



Quality Matters

Volume 16, Issue 6, May 2000

In This Issue...

Chair's Corner

**Dinner Meeting
Schedule**

**DC/NOVA/MD
Upcoming
Events**

**Section 0511
Education
Schedule**

Chair's Corner by Don Burke

Scholarships

As I have testified in this column before, my belief is that the underlying purpose for the existence of ASQ is educational in nature. We have discussed the national and local focuses on certification programs. As a matter of fact, April's Quality Progress has as its cover story "**ASQ Certification Program Gains Wider Recognition**", the extensive treatment of the subject covers the history, the vigorous developmental process, exam preparation and utilization of certifications by companies. A major piece of the preparation for exams is often local courses, which Section 0511 can justifiably boast it has sponsored over the years.

Another aspect of educational pursuits by ASQ Sections can take the form of establishing and administering scholarship programs. Section 0511 has not fared so well in this endeavor. We formed a "Scholarship Fund" some time ago. It has existed since before I joined the Board in July 1998. Our board meeting minutes are replete with discussion of the subject; but no program has been proposed. Bill Eastham, our membership chairperson has developed a proposal for a scholarship program. The document will be posted to the Section Web Site.

We are looking to the readers (members) to share their views on the subject and thereby contribute to program definition. The types of issues that need to be resolved include: how much money should be awarded, who is eligible, and how is the outcome determined? This obviously is not a conclusive list, so share your thoughts, ideas and dialogue with the Board by following the directions, as outlined on the Web Site.

Annual Quality Conference

It's that time of year again, the Annual Quality Conference (AQC) sponsored by ASQ will be held in Indianapolis, IN, May 8, through 11. I hope you plan to attend. If not this year, try to put it on your schedule. I am a veteran of many conferences and I want to remark how they have changed over time. The first ones that I attended were hardware-centric. That is inspection and test equipment was featured and talked about at the sessions. The focus changed with the rising importance of Total Quality Management and the consultants made their way to the speaker platforms and exhibition halls. Then along came ISO-9000 with its attendant fanfare and dialogue. What is next? That is the question that remains unanswered; but I will serve up a guess that integration of quality principles and practices with the internet phenomenon will be the **next big thing!**

Elections

By the time you read this article, unless something surprising arises, we will have elected the new Executive Board for ASQ Section 0511. Please lend your support to those elected by participating in Section sponsored events and promoting ASQ principles and membership in each and every situation you face. The organization needs new blood on its board and at its activities in order to survive and thrive. I am confident that the board will be open-minded and would cherish input from the membership on directions to be taken.



Northern Virginia Section 0511

From the Editor...

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 or fax to my attention at (703)208-1214.

QualityMatters is published six times a year beginning in January. Deadlines for submissions will be the 2nd Friday of the preceding month.

We accept advertising submissions and are priced per issue.

Please contact Jim Coley at (703) 560-5000 x4041 for details or e-mail at Newsletter@asq0511.org

The next issue of QualityMatters will be July 2000.

The deadline for submissions is June 9.

ASQ Section 0511 1999/2000 Organization

Executive Board Officers

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Treasurer:	Greg Donovan
Bus. Phone:	703-415-1011
Section Email:	Treasurer@asq0511.org

Committee Chairs

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Publicity:	Tim Gavagan
Bus. Phone: 202-268-3050	Fax: 202-268-4555
Section Email:	Publicity@asq0511.org

Volunteers always needed!!!

Additional volunteers are always 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.

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!

703-359-5411

JOIN US FOR DINNER!

ASQ Section 0511 holds monthly dinner meetings with guest speakers at locations throughout Northern Virginia from 6:30 to 9:00pm. The cost for the dinner is \$20.00 and **reservations must be made**. Reservations MUST be received by us NO LATER THAN 12 NOON, the Friday before the dinner meeting. Visit our website at <http://www.asq0511.org>, or fax your reservation to 1-703-834-8209, or email to: asq0511@asq0511.org, or leave a message on our InfoLine. 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.

Upcoming Schedule

Wednesday, May 10 Red Fox Inn

Northern Virginia Regional Science Fair Winners by Section 0511
Professional Certification Programs for the Software Quality and Test Practitioner by D.J. Law

For the serious software quality and test practitioner, a quality or test professional certification enhances one's career, realizes professional development goals, gains recognition for performance excellence, and distinguishes yourself from your peers in today's competitive marketplace.

