



QualityMatters

Volume 17, Issue 6, May-June 2001

ASQ Regional Quality Conference in the Planning Stages

The ASQ sections of Region 5, which covers the mid-Atlantic area from Northern Virginia to Southern New Jersey, are planning a regional quality conference for the Fall. The conference will be held at the Johns Hopkins University Applied Physics Laboratory in Laurel on November 12th and 13th, 2001.

To date, the sections participating in the planning process are: Lehigh Valley (500), Baltimore (502), Philadelphia (505), Washington (509), and Northern Virginia (511).

Currently, 4 tracks are being planned with over 30 speakers and will cover the areas of Standards/Auditing, Software, Quality Management, and Healthcare.

Greg Watson, Chairman of the Board, ASQ, will deliver the keynote address on Monday morning. More information concerning the details of the conference will be available in the coming months.

The cost of the conference is \$100.00 per attendee, which will include a continental breakfast and lunch on both days, and CD-ROM copies of the proceedings. Attendance is limited to 500 persons.

If you wish to volunteer to help manage the conference as a room monitor, registration assistant, or a session manager, please contact Jim Coley at 703-560-5000 x4041 or chair@asq0511.org. The cost of the conference will be waived for all volunteers and it will be first come, first served.

LOOK FOR THE OFFICIAL CONFERENCE BROCHURE THIS SUMMER !

- - - - - Last newsletter ! ! ! - - - - -

Well, not really. This will be the last paper copy you may receive. ASQ 0511 will begin distributing the newsletter electronically. Please ensure that you have updated your membership records with ASQ Headquarters and with Section 0511 by e-mailing to ASQ0511@asq0511.org.

The newsletter will be distributed in Adobe PDF format via e-mail and will also be posted on the website. This move was made to ensure that you receive timely information and to reduce the cost associated with printing and mailing 800 paper copies. You can get a copy of the Adobe Acrobat reader program by clicking on the icon at the bottom of our web page

You can still print out the PDF file to take a copy along or give to a potential member.



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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 preceeding 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

ASQ Section 0511 2000/2001 Organization

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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, Aubrey Hamilton. She may be reached at 703-938-6848 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

Chair's Corner

by Jim Coley

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Hello Northern Virginia! It's been a few months since our last edition and many changes have occurred on the 0511 board.

Section 0511 held it's annual elections at the Amphora Diner in Herndon, VA on March 14th. This was our first dinner meeting at this new venue and replaces JR's Stockyard in Tyson's. We would like to thank JR's for the fine service they have provided to the section in the past.

For the 2001-2002 membership year we welcome back to the Executive Board our Secretary Yvonne Fernandez. D. J. Law will take over the position of Chairman. Roger Mercier assumes the Chair-elect position and Jeff Parnes will serve as the Treasurer.

Aubrey Hamilton has volunteered services as the Publicity Chair and Quentin Conroy is our new Education Chair. Returning to the committees are Bill Eastham, Membership; Sue McArthur, Programs; Walt Mendus, Historian; Bill Casti, E-Media; and Roger Schaffer, Examining/Certification. Many thanks to the team members past and returning.

I would like to express my gratitude to Don Hill who has done a fantastic job this year as our Treasurer. A major accomplishment was to establish and execute an approved budget. Don assisted us on reconciling expenditures and keeping the section accountable. We wish Don the best of luck in his future endeavors.

Looking back on the last 12 months as Chairman I can say it has been interesting, educational and challenging. We began the membership year with an approved budget and have kept true to this plan to date. Our chair-elect D.J.Law began to revise the section bylaws.

In September, that audit guy Dennis Arter gave a one day seminar on auditing which was well received and attended at the Northern Virginia Technical Center in Falls Church. Bill Eastham worked diligently for a Section 0511 scholarship. The Programs committee led by Sue McArthur has provided us with many exciting and informative speakers for the monthly dinner meetings. Sue herself was actually the speaker at the Amphora in June and discussed performance without resources. Several board members judged the Fairfax County Science Fair in March and gave out a record eight awards.

