

- Chair's Corner
- Dinner Meeting Information and News
- Energy Conference Report

- Area Meetings and Events Listing
- Dinner Meeting Reports and Photos
- 2000 ASQ Certification and Training Schedule

# QualityMatters November 1999

**American Society for Quality Northern Virginia Section 0511 Volume 16 Issue**

3

## American Society for Quality



Section 0511

**VIRGINIA**

## December Dinner Meeting

**Meet Pierre Thuot – Modern Day Hero**



times.

On December 9, 1999 you can enjoy a rare event – the opportunity to meet an explorer of Space, as they say 'the Final Frontier'. Pierre Thuot will be our featured speaker at our dinner meeting at JR's Stockyards Inn, Tysons Corner, that evening.

Pierre Thuot has logged over 654 hours in space, including 17.7 hours on three space walks. He has traveled 11.4 million miles in space and orbited the Earth 437

Pierre's presentation will relate a dramatic Quality story. Pierre will incorporate video that focuses on historic events. Mr. Thuot will describe the launch failure that stranded a \$250,000,000 commercial communications satellite (Intelsat VI F3) in a useless orbit and the ensuing Space Shuttle satellite rescue mission that, after considerable difficulties, successfully repaired and redeployed the satellite. Pierre will provide the astronaut's eye

view of the spectacle of science and human courage, as he was tethered to the Space Shuttle in this most unusual of maintenance actions.

Pierre is presently a Vice President with the Space Systems Group of Orbital Sciences Corporation, Dulles, Virginia. He is charged with responsibilities for implementation of ISO-9000.

Don't miss this chance to experience "another worldly" event by sharing an evening with one who has been there and done that! –QM



## Where's my dinner meeting card?

The familiar yellow dinner meeting card which you all have been receiving monthly will be discontinued. Intertek, one of our long standing corporate sponsors, will discontinue this service in the next few months, with the last card mailed in December. We would like to thank them for this service and their continued support to the section.

On page 4 of the newsletter you will find a dinner meeting schedule for the remainder of 1999. You can also visit our website at: <http://www.quality.org/asq0511.htm> for the latest information. Also, don't forget the new InfoLine number. **703-359-5411 –QM**

## American Society for Quality



### Northern Virginia Section 0511

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#### From the Editor...

Be sure to mark your calendar for the special dinner meeting at JR's in Tyson's on Thursday the 9th. If you have any contributions of quality - related news in the Northern Virginia area or just comments in general, they would be greatly welcomed and

appreciated. Please feel free to e-mail them to me at: [Newsletter@asq0511.org](mailto:Newsletter@asq0511.org) or fax to my attention at (703)208-1214.

### ASQ Section 0511 1999/2000 Organization

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## Volunteers always needed!!!

Additional volunteers are also needed for varying numbers of hours each month as committee-members of all standing section committees. Contact the Chair of the committee you'd like to volunteer some time with. -QM

## WHAT IS INFO LINE? 703-359-5411

**INFO LINE** was started by section 0511 as a publicity outreach activity. **INFO LINE** is not only intended for our members but for anyone interested in quality principles, methods, and techniques. The section's board of directors decided to set up a local phone number to publicize the different activities sponsored by the section.

**INFO LINE** is one of three methods employed by the section to get the word out on quality activities. We also have a Newsletter and a Website. **INFO LINE** changes monthly to coincide with our monthly dinner/speaker meetings. **INFO LINE** also posts information on training and educational activities such as refresher courses for ASQ certification exams, the ISO 9000 users group, and the Measuring Organizational Performance group. We are constantly adding additional information to **INFO LINE** to increase its value to our members and other interested persons. **INFO LINE** is maintained by our Publicity Chair, Tim Gavagan. He may be reached at 202-268-3050 for any suggestions to improve **INFO LINE** or to review and accept your quality-related materials for publication. What are you waiting for? Call **INFO LINE** now and stay smart

## WHAT IS INFO LINE? 703-359-5411

### Want to Lead The Competition? Get Ready For TL 9000 Now!

Telecommunications providers of hardware, software, and services are gearing up to implement TL 9000, the new quality management standard designed to bring down the industrywide cost of poor quality that is estimated at \$10-15 billion per year.

Futurepast's "Understanding and Implementing TL 9000" seminar provides you with a solid foundation for improving your quality system to meet the 83 additions to ISO 9001 approved by the QuEST Forum—the industry sponsor of TL 9000.

Get a head start on learning how to define effective performance and cost-based metrics before they become closely watched benchmarks that sort out the industry leaders from the laggards.

