



# September '99

**MONTHLY MEETING: SEPTEMBER 16, 1999**



## GAGE R & R



See Page 4 for Details

# Gabriel's Horn

THE OFFICIAL NEWSLETTER OF THE SAN GABRIEL VALLEY SECTION - 0702  
<http://www.asq702.org>

## FROM THE VICE CHAIR

This is the first in a series of quarterly articles from the elected officers of your section.

The reason these articles are being published is two-fold. For you to meet the persons that have been elected to manage this section and to describe what each elected official does. Hopefully, with this information you will find that we are ordinary people that enjoy what we do, that we like to help others learn and you will come join us.

I would like to introduce myself to you. My name is **Anthony Iacobacci**; I hold the elected position of Vice Chair and the volunteer positions of Awards & Recognition and Librarian. I have been with the section since 1996, I came to a dinner meeting and then to a board meeting and have been involved ever since. Being involved with the section has helped me grow personally and has had a major impact in my career. I work in the aerospace industry and am currently the Vice President of Quality Assurance for Hermach Machine Inc. in Torrance, CA.

You are probably wondering what does the

Section Vice-Chair do?

This position supports the work of the Chair and performs duties of the chair in his/her absence. Appoints chairs for all standing committees and provides orientation and consultation as needed.

The elected person must be an active ASQ member in good standing and will have preferably been a participant in Section committee activities. Also must be willing to commit the specified time estimated to fulfill the Vice-Chair/Chair-Elect's duties.

This is a one-year term, with the second year of the Chair-Elect's term to be served as the Section Chair. The position of Chair-Elect/Vice-Chair requires an estimated minimum 20 hours/month to fulfill the minimum responsibilities of the position.

This position offers an opportunity to enhance and practice leadership skills, network with other quality professionals to increase awareness of the member's company in the community, and work side by side with the Section Chair to promote and use quality tools, support the shape and future of the quality movement, and guide the growth and direction of the Section.

Part of my duties as the Awards & Recognition Chair person is to track the attendance at the

*cont'd on page 3 . . .*

### MONTHLY MEETING RESERVATIONS

- Dinner with Reservations \$15.00
- At the Door, No Reservation \$15.00
- Full Time Student w/valid ID \$10.00
- Program Only: No Charge

MAKE RESERVATIONS NO LATER THAN  
SEPTEMBER 13, 1999

**SPELL YOUR NAME AND LEAVE YOUR PHONE NUMBER. IF YOU FIND YOU CANNOT ATTEND, CALL TO CANCEL YOUR RESERVATION. NO SHOWS MAY BE BILLED.**

**For Reservations. . .  
Call ASQ, Section 702 at  
800-317-4147**

**EDITORIAL:**

**FRIENDS OF GABE**

San Gabriel Valley Section 0702 is one of nine Southern California Sections of the American society for Quality. since 1946, ASQ has been the organizational leader in identifying, communicating and “. . . to the ongoing development, advancement, and promotion of Quality concepts, principles and techniques.”

At the local level, Section 0702 is comprised of members from the public and private sectors, in manufacturing and service industries and in a wide range of job specialties, who are professionally and personally committed to quality improvement.

Section 0702 seeks “FRIENDS” to sponsor membership meetings, publication of our monthly newsletter Gabriel's Horn (which reaches approximately 600 quality professionals each month), as well as other section activities and educational events,

workshops, seminars and conferences scheduled for the current 1999-2000 program year.

In return for your tax-deductible contribution of \$1000, you will receive EXPOSURE:

**In Gabriel's Horn...**

- A published company profile
- Year long listing as a Quality Leader and a 'FRIEND OF GABE'
- A one year subscription

**On our new Section 0702 Web Page...**

- Year long listing as a Quality Leader and a 'FRIEND OF GABE'

**At Monthly Section Meetings...**

- Complimentary registration & dinner for two at any three meetings of your choice
- Complimentary display of your company literature

Recognition at the business announcement portion of each meeting

**At Educational Conferences, Workshops and Seminars...**

- Published recognition on press releases /advertisements of the event
- complimentary display space for company literature
- Announced recognition before keynote address

**At Year-End (June) Awards & Recognition Banquet...**

- Honorable mention and presentation of award plaque

**For more information on how to become a 'Friend of Gabe', please contact:**

- Dan Curtis, Section Chair, 310-331-1814
- or
- Leave a message @ 800-317-4147

**SAN GABRIEL VALLEY SECTION 0702  
1999-2000 EXECUTIVE COMMITTEE**

**CHAIR**

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**PROGRAMS/SPEAKERS**

Open

**ARRANGEMENTS**

Open

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909-466-4177 (FAX)

