



ASQ

AMERICAN SOCIETY  
FOR QUALITY™

January 2006

# Section 1400 - Albuquerque



## Quirky Quality Dictionary

*Happy New Year Everyone! We are starting off the year on a light note to give you all time to recuperate from the holidays. Here's a sample of some quirky quality terms submitted to ASQ and included in their Quirky Quality Dictionary, for your laughing pleasure.....*

**Q-Tip:** Quality advice.

**Qan them:** Something you should do to employees who send defective products to a customer.

**Qannabalize:** To tinker with the remaining working parts of a quality system (for the sake of continuous improvement).

**Qasino:** A gathering place for persons untrained in statistical analysis.

**Qlique:** An exclusive gathering of quality professionals.

**Qoffee/Qola:** Primary food group for quality professionals.

**Qompost:** The product of a long brainstorming session.

**Qoncourse:** Where international quality professionals spend much of their time.

**Qoncurrent engineering:** A method used to squeeze the last remnant of profit from a project.

**Qonscience:** An irritant that manifests itself when responding to third party auditor inquiries.

**Qontrol:** The mythical state in production where no human involvement exists.

**Qooperate:** What quality professionals commonly do.

**Qreep:** Anyone who sends defective products to a customer.

**Qrime:** The act of sending defective products to a customer.

**Qrook:** Someone trying to fake his or her way through a quality audit.

**Qrack:** A quality consultant with no credentials; a flaw in a quality system.

**Qrackpot:** A crazy quality consultant with no credentials.

**Queternity:** Many, many years of quality experience.

**Quba:** A country where quality auditors come from.

**Qucumber:** In a quality pickle.

**Queue:** A line of quality auditors.

**Queasy:** Quality that's easily obtained.

**Quell:** Quality that is performed well.

**Query:** Unusual quality behavior.

**Quonundrum:** A quality riddle or puzzle.

**Qurator:** One who supervises a quality team.

**Qure:** To solve a quality problem.

**Qurse:** An expression usually preceding, and indicating the need to initiate, a corrective action report.

**Qustodian:** One who has custody of the quality program.

**Qustomer:** You can't live with them, and you can't live without them.

*Printed with permission from ASQ Quality Progress, July 2002 issue.*



## ASQ SECTION 1400 TO OFFER CERTIFIED MANAGER OF QUALITY COURSE

The ASQ Albuquerque Section #1400 will offer a free 16 hour Certified Manager of Quality/Organizational Excellence Refresher Course in preparation for the March 4, 2006 ASQ examination (application deadline 1/13/06). The course schedule is February 3-4, 2006 from 8:00 am to 5:00 pm, with lunch (at attendee expense) to be delivered from a nearby restaurant. 1.6 RUs will be awarded for course participation. The course will be held at ATK Mission Research, 5001 Indian School Road NE (Washington/Indian School).

The ASQ Certified Manager of Quality (CMQ) examination is a four hour, two part examination including 150 multiple choice questions (open book) and two constructed response/essay (closed book) questions. The CMQ Body of Knowledge encompasses Leadership (Organizational Structures and Culture, Leadership Challenges, Teams and Team Processes, ASQ Code of Ethics); Strategic Plan Development and Deployment (Strategic Planning Models, Business Environmental Analysis, Strategic Plan Deployment); Management Elements and Methods (Management Skills and Abilities, Communication Skills and Abilities, Project Management, Quality System, Quality Models and Theories); Quality Management Tools (Problem Solving Tools, Process Management, Measurement: Assessment and Metrics); Customer-Focused Organizations (Customer Identification and

Segmentation, Customer Relationship Management); Supply Chain Management (Supplier Selection, Supplier Communication, Supplier Performance, Supplier Improvement, Supplier Certification, Partnerships and Alliances) and Training and Development (Training Plans, Needs Analysis, Training Materials/Curriculum Development and Delivery, Training Effectiveness and Evaluation).

The instructor for this CMQ course is Deborah Weaver Parker, ASQ CQM, whose experience base includes strategic planning, quality management, research and training. Deborah is a Senior Examiner for the NM Quality Award, has served on the Albuquerque Quality Network Board of Directors and currently serves on the TVI Labor Board. Deborah is also Past President of the Northern NM Chapter of the National Association of Women Business Owners. The text for the course is the Certified Manager of Quality Primer (revised to reflect ASQ CMQ/OE Body of Knowledge) and may be purchased for \$75 by contacting the Quality Council of Indiana <http://www.qualitycouncil.com> or (812) 533-4215. The Solutions Text may be purchased for an additional \$35, but is not permitted during the examination.

Those interested in registering for the course should contact Karen Douglas, ASQ Section #1400 Certification Chair, [kdouglas@doeal.gov](mailto:kdouglas@doeal.gov). Course attendance is limited by facility space available.

### Quality Information Sites On the Web

**URL For Section Web Site:**

<http://www.virtualpmc.com/asqabq/>

**URL For Sub-Section Web Site:**

<http://groups.asq.org/2047>

**URL For Albuquerque Quality Network:**

<http://www.aqnetwork.org/>

**URL For Quality New Mexico Web Site:**

<http://www.qualitynewmexico.org>

### Free ASQ Course!

Certified Manager of Quality Exam Preparation



February 3 – 4, 2006

Albuquerque

Attendance is Limited, So Register Early!

See full article on this page

## Northern New Mexico Subsection News

Submitted by Sharon Kapple



Our December networking meeting at Bob's Bodacious BBQ was a success. We were able to get to know our fellow members and enjoy the offerings of Bob and the Pinion Brewing Company. I had lots of positive feedback on the event.