#### Futurepast Seminar Dates and Locations:

- Nov. 8-9, 1999, Dallas, TX
- Nov. 11-12, 1999, San Francisco, CA
- Dec. 2-3, 1999, Washington, DC
- Dec. 6-7, 1999, Denver, CO

Register For This Seminar In One of Four Ways:

### Chair's Corner by Don Burke



#### Y2K Resolutions

By the time our next Newsletter is delivered, the Year 2000 will have arrived. Traditionally, New Year's is an occasion to resolve for the future – quit smoking, lose weight, get a new job. I'm sure each of you has had such experiences.

An organization functions based upon many factors. Not the least of these is its structure. ASQ 0511 operates within a committee system.

I offer the following definition of committee from the Merriam-Webster Collegiate Dictionary "a body of persons delegated to consider, investigate, take action on, or report on some matter" the definition denotes a number, greater than one, to form a committee. indeed a **body of persons**.

We need to have bodies to serve on committees. The duties are varied, and can be challenging but very rewarding. Time commitments can vary as well, reasonable estimates can be obtained from the committee chairpersons. You can help with the treasury, collect money, etc. You can assist in organizing programs by recruiting speakers and coordinating locations for the meetings. You can help with the educational efforts of ASQ 0511. Publicity and E-media support would be appreciated.

[www.quality.org/asq0511.htm](http://www.quality.org/asq0511.htm)

The positions of Treasurer, Secretary, and Chair-elect will be elected in the Spring of next year. Interested parties should make their intentions known, ASAP.

So as you contemplate your Y2K resolutions, consider committing to helping ASQ Section 0511 to help its members and customers by fulfilling the many needs that arise in the structure of the organization. To learn how you can help contact any member of the board – I can be contacted directly via email at [Chair@asq0511.org](mailto:Chair@asq0511.org) or by telephone at 703-280-7770.

Perhaps a little early, let me wish you and yours a very **HAPPY NEW YEAR!** and let me encourage you to give a little of yourself to ASQ in Y2K and beyond. You may find that the acquaintances you make from that commitment may inspire you to quit smoking, lose weight or get a new job. –QM

## On the Dais with an Icon by Don Burke

On October 6 and 7, I represented ASQ Section 0511 at the Quality=The Bottom Line conference in Richmond. It was a well organized and interesting event that grew out of an ISO user's group interests. I participated in a panel discussion on the future of Quality. Phil Crosby, of Quality is Free fame was also a member of the panel.

Mr. Crosby spoke extemporaneously for about 40 minutes and he made many excellent points. A highlight was his remembering an early meeting at ITT, when one manager started to complain about a quality problem. Phil responded that quality did not create the problem. This retort is very handy and truthful. We should all remember that the Quality organization does not make the problems, but can help to make corrections and avoid their commission. –QM

## ASQ SECTION 0511 DINNER MEETING SCHEDULE



### ASQ Section 0511 holds monthly dinner meetings with guest speakers

The cost for the dinner is \$20.00 and **reservations must be made**. Dessert will be optional for an additional \$5.00 at JR's.

Call Intertek at (703) 818-8500 ext. 0., or visit our website at <http://www.quality.org/webdebit/ASQckcc.htm>  
You do not have to come to the dinner to hear the speaker.

*Note: Dinners at these venues REQUIRE pre-registration, with a specific "drop dead date" 5 days in advance; all reserved "no-shows" will be invoiced by the Section, since the Section will have to pay for the dinners they reserved but didn't show up to pay for.*

### Wednesday, November 10, Red Fox Inn, Middleburg, VA

Speaker: Bob Bowles, Chairman, Board of Governors, US Senate Productivity and Quality Award for Virginia  
Mr. Bowles will provide some history and background on the U.S. Senate Productivity and Quality Award for Virginia (SPQA), including information on the award process and on the annual conference. Visit: [www.spqa.org](http://www.spqa.org)

*Directions from the Beltway (Route 495): - From the Virginia side of the Beltway, take the VA-267 toll road West toward Dulles Airport. - Exit onto VA-28 Sully Road South. - Exit onto US-50 West toward Winchester. - US-50 is Washington Street when it gets to Middleburg. - The Red Fox Inn is located on the right at the only traffic signaled intersection in Middleburg; there is off-street parking around the back.*



### Thursday, December 9, JR's Stockyards Inn, Tysons Corner, VA

Speaker: Pierre Thuot, Vice President, Orbital Sciences Corporation Space Systems Group and former NASA Shuttle Astronaut.  
Pierre will narrate a video of his capture and repair of Intelsat VI F3. (See cover story)

*Directions from the Beltway (Route 495): - From the Virginia side of the Beltway, take Route 7 Leesburg Pike West. - At the second stoplight, turn right onto International Drive. (Tysons Corner Mall is on your right.) - At the first stoplight, turn left onto Fletcher. - JR's is on the right.*

## Section 0511 Speaker Spotlight by Tim Gavagan

The Board of Section 0511 is constantly searching for and evaluating high caliber speakers to appear at our monthly dinner meetings. It's unfortunate that some of our valued members and guests can't join us for all our regularly scheduled dinner meetings. For that reason, we want to provide you with summaries of

Visit us online at: <http://www.quality.org/asq0511.htm>

selected dinner meeting presentations. You may also visit our website at [www.quality.org/asq0511.htm](http://www.quality.org/asq0511.htm) and check the dinner meeting archives for copies of the dinner meeting presentations.