DJ and I are currently working with the other Region 5 leadership to bring a Fall Quality Conference to the membership in November 2001. The 2 day conference at the APL of Johns Hopkins will bring together the best of the regions speakers, ASQ division representatives and industry leaders such as Greg Watson, Charles Cianfrani and Jack West to name a few. There will be 4 tracks to cover the areas of Standards/Auditing, Software, Quality Management, and Healthcare, with over 30 speakers in all. We are all very excited at the potential of this event. Look for more to come in the next few months.

In closing I would like to thank you, our membership. You are the people fighting the battles for the sake of quality, continuous improvement and increased customer satisfaction. Without you we would have no reason for being what we are. ASQ has a 50 year tradition and I urge you to keep the faith and keep pressing for excellence. The next 50 years is just around the corner...

See you at the Fall conference and next dinner meeting!

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

Contact the Programs Chair Sue McArthur at 703-327-4500 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 the following venues:

Marco Polo Restaurant
245 Maple Avenue
West Vienna, VA

Red Fox Inn
2 E. Washington Street
Middleburg, VA

Amphora's Diner Deluxe
1151 Elden Street
Herndon, VA

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 5 days before the dinner meeting. Visit our website at <http://www.asq0511.org>, or fax your reservation to 1-703-834-8209, or email to: programs@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 preregistration, 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, July 11

Marco Polo, Vienna VA

The View From the Top and Advice on the Climb: Process Improvement Views from a CMM Level 5 Company with Barbara Dreon

This presentation incorporates benchmark information from PRC and from other companies in industry and provides lessons learned through Ms. Dreon's experience with more than a dozen different groups pursuing CMM-based process maturity. PRC is one of fewer than 25 US organizations to have achieved CMM Level 5. The lessons learned apply to process improvement throughout the levels. Ms. Dreon based the material on data and actual experience over a series of situations. The primary topics covered include process improvement benefits and how get to CMM Level 3 (and Higher). The presentation comes with a related companion paper also by Ms. Dreon, entitled "CMM Level 3: How Do I Get There from Here?" written in 2000. This white paper provides information on several topics of interest and is written for someone who may not be familiar with the CMM, but has a possible interest in using the model for improvement. Though not targeted for CMMI, the advice is generally applicable to CMMI as well.

As a member of the PRC Engineering Process Group (EPG, similar to a Software EPG) and as leader of a market sector EPG, Ms. Dreon collaborates in the development and rollout of policies, plans, and training for process improvement that crosses projects. She regularly consults with projects and clients to ensure process improvements are useful and used. She coordinated the evaluation and led improvements that resulted in the March 2000 Capability Maturity Model (CMM) Level 5 rating for PRC and participated in Software Capability Evaluation (SCE) teams in 1996, 1997, and 1998 that resulted in CMM Level 3 ratings in PRC. She is now an SEI certified SCE Lead Evaluator, and has participated in or led approximately 20 SCEs or PRC internal appraisals to date. Her background outside of process engineering includes successful management of small projects and work as a technical lead across the life cycle. She performed capacity planning for computer system sizing and has provided modeling and analysis for decisions.

Reservations by Wednesday July 4

Wednesday, August 8

Red Fox Inn, Middleburg, VA

Six Sigma Overview

with Susan Schall

Business magazines and newspapers are full of reports of Fortune 500 companies (Motorola, General Electric, Allied Signal, Ford, DuPont, American Express) saving billions of dollars by implementing Six Sigma. Six Sigma is a systematic breakthrough improvement approach for achieving and sustaining business improvement. It drives an organization to understand its customer needs and apply a disciplined process to collect and analyze data to make decisions. It also promotes a common language and accelerated learning within an organization. Can companies of all sizes and types boost productivity and profits through Six Sigma? What makes Six Sigma different from other process improvement initiatives? What is needed to implement Six Sigma in your organization? Susan Schall will provide an overview of Six Sigma and answer these and other questions.

Susan Schall is a process improvement consultant offering consulting and training in statistics-based process improvement, team-based problem solving, and strategic planning. She is also Six Sigma instructor for Sigma Breakthrough Technologies, Inc. of San Marcos, Texas and has provided Six Sigma training and consulting for W. R. Grace, Cummins, and Crompton Corporation. Susan was a Black Belt at the General Electric Winchester Lamp Plant. Prior to joining General Electric, Susan worked for DuPont in a variety of quality and process improvement roles, including the development of a "disciplined process improvement methodology", integration of quality, maintenance excellence, and lean manufacturing, and the integration of ISO 9000 and Process Safety Management. Susan has B.S., M.S. and Ph.D. in industrial engineering from Penn State University.

