



# ASQ

AMERICAN SOCIETY  
FOR QUALITY™

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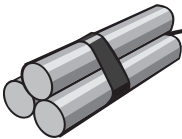
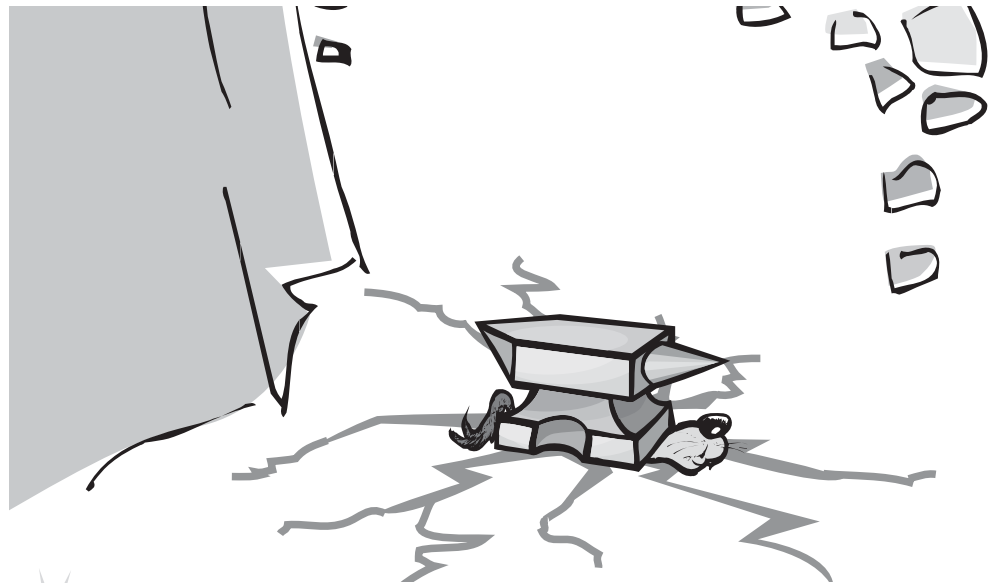
*"Dedicated to the  
Advancement of Quality"*

Oct. 27, 2003  
**NEWSLETTER**

AMERICAN SOCIETY FOR QUALITY **GREATER ATLANTA SECTION 1502**

# Thursday Dinner Meeting November 13, 2003

## Wile E. Coyote & Lessons Learned Project Management



**Kel Slone Mauldin, PMP, CPM**  
Program Director, PMLG

For reservation or meeting information, contact the ASQ Atlanta section. Please do not contact the speaker or meeting location directly.

By making a reservation for the monthly dinner meeting, you obligate the section to pay for your meal. If you cannot attend, please cancel your reservation or reimburse the section for this expense. When you make reservations for the dinner meeting, please specify if you would like a special meal (meatless, no seafood, etc.)\*

Fee charged for all returned checks.

**LOCATION:** HOLIDAY INN SELECT PERIMETER

4386 Chamblee Dunwoody Road, Chamblee, GA

*Directions:* Exit 30 off I-285, go south inside the perimeter, hotel is on your right

**TIME:** 5:30 P.M. Social Period & Registration/Cash Bar  
6:00 P.M. ASQ Session & Dinner Begin

Dinner Menu: WILD ROAST TURKEY WITH CORNBREAD  
STUFFING, DRIED CRANBERRIES & BABY CABBAGE

8:30 P.M. ASQ Session Ends

**COST:** \$25 per person • Checks payable to "ASQ, Atlanta Section" are preferred. VISA, MASTERCARD, and Cash are accepted.

**RSVP:** Voice Mail (770) 717-4506 or via e-mail at [asq\\_atlanta@hotmail.com](mailto:asq_atlanta@hotmail.com). Please leave the attendee's name, company name, work number, & special meal requirements\* by **NOON ON MONDAY, NOVEMBER 10, 2003.**

## NOVEMBER DINNER MEETING

How many of us are guilty? We stampede along chasing our projects at the speed of light driving them through execution. Our foreheads sweating profusely; our lungs gasping for the next breath. And, just as we see that light at the end of the tunnel, BAM! We find ourselves extracted from this chase only to be thrown into the next one – no time for lessons learned. No opportunity for post implementation reviews with the stakeholders. Project knowledge is not extracted and learned from. Our eyes are always focused on where we are going; never where we have been. We'd never consider driving our automobiles without rearview mirrors, and yet we seem to always drive our projects that way.