Our dinner meetings alternate between J.R.'s Stockyard Inn in Tysons Corner, Red Fox Inn in Middleburg, and Marco Polo in Vienna. The meeting and speaker are free. Dinner if you choose to join us is \$20.00. September's dinner meeting was held at J.R.'s, and our speaker was Ira Epstein.

The title of Mr. Epstein's presentation on September 9<sup>th</sup> was "ISO 9000 in the New Millennium." We were provided with a totally engaging and insightful description of what ISO 9001:2000 will contain and what it will mean for suppliers and customers. The following items were discussed.

- Current status and important updates on the ISO 9000 family revisions.
- Key insights on the process model and four new core processes.
- What organizations need to do to get ready for the new standard.
- The 8 quality management principles underlying the new standards.
- A paragraph by paragraph comparison of the old and the new clauses.
- What registrars are doing in preparation for the revision.

As President of his own training and consulting company, Value Management Associates, and as the current chair of the ISO 10013 (Guidelines for Developing Quality Manuals) working group, Mr. Epstein has organized and presented many quality related ISO courses around the nation. Mr. Epstein is also a faculty member of the American Society for Quality. He is a regular presenter at the ASQ ISO 9000 Conference where he leads discussions on "ISO 9000 for Experts." Mr. Epstein's academic credentials include a Bachelor's Degree in Electrical Engineering, a Master's Degree in Industrial and Management Engineering from Columbia University and a Sloan Fellowship from the Stanford University Graduate School of Business.

If you have any questions and want to reach Mr. Epstein directly you may do so at 703-768-5212 or [iepstein@erols.com](mailto:iepstein@erols.com).

If you've suddenly developed an empty feeling and wish you were at our dinner meeting to hear Ira Epstein ACT NOW and register for our next dinner meeting at [www.quality.org/asq0511.htm](http://www.quality.org/asq0511.htm). -QM

## October Dinner Meeting Report by Jim Coley

This meeting was held at the Marco Polo Restaurant in Vienna, VA, which by the way is currently celebrating its 25th anniversary in the area. After the social hour and dinner. Frank Hutchinson of the Education Committee, presented CQM course completion certificates to Ray Crawford and our speaker for the evening Win Gardner.



ASQ 0511 alumnus Win Gardner of Mobil Oil, gave an informative explanation of the quality assurance system in place for the development of new fuels, through production, distribution, and consumer feedback.



Discussion of the similarities and differences among the various fuel brands available in the marketplace, and the importance of protecting the brand

was enjoyed by all.



Acting Program Chair Marie Rondot presented Win with an engraved clock as a token of our Section's appreciation.

You can view Win's presentation and other previous dinner meeting presentations by going to the Section webpage. Look for a "facelift" in the near future to the website, as well as the newsletter.

Don't forget - Section dinner meetings are now rotated between The Marco Polo, Red Fox Inn and JR's Stockyards Inn with JR's on the 2nd Thursday and all others on the 2nd Wednesday.

## Come out and join us !

If you'd like to join the ASQ Section 0511 email distribution list for announcements of interest to local quality professionals, send an email to: [asq0511@asq0511.org](mailto:asq0511@asq0511.org) and ask to be added to the list. Be sure to also let us know when your email address changes, or when you need to leave the list. We want to be one of your key "informed sources" for this area!

The next issue of **QualityMatters** will be January 2000.

The deadline for submissions is December 10.

### 1999 ASQ Energy and Environmental Division's Energy Conference Report

by Paul Mills



The 1999 ASQ Energy and Environmental Division's Energy Conference was held in San Antonio, TX from October 3 - 6. This year's conference theme was "Best Practices." There were program tracks for Nuclear Power Production, Government, and the Oil/Gas/Chemical Industry. Keynote speaker Dr. Margaret Maxey (Director, Murchison Chair of Free Enterprise, University of Texas) stressed the need for better science, and more critical reviews of environmental research results. Policy decisions, treaties, and regulations that come from decisions based on bad science can cause economic turmoil without preserving health or the environment. Beyond the scientific research, we should look at who wins and loses from these decisions, to understand the forces driving the policies.