Reservations by Wednesday August 1

----- BOOK REVIEW-----

**Six Sigma - The Breakthrough Management Strategy Revolutionizing
the World's Top Corporations**

Mikel Harry, Ph.D., and Richard Schroeder
Doubleday, 1540 Broadway, New York, NY 10036

Everyone who comes up with a new quality buzzword has to write a book. In the last four years, Six Sigma has become the hottest craze in quality. If you're not Six Sigma, you're not! The CEO (Harry) and president (Schroeder) of the Six Sigma Academy are true to rule. So I approached this book with a grain of salt and I found myself using it, but I also found myself accepting what Harry and Schroeder had to say.

Harry and Schroeder describe Six Sigma as "a business process that allows companies to drastically improve their bottom line by designing and monitoring everyday business activities in ways that minimize waste and resources while increasing customer satisfaction." There are enough details about the Six Sigma process to whet your appetite, but you will have to go to the Six Sigma Academy or hire Harry and Schroeder as consultants to get the details to use the process. This book is not about creating Six Sigma Black Belts and that's the part of why I disliked this book - it's a sales brochure! I also disliked the subtle put down of every other quality craze/fad/buzzword.

What do I like about this book? It's Big Picture. The emphasis on helping the bottom line of the organization. It's great in describing what Quality with a capital Q can do for an organization. It's great in describing how quality problems are hidden and the concept of using sigmas to measure process capability is inspired, particularly with use of rolled throughput yield. It accurately describes how management has to be behind the Six Sigma effort and the amount of work that's required.

If you have to explain what is Six Sigma to management or quality novices, then this book is for you. If you are a quality professional, this book will help you talk in the language of management to sell quality improvement but won't help you use any particular tools. In short, this book will go on my shelf along side Hammer and Champy's *Reengineering the Corporation* and Deming's *Out of Crisis* - classics on quality, but I'll turn to Juran's *Quality Control Handbook* when I really need help.

Frank E. Hutchison, Ph.D., CQMgr
ANSER (Analytical Services Inc.)
Arlington, VA

Have you read a good (or not so good) book lately?

Share your thoughts with the rest of your quality-minded associates.

It's a great way to earn certification credits too!

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 Programs for details.

Look and Work Toward Holistic Quality

by Gregory H. Watson, President, American Society for Quality

Common use and misuse of the word quality have converted a sacred term into a hackneyed phrase.

This is unfortunate given the importance quality has not only to our businesses, but also in our everyday lives. Its use and meaningful application of quality pertains to manufacturing, education, health care, urban planning, communication, as well as travel and transportation. Quality can even have an impact on our democratic process. Consider the national election crisis that occurred last November, in which votes were not counted because the voting process did not have uniformly high quality in all of its aspects.

If each of these areas is examined separately, then the importance of quality loses focus. For a more accurate portrayal, it is better to take a holistic approach to quality as it relates to today's global society and economy. This involves an examination of the history of the quality movement and an exploration of its future possibilities. Looking at quality from both vantage points enables us to fully benefit from our past traditions and our emerging technologies.

Consider our 50-Year Tradition

Certainly the term "quality" and its widespread application started well before 1951. However, it was 50 years ago, in 1951, that a holistic approach to quality took significant steps forward. That's when the philosophies and direction of W. Edwards Deming began to take hold in the Japanese manufacturing industry. At approximately the same time, Dr. Joseph M. Juran—who is regarded by many as the father of quality management and the man who taught quality leadership principles to Japan—added a leadership dimension to quality, broadening it from its statistical origins. Juran's *Quality Control Handbook* was first published 50 years ago.

Also celebrating its 50th anniversary this year is the publication of *Total Quality Control*. The book inspired successful business innovation and profoundly influenced management strategy throughout North and South America, Europe and Asia. Its author, Dr. Armand V. Feigenbaum, is recognized as the developer of total quality control and the first to apply the principles of systems engineering to the quality profession.