**SECTION MGMT PLAN**

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626-289-9199 (W)  
Email: auditing@aol.com

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STUDENT BRANCH  
COORDINATOR  
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DATASBASE**

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**GABRIEL'S HORN PUBLICATION**

**Publisher:** American Society for Quality, San Gabriel Valley Section 0702, P.O. Box 3144, San Dimas, CA 91773

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**Design, Printing, Distribution:** Akhil International, 909-982-0161

**Articles, advertising, photographs, and letters should be addressed to the editor.**

DEADLINE: THE 25TH OF THE PRECEDING MONTH(OR 35 DAYS IN ADVANCE).

## San Gabriel Valley Section 0702, AUGUST MONTHLY MEETING RECAP

By **Azza Elattar, Ph.D**

It was a joint meeting with APICS: 50% of the audience were APICS members. APICS has very interesting programs and events; for information call 909-899-1878.

Before the dinner, **Roger Olson**, past Chair of Section n702 and well known in the field of Quality Assurance, demonstrated how lean and continuous flow manufacturing (CFM) improves throughput and capacity of production processes, thereby making companies more profitable. Roger showed the differences between mass production (typical way of doing business) and lean manufacturing (one piece flow).

**Roger** illustrated the benefits by conducting exercise on building an airplane. He built a team of 6 people (representing assemblers, inspector, and accountant) from the audience. Work instructions

and components to build the airplane were provided. Three different processes (three phases) were implemented:

**Phase I:** the team was arranged randomly, i.e. operation steps were not in sequence. Batch mode was used.

**Phase II:** the team was orderly arranged, i.e., operation steps were in sequence in a "U" shape production flow. Batch mode was used.

**Phase III:** team was orderly arranged, i.e., operation steps were in sequence in a "U" shape production flow. One piece flow mode was implemented.

The results were remarkable and are shown below.

After dinner, **Virgil R, Frazier III**, Demand Manager for Northridge Manufacturing group discussed the DFT, including:

1. Implementation, the benefits.
2. How to correct the error on site instead of scrap at the end of the line.
3. Daily shipment from the shop instead from the warehouse.
4. Kanban system, kanban signal, material handler, and material at work station.
5. Purchasing materials just to fill Kanban, no accumulation, "U" shaped cell.

	Phase I	Phase II	Phase III
Completions, # of planes	2	5	24
Cycle time, min.	5.83	4.02	0.29
Rework, # of units	2	0	0
Scrap, # of units	17	25	2
Process time, min.	8.23	6.59	0.55
Material Cost (\$700/unit)	14,700	21,000	18,200
Sales (\$2000/unit)	4,000	10,000	48,000
<b>Profit, \$</b>	<b>-10,700</b>	<b>-11,000</b>	<b>29,800</b>

### Job Opportunities

**QUALITY AUDITOR/RECEIVING INSPECTOR** Medical device manufacturing company, Chatsworth. Individual to be responsible for dual function of Quality Auditor/Receiving Inspector of all aspects of internal audits throughout the facility, including planning, scheduling and performing audits.

Duties include communication of audit requirements, documenting observations and reporting results to management. As Quality Receiving Inspector: raw materials inspections and product inspections, document findings, and monitor GMP, SSOP and daily inspection/audit.

Qualifications: Thorough knowledge of auditing and receiving inspection with at least 5 years experience. Experience with reading blue prints and following instructions procedures. Familiar with Mil-I-45208A and ANSI/ASME Y 14.5. Medical device manufacturing and ISO 9001 experience is required. Certified Mechanical Inspector/ or Certified Quality Auditor is desirable. Good communication skills, 2 year degree and computer skills in MS Word, Excel and Access are a must.

Please send or fax resume to: Human Resources, Chad Therapeutics, Inc., 21622 Plummer Street, Chatsworth, CA 91311. Ph: 818-882-0883; Fax: 818-407-8128.

**QUALITY CONTROL IN-PROCESS INSPECTOR** -Inland Empire CA Plastics Injection Molding Company. Using standard inspection instruments and/or elementary testing equipment, and following prescribed inspection procedures, check st-ups, performs

... cont'd from page 1

### From the Vice Chair

meetings, if you will look at the chart below, you will notice that only 68 members attended 1 meeting and only 1 person attended all 10 meetings held in the 1998-1999 section year.