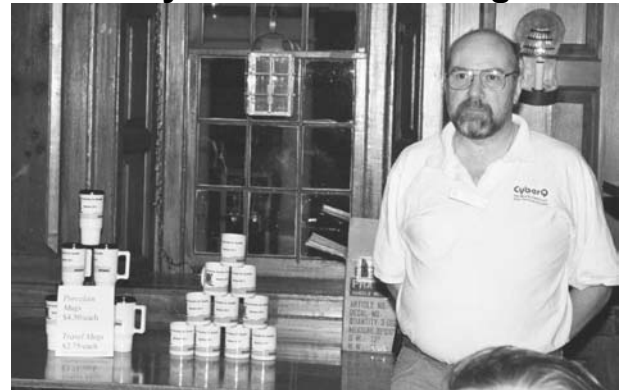
The executive panel discussion credited improved communications and management commitment with the improved performance at Solar Turbines, Inc. (a 1998 Malcolm Baldrige Award winner) and Lockheed Martin (US DOE award winner). Individual sessions included Best Practices for procurement, self-assessment, quality audit, health and safety management, and training.

The new Division Council for the next 2 years was introduced at the conference luncheon, headed by Chairman John Dew (University of Alabama). Dr. Dew described the Division's mission and vision for the next two years, and announced the formation of a new Transportation Committee for the Division.

Conference proceedings (in MS Word 97) and a longer program summary are available from Paul Mills (e-mail at [millsp@dyncorp.com](mailto:millsp@dyncorp.com), or telephone at 703-264-9560). Also available are Powerpoint presentation files for selected Best Practices sessions (Quality of Procurement, and Planning/Implementing Field Work; and Analytical Laboratories). Information about current

activities, future conferences and workshops, and past conference archives can be viewed at the Division's website, <http://www.envnet.org/asq/eed>.

### Have you seen these mugs ?



Yes, Section 0511 now has Travel Mugs (\$2.75) and Coffee Cups (\$4.50) for sale. You can purchase them at the dinner meetings or online at the address below. They make great gifts for the holidays! *Get yours today!*



### Upcoming Professional Meetings and Events in the Baltimore-Washington Area

The following is a service of the Baltimore-Washington Partnership for Learning and Cooperation (BWPLC).

Member organizations: Association for Quality and Participation (AQP) Capital and Chesapeake Chapters; American Society for Quality (ASQ) Sections 502/Baltimore, 509/Washington, and 511/Northern Virginia; Quality Assurance Association of Maryland;

and the Washington Deming Study Group. For more information about the BWPLC, contact any member organization.

*Special Note: The District of Columbia has undertaken a neighborhood planning initiative, known as Neighborhood Action, whose mission is to empower citizens to improve their communities by mobilizing and coordinating the resources of government, businesses, non-profits, the faith community, neighborhood leaders, and the citizens themselves.*

*Neighborhood Action is seeking trained group process facilitators to assist in their Citizen Summit, Saturday, November 20<sup>th</sup>, 8 a.m. – 3 p.m. If you are interested in serving, please call Mr. Joe Goldman at Mayor Williams' office, 202-727-2822.*

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Tuesday – Wednesday, November 2 - 3 – International Quality & Productivity Center Seminar: "Customer Satisfaction Surveys in Government",

Where: Arlington, VA Cost: \$1295 and up

For more information call 800-882-8684 or visit [www.igpc.com](http://www.igpc.com)

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Wednesday, November 3 – Washington, DC, Area Software Process Improvement Network (SPIN) Topic: "Assessment and Lessons Learned"

Speaker: Dana Roper When: 7 p.m.  
Refreshments and Networking: 7:30 – 9:30 p.m.

Where: Lockheed Martin Undersea Systems, Manasas, VA

Cost: Free and open to the public.

SPIN meetings are usually held on the first Wednesday of each month.

For information or to RSVP to attend meetings contact Kathy Ditchkus at 703-641-2141 or [kditchku@cscmail.csc.com](mailto:kditchku@cscmail.csc.com)

Upcoming SPIN meetings>>>

December 8 "Combining the PERT Chart and Organization Chart to Obtain a Powerful Method of Organizing and Managing Software Projects", Stan Rifkin

\*\*\*\*\*  
Thursday, November 4 – AQP Cumberland Valley Chapter

Topic: "Leadership: Essential Ingredient for Success",

Speaker: Carol A. Liberty-Kester, Manager Affiliated H.R. Services, PP&L / Penn Fuel Propane

When: 6 p.m. - Networking 6:30 p.m. - Dinner 7:30 p.m. - Program

Where: Quality Inn – Chambersburg, Exit 5, I-81

Cost: \$16, includes dinner.

For information or reservations, call Thelma Diehl at 717-267-7912, or Marian Witherow at 717-794-2600.

Upcoming Meetings of the AQP Cumberland Valley Chapter>>>

December 2 "Quality Jeopardy - Beef Up Your 'Quality IQ' and Have Fun, Too!", Thelma Diehl / AQP Board Members, 6 p.m at the Quality Inn, Chambersburg.