In this presentation, you will learn why it is important to become certified, the benefits of certification, what you will need to qualify, how the certification process works, how to pass the examinations, and how to maintain your certification. There will be a detail analysis of six certification programs for the software quality and test professional, from two different quality certifying bodies, a test product vendor, and an educational institution. The prescribed common body of knowledge for all certification programs will also be examined. In addition, there will be a discussion of exam taking techniques, sample test questions, resources for further study, and how to market your certification once you have achieved it.

Mr. Law is an independent consultant at Qwest Communications where he currently tests web-based telecommunication systems. He has 16 years of software testing experience in managing test teams, designing test cases, developing test scripts, writing test plans, planning test strategies, supervising test staff, and establishing automated test infrastructures for test organizations. He has designed, developed, and conducted functional tests, beta tests, system tests, user acceptance tests, performance tests, stress tests, regression tests, usability tests, and Y2K compliance tests. Mr. Law's industry sector experience includes telecommunications, health insurance, satellite systems, immigration systems, space station, air traffic control, financial and accounting, and secondary mortgage market. Among his recent clients are IBM, Lockheed Martin, Fannie Mae, Oracle, EDS, Boeing, Mobil, and The Executive Office of the President. Mr. Law is a member of the American Society for Quality, the Quality Assurance Association of Maryland, and the Society for Software Quality. He is an ASQ Certified Software Quality Engineer and a QAI Certified Software Test Engineer. Mr. Law will also present at the 13th Annual International Software Quality Week Conference in San Francisco on June 1, 2000.

Thursday, June 8 JR's Stockyards Inn

Building Quality People by Greg Werkheiser

The area of Quality Assurance is rapidly expanding its borders. Currently, the general consensus of upper level management seems to be that Quality is a separate, and distinct, section of a business. However, most quality managers realize that Quality underlies every aspect of a business, and is fundamentally important, and cannot merely be compartmentalized. Because quality initiatives are people driven, Greg is going to speak about the importance of building quality people, and helping to develop a more involved and quality-oriented view in everyday life.

Greg Werkheiser founded the Virginia Citizenship Institute (VCI) in 1996 and has served since that time as its Executive Director. Greg holds a B.A. in Government from the College of William and Mary and is a member of the University of Virginia School of Law Class of 2000. In 1996, Greg served at the United States Embassy in Paris as an Aide to the U.S. Ambassador to France, the late Honorable Pamela Harriman. He was also a member of the United States Information Agency team that organized meetings of the Group of Seven nations in Lyon and arranged bilateral meetings between President Clinton and the Japanese and British Prime Minister. Greg has been interviewed on C-Span, co-hosted the Williamsburg political talk radio program "The Liberty Bell," and twice testified before committees of the Virginia General Assembly on issues related to higher education funding. In 1997 Greg authored the proposal for the national Pamela Harriman Foreign Service Fellowships and now serves on the Fellowships Executive Advisory Board. Greg has worked for the Washington, D.C. law offices of Rudnick, Wolfe, Epstein and Zeidman as well as the Richmond offices of McGuire, Woods, Battle & Boothe. He will join the litigation team of Piper, Marbury, Rudnick & Wolfe in Washington, D.C. upon graduating in May.

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

Would YOU like to be a Dinner Speaker?

Do you know someone who would like to speak about the subject of QUALITY?

Contact the Programs Chair Sue McArthur at 703-363-4860 or by e-mail: Programs@asq0511.org

It's a great way to communicate your message *and* receive a free dinner in the process!

ASQ 0511 Dinner Meetings are held on the 2nd Wednesday at either the Marco Polo or Red Fox Inn and on the 2nd Thursday at JR's Stockyards Inn.

MARCO POLO RESTAURANT
245 Maple Ave. West
Vienna, VA

RED FOX INN
2 E. Washington St.
Middleburg, VA

JR'S STOCKYARDS INN
8130 Watson Street
Tyson's Corner, VA

May 2000

At our last dinner meeting on Wednesday, April 12 at the Marco Polo...

Ray Crawford of Parsons Brinckerhoff Construction Services presented "ISO Requirements From a Construction Management Perspective"

Having completed ISO certification in October 1998 and two successful surveillance audits from Underwriters Laboratories, Parsons Brinckerhoff Construction Services (PBCS), is continuing a journey in Quality that will guide them through the next century. In the construction industry, quality engineer services are essential for the success of all projects. Quality is a part of the culture at PBCS and this presentation explained how they employ ISO at PBCS to maintain quality.