# of times a member attended a mtg	1	2	3	4	5	6	7	8	9	10
# of members that attended a given mtg	68	17	5	6	5	2	2	5	2	1

We have over 500 members and only 68 attend the meetings. Is the section doing something wrong? We need your ideas and attendance. If you can provide us with some assistance, please contact me or any of the other board members.

dimensional and visual inspections of production components for conformance to predetermined specifications to tolerances. Must be able to work from production, specifications and/or blueprints. Contact Yasmin Gonzalez, Human Resources Assistant, 909-941-8810 ext.27.

**To list openings, call John Schulz @ 909-987-4673 ext. 443 or FAX: 909-466-4177, Email: jcs@inland.net**

**Note:**  
**ASQ's Personnel Listing Service (PLS)** is a monthly nationwide newsletter dedicated to bringing you the latest employment openings in the quality field. It is free to ASQ members. To order, call 800-248-1946.

**MONTHLY MEETING: SEPTEMBER 16, 1999**



**GAGE R&R**

Call 800-317-4147 for reservations

**NEW MEETING LOCATION IN SEPTEMBER ONLY**

Our speaker, **Dave Marcroft**, holds a MSQA from CSU Dominguez Hills and a BSME from SDSU. For the last 15 years he has worked for the US Navy. He is the associate Division Head of the Interface Assessment Division in the Measurement Science Directorate. The Interface Assessment Division runs the Navy's special Interface Gage program. This program is responsible for the interchangeability of Naval Weapon Systems. Dave also serves as the branch head for the NAVAIR group. Dave teaches part time at Cal Poly Pomona in the College of Engineering and the College of Agriculture teaching Manufacturing Methodology and Apparel Manufacturing.



**Hometown Buffet**  
 Best Buy Plaza  
 5247 Arrow Highway  
 Montclair, CA 91763  
 909-624-3060

**MEETING STARTS AT 6:00 PM.**

**AGENDA**

Registration & Networking	5:00 pm
Gage R&R	6:00 pm
Dinner	7:00 pm
Gage R&R	8:00 pm
Adjourn	9:00 pm

**MONTHLY MEETING BUFFET MENU**

- Assorted Salads
- Soups
- Fresh seasonal vegetables
- Beef/Fish/Chicken selections
- Choice of Breads
- Assorted desserts, coffee & tea

Before dinner at this session, **Dave** will tell us how to perform a Gage R&R study covering what is referred to as the long method and the short method.

After dinner, we will perform an audience participation Gage R&R exercise.

**DOOR PRIZE WINNERS AUGUST MEETING**

- Lisa Gasoigne** - Joico Hair Products
- Ron Rudolph** - Joico Hair Products
- John Souder** - Rainbird Hat
- John Kotkoff** - Rainbird Hat
- Dana Evans** - Brunch tickets to Pomona Valley Mining Company
- Tony Iacobacci** - Candy Jar
- Chris Chin** - Cooler
- Roger Olson** - Mentadent Dental Products
- Louise Deffenbaugh** - Finesse Hair Care Products
- Virgil Frazier** - Finesse Hair Care Products

**ASQ OFFERS TRAINING IN PROJECT MANAGEMENT IN A QUALITY ENVIRONMENT**

ASQ is offering a 3 day workshop to help attendees learn and practice the skills of project management. The course is offered on Sept. 13-15 in Denver, CO and on Dec. 13-15 in Tampa, FL. The course fee is \$965 (Denver) and \$920 (Tampa) for ASQ members. Contact 800-248-1946 to register and to get more details.

**SOFTWARE DIVISION NEWS**

**Region 7 has New Councilor.**  
**Rhonda Murillo** was recently appointed to this position by the ASQ Software Division Committee. As a TRW employee in Redondo Beach, CA, her primary experience has been in aerospace/DOD Software Quality Assurance. Rhonda is excited about creating activities and developing support networks to span all areas of Software QA being performed in this region. Let her know your interests. **Rhonda** may be contacted at Rhonda.Murillo@trw.com or 310-813-6282.

The International Conference on Software Quality will be held On Oct. 4-9 in Boston.