February 3 "Goldratt's Way to Productivity & Profitability", Judith Yetter of the Goldratt Institute, meeting at the Quality Inn, Chambersburg.

March 2 "Schindler Elevator Company: Case Study on Evolving High Performance Teams, Doug Miller, H.R. Manager, Victor Johnson, Manufacturing Manager, meeting at the Quality Inn – Chambersburg.

April 6 "Texas Nameplate Company, Inc. - Dallas, TX" 1998 Malcolm Baldrige Quality Award Winner, meeting at the Quality Inn, Chambersburg.

May 4 "Tapping the Potential of E-Commerce", Bob Shark, Associate Director Concurrent Technology Center, Johnstown, PA, meeting at the Quality Inn, Chambersburg.

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Thursday – Friday, November 4 – 5 – The Columbia Resource Group

Seminar: "Coaching with Emotional Intelligence"

Speakers: Carole Lyles and Bob Devlin When: 9 a.m. to 5 p.m.

Where: Holiday Inn, 8777 Georgia Avenue, Silver Spring, MD

Cost: \$495 per person, includes lunch

For more information contact Carole Lyles at 410-992-7050 or email [crg@charm.net](mailto:crg@charm.net)

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Friday, November 5 – James Madison University, Lessons in Leadership Series

Seminar: "Emotional Intelligence: Excelling Under Pressure"

Speaker: Dr. Robert Cooper When: 8:30 a.m. – 4 p.m.

Where: The Baltimore Convention Center, One West Pratt Street, Baltimore

Cost: \$349 per person, includes book, program materials, lunch and refreshments. Group discounts are available for groups of 3 or more.

For more information call 1-800-873-3451 or visit

[www.lessonsinleadership.com](http://www.lessonsinleadership.com)

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Monday – Tuesday – November 8 - 11 – Quality Assurance Institute

Seminar: "Effective Methods of System Testing"

Instructor: Carolyn Fairbank

Where: Washington, DC area

Cost: \$1095 member, \$1195 non-member

For more information phone 407-363-1111 or visit [www.qaiusa.com](http://www.qaiusa.com)

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Tuesday, November 9 – Society for Software Quality, Washington, DC, Chapter

Topic: "National Software Quality Experiment: A Lesson in Measurement 1992 – 1998"

Speaker: Don O'Neill When: 7 p.m. - Networking and Refreshments  
7:30 – 9 p.m. - Meeting

Where: Software Productivity Consortium, Herndon, VA

Cost: Free. All are invited. SSQ Membership not required for attendance.

Meetings are generally on the second Tuesday of each month. All are invited. SSQ membership not required for attendance.

For further information call Chris Dryer 202-767-2894, Steve Leydorf 410-573-7286, or Brad Schwartz 703-205-3230, or email [dryer@bdcmil.nrl.navy.mil](mailto:dryer@bdcmil.nrl.navy.mil), or visit [www.ssq.org](http://www.ssq.org)

Upcoming SSQ Meetings>>>

December 14 "Building Highly Scalable Applications", Michael J. Logan

January 24 "Help for Software Estimation", SSQ Round Table at the Best Western in Oxon Hill, MD.

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Tuesday, November 10 - American Society for Quality, Baltimore, Section 502

Topic: "ISO 9001 – The Y2K Revision" – A joint meeting with AQP Chesapeake Chapter

Speaker: Steven Zakrzewski, RAB Lead Assessor, SGS International Certification Services

Tutorial: "Operating Characteristic (OC) Curves in Acceptance Sampling"

Where: Snyder's Willow Grove, Linthicum

Cost: \$18 for members with advance reservations, \$20 for non-members and walk-ins.

For more information about the Section call 410-347-1453, write Asq0502@asq.org, or visit [www.quality.org/ASQC\\_Sections/Section\\_0502/index.html](http://www.quality.org/ASQC_Sections/Section_0502/index.html)

Upcoming Section 502 Programs>>>

December 7 "Metrology in the ISO/QS Decade" – Phil Stein, P.G. Stein Consultants, Chair, Measurement Quality Division. Tutorial, "EWMA Charts", Frank Vojtk.

January 12 "Statistics Night: Applied Statistical Applications", Kymm K. Hockmann, PhD, DuPont Research & Technical Center, Snyder's Willow Grove.

February 16 Software Quality: Joint Meeting with IEEE, Linda Rosenberg, Goddard Space Flight Center, Howard County Community College Gateway Center.

March 7 Spouse Night – Tour of Camden Yards.

April 12 Inspection Division topic.

May 17 "Applying Baldrige Criteria to the Manufacturing Sector", Howard Butz, AAI Corp.

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Wednesday, November 10 - ISO 9001 User's Group sponsored by American Society for Quality (ASQ) Section 509

When: 5:30 p.m. Where: Allied Signal, 7515 Mission Drive, Lanham, MD

The ISO 9001 User's Group meets every second Wednesday of the month.

