

SV ASQ February 2009 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. And be sure to check out information on the website at <http://www.asq-silicon-valley.org>. You will find technical and certification course information, SV ASQ contacts, past meeting presentations, job postings and more!

- A special request from ASQ HQ:

What can your ASQ section do to make your experience better? Take our survey and let us know. Your input gives section leaders guidance for creating opportunities focused on member needs. This allows your ASQ section to provide the products and services that are most important and beneficial to you.

All ASQ section members can provide feedback on how well their ASQ section serves their needs. We appreciate your participation in this survey. Your answers will be kept confidential and reported to ASQ management only in the aggregate. Email invitations or postcards were sent to ASQ members beginning January 5. The study will be open through February 15.

As a thank you, participants will be entered into a drawing to win one of four 2009 ASQ World Conference on Quality Improvement registrations (a \$925 value). The conference is May 18-20, 2009 in Minneapolis, MN.

To participate, please visit <http://www.asq.org/mr/09-sect-sat.html>.

We appreciate your input – thank you! Your Silicon Valley ASQ Section #0613

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1) Join us Meeting for the February Dinner Forum February 18, 2009, for a Panel on ISO 9001:2008 Updates! 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>.

Agenda: 5:30pm - 5:45pm - Networking/ Registration ; 5:45pm - 6:30pm - Dinner ; 6:15pm - 6:30pm - ASQ Silicon Valley Section Business Update ; 6:30pm - 8:30pm - Presentation

Meeting Info: ISO 9001:2008 Updates Panel Discussion with Jonathan Degg (Registrar - BSi) and Govind Ramu (Implementer – JDS Uniphase)

Details at <<http://www.asq-silicon-valley.org/>>www.asq-silicon-valley.org

- **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

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

- **A special note from our Education Chair, Don Evans:**

ASQ Course Contest – win an ASQ online class – all it takes is an email.
ASQ Section 0613 invites you to participate in a blind drawing for an online prepaid class. If you are interested in the class send an email to Don Evans at dfevans-1@comcast.net with Name, return email, and ASQ member number.

The class this month is FMEA for Beginners.

This introductory course presents a step-by-step method for conducting Failure Mode and Effects Analysis (FMEA). It defines the role, methodologies, and implementation of FMEAs as an essential component of a preventive action program. Participants will determine FMEA objectives, potential failure cause and effect, assessment of risks, and preventive action plans. This interactive course includes handouts, practice exercises, job aids, design-process-service examples, quizzes, free FMEA excel template (editable), and a free desk reference. The class has been updated to be consistent with the FMEA 4th edition reference manual for use by automotive suppliers.

The course requires the completion of a homework assignment that will be graded by an instructor. Feedback is provided on all assignments.

Benefits:

- * Define the properties of FMEA
- * Brainstorm potential failures
- * Assess risk of failure
- * Determine areas that need action
- * Apply FMEA methods
- * Know your role for team participation
- * Apply mistake-proofing techniques

All names submitted will be put into a drawing which will be held at the Dinner Forum in February. You do not need to be present to win. The winner will be published in the next ENEWS and be notified by return email with full details on participating in the course. This course will earn 0.2 CEUs towards recertification.

- **NOTE: March 19: Special Joint Meeting with Golden Gate & San Francisco Sections:** Join your fellow quality professionals at Jillian's in San Francisco for our mid-year networking event. We recognize that networking with other quality professionals across industries is a valuable way to learn from the best practices of other professionals and we are excited to host this event with San Francisco and Golden Gate sections. We encourage you to invite a non-member guest!

We will have topics related to networking and opportunities for you to share ideas and "practice" your networking skills.

Hors'd'oeuvres will be served and pool tables have been reserved for play. No host bar.

Location: Jillian's at "SF Metreon", 101 4th Street, Ste 1070, San Francisco, CA 94103

Date: Thursday, Mar. 19, 2009, 6:00 PM - 9:00 PM

Register at <http://www.acteva.com/booking.cfm?bevaaid=175808>. Map link on registration page.