In this presentation we will discuss one of the most infamous of project managers, Wile E. Coyote. He undertook many projects underneath a program called *Program Roadrunner*, and they were each miserable failures by most standards. There are lessons that can be learned from Wile E. Coyote for us as project managers. Interestingly, many of us are guilty of the same mistakes he was. Let's conduct a post-project assessment and see what lessons the Coyote can teach us about managing our own projects.

**Kel Slone Mauldin** has over 13 years of successful project management experience across a wide range of projects. Effective communications skills and the desire to transfer her knowledge to all she comes into contact with are her hallmarks. She is an outstanding instructor, coach, and mentor.

Kel is the Program Director and the lead of a core team of instructors providing project management certification training through the Project Management Leadership Group. Her clients include Delta Air Lines, Southwest Airlines, Equiva Services, NASCO, Blue Cross Blue Shield, CheckFree Corporation, Cox Enterprises and Cendant Corporation. She instructs coursework in Project Management, Advanced Project Management, Assessing & Managing Project Risk, Cost Management, Facilitation & Communication, Effective Negotiation Skills, and Leadership & Team Building. She also provides coaching to project managers and team leads for PMLG's clients.

Kel is also a regular presenter for private organizations as well as for the Project Management Institute at the annual PMI Symposium. At the recent Houston, Texas PMI Symposium, her presentation was rated by attendees #1 out of over 300 other presentations.

Kel has her Project Management Professional certification through the Project Management Institute, the Certified Project Manager certification from PMLG, and her Master of Business in Project Management.

## THE CHAIR COLUMN

November brings us to the start of the holiday season. Nothing seems to fit the holidays better than a quality perspective. After all, what is the best of quality times? Of course it is family times.

There are times we get so wrapped up in the job, in the society, in all of the peripheral parts of our life that sometimes we forget the real quality aspect, our family.

I challenge each of our members to take some time and spend it on the most important process of all—our families. Whether it is just a significant other, a spouse, or a houseful of kids, take the time to be with them, to talk with them, and to just plain enjoy them.

As many of you know, my kids are grown and essentially on their own. While they were growing up I thought the time would never pass. Looking back, I can't believe that it went so quickly. There were times when I turned down a consulting assignment or skipped an ASQ meeting to be with them as they were accomplishing something important. Looking back, that was the best thing I could have done.

While I don't want you to use that as an excuse to miss our outstanding November meeting, I do want to encourage each of you to remember what is important.

And while I am at it, I sincerely hope that each of you has the best Thanksgiving ever. We certainly have much to be thankful for.

**Larry Aft**

### BOK news

The Body of Knowledge (BOK) for the Certified Quality Auditor (CQA) has changed. The new BOK will become effective with the administration of the June 5, 2004 exam. Additionally, the June 5, 2004 CQA exam will be 5 hours in length and approximately 15-20% (25-30 questions) of the test will be devoted to case studies. For a comparison of the old BOK to the new one, please access: [http://www.asq.org/portal/page?\\_pageid=33,39211,33\\_39258&\\_dad=portal&\\_schema=PORTAL&in\\_url=/cert/types/cqa/index.html](http://www.asq.org/portal/page?_pageid=33,39211,33_39258&_dad=portal&_schema=PORTAL&in_url=/cert/types/cqa/index.html)

Be aware that the exam locations may change in October and December. The site will remain SPSU. However, the building/room numbers may change. Every effort will be made to inform examinees as soon as changes are known.

Lisa M. Gooden  
MS, CSSBB, CQE, CQA, CQT, & CQIA  
Certification Chair – ASQ Atlanta Section 1502  
(770)621-7526

**ASQ Atlanta Section Board Meeting**  
**Monday, November 24 • 6:30 P.M.**

**IIE COURSES** FROM THE INSTITUTE OF INDUSTRIAL ENGINEERS

3577 Parkway Lane - Building 5 • Norcross, Georgia 30092  
(800) 494-0460 or (770) 449-0460

- Six Sigma Green Belt
- Principles & Practices of Industrial Engineering
- Six Sigma Black Belt
- Lean: TOC & Six Sigma
- Professional Ethics
- P.E. Exam Review for Industrial Engineers
- Applied Ergonomics for Operational Improvement

See the website for the IIE Fall Seminar Series

For more information, please visit [www.iienet.org](http://www.iienet.org) or call Larry Aft at (404) 786-1541 or email him: [lafa@bellsouth.net](mailto:lafa@bellsouth.net).