For more information contact Vinod Maheshwari 301-249-3300, Syed Ali 240-228-6130, Vinod Sarin 301-428-2786, or Norman Moreau 410-857-1383.

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Tuesday, November 10 – American Society for Training and Development, Maryland Chapter

Event: "Skills and Imaging", When: 6 – 9 p.m.

Speaker: Karen Story and Judy Pressman

For more information about ASTD visit [www.astdmaryland.org](http://www.astdmaryland.org)

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Monday – Wednesday, November 15 – 17 – Advanced Learning Institute

Conference: "Managing for Results: Using Strategic Planning & Performance Measurement for Everyday Management of Government Agencies"

Where: Crowne Plaza, Washington, DC

Cost: \$995 for conference only. Workshops are extra.

For more information call 888-362-7400 or visit [www.aliconferences.com](http://www.aliconferences.com)

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Tuesday, November 16 – Quality Assurance Association of Maryland

Topic: "Requirements" When: 9 a.m. – 3 p.m.

Cost: \$30 per person

For more information about QAAM contact Eve Firmani at 301-352-6442, Susan Burgess at 301-352-6449, or visit the QAAM home page at [http://www.iti-inc.com/qaam\\_metg.htm](http://www.iti-inc.com/qaam_metg.htm)

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Wednesday, November 17 – AQP Capital Chapter Facilitators Workshop Series

Workshop: "Primary Tools of the Facilitator: Dealing with Difficult Facilitating Situations"

Speaker: Michael Wilkenson

When: 8 – 9 a.m. Networking/Continental Breakfast  
9 – Noon Program

Where: General Accounting Office, 441 G Street, NW, Room 2N30, Washington, DC.

Cost: \$25 member, \$30 non-member. Discounts for attending multiple sessions.

For more information, call the Chapter hotline at 703-532-9440 or Wayne Vick at 703-913-6513.

Upcoming Facilitators Workshops>>>

January 26 "Facilitating Business Process Reengineering Mini-Series: Designing the Event", Charles Markert.

February 23 "Facilitating BPR Mini-Series: Facilitating Process Modeling", Lea Edwards.

March 22 "Facilitating BPR Mini-Series: Concept to Reality: Facilitating the New Design", Becky Roberts.

April 26 "FAST" Facilitating: Driving a Fast Action Solution Team".

May 24 "Facilitating an Appreciative Inquiry", Bill Harvey.

June 21 "Creating Powerful Futures: Facilitating Future Conversations", Dr. Charles Bargerstock. Followed by Awards & Recognition Celebration Luncheon.

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Wednesday, November 17 – Lessons in Leadership Series, James Madison University

Seminar: "Leadership from the Ground Up: Teaming for the Year 2000"

Where: Bethesda, MD; at the AMC Union Station Cinema, 500 Massachusetts Avenue, Washington, DC; and other closed circuit locations worldwide.

Speakers: Ted Turner, Vice Chairman Time-Warner; Dr. Stephen Covey; Dr. Margaret Wheatley; Dr. Tom Peters; Dr. Ken Blanchard; and Steve Case, CEO/founder of America Online.

Cost: \$199 per person, group discounts available.

For more information call 800-689-9771, or visit

[www.lessonsleadership.com](http://www.lessonsleadership.com)

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Thursday, November 18 - Americans Communicating Electronically (ACE)

When: 10 a.m. - Noon

Where: Small Business Administration, 8th Floor Conference Room  
409 3rd Street, SW, Washington, DC.

Cost: Free and open to everyone.

ACE meets on the third Thursday of every month. For more information call 202-720-2727 or visit [www.sba.gov/ace](http://www.sba.gov/ace).

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Thursday, November 18 - Northern Virginia ISO 9000 User's Group -- ASQ Section 511, sponsor

Meetings are held every month, on the third Thursday, from 6:30 - 8:30 p.m.

For more information contact Quentin Conroy at ISO9000@asq0511.org  
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ay, November 23 – State of Maryland Center for Continuous Quality Improvement

Event: Governor's Quality Achievement and Employee Recognition Conference, "The Challenge of Change in the New Millennium", includes 16 Workshops.



Keynote: Dr. Vashti Murphy McKenzie

When: 8 a.m. – 4 p.m. Where: Baltimore Convention Center

Cost: \$30 before October 15, \$40 after October 15

For information contact Tina Romanowski at 410-767-4751 or Andrea Sutton at 410-767-4754.

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Saturday, December 4 – American Society for Training and Development, Metro DC Chapter

Conference: "Advanced Practitioner Day" When: 8:30 a.m. – 3:15 p.m.

Where: Marymount University, Arlington, VA.

Cost: ASTD Members \$55, non-members \$65.