# COMING EVENTS 1999

## MONTHLY SECTION MEETINGS

Sep 16	Gage R&R Presented by <b>David Marcroft</b>
Oct 21	<b>NATIONAL QUALITY MONTH: QUALITY DIRECTION FOR THE NEW MILLENIUM</b> Speaker: <b>Marilyn Sweet, West Los Angeles College</b> Panel Discussion: <b>Gary Hengeveld, Inland Technologies</b> Other panelists to be finalized
Nov 18	TBA
Dec	<b><u>NO MEETING SCHEDULED</u></b>

Note: *Topics and Speakers are subject to change*

**For  
Reservations  
and Information for the  
SAN GABRIEL VALLEY SEC. 0702  
Call 800-317-4147.**

## CERTIFICATION/EXAMINATION

CQT / CMI / CRE / CQ Mgr  
CQE / CQA / CSQE

**Application Date**                      **Exam Date**


Aug 20                                      Oct 16  
Oct 8                                         Dec 4

## COURSES / CONFERENCES & SEMINARS

**Note:** CQA Refresher course location has changed:  
207 Country Club Road, Glendora, CA 91741

Sep 22 CQA Refresher Course (6 sessions) Presented by ASQ San Gabriel Valley Section 0702. See Insert.


For other Refresher Course information contact: San Gabriel Valley Section - Bea Ng at 626-285-3620  
Inland Empire Section - Pam Locatel at 909-683-7243, Los Angeles Section - Carl Moore at 310-900-2344,  
or call ASQ Headquarters at 800-248-1946 for other Sections.



# QASNA

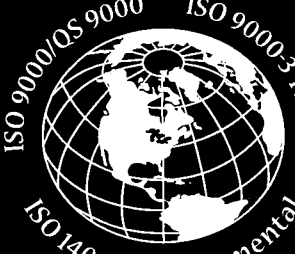
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## ADVERTISING RATES FOR GABRIEL'S HORN

Size	1 Issue	Yearly
Business Cards	\$ 20	\$ 200
1/4 Page	\$ 45	\$ 450
1/2 Page	\$ 85	\$ 850
Full Page	\$ 150	\$ 1500
Inserts	\$ 100	\$ 1000

*Gabriel's Horn* currently reaches approximately 600 Quality Professionals in Southern California each month.

If you are not currently an ASQ member of Section 0702, a subscription to *Gabriel's Horn* is available for \$14 per year.

For additional information or to place an ad, please contact:

**Ron Rudolph @ 909-464-1520**  
(Email: [horneditor@aol.com](mailto:horneditor@aol.com))

or leave a message with our answering service  
800-317-4147

## WANTED! QUALITY RELATED BOOKS AND PUBLICATIONS

As we continue to upgrade and expand our collection of books and publications at the San Dimas Public Library, we also continue to ask for your tax deductible donations to help us in our effort. If you have a donation or would simply like a current list of materials available, call ASQ, Section 0702 at 800-317-4147 and leave your name, phone number, and a brief statement . . . we'll get back to you as soon as possible.



Remember . . . the San Dimas Library is located at 145 N. Walnut Avenue in San Dimas. For information call 909-599-6738 and for Reference/Circulation call 909-599-0060. Current library hours are as follows:

Tuesday 12:00 noon - 8:00 pm  
Wednesday, Thursday 1:00pm - 8:00 pm  
Friday, Saturday 10:00 am - 5:00 pm  
Sunday, Monday Closed

## WEB ON!

Section 0702  
Our new website address:  
<http://www.asq702.org>

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## HELP!

**Your Section** is in constant need of instruction and test sites for our workshops, refresher course and examination testing. Does your company have a conference room or similar space they could make available to Section 0702 for our educational needs? An inquiry on your part would greatly help your Section and its Members. Contact **Dan Curtis**, Section Chair or leave a message with our phone service. You have an opportunity to render a great service to your Section. A "special thank you" will be printed in **Gabriel's Horn** to you and your company for your effort and generosity.

## BE PRO-ACTIVE!

If you are moving, changing your mailing address, or changing jobs, please contact the national office of ASQ @ 800-248-1946 and let them know. doing this as soon as possible is the only way to keep your mailing labels current for **Gabriel's Horn**. Your Newsletter Editor receives pre-printed labels and is unable to alter membership information.

## WELCOME

As members, you are invited to attend our Board meeting on the first Monday of the month. Meet your Section Officers and see how we work to get you good programs.

**RADICAL THINKING?**

*Encouraging News*

Some of you may know that I have been active with a Toastmasters Club for many years. This participation has been a wonderful experience for me not only in improving my public speaking skills but also in building self confidence and leadership qualities. I have given speeches from many of the Toastmasters Speech Manuals and have even held some offices at the club level. However, I have not been an active participant in the various Toastmaster contests - until recently. And this proved to be a most encouraging event, opening my eyes to additional opportunities.