Ray brought a wealth of examples and materials from his organization. You can find his presentation and many others from past dinner meetings on our web site.

Ray Crawford is currently Quality Manager and ISO9000 Coordinator for Parsons Brinckerhoff Construction Services, Inc., an 800+ employee Construction Management Company. Mr. Crawford is responsible for developing and implementing a quality program and maintaining the company's ISO 9001 certification, including seven offices nationwide and a headquarters. He is responsible for the Quality Audit Program, including auditing CM projects and Region Headquarters for adherence to ISO 9001 quality standards; conducting internal auditor training to selected personnel; and the Quality Improvement Program including preparing course materials and training.



Recently, Mr. Crawford reviewed the FTA Quality Assurance Program Requirements and conducted training to Houston Metropolitan Transit Authority managers on QA/QC requirements. His experience prior to PBCS includes manager at Novadyne Computer Systems in Reston, VA, consulting

at the State of Maine Department of Education, and 24 years of service in the US Army, including assignments in recruiting, training, instructor at the military academy (West Point), and joint staff work in the pentagon. Mr. Crawford has a Masters of Science in Management (ORSA) from the Naval Postgraduate School and a Bachelor of Science in Engineering from the United States Military Academy (USMA) at West Point.

Free Rental

ASQ Section 0511 would like to make available to its 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 for details.

ASQ's 55th Annual Quality Congress Call for Papers

Charlotte Convention Center, Charlotte, North Carolina

May 7-9, 2001

Deadline to submit proposal: July 31, 2000

Strengthen your Competitive Position: use Quality Resources to Drive Excellence

Call for Presentations

The Technical Program Committee of the American Society for Quality is now accepting proposals for its 55th Annual Quality Congress to be held May 7-9, 2001, at the Charlotte Convention Center.

Suggested Proposal Topics

- Basic tools
- Knowledge management
- Supplier partnerships
- Quality systems criteria: i.e., standards, ISO 9000, QS-9000, TL-9000, ISO 14000, Malcolm Baldrige Award Criteria
- Performance criteria: i.e., metrics, quality cost, six sigma, etc.
- Use of technology in quality applications
- Managing culture change
- Statistical techniques for process improvement
- Innovation and effective execution/application of quality tools
- How quality practices contribute to the overall health of an organization: i.e., financial goals, service goals, process improvement
- Professional development
- The international experience

A blind review of the draft papers will be conducted by the members of the Technical Program Committee (TPC) and representatives from ASQ's divisions, sections, and interest groups using the rating criteria. Particular attention will be given to those papers that present the results of continuous improvement based on a sound systematic process. Every paper will receive written comments.

General Review Criteria for your proposal

- Must show case studies and/or examples, practical applications, cause and effect
- Must be original material
- Must have a well-defined focus
- Technical content is appropriate and used correctly
- Proposal should completely discuss subject matter
- Content should advance quality profession

Commercialism

Presenters must agree that their presentations are not opportunities for sales, promotion, or advertising. Company product descriptions are not allowed. Advertising of any kind may not be distributed in the session. Statements made by the presenter are the responsibility of the presenter only, and should not claim to be a representative of ASQ. If you have additional questions, visit www.asq.org, or call ASQ at 800-248-1946 and ask for Traci Blom, send a fax to 414-272-1734 (attn: Ed Services Dept, Traci Blom), or send an e-mail to tblom@asq.org.

Members Earn Certifications

Congratulations to newly minted Certified Quality Auditors

—
Barbara Chatzkel;
Ronald J. Marafioti;
Rebecca A. Ramsey;
Steven M. Sack;
Leonard Sadauskas;
Michael L. Shea; and
Shaida Sonde.

Congratulations also to
Charles W. Saunders
and Chris Stotler who
have earned recognition as Certified
Quality Engineers.

Upcoming Professional Meetings and Events in the Baltimore-Washington-Northern Virginia Area

The following is a service of the Baltimore-Washington-Northern Virginia Partnership for Learning and Cooperation. 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; Chesapeake Bay Organizational Development Network (CBODN); Quality Assurance Association of Maryland; the Washington Deming Study Group; the Maryland Center for Quality and Productivity; and the Society for Software Quality, Washington, DC,

Wednesday, May 3 – 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.
Workshop Leader, Phil Landesberg.

