



F.S.E.A.

Post Office Box 14638, Bradenton, Florida 34280

November 28, 2016

Dear FSEA Member/Supporter:

You are invited to attend the Florida Society of Environmental Analysts' Region 2 Root Cause Analysis Workshop presented by Ms. Cathy Katsikis and Mr. Steve Arms. JEA will host this one-day workshop, offered on January 12, 2017 that will be held at the JEA Conservation Center at 970 North Main Street, Jacksonville, Florida. This workshop will be limited to 40 attendees.

This training team will focus on the development of a corrective action program. Corrective actions can become simple bandages for non conformances and errors if the root of the problem is not addressed. To be effective, Root Cause Analysis (RCA) must be performed systematically, typically as part of an investigation with conclusions and root causes identified backed up by documented evidence. Usually a team effort is required and a standard operating procedure can assist in consistency of the process. In this class, we will discuss ways to identify, investigate, analyze, address, and document the non conformance. We will address the need to identify the root cause of the non conformance caused by the system or by accident. Additionally we will present simple lean/6 sigma concepts used in root cause analysis and improvement processes to support and monitor the effectiveness of the corrective action. The Corrective Action Program will also address Prevention as the Continuing Improvement Process. Case studies and student participation makes this class interactive and informative.

Ms. Katsikis is a senior scientist with Laboratory Data Consultants FL (LDCFL) Inc. She has been actively participating in the environmental industry for 26 years with particular emphasis in Management and QA/QC Practices. She currently conducts internal and external laboratory/field audits, third party data validation, training classes on Ethics/Data Integrity, Quality Assurance practices for the lab and field, Data validation, document control, and FL ADaPT. Catherine also works as QA technical consultant for multiple municipal labs, FDEP, etc. She is the FSEA's Professional Relations Committee Chair and an active committee member of FSEA's Host and Programming Committee, TNI's Lab Expert Committee and Nominating Committee, and a board member of FL AWRA.

Mr. Steve Arms is recently retired from 35 years of service with the Department of Health, which included 13 years in the environmental laboratory and 19 years managing the Environmental Laboratory Certification Program. More recently, he has taken a position with Laboratory Data Consultants, FL where he hopes to use his experience to benefit the laboratory community. He remains active in TNI and continues to serve on the Board of Directors and chair of the Advocacy Committee. He has received the Lifetime Member award from FSEA and currently serves as Vice President.

This workshop promises to be both informative and beneficial to all analysts, managers, operators and QA personnel in the environmental field. Come join us for an opportunity to exchange questions, ideas and valuable information.

Approximately, 0.4 Water or Wastewater Operator's CEU's may be applied for this workshop.

NEW: Meeting registration may now be completed online! (www.fsea.net/workshop-attendee-registration-2)

Alternatively, you may complete the attached registration form and fax it to (941) 748-5720 or e-mail it to secretary@fsea.net. All registrations (online, forms, and fees) must be received no later than **January 2, 2017**.

Meeting fees are for 2017 members. If your membership is not current for 2017, please purchase your membership and complete your member profile online (www.fsea.net/purchase-profile-creation). This will update your membership through December 31, 2017.

Sincerely,

Nick Evans – FSEA Region 2 Director

FSEA Region 2 Root Cause Analysis Workshop
Agenda
January 12, 2017

7:30 AM – 8:00 AM	Registration
8:00 AM – 12:00 PM	Course Introduction Objectives Non Conformances Root Cause Analysis Corrective Action Implementation Follow-Up Simple, Lean/Six-Sigma Prevention as the Continuous Improvement Process Summary Exercises FDOH Corrective Action Expectations given by Vanessa Soto-Contreras
12:00 PM – 1:00 PM	Lunch will be provided
1:00 PM – 3:00 PM	Optional Tour of JEA Laboratory Facility

Note: There will be a 15-minute break during the session.

