

ASQ Section 0511 Newsletter

February 2003

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1. Board Members, Committee Chairs, and Special Interest Groups

Board Members for the 2002-2003 Membership Year

Chair:	Bill Eastman
Chair-elect:	Bob Zimmerman
Immediate Past Chair:	D.J. Law
Secretary:	Yvonne Fernandez
Treasurer:	Jeff Parnes

Committee Chairs

Arrangements:	Marie Rondot
Auditing Committee:	Bill Casti, D.J. Law, Hilary Benoit
Authorized CQManager Trainer:	Frank Hutchison
Certifications Chair:	D.J. Law
Contacts:	Bill Eastham
Database/Electronic Media:	Bill Casti
Education Chair:	Dennis Lasley
Examining & Recertification:	D.J. Law
Finance Committee:	Jeff Parnes & Je Tullington
Historian:	Walter Mendus
Internet Liaison:	Bill Casti
Koalaty Kid Program:	Christine Kurowski
Membership:	Bill Eastham
Newsletter Editor:	Ron Marafioti
Nominating Chair:	D.J. Law
Placements Chair:	James Miller

Programs: Sue McArthur
Publicity: Ron Marafiotti
Recertifications Chair: D.J. Law
Section Management Plan: VACANT

Special Interest Groups (SIG)

Standards SIG Joan Dandurand, Positive Impact
and
Ray Crawford, Parsons Brinckerhoff (co-chairs)

2. Education Update

The next date for Certification Examinations is 7 June 2003 with application deadlines set for 4 April. The following certification exams will be administered on 7 June.

Quality Auditor,
Quality Engineer
Software Quality Engineer
Quality Improvement Associate
Calibration Technician (Pilot)

Section 0511 is one of the 85% of all ASQ sections that uses the Quality Council of Indiana Primers. Effective 1 January 2003 several price changes went into effect for the QCI primers. Many of these prices have not changed for years and if the Section buys them in quantities of 5 or more (as we do with all of our sponsored certification prep courses) the prices will remain the same as usual. The CQM, CQE, CRE, and CSQE Primers are now \$70 each when purchased individually and are still \$55 when purchased in quantities of 5 or more. These prices do not include shipping and handling charges.

Recent Primer content changes include:

The CSQE Primer, Solution Text, Exam CD and Instructor CD are updated with the new Body of Knowledge (BOK). This is the 3rd edition.

The current versions of the other QCI Primers are as follows:

CMI Primer 3rd Edition, 1998
CQA Primer, 5th Edition, 2001
CQE Primer, 6th Edition, 2000
CQIA Primer, 1st Edition, 2001
CQM Primer, 4th Edition, 2000
CQT Primer, 5th Edition, 1998
CSSBB Primer, 1st Edition, 2001

The Certified Calibration Technician (CCT) Primer, Solution Text, Exam CD, and Instructor CD are expected to be available in June or July of this year. The beta version of

the CCT Primer will be available in March by installments. If anyone is interested in participating in the beta please contact me for more information.

Dennis Lasley
Education Chair
Education@asq0511.org

3. Standards SIG

New Format for the Standards SIG Meeting: February 25!!

An idea that came out of the early Standards SIG brainstorming meetings was to have the SIG meeting ‘supplement and complement’ the regular monthly Section meeting. The thought was that an hour’s presentation during the Section dinner meeting isn’t enough to gain full understanding of the topic and to have an opportunity to find ways to apply the theory at your organization. The organizers of the Standards SIG thought that the SIG vehicle would be the way to expand that hour of training to provide an opportunity to gain a greater level of ‘practical’ knowledge. The Standards SIG has been continuously evolving as an educational forum that provides an opportunity to network, learn from an ‘expert,’ and exchange ideas with the ‘expert’ and within the group...at times it has resulted in a ‘group think’ to help a member of the group get closer to a solution. What we are hearing from participants is that the Standards SIG has become that ‘practical’ way to enhance your quality education and now we are going to move to the next level to take our initial idea and make it a reality.

The February 25 Standards SIG meeting will launch the first ‘supplementary/complementary’ session as described above. Doron Becker, Manager of Delivery Excellence for EDS Security and Privacy Professional Services, will be presenting his topic, “How a Security and Privacy Organization Measures Itself Under ISO9001,” at the February Section meeting and then will join us on Tuesday, February 25, to continue the discussion with ideas for practical application for your organization. During the Standards SIG meeting you’re invited to explore how the principles described can apply to your organization. See February Meeting note below for more details on his presentation to ASQ0511 on 12 February.