Forty years ago, in 1961, the concept of Zero Defects surfaced through the insights of Philip B. Crosby. This brought to life an operational practice where all the transactions of a company are accomplished completely and where relationships with employees, suppliers and customers are aimed at making those successful.

Just over 20 years ago, Mr. Crosby published *Quality Is Free*, which has sold more than two million copies. And, almost 20 years ago, in 1982, Tom Peters and Bob Waterman wrote *In Search of Excellence* and it topped the bestseller lists. The authors call for pursuit of the basic principles of quality management: performance excellence through people by focusing on customers and delivering value through the work we accomplish.

continued on next page...

Taking Steps Forward

These thinkers and their theories have influenced more recent developments, and have served as stepping-stones to the present and will no doubt help impact the future. Deming's interest in statistics led to quality control measures. Quality-based processes shaped quality engineering. A focus on the customer moved us to quality assurance, while the human resources and behavior elements of quality have moved us to quality management and the holistic approach we see and need today.

These pioneers in quality have also shaped movements, including ISO, the Baldrige system and Six Sigma. These developments represent more than current methods of measurement. They have become standard industry approaches guiding product development and organizational processes that deliver more value both for the company and the customer.

Today ISO, Baldrige, and Six Sigma work together in a complementary fashion, influencing all aspects of industry and society. Their history is not unlike the computer revolution. Consider the state of personal computers in the 1970s. You had IBM, Apple, Zenith, Commodore and Atari and others running on separate platforms, using different software, unable to communicate with each other and yet individually providing an enormous service to the user. Today, the surviving computer models are extremely compatible, communicating through the standards developed for the Internet and the World Wide Web. These different technologies each have a role to play in business and society and work very well together, much the way ISO, Baldrige and Six Sigma are today.

It is not by accident that business and all of society today are looking at the progress and plans for holistic quality. The media and the customer are devoting more attention to it. More information is accessible for the customer to evaluate and compare. More options are available, too.

Appropriately, the need for this exploration corresponded with the opening of the 55th Annual Quality Congress hosted in Charlotte by the American Society for Quality (ASQ). More than 3,000 business, education, and health care professionals from more than 50 countries attended the sessions May 7-9 at the Charlotte Convention Center. Fittingly, Dr. Juran, now 96 years old, was on hand to deliver the Juran Medal, ASQ's newest award, to Robert Galvin, the chairman of Motorola. Dr. Feigenbaum and Mr. Crosby participated as keynote speakers. Few industry conferences held anywhere on this planet can claim a more distinguished cadre of leaders who have helped to shape and influence their field.

Each of these leaders would be quick to recognize, however, that the purpose of the meeting is not to reflect on the past, but to focus on the future. They would also encourage the exploration of the next great frontier in the quality movement—the achievement of sustainable growth—or the ability to satisfy our needs without endangering the ability of future generations to enjoy a similar lifestyle.

Achieving sustainable growth has and will require two ingredients: a commitment to dedicate ourselves, every day and everywhere, to what we have learned and what we have taught; and the ability to apply our imaginations to the future. Both require thought and hard work. Noriaki Kano, President of the Japanese Society for Quality Control, has often said, "One must learn to sweat for quality."

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. 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.

ASQ Six Sigma Forum Debuts

MILWAUKEE - The ASQ Six Sigma Forum, a multi-faceted, interactive membership that focuses entirely on Six Sigma practices, has just been introduced by the American Society for Quality (ASQ).

Created by a design group of practicing Six Sigma practitioners, the Six Sigma Forum is designed to enable the growing community of Six Sigma professionals to share knowledge and solutions. The Six Sigma Forum provides world-class training, conferences, roundtables, current Six Sigma news, and opportunities to exchange knowledge and information in the Interactivity Center.

The Six Sigma Forum is intended to appeal to the entire Six Sigma community, including Six Sigma Executives, Champions, Master Black Belts, Black Belts, Green Belts, and those interested in learning more about Six Sigma practices and methodologies.

The new ASQ Six Sigma Forum membership type is separate from ASQ membership and is 90% Web-based. There are no membership dues for the first membership year.

The Six Sigma Forum Magazine, a companion magazine for the Web-based membership type, will debut in Fall 2001.