My feeling had been that I was not in Toastmasters for the competition; I was in it simply to improve my abilities to give presentations and speeches. However, this time upon the encouragement (and some arm twisting) of other club members and peer pressure (all members competed at the club level) I could not refuse. In the back of my mind I still thought that quite possibly I would be out of town and miss the contest. No such luck. I was bound to participate in the club level speech contest and decided to at least develop a speech that would meet the basic tenet of this contest - to give a motivational speech. Lo and behold, I won!

Although it felt good, I was also the skeptic that this was just the club level and most of us had our arms twisted to participate. But now I had to represent my club at the area level and I could not be lax any more. My club members were encouraging, always willing to stay a bit longer to accommodate me, to listen to my speech one more time and to give me feedback and encouragement. Their efforts paved the way and I won this second round.

Now it felt really good! I also had butterflies in my stomach - I would now have to represent the my Area at the Division, and I did not feel quite up to it. Once again my club members were encouraging and supporting with their help and I went on to win the Division contest!

Now I was feeling really high! The competition was tough - nothing like the club level. And my speech was better than ever! I now had to represent my Division at the District, then on to Region and then Nationals! Only a couple of steps and I would be competing at the National level! I became overconfident and my performance dropped - I came in a runner up at the District level.

The support the other members and the Division Governor had exhibited was encouraging enough that I did not feel a low, but a high that now I am better prepared to try again next year!

Encouragement can do wonders . . . perhaps we should try it at the workplace!



**Akhilesh Gulati**

*Past Chair and Senior Member of the American Society for Quality, San Gabriel Valley Section. Partner with PIVOT, a*

*management consulting firm specializing in implementing Total Quality Change Strategies and ISO 9000, building on a foundation of quality. Has taught courses in Manufacturing Excellence, Information Technology, and Benchmarking & Reengineering at UCLA Extension.*

*He may be reached at 877-pivot-mc.*

*Web site: <http://www.pivotmc.com>*

Akhilesh will be teaching a course on 'Design for Manufacturing Quality' on Oct. 20-21. If you are interested, please contact him at the above phone number.

**EXECUTIVE COMMITTEE, AN OPEN INVITATION . . .**

We extend an open invitation to all Section 0702 Members to get involved with your Section's Management. We all have something to contribute, no matter how busy our schedules. Your Executive Committee has several openings . . . and you just might be the perfect candidate for the following position: **Program & Speakers, Examining, Arrangements and Advertising.**

And as always, attending a Board Meeting is not a commitment to becoming an active Board Member. We still meet on the first Monday of each month (except holidays) in which case we will meet on the second Monday. The meetings start at 6 pm and remember . . . dinner is on us! If you're interested or even the least bit curious, then please call **Dan Curtis**, our Section Chair at **310-331-1814** or leave a message on our service at **800-317-4147**. So pick up the phone and give us a call . . . you'll be glad you did!

\*\*\*\*\*

**Upcoming September meeting will be held on Monday, October 4th**

Call **Tony Iacabacci** at 310-320-7345 for location.

\*\*\*\*\*





**ISO 9000 / ISO 14000 REGISTRATION**

BVQI is considered by many, from small businesses to Fortune 500 Companies to be the "Registrar of Choice". BVQI has registered over 10,000 companies worldwide to the ISO 9000 Series of Standards and is the leader in ISO 14000 registration. BVQI is also the most widely accredited registrar in the world today. Among our many accreditations are the RAB, UKAS, RvA, DAR, and SCC accreditations shown below.

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## ASQ CERTIFIED QUALITY AUDITOR REFRESHER COURSE

### The CQA Refresher Course. . . . .

is designed for the Auditing Professional who understands the standards and principles of auditing and the auditing techniques of examining, questioning, evaluating, and reporting to determine a quality system's adequacy and deficiencies. The CQA Certification needs to be re-certified every 3 years either by Recertification Units (RU's) or by taking the CQA exam and passing it.

### The CQA Education/Experience Requirements. . . . .

are to have a minimum of eight years of on-the-job experience in the quality field, out of which at least three years are in the professional, decision making technical, or management position. Having a Master's or doctorate will waive five years of job related experience. Having a Bachelor's degree will waive four years of job related experience. Having an Associates degree will waive two years and having a Certification through a community college or vocational school will waive one year.

The 6 week course will be held Wednesdays from 6:00 to 9:00 PM beginning Sept. 22nd and ending on Oct. 27th, in preparation for the Dec. 4th exam. The course fee will be \$200.00 for ASQ members (all sections welcome) and \$280.00 for non-members (persons submitting membership application with course registration will be charged member's fee - separate checks required). CLASS SIZE WILL BE LIMITED TO THE FIRST 25 REGISTRANTS!