**SPSU CQE WORKSHOPS**

Southern Polytechnic State University • Marietta, Georgia

- BSI - IQSA 9001:2000
- BSI - Lead Auditor 9001:2000
- Understanding ISO 9001:2000
- Green Belt Training
- Black Belt Training
- Professional Project Management

See the website for the more information  
<http://www.cqe.spsu.edu>

You may also contact Julia Melton (770) 528-7417 or [jmelton@spsu.edu](mailto:jmelton@spsu.edu)

**The next general body MEETING of the SPSU student ASQ chapter will be on Thursday, November 13th at 12 noon on the SPSU campus. For information on speaking or attending, contact Chris Teems at 678-357-1901 or [snafuteem@yahoo.com](mailto:snafuteem@yahoo.com)**

**A FEW CERTIFICATION TIPS**

With five certifications and seats on two exam committees, I can definitely say that I am completely familiar with the testing process. One of the great benefits of ASQ membership is the recognition from certification. Unfortunately, this has proved daunting to some members, so here a few tips to help you get that coveted ASQ certification:

*Know the Body of Knowledge (BOK)* - This may seem obvious, but the tests are painstakingly assembled to reflect the BOK. Not only is every question traceable to the BOK, but each section is assigned a number of questions. If 50% of the exam covers quality management but only 5% statistics, then your study efforts should be on the 50% and not the 5%.

*Minimize the number of references taken to the exam* - Most examinees are bringing way too many reference materials. If an exam has 150 questions that must be completed in 4 hours, then there is less than two minutes per question. There is not enough time to rifle through three or four books for each question to try and find the best answer. Buy or borrow the fewest references that will cover the BOK. This will prevent you from second-guessing yourself and enable you to learn a few references thoroughly.

*Get references from the list* - It is a little known fact, but every question on the exam must be traceable to a reference from the list. When applicants complain that there are too many opinions on the exam, ASQ can always give a reference supporting the question in particular. Rather than rely on a cheaper or more obscure text, it is best to choose one of those from the approved reference list since they are the primary source for the exam.

Good luck and happy testing.

**Jeff Stephens** - President, Ixian Consulting, Inc.

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ASQ Section 1521 – Baton Rouge, LA.....	<a href="http://asq1521.tripod.com">http://asq1521.tripod.com</a>
ASQ Recertification.....	<a href="http://asq.org/standcert/recertification">http://asq.org/standcert/recertification</a>
Atlanta Quality Assurance Assoc. (AQAA).....	<a href="http://www.aqaa.org">http://www.aqaa.org</a>
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MSQA via the Internet.....	<a href="http://www.msqa.edu">http://www.msqa.edu</a>
Registrar Accreditation Board (RAB).....	<a href="http://www.rabnet.com">http://www.rabnet.com</a>
SPSU Center for Quality Excellence.....	<a href="http://www.cqe.spsu.edu">http://www.cqe.spsu.edu</a>

**WEB SITES**  
EDUCATION, TRAINING & INFORMATION



**GREATER ATLANTA SECTION 1502  
ASQ  
P.O. BOX 8687  
ATLANTA, GA 31106**

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ADDRESS SERVICE REQUESTED

News Editor: **Warren Blodgett**  
warren.blodgett@graphicpkg.com

## Upcoming Events

**October 27-28** — S.E. Quality Conference, Cobb Galleria Center

**November 13** — Dinner Meeting at Holiday Inn Select Perimeter

*There will be no December Newsletter or Meeting. Happy Holidays! See you next year!*

**NOTICE:** Members, please be aware that you will be dropped from mailing lists if your membership renewal fee is not paid in a timely manner.

**ADDRESS CHANGES:** Please inform ASQ Headquarters in Milwaukee to update your address, phone number, & Email address by calling 800-248-1946.

**Please Make Your Reservations by 12:00 Noon, November 10, for the Upcoming Meeting!  
Voice Mail (770) 717-4506 or via e-mail at [asq\\_atlanta@hotmail.com](mailto:asq_atlanta@hotmail.com)**

## GREATER ATLANTA SECTION 2003 - 2004 OFFICERS & COMMITTEE CHAIRS

### OFFICERS:

#### Section Chair

Larry Aft  
Aft Systems, Inc.  
PO Box 7328  
Marietta, GA 30065  
(404) 786-1541 (ph)  
(772) 673-8557 (fax)  
laft@bellsouth.net

#### Chair Elect

Fred Feltmann  
DCMC Lockheed Martin  
5115 Verbena Drive  
Acworth, GA 30102  
(770) 793-0790 (ph)  
(770) 793-0753 (fax)  
feltmann@bellsouth.net

#### Secretary

Ruffin Booth  
BioCure, Inc.  
2975 Gateway Drive, Suite 100  
Norcross, GA 30071  
(678) 966-3408 (ph)  
(770) 416-4331 (fax)  
rbooth@biocure.com

