

***eNews Update from ASQ Golden Gate Section  
ASQ0618, P.O. Box 360985, Milpitas, CA 95036-0985***



Please note our new Web address: <http://www.asqgoldengate.org>

### **Upcoming Events**

**Tuesday, January 15, 2009** – IT Auditing for GxP Systems and How to Integrate into a Company's IT Continuous Improvement Program, Presented by Armand Mintanciyan, RCM Practice Lead/Audits and Quality Management Systems

This presentation will help you to:

- Understand why auditing IT vendors is important
- Become familiar with the terminology and principles of effective IT auditing and integration into an IT continuous improvement program
- Learn how to perform audits based on risk
- Determine which audit technique techniques best suit your needs

The event will start at 5:30pm and end at 8:00pm. Location: Scott's Restaurant, Jack London Square, Oakland. Dinner will be served. To register for this event:

<http://www.acteva.com/booking.cfm?bevalD=171139>

**Thursday, February 12, 2009** – ePedigree and Pharmalock – Making Security a Quality Objective for e-Pedigree, Presented by Mike Ahmadi, Granite Key/Bikash Chatterjee, Pharmatech Associates

### **Program Chair**

We had a great session in November with Wai Wong, Vice President and General Manager- Pharmatech Associates, Inc. Wai's presentation addressed the need for risk based validation across industries. We had a good gathering of colleagues at Scott's, and fruitful networking session prior to the dinner meeting in the bar area. Mike Ahmadi from GraniteKey had the following to say about this meeting,

*"I thoroughly enjoyed the last ASQ dinner meeting on November 19. The room was cozy and had a warmer feel than previous rooms at Scott's Seafood Restaurant. Being adjacent to the bar seemed*

*to stimulate more networking. The food was good (as always), and Wai Wong's presentation was both informative and well delivered."*

Our goal this year is to provide interesting topics that bring real value to our members. We also plan to provide networking time at each event so that we can get to know each other better and benefit from our collective experience.

Please contact me with ideas for events, topics and locations at [events@goldengate.org](mailto:events@goldengate.org). We have commitments from Bayer and Abbott Labs to host meetings later this year and would welcome the opportunity to have meetings/events at other company locations. It's a great opportunity to showcase your company and provide your fellow employees an onsite learning event.

Our planned schedule:

January 15, 2009 – Scott's  
February 19, 2009 – Spenger's  
May 21, 2009 - Abbott

March 19, 2009 – TBD  
April 16, 2009 – Bayer

### **ASQ Golden Gate Season Pass Still Available!**

This year the Golden Gate Section is offering two options for our season pass. Both offer a great value for the cost. The first pass provides access to any 4 scheduled dinner or networking events for \$99.00. The other pass provides access to all scheduled dinner or networking events for \$150.00. Neither pass provides access to seminars or workshops; however, by prior arrangement, you may use two events on your pass and bring a guest along. To sign up for either season pass, please go to: <http://acteva.com/booking.cfm?bevalD=163758>

### **News from ASQ National**

#### **New ISO 9001:2008 Has Arrived**

ASQ headquarters is now offering the latest version of the world's most widely used standard for quality management systems, ISO 9001:2008. Orders for the revised standard can be placed on the ASQ Web site Monday, November 17. As the primary resource in the United States for purchase of the U.S. adoption of the ISO 9001:2008 standard, we are offering it at a discounted rate for members. The standard can be purchased at <http://www.asq.org/iso9001>, or by calling 800-248-1946.

[Listen to Jack West](#), author of *Cracking the Case of ISO 9001*, discuss the new ISO 9001 version.

The new edition will replace the year 2000 version currently implemented in 170 countries worldwide. Learn more about the new standard from the [International Organization for Standardization \(ISO\)](#).

#### **Quality for Life Seeks Stories From Members**

Launched a few weeks ago, the Quality for Life program is seeking stories



from members that have used quality to improve the lives of others. If you have used quality tools while volunteering in the community or for a charity, we would like to hear from you! Please submit your stories to [qualityforlife@asq.org](mailto:qualityforlife@asq.org).

### **ASQ in the News**

As part of our proactive efforts to increase awareness for ASQ, Pharmaceutical Manufacturing magazine conducted a podcast with Robert Seltzer, ASQ Senior member. The podcast talks about ASQ's testing and certification program for professionals who have five or more years of industry experience. [Listen to the podcast.](#)

Barbara Cleary, author of the new ASQ Quality Press book for children, *Claire Anne and the Talking Hat*, is scheduled to appear on the Reno Today morning show (Reno, NV, KRNVC/NBC), Monday, November 17 around 6:25 a.m. She will also discuss the book at the National Quality Education Conference in Reno, NV, November 16-18, and will have a few books on hand to give away.

### **Share Your Event Success Story**

You had a fantastically successful event, so share that story with members in ASQ Weekly. The electronic newsletter has a distribution of more than 82,000 and carries an event list every Wednesday. It's a great vehicle to raise awareness of member unit events and share best practices. Send your story (maximum 150 words) to ASQ Weekly.