For more information contact Joan Berkson at jberkson@csc.com or 703-208-1612 or visit [www.dcastd.org](http://www.dcastd.org) for more details.

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Wednesday, December 7 – Association for Quality & Participation, Chesapeake Chapter Topic: To be announced.

Upcoming AQP Chesapeake Chapter meetings>>>

February 1 To be announced.  
March 7 Speaker, Harry Olsen.  
June 7 Chapter Spring Conference, JHU/APL Kossiakoff Center.

For more information about the Chapter, call 410-342-4909, visit [www.jhuapl.edu/aqp](http://www.jhuapl.edu/aqp) or write to AQPEmail@aol.com

The AQP National Spring Conference, "Performance 2001: A Workplace Odyssey", will be March 27 – 29 in Orlando Florida. For more information about National AQP visit [www.aqp.org](http://www.aqp.org)

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Wednesday, December 8 – Federal Communicators Network and the Senior Fellows Program of the Council for Excellence in Government

Seminar: "Media and Government: Perception and Reality" Cost: Free.

Where: Natcher Center at the National Institutes of Health, Bethesda, MD.

For more information visit [www.fcn.gov](http://www.fcn.gov) or email Pat Gould at [npreg@chesapeake.net](mailto:npreg@chesapeake.net) or call Pat Wood at 202-694-0063.

\*\*\*\*\*  
Tuesday, January 4 – Association for Quality and Participation Capital Chapter and the Washington Deming Study Group

Workshop: New Leadership Workshop Series – based on "The Leader's Handbook" by Peter Scholtes.

Topic: "Systems Thinking: Giving Meaning and Purpose to Work"

When: 5:45 p.m. - Check-In 6 – 8 p.m. - Program

Where: U.S. Dept. of Transportation, National Highway Traffic Safety Administration, 700 4<sup>th</sup> Street SW, Room 8236, Washington, DC

Cost: \$15 per session, discounts for multiple workshops

For more information, please call the AQP Capital Chapter hotline at 703-532-9440.

Upcoming New Leadership Workshops>>>

March 7 "Making Things Happen, Getting Things Done"  
May 2 "Performance: If You Can't Manage It, You Can't Measure It"

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Wednesday, February 2 – AQP Capital Chapter

Topic: "A CQI Success Story: Applied Deming Theory"

Speaker: Bob Myers, Ashbury Services

For more information, call the AQP Capital Chapter hotline at 703-532-9440 or Wayne Vick at 703-913-6513.

Upcoming Capital Chapter Meetings>>>

April 5 "Using Emotional Intelligence in the Workplace: A New Science of Management?", Cynthia Miller.

**Free Rental!!!** ASQ Section 0511 would like to make available to it's members, free rental of a Sharp LCD Projector, Overhead Projector and Projection Screen. A nominal damage deposit is required. Non-members can also rent for a daily fee. Contact Bill Casti

June 1 An Internet-based Meeting, "Being on Purpose: Creating Alignment and Power through a Personal Purpose Statement", Kevin W. McCarthy.

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Washington Deming Study Group

For more information about the Study Group please call 301-294-8406 or email Phil Landesberg at [Phil\\_Landesberg@prodigy.com](mailto:Phil_Landesberg@prodigy.com)

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American Society for Quality, Washington, Section 509

For information contact Joe Ludford at 301-870-5691 or [jludfordt@radix.net](mailto:jludfordt@radix.net), or visit [www.quality.org/ASQC\\_Sections/Section\\_0509/0509.html](http://www.quality.org/ASQC_Sections/Section_0509/0509.html)

\*\*\*\*\*The University of Maryland Center for Quality and Productivity

For more information about the Senate Productivity and Maryland Quality Awards call the Maryland Center at 301-403-4413, visit



[www.bsos.umd.edu/mcqp](http://www.bsos.umd.edu/mcqp), or call Nellie Freeman at Senator Sarbanes' office 202-224-4524.

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Chesapeake Bay Organizational Development Network

For more information about CBODN visit [www.concentric.net/~cbodn](http://www.concentric.net/~cbodn). To receive job announcements via email contact Sharon Newman at [cfnewman@aol.com](mailto:cfnewman@aol.com)

CBODN Special Interest Groups (SIG):

Downtown DC Lunch Bunch SIG – meets the second Tuesday of every month at 12:15 p.m. at Bertolucci's, 1218 Connecticut Ave, NW, close to the

DuPont Circle metro. Contact Sharon Newman at 202-663-5802 or email [cfnewman@aol.com](mailto:cfnewman@aol.com).