Driving Directions to

JEA Conservation Center

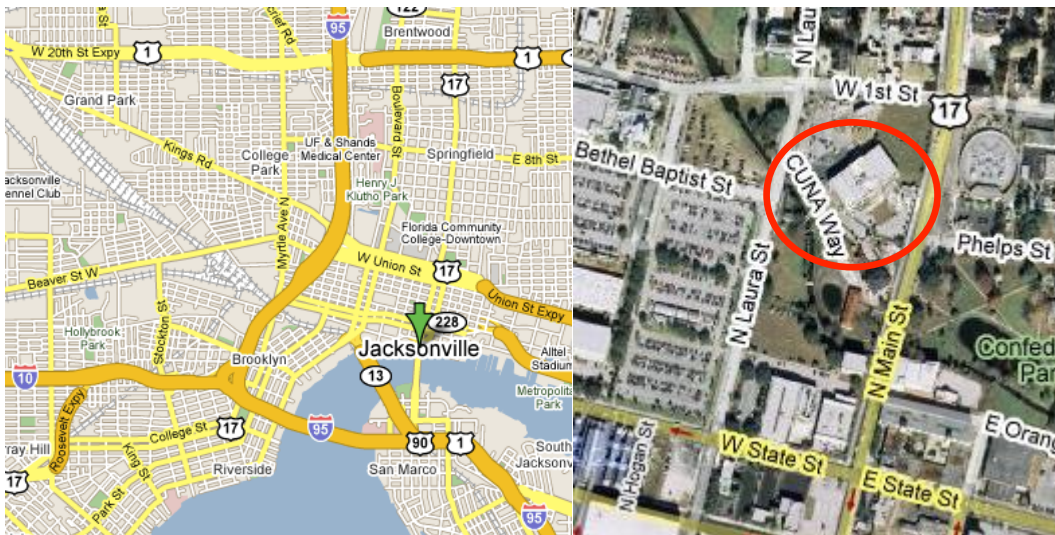
970 North Main Street (Entrance on Cuna Way off Laura St. behind facility)

The Conservation Center is on the corner of First and Main. The entrance is around back off of Laura Street. The entrance street is called Cuna Way (see map below). There are two JEA gates near each other, please use the gate on Cuna Way.

- If coming from I-95, take the Union Street exit and head east. Turn left on Laura Street and then right on Cuna Way.
- If coming from I-10 east, take I-95 north and get off at the Union Street exit. Go east on Union Street, turn left on Laura Street and turn right on Cuna Way.
- If coming over the Mathews Bridge, continue down State Street, turn right on Laura Street and then right on Cuna Way.
- If coming over the Hart Bridge, follow it into downtown and take the Duval Street exit. Turn right on Ocean Street. Take it to State Street and turn left. Then turn right on Laura Street and right again on Cuna Way.

If there is no one from JEA at the gate to let you in, please press the red button on the box and a JEA representative will open the gate and let you in.

Please note, there is no wifi available at this facility



Additional registration forms available on our web at www.fsea.net.

FSEA Region 2 Root Cause Workshop
January 12, 2017
JEA Conservation Center, 970 North Main Street, Jacksonville, FL

Workshop Registration:

Registration Deadline: January 2, 2017

Title (Dr./Mr./Ms.) _____ Last Name _____ First Name _____ M.I. _____
 Employer _____
 Mailing Address: Business Home Street _____
 City _____ State _____ Zip _____
 County _____ Telephone _____
 Email _____

Fees:

Thursday, January 12, 2017 FSEA Member: \$90 Non-Member: \$140*
 * Non-Member Registration fee includes FSEA membership until December 31, 2017

Workshop Registration Deadline January 2, 2017

Workshop limit: 40 attendees

Register online here: www.fsea.net/workshop-attendee-registration-2; or if you are registering by paper, fax or email the completed form to us and then:

- Submit your check and registration to FSEA, P.O. Box 14638, Bradenton, Florida 34280
- Pay by Credit Card by submitting the requested information below. Fax (941) 748-5720 or Mail Only - Do not email credit card information.
- Bill my credit card: Master Card Visa Discover American Express

Card Number _____ CVV: _____
 Expiration Date (MM/YY) _____ Total Amount of Payment \$ _____
 Billing Address (if different from above) _____
Street City State Zip
 Cardholder's Signature _____ Today's Date _____

Membership Information if you are registering as a Non-Member:

Have you ever been a member of FSEA? Yes No Would you like to receive FSEA list serve notifications? Yes No
 Are you a certified Drinking Water and/or Wastewater Plant Operator? Yes No License #: DW # _____ WW # _____
 Employer: Commercial Utility Research Industry State Govt Other
 Position: Technician Analyst Management QA Operator Other
 Your name as it is to appear on the Membership Card (please print clearly): _____

MEMBERSHIP AGREEMENT: I certify that my statements are correct and agree that the Charter, By-Laws, and Policies of the Society will govern me, and that I will conform to the FSEA Code of Ethics. **Signature:** _____

FSEA reserves the right to deny membership to anyone who has by word and/or deed violated the Charter, By-Laws, or Policies of the Society, and/or the FSEA Code of Ethics.
 Refund Policy: No refunds available within 2 weeks of the first day of this meeting. Written cancellation prior to that time will result in a full refund less a \$25 administrative fee.
 Returned Check Policy: Any person who submits a check that is returned by the bank will be charged a \$45 fee.

FSEA • PO Box 14638, Bradenton, FL 34280 • Phone: (941) 748-5700 • Fax: (941) 748-5720 • secretary@fsea.net • www.fsea.net