Topic: “Performance: If You Can’t Manage It, You Can’t Measure It” When: 5:30 p.m. – 8 p.m.
Where: U.S. Dept. of Transportation, National Highway Traffic Safety Administration, 700 4th 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.

Wednesday, May 3 – James Madison University, Lessons in Leadership Series

Topic: “The Rewards of Recognition: How to Generate the Energy Your Organization Needs” Speaker: Bob Nelson

When: Choice of two sessions: 8:30 – 1:30 a.m. or 1:30 – 4:30 p.m. Where: Martin’s West, Baltimore

Cost: \$179 per person, group discounts available for 5 or more people.

For more information call 800-873-3451 or visit www.lessonsinleadership.com

Wednesday, May 3 – Washington, DC, Area Software Process Improvement Network (SPIN)

When: 7 p.m. – registration, networking, and refreshments. 7:30 – 9:30 p.m.— program

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

Thursday, May 4 – AQP Cumberland Valley Chapter Topic: “Tapping the Potential of E-Commerce”

Speaker: Bob Shark, Associate Director Concurrent Technology Center, Johnstown, PA

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 reservations, contact Thelma Diehl at 717-267-7912 or tdiehl@summithealth.org, or Marian Witherow

Sunday – Wednesday, May 7 – 10 – Clemson University Conference: “Clemson’s 2000 Organizational Excellence Conference: How to Leverage Your People Power to Boost Your Bottom Line”

Keynoters Include: Margaret Wheatley, Robert Cooper, Rick Brinkman, John L Petersen, Alan M. Webber, Barbara Mackoff, and Bill Capodagli.

Where: Hyatt Regency, Washington on Capitol Hill, Washington, DC. Cost: \$1,295, group discounts available.

For more information call 864-656-2200 or visit www.clemson.edu/success

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

Speaker: Johyn Marciniak Cost: Free and open to the public.

Meetings are generally on the second Tuesday of each month. All are invited. SSQ membership not required for attendance. For further information contact Chris Jones at 410-573-7320 or cjones@iitri.org, or Alfred Kromholz at 703-883-7331 or kromholz@mitre.org, or visit www.ssq.org

Upcoming SSQ Programs>>>

June 13 “Lessons Learned on the Way to Level 5”, Frank McGarry July 25 TBD

Sept. 12 “Establishing a Software Cost Estimating Process”, Bob Chin

October 10 “Function Points”, Craig Beyers Nov. 14 TBD Dec. 12 TBD

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

Wednesday, May 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.

Wednesday, May 17 - American Society for Quality, Baltimore Section 502

Topic: "Applying Baldrige Criteria to the Manufacturing Sector" Speaker: Howard Butz, AAI Corp.

For more information to register call 410-347-1453, write Asq0502@asq.org, or visit www.quality.org/ASQC_Sections/Section_0502/index.html

Thursday, May 18 - Americans Communicating Electronically (ACE)

When: 10 a.m. - Noon Cost: Free and open to everyone.

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

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

Thursday, May 18 - Greater Maryland Software Process Improvement Network (SPIN)

When: Third Thursday of each month, 6:30 - 8:30 p.m.

Where: UMBC South Campus Technology Center, Room 331

For more information call David Wood at (410) 729-0416 or visit www.mdspin.com

Wednesday, May 24 - AQP Capital Chapter Facilitators Workshop Series

Workshop: "Facilitating an Appreciative Inquiry" Speaker: Bill Harvey

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>>>

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

Thursday, May 25 - Chesapeake Bay Organizational Development Network

Topic: "Appreciative Inquiry Meets Problem Solving" Where: Amherst House, Columbia, MD

For meeting information contact Gloria Henry at GloriaHenry@Home.com

For more information about CBODN visit www.concentric.net/~cbodn. To receive job announcements via email contact Sharon Newman at cfinewman@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, 1218 Connecticut Ave, NW, close to the DuPont Circle metro. Contact Sharon Newman at 202-663-5802 or email cfinewman@aol.com.