#### Course Content:

9/22/99 Session 1 Audit Administration, Ethics & General Knowledge  
9/29/99 Session 2 Audit Preparation  
10/6/99 Session 3 Audit Performance  
10/13/99 Session 4 Audit Reporting, Corrective Action & Closure  
10/20/99 Session 5 Auditing Tools and Techniques  
10/27/99 Session 6 Audit Statistics

#### Location:

207 Country Club Road  
Glendora, CA 91741

REGISTER NOW TO RESERVE A PLACE. You cannot reserve a place by phone.

Course fee INCLUDES a comprehensive set of notes for each session. Application forms for the exam will be distributed on the first session.

----- Mail-In Registration Form -----

Name: \_\_\_\_\_

ASQ Member #: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Telephone: \_\_\_\_\_ (H)

\_\_\_\_\_ (O)

The following information is optional, but will help us tailor the course to your needs:

Years experience in (1) Auditing (General): \_\_\_\_\_ (2) Internal: \_\_\_\_\_ (3) External: \_\_\_\_\_  
(4) Product Audits: \_\_\_\_\_ (5) Process Audits: \_\_\_\_\_ (6) Systems audit: \_\_\_\_\_

Education Level: \_\_\_\_\_

Industry Type: \_\_\_\_\_

Course fee must be enclosed. Make checks payable to "SAN GABRIEL VALLEY SECTION, ASQ". Deadline for receipt is Sept. 15, 1999. Cancellation after Sept. is not refundable. Presented by five instructors in the SGV section of ASQ.

Mail to: Bea H. Ng  
1100 S. Palm Ave.  
San Gabriel, CA. 91776

Questions (?) - Phone: (626) 285-3620 (home)

**PLEASE POST AT YOUR WORK PLACE**





# Quality Assurance Services of North America


## ISO 9000 & ISO 9000-3 TickIT

### Training Courses in Huntington Beach, California

#### ISO 9000 Auditor/Lead Auditor Training Courses

 Held from 8:00 am to 5:30 pm at our Huntington Beach Training Facility

 All 1994 ISO 9001 / Q9001 requirements in this extensive 40 hour training course, will be covered


 This course is registered (A07823) through IRCA / IQA and is RAB recognized as meeting the training requirements for registration as Lead Auditor, Auditor, and Provisional Auditor


**\$1395 COST \$1595\***


Includes all training materials & refreshments \*Includes five nights hotel stay as well

Oct 04-08     Dec 13-17  
 Nov 15-19

#### ISO 9000 Internal Auditor Training Courses

 Held from 8:00 am to 5:30 pm at our Huntington Beach Training Facility

 We will cover all 1994 ISO 9001 / Q9001 requirements in this extensive 24 hour course presentation, with a 30 minute examination on the last day


 This course meets ISO 9000 requirements for the training of Internal Auditors


**\$745 COST \$845\***


Includes all training materials & refreshments \*Includes three nights hotel stay as well

Oct 12-14  
 Dec 07-09

#### TickIT/ISO 9000-3 Software Auditor Training Courses

 Held from 8:00 am to 5:30 pm at our Huntington Beach Training Facility

 Through lectures, case studies and workshops this course is designed to train both Information Technology and Software Professionals in the principles and practices of quality systems auditing

 This IRCA/IQA registered course (A13019) meets the IRCA/BCS training requirements for TickIT Software Lead Auditor, Auditor and Provisional Auditor

**\$1595 COST \$1795\***

Includes all training materials & refreshments \*Includes five nights hotel stay as well

Nov 08-12

Name \_\_\_\_\_ Company \_\_\_\_\_

Address \_\_\_\_\_ City/State/Zip \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

MasterCard     Visa     Discover     American Express     Check\*\*    P.O.# \_\_\_\_\_  **With Hotel\***

Card Number \_\_\_\_\_ Expiration Date \_\_\_\_\_ Signature \_\_\_\_\_

\*\*Make checks payable to QASNA

*Cancellation Policy: Cancellations must be received in writing and will be subject to a \$50.00 handling fee. Cancellations within 5 business days of course are liable for entire fee. Substitutions are allowed.*

5251 McFadden Ave., Huntington Beach, CA 92649 • Phone 714-898-0893 • Fax 714-373-3767 • E-mail info@qasna.com