The Six Sigma Forum site can be accessed at www.sixsigmaforum.com.

ASQ's 56th Annual Quality Congress - Call for Papers Performance Excellence: *Take It to New Heights*

Colorado Convention Center

Denver, Colorado

May 20-22, 2002

Deadline to submit draft paper: August 1, 2001

Suggested Proposal Topics

Management systems for performance excellence (i.e. standards, Baldrige) ; Technology (business to business, business to customer, customer/supplier, Internet applications) ; Six Sigma; Global applications ; Tools for performance excellence (i.e. statistics, problem solving, sampling, inspection methods, etc.)

General Review Criteria for your draft paper

Must show examples, practical applications, cause & effect, case studies; 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

Presentation Formats

Lecture sessions—the traditional session ; Participation sessions—provides a shared learning experience through participation or a hands-on learning experience ; Case study—provides an example showing the application or method, barriers encountered and solutions, lessons learned, demonstrated statistical results of implementation

You may register online or download the registration form and submit by mail. The speaker registration form must be completed and returned along with one printed copy and one disk of your proposal no later than August 1, 2001, to: ASQ, Education Services Department, Attn: 56th AQC Proposal, PO Box 3005, Milwaukee, WI 53201-3005

Send overnight deliveries to: ASQ, Education Services Department, Attn: 56th AQC Proposal, 600 North Plankinton Avenue, Milwaukee, WI 53203 **Faxes will not be accepted.**

If you have any questions, please call ASQ at 1-800-248-1946 or 414-272-8575 and ask for the AQC speaker coordinator, or fax to 414-272-1734.

ASQ Section 0511 Education and Training - Courses 2001

Class	Start Date	Application Deadline	Exam Date	Location	Instructor
CQManager	Aug 1	Aug 24	Oct 20	ANSER, 800 South Quincy St., Arlington, VA	Frank Hutchison 703-425-5192 Education@asq0511.org
CQE	Sep 11	Oct 5	Dec 1	Various	Don Burke 703-280-7770 (W) PastChair@asq0511.org
CSQE	Sep 11	Oct 5	Dec 1	Nextel, 2003 Edmund Halley Dr., Reston, VA	Jim Branson 703-433-4840 JLBranson@aol.com
CQA	Sep 11	Oct 5	Dec 1	VSE Corp, 2550 Huntington Ave, Alexandria, VA	Quentin H. Conroy 301-641-4737 qcquent@ix.netcom.com

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 contacting the instructor identified above or Frank Hutchison at 703-425-5192 or Education@asq0511.org

Cost: The cost for any course is \$275.00/person + \$75.00 for the book (the QCI Primer) for a total of \$350.00. This does not include the fee assessed by ASQ to take the exam. Checks/invoices are to be made out to ASQ Section 0511. The respective QCI Solutions Texts are also recommended for study and are an additional \$35.00.

REGISTER AND PAY ONLINE!!!

Go to www.asq0511.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 or you can register online at: <http://www.asq.org/cert/signup/>

Location and Hours: Each instructor will announce location of classes. Class times are once per week for 3 hours a night usually starting at 6:30pm. *The day and time may be adjusted by the instructor to fit the needs of the class.*

Want to teach? Section 0511 is interested in identifying qualified individuals to teach courses or seminars. Contact Frank Hutchison at 703-425-5192 or E-mail at Education@asq0511.org for questions or inquiries

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

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 nonmembers 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 non-members 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

Many thanks
to the
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for printing
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newsletter!

**IN THESE CHANGING TIMES, PARTNERSHIP WITH
YOUR REGISTRAR HAS NEVER BEEN MORE CRITICAL!**

We're QMI – a division of CSA International. If Environmental Management System registration is one of your company's goals, call us. If superior service and attention to your company's needs are important to you, talk to us. If new business opportunities here at home or around the globe are in your plans, meet with us.

The ISO 14001 series of international environmental management system standards provide organizations around the world (both large and small) with guidance on how to manage the environmental aspects of their activities, products, and services more effectively.

ISO 14001 Registration and Training Services.
For more information and a training schedule, please call:

QMI - Client Services
900 West Sproul Road, Suite 103
Springfield, PA 19064
1-800-476-9910
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