## **Keeping Up With the SF/Bay Area Sections**

### **ASQ - Silicon Valley Events**

Information about upcoming events and member services provided by the ASQ Silicon Valley section can be found at: <http://www.asq-silicon-valley.org/>

### **ASQ – San Francisco Events**

Information about upcoming events and member services provided by the ASQ San Francisco section can be found at: <http://www.asq-sf.com/>

### **ASQ – San Francisco/Bay Area Joint Events Calendar**

A combined calendar of upcoming events for the San Francisco, Silicon Valley and Golden Gate Sections can be found on Yahoo's Upcoming.org. To find out what's events are being sponsored by ASQ Sections around the Bay Area, go to: <http://upcoming.yahoo.com/group/5069/>

### **SF/ Bay Area Networking Group available on LinkedIn**

LinkedIn is an online network of more than 25 million experienced professionals from around the world, representing 150 industries. The San Francisco/Bay Area ASQ Sections, including the SF, Silicon Valley and Golden Gate sections, have established a LinkedIn group, ASQ - SF/Bay Area Network - Sections 0604, 0613, and 0618. This provides a means for our members to

enhance local professional networking opportunities. We welcome any ASQ member from a San Francisco Bay Area section.

All Golden Gate section members, as of August 2008, have been pre-approved as members of the group. To join the ASQ SF/Bay Area networking group, submit your request through the following URL: <http://www.linkedin.com/e/gis/146713>.

## Certification News

The following Golden Gate Section members received ASQ certification at the October 18 exam: **CMQ/OE** - Terrish O. Floyd, **CQI** - James B. Lean, Michael Tran, **CSSBB** – Tina Roman

We congratulate you on your achievement!

The Golden Gate Section hosted the December 6th ASQ Certification Examination at the Dublin San Ramon Services District, 7051 Dublin Blvd., Dublin CA 94568.

Ellen Hill was the Chief Proctor for the exam.

If you sat for this certification exam, whether at this location or another, we wish you the best of luck!

On March 7, 2009, the following certification exams will be offered:

[Biomedical Quality Auditor](#)  
[HAACP Auditor](#)  
[Manager of Quality/Organizational Excellence](#)  
[Quality Technician](#)  
[Reliability Engineer](#)  
[Six Sigma Black Belt](#)

Complete information on the ASQ certification process can be obtained on <http://www.asq.org/training-and-certification.html>.

Our Education Chair, Blaine Glandt, may be able to direct you towards exam preparation classes or materials. Please email him at [education@asqgoldengate.org](mailto:education@asqgoldengate.org). For more information, see our [certification page](#) on the Golden Gate Section Website.

## Recertification Process

Recertification CPU documentation is available at Golden Gate meetings and sponsored events. Please contact Jim Kohnen at [jim483@aol.com](mailto:jim483@aol.com) with questions about recertification.

## ASQ Courses Offered by Silicon Valley Section

Silicon Valley offers a comprehensive selection of technical, certification exam preparation, and biomedical courses. Certification Courses assume participants have had experience in the field they are preparing for and are directed specifically to certification test preparation. You can find detailed information about the Silicon Valley course offerings at: <http://www.asq-silicon-valley.org/content/view/19/36/>

## Education Chair

Here's an interesting headline about an unusual form of advertising – "*Mobile App Uses High-Pitched Frequencies Only Under 20's Can Hear.*" The sounds include wolf whistles, "pssts," and warnings tagged to words or phrases such as "cool," "uncool" and "let's get out of here." This reminded me of the time my wife asked me to get a hearing test. The doctor told me, "I don't think your hearing is the problem!" I looked at him puzzled and he immediately responded saying, "Don't worry my wife accuses me of not hearing her, too." I chuckled as his message registered, which brings me to this month's education blurb.

We are hard wired to filter out sources of extraneous information, sometimes we even exclude important, dare I say, critical "noise." So as we look forward to the holidays and the New Year, do consider ways to tune up your brain. It takes more than just eating right, sleeping well, reducing stress, and exercise. It also takes maintaining an awareness of the sensory input to which you are exposed, and prioritizing your responses. In the same vein, it takes more than technical courses alone to keep our professional skills in top shape. Consider how the courses you take might enhance the human factors of Quality Management. We often overlook the people skills aspects of courses, concentrating on the technical content alone. We can all use a little "stop, look, listen and then go" in our lives.

## Chairman's corner

I am pleased to announce and welcome new Board members for ASQ Golden Gate section 0618 as follows:

- **Arlene Kadrach** a QA Manager/ISO Coordinator at Westec Plastics Corp. in Livermore California. We look forward to Arlene joining the team starting December 1. Arlene replaces Moria Feighery-Ross who was our secretary until November this year.

We also have two new Directors At Large:

- **Mike Ahmadi**, COO, VP Services of GraniteKey in San Francisco
- **Greg Farley**, recently re-located to Bay Area from Chicago, Sales Manager for Westec Plastics Corporation in Livermore.

Are you interested in supporting our Committee Chairs in activities related to membership or program development? Would you like to learn more about ASQ and serve on the board for 2009/2010?, If so, please feel free to contact me or any board member and we will add you to the list. We will be calling for nominations in the New Year and would love to chat with you about opportunities!

We will not have a December event, but will meet at Scott's again in January for a presentation by a colleague from the ASQ Princeton, NJ section. For the February event, we look forward to co-hosting the meeting with the Northern California chapter of Institute for Supply Management (ISM). We will meet at Spenger's Seafood in Berkeley - so we get to try a new venue and meet a new group of professionals.

Check out our [Events](#) page for more details about next year's programs!

*Happy Holidays to all!*

Kate Raymond  
Chair- ASQ Golden Gate Section 0618

**Special Note:** Our LinkedIn Group for the San Francisco/Bay Area sections now includes 56 members. That's fantastic! The discussion board is open, so let's start a chat to share ideas, thoughts, and successes

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