#### Treasurer

Sandi Reynolds  
SIR Associates  
(404) 733-6045 (ph)  
sirassociates@yahoo.com

#### Immediate Past Chair

Jay Jones  
UPS eSolutions  
1000 Mansell Road  
Roswell, GA 30076  
(678) 585-1256 (ph)  
jjones7969@yahoo.com

#### Arrangements

Earl Turner  
Scientific Atlanta  
5030 Sugarloaf Pkwy  
Lawrenceville, GA 30042  
(770) 236-2606 (ph)  
(770) 236-5130 (fax)  
earl.turner@sciatl.com (w)

#### Certification

Lisa M. Gooden  
Quest Diagnostics, Inc.  
4055 Whispering Pines Court  
Suwanee, GA 30024  
(770) 621-7526 (ph)  
Lisa.M.Gooden@questdiagnostics.com

#### Education

Larry Aft  
Aft Systems, Inc.  
PO Box 7328  
Marietta, GA 30065  
(404) 786-1541 (ph)  
(772) 673-8557 (fax)  
laft@bellsouth.net

#### Employment Assistance

Art Geist  
323 Longview Drive  
Norcross, GA 30071  
(770) 416-7189 (ph)  
ageist@mindspring.com

#### Historian

Sandi Reynolds  
SIR Associates  
(404) 733-6045 (ph)  
sirassociates@yahoo.com

#### Membership

Dinesh Gupta  
Beaulieu of America  
509 Fifth Avenue, P.O. Box 1248  
Dalton, GA 30722  
(706) 226-3010 x2201 (ph)  
(706) 272-3129 (fax)  
dgupta@mindspring.com

### COMMITTEE CHAIRS:

#### Newsletter Editor

Warren Blodgett  
Graphic Packaging International  
824 Livingston Court  
Marietta, GA 30067  
(770) 499-4809 (ph)  
warren.blodgett@graphicpkg.com

#### Programs

Robert Crowe  
165 River North Circle  
Atlanta, GA 30328  
(770) 396-2280 (ph)  
(770) 396-7010 (fax)  
jr1crow@mindspring.com

#### Publicity/Quality Awareness

Sherr Scyphers Hungate  
NISH  
60 Chastain Center Blvd., Suite 66  
Kennesaw, GA 30144  
(770) 424-9093 (ph)  
(770) 426-7666 (fax)  
shungate@nish.org

#### Recertification

John Kommeth  
C. R. Bard, Inc.  
8195 Industrial Blvd.  
Covington, GA 30014  
(770) 784-6144 (ph)  
(770) 784-6930 (fax)  
john.kommeth@crbard.com

#### Section Development

Fred Feltmann  
DCMC Lockheed Martin  
5115 Verbena Drive  
Acworth, GA 30102  
(770) 793-0790 (ph)  
(770) 793-0753 (fax)  
feltmann@bellsouth.net

#### Southeastern Quality Conference

Larry Aft  
Aft Systems, Inc.  
PO Box 7328  
Marietta, GA 30065  
(404) 786-1541 (ph)  
(772) 673-8557 (fax)  
laft@bellsouth.net

#### Sandi Reynolds

SIR Associates  
(404) 733-6045 (ph)  
sirassociates@yahoo.com

#### SPSU ASQ Student President

Chanti Lawrence  
1150 South Marietta Parkway, Apt. 310  
Marietta, GA 30060  
(770) 845-4352  
clawrenc@spsu.edu

#### Student Branch Counselor

Dr. Patricia DeJarnette Carden  
Southern Polytechnic State University  
1100 S. Marietta Parkway  
Marietta, GA 30060  
(770) 528-7243 (ph)  
(770) 528-4991 (fax)  
pcarden@spsu.edu

#### Webmasters

Larry Whittington, Jr.  
Metavante  
(678) 533-4751 (ph)  
larry.whittington@metavante.com

#### Charles Kretzmann

3725 Hickory Branch Trail  
Suwanee, GA 30024  
(404) 487-2015 (ph)  
ckretzma@bellsouth.net

### ADVERTISING POLICY

The ASQ Greater Atlanta Section does not accept commercial advertising. Advertisements from IRS-recognized non-profit organizations may be considered if they promote the ASQ Greater Atlanta Section's mission, vision or goals.

The newsletter editor selects which announcements or portion of announcements, if any, will be included and the amount of space allocated. The ASQ Greater Atlanta Section is not responsible for the accuracy of the advertisement's content.

### JOB OPPORTUNITIES & SCHOLARSHIPS

As a reminder, Job Listings and Scholarship info are available at the monthly dinner meetings. The scholarship application is available on-line. For consideration for Fall, applications must be postmarked by July 1.