Surveys indicate that 50% to 75% of people found their last job through networking. You can network several ways, including networking by phone, giving a presentation, or networking face-to-face. This article will focus on three types of face-to-face networking: one to one, one to many (e.g., in a meeting), and many to many (e.g., at a conference). There are many opportunities for face-to-face networking, including professional association meetings, social gatherings, and job fairs. The mechanics, tips, and tools in this article are applicable to all three types and to the different situations. You must decide which types and places work best for your face-to-face networking. This link gets you to an interesting networking site:

http://sciencecareers.sciencemag.org/career_magazine/previous_issues/articles/2002_05_10/noDOI.1453519253429006978

2) Future SV ASQ Dinner Meetings & Events

February 18, 2009 ISO 9001-2008 Updates: Panel Discussion

March 19, 2009 Special Thursday Meeting in SF – Bay Area ASQ Section Networking Meeting – Silicon Valley, Golden Gate and San Francisco Network in San Francisco!
Details at <http://www.asq-silicon-valley.org/content/view/197/64/>

April 15, 2009 Social Responsibility, Risk, Reliability, and Uncertainty with Larry George

May 20, 2009 QMS - Starting from Scratch with Kevin Van Dewark

June 17, 2009 Quality Tools for Difficult Economic Times with Ron Person

July 15, 2009 TBA

August 23, 2009 Silicon Valley ASQ Picnic – All Members are Invited!

We are planning our 2009 meetings and looking for innovative ideas. Is there a place you want to tour to see a 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 the Program Chair, Greg Novacek at greg.novacek@lamresearch.com to share your suggestions!

3) Upcoming Special Events & News: Items of Interest to the Quality Community

- **Silicon Valley ASQ Leadership Meeting for February will be held Wednesday, February 4, 2009 at the Biltmore Hotel, 2151 Laurelwood Road, Santa Clara, 6 – 8 PM. Please RSVP to Glenn Hansen at glenn.hansen@thermofisher.com.**

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

- CALL FOR OFFICER NOMINATIONS!

Nominations are opening for 2008-2009 SV ASQ Officers for 2009-2010. Do you want to earn extra RU's, participate in an exciting leadership opportunity, and help build the future quality community of practice? Contact Chandru Idnani, Nominations Chair at cidnani@yahoo.com to apply for a Leadership role!

Officer Elections will be held for:

Chair - Serve as Chief Executive Officer of the section. Oversee all aspects of section management and lead all member leaders. Function as primary contact for regional director and headquarters

Vice Chair – Stand-in for the Chair as required; responsible for specific programs as assigned.

Chair Elect – Prepare to back-up the Chair; responsible for preparing the Section Management Plan for submission and other duties as assigned

Treasurer - Oversee Section funds; maintain accurate Section financial records; and report on financial condition of the Section at times directed by the bylaws and policies and procedures. Some previous financial/Treasurer experience preferred.

Secretary - Document section business and maintain records of the section and serve as the official correspondent of the section.

-Another SV ASQ Member Benefit! Free 1.5 hours course on Introduction to Lean Six Sigma Web-Based Training from <http://www.qualitytrainingportal.com/index.html> to a

program attendee drawn from the SV ASQ fish bowl each month. This course is worth \$35.

The name/email address drawn by the section program chair at the end of the event will be mailed to Govind Ramu who will set up the profile and provide access to the free training.

Introduction to Lean Six sigma Course Objectives:

1. Understand the scope and breadth of a Lean Six Sigma initiative.
2. Gain an understanding of what waste is and how to identify it so that it can be reduced.
3. Become aware of variation and techniques to reduce it.
4. Become familiar with the DMAIC team project model.
5. Be aware of the infrastructure needed to support a Lean Six Sigma effort.

Other small courses the winner can choose from:

Role of a Champion (1/2-credit)

Mapping Office Workflows (1/2-credit)

Lean Process Layouts (Micro-Mapping) (1/2-credit)

Value Streams (Macro-Mapping) (1/2-credit)

Six Sigma Start-Up

- 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 or call 510-797-6806 right now to schedule an appt with Ingrid. We look forward to meeting you!

- A Complimentary Learning Opportunity!

100% Proficiency® Training - Training for Tomorrow: 100% Proficiency has been used by major corporations in 25 countries. It specifically ensures that training results in employees who are 100% Proficient on the job. This has made a huge difference in improving productivity and quality for manufacturing, IT finance, and other training. Case studies of 100% Proficiency have been published in *Training Magazine* and 3 training textbooks.