Business Practices Excellence SIG - meets in Columbia, MD. Contact Betty Myers at 410-997-2052 or Kaleidosystems@erols.com

NW Breakfast SIG - contact Marylyn Weinstein at 301-530-4668 or marilynweinstein@juno.com, or contact Bill Tilles at 301-468-4835 or WRTilles@aol.com

Diversity SIG - contact Bob Greene at 301-270-1512 or bgreene@erols.com, or contact James Alexander at 301-916-9004 or halex@erols.com

New Sciences SIG - meets monthly, contact Jim White at JimW339@aol.com or Bill Smith at aic@odii.com

People of Color SIG - contact Trudy Perry at 202-483-7550 or Tkayperry@aol.com

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

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 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!

Attention all ASQ0511 members!

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 or Thursday. 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.

Thursday, June 1 – AQP Capital Chapter Event: An Internet-based Meeting, “Being on Purpose: Creating Alignment and Power through a Personal Purpose Statement”

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

Sunday – Tuesday, June 11 – 13 – Linkage, Inc. Conference: “The Sixth Leadership Development Conference: Developing Yourself & Your Organization’s Future Leaders”

Where: The Grand Hyatt, Washington, DC Cost : \$1,095, special workshops available

For information call 781-862-3157 or visit www.linkage.com/lcd2000

Additional Linkage Conference>>>

June 14 – 16 “The Succession Management Conference”, Grand Hyatt, Washington, D.C.

Thursday, June 15 — Association for Quality & Participation, Chesapeake Chapter

Event: “Family Night at Oriole Park: Orioles vs. Texas Rangers”

When: 7:30 p.m. Where: Oriole Park at Camden Yards Cost: \$10 per ticket.

For tickets please contact Jim Carlineo at 410-787-5120 or jim.carlineo@bge.com
For more information about the Chapter, call 410-342-4909, visit www.bcpl.net/~pderman/aqp or write to
AQPEmail@aol.com

Saturday – Sunday, October 14 – 15 —The W. Edwards Deming Institute

Event: Fall Conference Where: Georgetown University Conference Center, Washington, D.C.

For information visit www.deming.org, call 301-294-8405, or email staff@deming.org

Also sponsored by the Deming Institute>>>

October 16 – 19 Four-Day Video Seminar, Georgetown University Conference Center, Washington, D.C.

American Society for Quality, Washington, Section 509

For meeting reservations please call Paul Marck at 301-457-4825 by noon, Monday, April 17, or you may register on-line at www.asq509.org/registration.htm

ASQ, Washington Section 509, Software Special Interest Group
For more information contact Julie Ferron at 301-545-4382 or julie.ferron@tfn.com

Quality Assurance Association of Maryland
For more information about QAAM contact Eve Firmani at 301-352-6442, Susan Burgess at 301-838-0104, or visit the QAAM home page at http://www.iti-inc.com/qaam_meetg.htm

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

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, or call Nellie Freeman at Senator Sarbanes’ office, 202-224-4524.

The Association for Quality and Participation, Richmond Chapter
For more information contact Wes Clark at 804-383-2620.

Strategic Leadership Forum, Washington, DC, Chapter
For information please call 202-244-6045 or email summs@ix.netcom.com

American Society for Training and Development, Maryland Chapter
For more information about ASTD visit www.astdmaryland.org

American Society for Training and Development, Metro DC Chapter
For more information contact Joan Berkson at jberkson@csc.com or 703-208-1612 or visit www.dcastd.org

Reinvention Express Calendar
Visit the reinvention express calendar for information on additional events at www.npr.gov/calendar

WANT TO SEE YOUR GROUP ANNOUNCEMENT HERE? CONTACT KATHY FREE AT
Kathy.Free@ssa.gov

ASQ Section 0511 Education and Training - Courses 2000

Class	Start Date	Application Deadline	Exam Date	Location	Instructor
CQManager	Aug 1	Aug 25	Oct 21	ANSER	Hutchison
CQE	Sep 5	Oct 13	Dec 2	TBA	TBA
CSQE	Sep 5	Oct 13	Dec 2	TBA	Branson
CQA	Sep 5	Oct 13	Dec 2	TBA	Clarke

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.

Pre-registration: Can be achieved by contacting:

CQA	Jerry Clarke	540-888-4592	JerryVPMEP@aol.com
CQE	Frank Hutchison	703-425-5192	Education@asq0511.org
CQM	Frank Hutchison	703-425-5192	Education@asq0511.org
CSQE	Jim Branson	703-433-4840	JLBranson@aol.com
All	Don Hendrix	703-803-3554	Education@asq0511.org

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.

NEW!!! REGISTER AND PAY ONLINE!!!