Business Practices Excellence SIG – meets in Columbia, MD. Contact Betty Myers at 410-997-2052 or [Kaleidosystems@erols.com](mailto:Kaleidosystems@erols.com)

NW Breakfast Special Interest Group - contact Marylyn Weinstein at 301-530-4668 or [marilynweinstein@juno.com](mailto:marilynweinstein@juno.com), or contact Bill Tilles at 301-468-4835 or [WRTilles@aol.com](mailto:WRTilles@aol.com)

Diversity SIG – contact Bob Greene at 301-270-1512 or [bgreene@erols.com](mailto:bgreene@erols.com), or contact James Alexander at 301-916-9004 or [halex@erols.com](mailto:halex@erols.com)

New Sciences SIG – meets monthly, contact Jim White at [JimW339@aol.com](mailto:JimW339@aol.com) or Bill Smith at [aic@odii.com](mailto:aic@odii.com)

People of Color SIG – contact Trudy Perry at 202-483-7550 or [Tkayperry@aol.com](mailto:Tkayperry@aol.com)

Strategic Leadership Forum, Washington Metro Chapter

For information, please contact the chapter administrator at 202-244-6045 or email [summs@ix.netcom.com](mailto:summs@ix.netcom.com)

The Association for Quality and Participation, Richmond Chapter

For more information contact Wes Clark at 804-383-2620.

The W. Edwards Deming Institute

For information visit [www.deming.org](http://www.deming.org), call 301-294-8405, or email [staff@deming.org](mailto:staff@deming.org).

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Strategic Leadership Forum, Washington, DC, Chapter

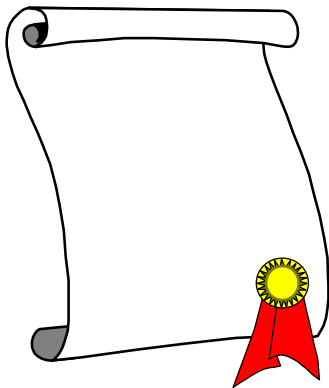
For information please call 202-244-6045 or email [summs@ix.netcom.com](mailto:summs@ix.netcom.com)

Reinvention Express Calendar

Visit the reinvention express calendar for information on additional events at [www.npr.gov/calendar](http://www.npr.gov/calendar)

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## From the ASQ Section 0511 Board Have a Great Holiday Season and a Very Happy New Year!



## ASQ Section 0511 Education and Training - Winter Courses 2000

**Registration:** Registration is formal on the first night of the class, however, preference is given to those who sign up ahead of time. Please help us ensure a class is presented (minimum student number achieved) by pre-registering.

Class	Start Date	Application Deadline	Exam Date	Location	Instructor	Pre-registration:
CQManager	Jan 4	Jan 7	Mar 4	ANSER	Hutchison	Can be achieved by contacting, for all: Don Hendrix 703-803-3554 <a href="mailto:Education@asq0511.org">Education@asq0511.org</a>
CQE	April 4	April 7	Jun 3	TBA	TBA	TBA
CQSE	April 4	April 7	Jun 3	TBA	Branson	Jim Branson <a href="mailto:JLBranson@aol.com">JLBranson@aol.com</a>
CQA	April 4	April 7	Jun 3	TBA	Clarke	Jerry Clarke 703-257-4124 <a href="mailto:JerryVPMEP@aol.com">JerryVPMEP@aol.com</a>

**NEW!!! REGISTER AND PAY ONLINE!!!**

Go to [www.quality.org](http://www.quality.org) and you can register and pay with a credit card online same as for the monthly dinners

**Cost:** The cost for just the course is \$275.00 + \$75.00 for the book (if you don't have the QCI Primer) for a total of \$350.00. This does not include the fee assessed by ASQ to take the exam (see below). Checks/invoices are to be made out to ASQ Section 0511.

**Exam Fee:** The course fee does **NOT include the exam fee!** The registration for the exam must be completed through ASQ Headquarters. Call ASQ Headquarters at 1-800-248-1946, and request a certification exam **Registration** package. They will send you an exam

**Visit us online at: <http://www.quality.org/asq0511.htm>**



Yes this page was intentionally left blank. Stay tuned for details!

**ATTENTION!, ATTENTION !**

Members are encouraged to participate in all Section 0511 activities. This includes providing articles and information to the Newsletter, serving on committees and being Board officers. This is your opportunity to make the Newsletter informative with items you think are important. Committee chairs are always in need of new ideas and assistance. Board meetings are held on the first Thursday of the month and dinner meetings on the second Wednesday. All members are encouraged to participate. Attendance and participation in these meetings and committees is acceptable for recertification credit. If you want to improve Section 0511, the opportunity is there. Let us hear from you! Contact any Board or Committee member.

A well deserved thank you for all of you who volunteered your time and resources to make ASQ Section 0511 activities a success. Your contributions are greatly appreciated by all section members.

**A SPECIAL THANK YOU TO  
ADI TECHNOLOGY  
CORPORATION FOR  
PRINTING AND ASSEMBLING  
THIS NEWSLETTER.**

**American Society for Quality**



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