa Clara, CA 95050

**Price:** \$1195 for each 2 day course, \$695 for each 1 day course, 25% discount for SV ASQ Members, 25% discount for seminars taken via web-conference

**Group Discounts:** Every 5th registrant (or the 5th day for a single registrant) is free

Inquire if interested at [education@opsalacarte.com](mailto:education@opsalacarte.com) or call (408) 472-3889.

**In Closing, remember to sign up for the April 16, 2008 Dinner Meeting** at <http://www.asq-silicon-valley.org> - and join us in our continuing celebration of our 43rd Anniversary - 43 Years of Quality!

**“It is only when we truly know and understand that we have a limited time on earth, and that we have no way of knowing when our time is up, that we will begin to live each day to the fullest; as if it was the only one we had.”**  
**Elizabeth Kubler-Ross**

**Please send inputs and comments to SV ASQ E-News Editor, [m.shovlin@comcast.net](mailto:m.shovlin@comcast.net)**

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