Hands-On Demonstration and Workshop - This fast-paced hands-on workshop on the 100% Proficiency System will show you:

How to ensure all employees achieve a standard of 100% Proficiency on the job

How to achieve world class quality through training excellence
How to reduce the time to get new personnel up to 100%
How to ensure that training is fully consistent
How to ensure that all employees follow procedures 100%
How to ensure that training documentation meets 100% standards
How organizational costs can be reduced through training excellence

How to strategically utilize training to impact your company's metrics

How to achieve a financial return on investment in any training that you do

How to evaluate training performance on 6 levels and set a standard of 100% Proficiency

How "learning how to learn" helps employees take more responsibility for training outcomes

This workshop will introduce you to a state-of-the-art training system that reduces training time, as well as ensures 100% Proficiency of your employees. You will see the science and the system needed to achieve 100% Proficiency.

You also will see how making key changes in your training approach gives trainers and managers the control necessary to ensure real proficiency, improve quality, reduce training time, reduce cycle time and increase productivity. The result is higher quality products and service, produced rapidly and in higher volume at the lowest possible cost, as measured by your own metrics. In addition to a targeted metric impact, you will also see how the system enables you to achieve quality and excellence of work performance like no other training method.

Call now for more information! (510) 797- 6806 or email Cris@trainingsuccess.com

- FREE: Certification Exam Preparation Webinar

This webinar, featuring one of our most experienced certification subject matter experts, is free (\$100 value) for a limited time. The webinar will help you:

Select the perfect reference books to take to the exam.
Develop a detailed review plan.
Decide if you need to take a refresher course.
Use practice exams to pinpoint areas for additional study.

[#### **- Other Section Meeting Opportunities**](http://click.asqemail.org/?ju=fe3016717c650678751077&ls=fd1137070670d747517727d&m=ff2f17797766&l=fe6215757160047b7c14&s=fdef1579776d0d7577147370&jb=ffcf14&t=>Register and listen in now in the comfort of your home or office.</p></div><div data-bbox=)

Golden Gate

ASQ Golden Gate calendar of upcoming events on Acteva is available at:
http://www.acteva.com/ttghits.cfm?EVA_ID=8854

Thursday, February 12, 2009 - Pharmedlock, Making Security a Quality Objective for e-Pedigree, Presented by Mike Ahmadi, GraniteKey/Bikash Chatterjee, Pharmatech Associates. Location: Spenger's Restaurant, Berkeley. This will be a be a joint event with the Institute of Supply Management

The combined calendar for upcoming SF/Bay Area ASQ events is available at:
<http://upcoming.yahoo.com/group/5069/>

-Northern California Biomedical Discussion Group Meetings - Next Meeting: February 25, 2009, 7 – 9 PM, Topic: Purchasing Controls and Supplier Management with Elena Scarabello, Director of Operations at Aragon Surgical. Ellena has several years of medical device purchasing and materials management exoerience with firms such as Guidant, Avantec, Lumand and M2 Medical Inc. prior to joining Aragon

Surgical. She holds a BA in Communicative Disorders from California State University, Fresno, and an MBA in International Business from Golden Gate University.

LOCATION: Stiefel Laboratories, 3160 Porter Drive, Palo Alto, CA 94304. For more information and registration: click <http://www.asq.org/biomed/index.html>.

- Might you be interested? Silicon Valley Engineering Council Journal

Don Donovan is seeking for articles for the inaugural Silicon Valley Engineering Council EWeek Journal for ASQ and AIAA. An example Journal is provided at:
<http://utahengineerscouncil.org/PUBLISHEDUEC2008JOURNAL.pdf>

The purpose of the 2009 SVEC Journal is to promote the engineering profession among K-12 students, educators, government officials and the general community. The journal will be made up of exciting articles about current leading silicon valley engineering and technology written by silicon valley engineers and scientists. I want to solicit a "Gee Whiz" from the readers.

Distribution: The 2009 Journal will be released in conjunction with the 2009 Engineer's Week Banquet. Printed copies will be provided for all banquet attendees and selected dignitaries (the Governor and the congressional delegation). General distribution will be provided in PDF format to all teachers in California, all SVEC society members and their society national headquarters.