Go to www.quality.org and you can register and pay with a credit card online same as for the monthly dinners

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 registration booklet that includes the application form, the exam body of knowledge, code of ethics, outline of the test, references, and sample test questions.

Location: To be announced by each instructor.

Hours: Class times are once per week for 3 hours a night usually starting at 6:30pm. However, Class time and day may change based on instructor and students needs or preferences.

Certification training at Qwest - This is not the same as the ASQ Section 0511 class (although the materials are the same). The training covers the CQManager, CSQE, and QAI's CQA exams. These are at the Qwest office - 4250 N. Fairfax Drive, Arlington, VA, from 12:00 - 1:00 2-3 times per week. To register for this class, contact (sue@quality.org or sue.mcarthur@qwest.com) or Marie Rondot (marie.rondot@qwest.com).

ASQ CAREER SERVICES

Your Link to Quality Professionals

ASQ offers a variety of career services to employers and recruiters looking to fill quality positions. All services are available to ASQ members and non-members though different rates apply.

Submit a Job Posting

Monster.com via ASQNet - list job openings on Monster.com at ASQ rates. Maximize your candidate search through our partnership with Monster.com. With over 250,000 visitors each day, you can reach ASQ members who access the database through ASQNet, our members-only internet community, and nonmembers who visit the Monster.com site.

Personnel Listing Service

List job openings in the (PLS), our members-only job opportunities bulletin. PLS is mailed the second and fourth weeks of each month. The Recruitment Firm Directory, a listing of participating recruiters' contact information and current job titles, is available in Issue II each month.

Search ASQ Member Resume Database

Resume-Link Resume Matching Service - request a single database search or subscribe to the database with or without updates. For information and a fee schedule, contact Resume-Link, our service provider.

Call Resume-Link at: 800-299-7494, X329 or E-mail Resume-Link at: socsales@resume-link.com

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

May 2000

*A special
thank you to
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Update on ASQ Energy & Environment Division

Newly-Reformatted Website: located at <http://www.envnet.org/asq/eed>, the Website has a new look. It is clean, crisp, and easier to navigate, with lots of information about the Division's mission, structure, products, and activities. **New Electronic Magazine, the "QEHS Zine":** <http://www.envnet.org/asq/eed/qehsindx.htm>. This electronic newsletter replaces the old hardcopy, mailed-out magazine with fresh, timely news and information about quality topics related to the Division. This issue includes a message from the Chairman, John Dew, news about a Division member who is now a national director, pros and cons of an occupational H&S standard, an Australian best management practices initiative for mining, implications of ISO 14001 on an ISO 9001 QA system, advantages of integrated quality, environmental, and health and safety management systems, a report from former Division scholarship winner, and a call for papers for the 2001 55th Annual Quality Conference.

Annual Conference, Tucson, AZ Opportunity: Many organizations have begun combining the similar functions of assessment, training, and documentation of Health and Safety (H&S) units with those of Quality departments. The Division is planning a name change and a shift in emphasis to recognize this combination, and reinforces the theme in its upcoming Tucson conference, "Using Quality, Environmental, Health and Safety to Reduce Organizational Cost in the 21st Century." The conference will be held in the Tucson, AZ Omni Hotel from August 27-30, 2000. The Tucson Energy and Environmental Conference features 32 technical sessions and meetings for Quality, Environmental, Health and Safety professionals. Sessions that focus on this new combination include: "QEHS Integration: How to Get Started" and "Integrated QEHS Auditing." The use of QEHS tools and approaches to reduce costs in government programs, design and construction, and analytical laboratories will be discussed in other sessions. For details, go to <http://www.envnet.org/asq/eed/conferences.htm>.

MSI 2000 Conference Report: The conference was held in Las Vegas, NV from February 14-16, 2000. The theme was "Management Systems Integration: Approaching the Next Frontier." Four different tracks described the integration of quality, environmental, and health and safety management systems. Changes in ISO standards 9000 and 14000 were described. Practical examples, applications, and success stories were presented. Keynote Speaker Stanley Marash of The SAM (Stat-a-Matrix) Group spoke on "Consensus Standards in the New Millennium." He said "The past is history, the future is a mystery, the present is a gift." He discussed the evolution of quality standards. Contact Paul Mills, at paul.mills@mentorprises.com or : (703)-723-5997 for a summary of selected talks, and copies of individual papers.

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