Our next meeting will be on February 1st. Our guest speaker will be Larry Azevedo the director of the Primary Standards Lab at Sandia to talk about the importance of calibration and measurement and maintaining quality. Unless otherwise notified, the meeting will be at the DOE LASO headquarters at 528 35th street beginning at 5:30 PM. Hope to see you there.

## Supplier Management Learning Opportunities

ASQ's Customer-Supplier Division is pleased to bring two of its most popular courses to the Houston (Feb. 27 - 28), Dallas / Ft. Worth (Feb. 28 - Mar. 1), and San Antonio areas (Mar. 1 - 2). *Quality Audits for Improved Supplier Performance* and *Supplier Certification: The Quality Link in Supply Chain Management* are each 1-day courses, offered on back-to-back days in each of the three cities. While each class has a different emphasis, they are very complementary Supplier Management approaches.

Significant discounts for early registration (by January 30); attending both courses; or for sending three or more from the same company. For more information; to download a brochure; or, to register for the course, please visit [www.asq.org/cs/courses](http://www.asq.org/cs/courses).

## Vital Committee Work Ongoing

Submitted by Doug Thomas

Greetings to my fellow Section members. A number of activities are taking place under my committees, and I want you to know about them.

You already know about the member survey last month. We had very surprising participation, and the results look good - in general, we seem to be doing a good job of providing what you, the membership, wants. The survey results will be in the Feb. newsletter (yours truly writes this from vacation in Hawaii over the Christmas and New Year holidays).

We still actively solicit input from members about future leadership. Several members indicated a desire in the survey to get involved soon, like this program year, so that is encouraging. We need ideas about others who might be interested, so keep an open mind when thinking about other members you might recommend, and don't hesitate to include yourself. There are a lot of jobs that need to be done, and more people make the work easier.

The project to approach members' employers regarding sponsorship of monthly meetings is ongoing - work was suspended in collating the names of members with their employers while the holiday season was upon us, but the work will resume when I return the second week of January.

We have the annual elections coming soon, so keep thinking about officer nominations.

More in February.



## January Speaker

Susan Chavez Cameron,  
Ph.D., LPCC (Navajo)

### Biography

Dr. Cameron is the Quality Assurance & Risk Manager at Santa Fe Indian Hospital (SFIH) in Santa Fe, New Mexico. Along with her duties at SFIH, Dr. Cameron is adjunct faculty at Humboldt State University in California for the Indian Teacher Education & Personnel Program where she teaches five courses. She has also taught for Johns Hopkins University, the American Indian Teaching Institute, Webster University, the University of New Mexico, and Purdue University. Dr. Cameron earned a Ph.D. in Counselor Education, a M. S. in Marriage, Family, & Child Counseling, and a B. S. in Nursing. She worked for 13 years as an intensive care RN and has directed mental health clinics in California and Santa Fe. Dr. Cameron has served on numerous Native American Advisory Boards throughout the country and is an advisory board member for the California Wellness Foundation's - Violence Prevention Initiative. She regularly conducts workshops on multicultural issues, ethics, and Native American Mental Health issues.

*Dr. Cameron's program topic for the January 16th meeting will be "Cultivating Change in the Santa Fe Service Unit: A Journey of a Thousand Miles". See page 5 for details.*

## Section 1400 New Members and ASQ Transfers for November 2005

1. Joseph T Fresquez, LANL
2. Dana S Roberson, LANL
3. Howard R Dunn, Ross Aviation

*Welcome to  
All New Section 1400  
Members!*

### Do You Want to Submit an Article to the *Section 1400 Newsletter*?

Appropriate articles for the *Section 1400 Newsletter* should give readers a working understanding of how quality practices are used successfully. Theory should be supported with real-world accounts of how to implement the processes described. To the extent possible, conclusions should be demonstrated by data. Articles that debate quality issues may be appropriate, provided that the discussion serves as a basis for improvements in development and management processes. Typical lengths would be approximately 300-500 words. Submit your article to [beverly.wade@atk.com](mailto:beverly.wade@atk.com).

## **ASQ January Membership Meeting**

**Monday, January 16, 2006**

**Courtyard by Marriott  
5151 Journal Center Blvd.  
Albuquerque**

**6:00 p.m. Networking & Dinner Registration**

**6:30 p.m. Dinner**

**7:15 p.m. Section Information Meeting**

**7:30 p.m. Program Speaker**

**8:50 p.m. Wrap up & Closing**



**Program Topic: "Cultivating Change in the Santa Fe Service Unit: A Journey of a Thousand Miles"**

**Program Speaker: Susan Chavez Cameron, Ph.D., LPCC**

**January Dinner Menu Choices:**

**Choice 1: Pasta Primavera - Spinach Fettuccine with Mushrooms, Broccoli Florets, Julienne Squash, Zucchini and Fresh Tomatoes in a light Parmesan Cheese Sauce**

**Choice 2: Pork Medallions - Marinated Roasted Pork Loin, with Herb Demi-Glace & served with Apple Leek Chutney**

**Member and Guest Price: \$20.00, \$10.00 for Students (Additional options available.)**

**Members and Guests who want to attend the program only will be seated at a table with water and coffee at no charge.**

### **Reservations**

**To make reservations for either the dinner-program, with your choice of entrée, or for the program only, contact Dennis Peters at [dlpeters47@msn.com](mailto:dlpeters47@msn.com). Dinner reservations must be made on or before January 12.**