Contents: The journal contents will be one article from each of the member societies making up SVEC. This content may be augmented by larger organizations that have large membership with breadth that can add value to the journal. The goal for the article size is 1500 words with no more than 4 graphical items (tables, figures or photographs). Each journal article must be a technical topic. An ideal topic could be the use of novel technology or procedure in an engineering project. Alternatively, a brief history of how a technology developed into today's best practices would be acceptable. Any text related to simply bolstering the profession will be deleted; great accomplishments speak for themselves. Directly promoting a firm or product will not be allowed (although encouraged through advertising), and brand names should be avoided. Since the journal is intended to be a positive influence, authors are cautioned to avoid anything that could be construed as political in any fashion (i.e., avoid discussion of currently politically controversial topics).

The articles will be provided in Microsoft Word. Bibliographic references are required in the submittal, but these may be omitted in the release if possible. Originals of tables, figures and pictures must be provided. Please submit materials to donahoe@ieee.org.

- Discover Ways to Improve Your Meeting Effectiveness with Facilitation Training!

ToP Facilitation Methods Courses, February 19-20 in San Francisco and April 2-3 in Oakland. Special course on presenting and managing data on February 6: Making Data Dance. More information at <http://www.strategicfacilitation.com>.

- 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/>

-Yet another SV ASQ Member benefit – join the Bay Area Linked-in Group and keep in touch with all members of the Bay Area ASQ Sections – Golden Gate, San Francisco and Silicon Valley! Click on

<http://www.linkedin.com/groups?gid=146713> and sign up. You can keep in touch, start a discussion around a topic of interest, join in other discussions...

- San Francisco Section: San Francisco, Section: <http://asq-sf.com/>

4) Silicon Valley Section Special Interest Meetings

- **SSQA MEETING: Tuesday, February 11, 2009, 6:30 to 8:15 pm**

Our February speaker will be Russell Pannone, an expert in agile software development. Russell has a lot of experience in transitioning organizations to agile, as well as in applying QA to agile development efforts.

TOPIC: "Quality Assurance in the World of Agile Systems/Software Development

ABSTRACT:

- **What is Agile all about?** Walk away with a solid understanding of the 6 key elements or building blocks to being agile.

- **There is no QA in Agile!** Find out if this is fact or fiction.

- **How does Deming's PDCA Cycle fit into the world of Agile Product Development?** Walk away with some tips to help you transform your organization's point-of-view.

Available evidence shows that being agile has its rewards, but there are challenges your organization and teams will face when adopting agile product development.

Russell's presentation will bust the myth that there is no place for Quality Assurance in being agile. You will learn how quality improvement is built into being agile as a result of interactive and incremental product development, daily stand-ups, and sprint reviews and retrospectives.

Russell's presentation will lay the foundation or building blocks that will enable you to gain a common understanding of what it means to be agile and to apply creative agile thinking to your systems/software development projects.

SPEAKER BIO: Russell Pannone has worked in the systems/software development industry for over 25 years in a variety of roles including: agile coach, agile practitioner, scrum master, developer, team leader, data modeler, and project manager. Russell has led agile projects and worked with clients in a variety of industries, including state and local government, aerospace, banking, insurance, energy, and telecommunications. He was a key contributor in the early development of an Agile Adoption Practice and Agile Acceleration Roadmap and the IBM Rational Method Composer (RMC). His experience includes significant work in relational database system design and implementation, and consulting and mentoring a wide variety of clients on iterative and incremental system/software development improvement strategies and approaches.

"Being agile combines leading change; practicing the agile values and principles; using scrum; applying iterative or incremental systems / software product development; and takes wisdom, common sense, passion, courage, a desire to be better, and openness, especially to change."

LOCATION: Hewlett-Packard, Building 48, Oak Room, 19483 Pruneridge Ave (near corner of Wolfe Rd, just off I-280), **Cupertino, CA 95014**

A map of HP's Cupertino campus is posted on the SSQA home page. The Oak Room is a comfortable 100-seat facility.

SSQA: 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>>**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 21 YEARS OF SSQA!

CONTACT: Ken Doran, ASQ-CSQE, CQMgr, Chair, SSQA, kendoran9@yahoo.com

-**Statistics Discussion Group Meeting, February 11, 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

Please forward this invitation to your colleagues, and if possible, RSVP to johnflaig@yahoo.com at least two days prior to the meeting if you plan to attend, so that we can print name tags.

Topic: Maximizing Knowledge with Mr. Terry Oldberg

Abstract: Inferences are made via a scientific model. Of all of the inferences that might be made, which ones should be made? Consideration of this question has led to a theory of knowledge and of how the maximum possible knowledge may be created from fixed resources. This theory is supported by theoretical developments in physics and engineering, and by a large body of empirical data. Thermodynamics, the modern theory of communication and the first successful long-range weather forecasting model are among the products of this theory.

Entropy minimax pattern discovery is documented in eight books and a number of peer reviewed articles by Ronald Christensen. The single most useful of the books is "Multivariate Statistical Modeling," published in 1983. Stanford's mathematics library has a copy. There have been scores of published applications in medicine, engineering and throughout the sciences.

Speaker Bio: Mr. Terry Oldberg pioneered optimization of inferences made by scientific models in engineering. His firm is called, KnowledgeToTheMax, in Los Altos Hills, CA. The URL is <http://www.KnowledgeToTheMax.com>. Terry holds an B.M.E. degree in mechanical engineering from Cornell University, an M.S.E. degree in mechanical engineering from the University of Michigan and a M.S.E.E. degree in electrical engineering from Santa Clara University. He has held positions in research, engineering and management with Lawrence Livermore National Laboratory, General Electric and the Electric Power Research Institute.

MEETING LOCATION: Applied Materials, Bowers Cafe (aka Campus Cafe), 3090 Bowers Ave. Santa Clara, CA. 95054 (see directions below)

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).

Potential speakers should review our Yahoo Groups website file "Presentation Pointers" to get some helpful suggestions for making a great presentation.

Additional Educational Opportunities in Statistics

- JMP/SAS - JMP offers a free training class on Friday of each week to those interested in leaning about JMP. Please see the JMP website 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.

- 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, Website: www.quantalabs.com

- ISO Standards Discussion Group: There will not be a meeting in February. Participate in the ISO 9001:2008 Panel February 18 to catch up on ISO Standards. Are you interested in Standards Topics? Contact Mohammed Kazemi, ISO/Standards Discussion Group Chair at Mohammad.Kazemi@baesystems.com and let him know!

5) Other Section Events

- Scholarships and Awards: The Silicon Valley ASQ Section provides several scholarship and award opportunities. It offers several \$2000 Eberhart scholarships to students attending local colleges. The section also sponsors a Quality paper competition with prizes of \$1000, \$500, and \$250. And an award is also given to Section members who publish quality related articles, papers, or books. Please see the section website for details: <http://www.asq-silicon-valley.org>. This program is administered by Dr. John Flaig.

- SV ASQ Service Opportunities: The Silicon Valley Section of the ASQ is looking for individuals that would be interested in joining the Leadership Committee (LC). The LC sets direction and selects activities for our section. Several positions are available where your skills can be used to manage one of the largest and most active Sections of the American Society for Quality. **We are currently seeking a Section Historian and a Newsletter Editor. For more information please contact the section Chair Ramesh Konda at ramesh.konda@seagate.com.**

6) Newly Certified Members:

ASQ Silicon Valley Section of ASQ extends its congratulations to those members who passed the certification exams offered December 6, 2008.

Certified Calibration Technician
Robert Hazemoto

Certified Six Sigma Green Belt
Donald Evans Gordon Brown Jennifer Martin
Mohan Raj James Sandusky Harry White

Certified Quality Auditor
Maria Chin Jeannette Cryer Laura Fairchild
Wendy Hu Lawrence Komo Terri Pederson
Craig Rice Patricia Roman Susannah Wedgwood
Robert Welsh

Certified Quality Engineer
Paul Beaubier Sourabh Biyani Christine Cannizzo
Juan Flores, Jr. Todd Hicks Rupesh Kumar
Thomas McCleary Michael Morad Somasundaram Sankaran
Eugenia Segal John Sie Michael Strum
Vilakshan Taank Inam Ur-Rahman Jefferson Webster

Certified Software Quality Engineer
Natalia Kitch Carol Oliver James Wanslow

Don Mintz, Chief Certification Proctor

7) Latest Member ReCertifications

The Silicon Valley Chapter of ASQ congratulates the following members who are recently recertified in 2009:

Scott Cooksey, CQA, CBA (BQA); Linda Garcia, CQA; Ravi Chandra Edupuganti, CQE, CSSBB; Naymisha Patel, CQA; Ronald Taylor, CQE, CSSBB; Jeffery Wilkins, CQE

8) ASQ Quality Outsourcing Survey

Dear fellow professional,

You may have read the August 2008 Quality Progress article* titled <http://www.asq.org/quality-progress/2008/08/global-quality/in-the-know.html>, "In the Know - Quality in Outsourcing." Based on positive feedback, we plan to expand this content into a Quality Press book covering manufacturing, software, service, process, knowledge and other areas of outsourcing.

So that we can better address the topic, would you please help us understand your experience with outsourcing by taking the following 30-question survey? While we have tried to keep the survey short, we have included a free-text field for you to write about the unique situations and issues you face.

Your answers will be kept anonymous. However, if you are willing to disclose your name, we will acknowledge you in our book. We sincerely thank you for this support.

You can find the survey in the <http://www.asq.org/knowledge-center/global-issues/index.html>
ASQ knowledge Center page:

Direct Link to the

http://www.surveymonkey.com/s.aspx?sm=VJMROYDp31cCruhC8XrVgw_3d_3d

I welcome our Silicon Valley professionals to participate in this survey and provide your thoughts. Also please feel free to forward the survey link to your management, outsourcing team, supply chain function in your organization and encourage participation. Thanks, Govind.

* ASQ Membership not required. But require a registration (FREE) to access the article.

9) ASQ Certification Courses for 2009 - Current Certification Exam Schedule.

**Check our Certification Calendar: <http://www.asq-silicon-valley.org/content/view/126/37/>
For course schedules.**

Certification Benefits:

Certification is a powerful résumé-building tool you can use to advance your career. ASQ offers a variety of certification programs to meet your needs. In a tough economic climate, it is important for you to improve your worth to your employer and the job market.

Certification allows you to:

Achieve increased proficiency.

Demonstrate professional and personal accomplishment.

Invest in your career and demand top dollar.

Ways your employer benefits from certification:

Employees perfect and share new techniques and emerging technologies with their peers.

Investment in organization's future quality operations.

Knowledgeable employees who assure product and service quality.

Certified employees indicate organizational excellence.

So don't wait, apply for certification today! **You will need to apply by January 16th to take part in the March 7th exams.** If you're an ASQ member, you'll save money on the application fee.

Contact Don Evans at dfevans-1@comcast.net to register for a class. If your company can sponsor classes with conference room space that can be used as a class room please let Don Evans know. Discounts are available for students from the sponsoring company. Classes maybe canceled due to insufficient registration. Registration forms will be sent by return E-mail.

Note: Certification Courses assume participants have had experience in the field they are preparing for and are directed specifically to certification test preparation.

Check the SV ASQ web site for the 2009 schedule.

<http://www.asq-silicon-valley.org/content/category/5/19/37/>

10) Technical Courses (includes Biomedical and other Courses) for 2009 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/.

February Classes:

Facilitating Project Management Success, Feb. 5

Introduction to the Biomedical Industry, Feb. 10, 17, 24

Complaint Handling, Medical Device Reporting, Feb. 20

To register, contact Jim Bischof at jbischof01@aol.com

Contact Jim Bischof at 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.

In Closing, remember to RSVP for the February 18 Dinner Forum at <http://www.asq-silicon-valley.org> - and join us in our continuing celebration of our 44rd Anniversary - 44 Years of Quality!

"Expand your perspective by expanding your mind. Visualize in rich detail. Involve as many emotions and feelings as possible. Involve as many of the senses as you can." **Stephen Covey**

Please send inputs and comments to the SV ASQ ENEWS Editor, m.shovlin@comcast.net.
Compliance with the Can-Spam Act of 2003: This email is being sent in the course of normal Silicon Valley Section #0613 business to the email address of record. We are not responsible for forwarded emails. If you no longer want to receive email communications from Section #0613, please unsubscribe through the link below and through the ASQ website <http://www.asq.org>.