The Standards SIG will meet at Parsons Brinckerhoff, 475 Spring Park Place, Herndon, VA, from 6:30 to 8:30 p.m., Tuesday, February 25 Joan Dandurand (Positive Impact) and Ray Crawford (Parsons Brinckerhoff) are your cohosts. RSVP to Joan Dandurand at Jdandurand@choosepositive.com or 703-971-6850 by noon, Monday, February 24. We look forward to your joining us.

4. ASQ Section 0511 Certified Qualified Manager (CQM) Class

[CQM Certification](#) by the [American Society for Quality \(ASQ\)](#) Section 0511 is a national certification as well as peer recognition of your quality proficiency. Your class instructor is: [Dr. Frank Hutchison](#)

The class covers the ASQ [CQM Body of Knowledge](#). For information about the requirements, body of knowledge, and references, go to the ASQ web site <http://www.asq.org/standrect/certification/>.

SPECIAL!! Three Saturday classes will be held this February 8th, 15th, and 22rd from 8:00am to 5:00pm.

Cost is \$275 for tuition and \$75 for the primer. Confirmation must be received NO LATER THAN 1 February!!

There will be short breaks during the classes. The teaching style is informal and interactive. You will receive practice quizzes and discussion of responses, in addition to informative handouts.

Classes will be conducted at [ANSER](#), 2900 South Quincy Street, Suite 800, Arlington, VA 22206. If you have questions, please call Frank at: 703-425-5192 or E-mail him at hutchisn@bellatlantic.net

Examination registration and payment is separate from the class and must be done with the [American Society for Quality \(ASQ\)](#) at <http://www.asq.org/standrect/certification/>

5. ASQ's ISO 9000/14000 Conference

ASQ's final ISO Conference before the December registrar deadline will be held in Dallas March 10 - 11, 2003.

Our session roster includes multiple "How We Did It" sessions by numerous types of organizations, with speakers who will engage and inspire you.

You'll learn about the new audit tools, including a new U.S. Supplement for internal audits and use by smaller organizations. You'll learn about the expected revisions to the EMS standards, ISO 14001, and ISO 14004, and the impact on your EMS. You'll gain fresh insights into using the new ISO series as a business improvement mechanism, all the while maintaining a hard, cold focus on your organization's bottom line.

Here's a short list of the topics in store for you and your team:

- Auditing a process approach, a system as a whole
- Customer satisfaction measurement systems
- Management review
- Rethinking documentation
- Training requirements
- Transition from ISO 9001:1994 to ISO 9001:2000
- ISO/TS 16949:2002 and AS 9100A
- Auditing QMS and EMS through combined audits
- Impact of ISO 19011 on certification
- Using U.S. Supplement Q19011S for internal auditing and smaller organizations
- Expected changes to ISO 14001 and ISO 14004

Don't miss this chance to network and learn from the experts how to make the transition to ISO 9001:2000 work for your QMS or EMS. Registration and conference information is available at:

<http://www.asq.org/ed/conferences/iso/index.html>

6. February Dinner Meeting

The presentation for the dinner meeting on 12 February will be “How a Security and Privacy Organization Measures Itself Under ISO 9001” by Doron Becker, CISSP

The Security and Privacy Professional Services Organization (SPPS) is part of the EDS U.S. Government Solutions Enterprise Services (ES) organization, which recently achieved ISO 9001:2000 registration. In this talk, the project manager of SPPS' registration effort discusses how the SPPS and ES metrics program got started, how measurement was incorporated into the overall game plan for attaining ISO registration, the measures currently being collected within SPPS, how other parts of ES are measuring themselves, how data are analyzed, how adjustments are made to the metrics program, and some next steps. While this talk will contain some security-specific information, many of the principles involved in incorporating measurement into a successful ISO 9001 registration effort can be applied to a wide variety of organizational environments.

As Manager of Delivery Excellence for EDS Security and Privacy Professional Services, Doron Becker is responsible for leading the effort to institutionalize ISO compliance within the organization and is involved in efforts to register the SPPS Global Security Operations Center under BS7799. In addition to these duties, he has continued to lead projects for various customers involving the generation of configuration management plans, metrics programs, and other process initiatives that support a client's information security posture. He has delivered presentations to the BITS Security Roundtable on the System Security Engineering Capability Maturity Model and to the 2002 E-GOV Information Assurance Conference on Requirements Traceability and the Federal Enterprise Architecture Framework. Mr. Becker holds Masters degrees in both computer science and electrical engineering and has 25 years experience in requirements development, testing, configuration management, measurement and security. He is a Certified Information Systems Security Professional, a Senior Member of the IEEE Computer Society, and a member of ACM (SIGSAC and SIGSOFT) and the International Systems Security Engineering Association.

This dinner meeting will be held at the Marco Polo Restaurant in Vienna, VA.

7. March Dinner Meeting

The presentation for this dinner meeting on 8 March will be “7 Steps to Branding Yourself” by Jean Stafford.

Fewer than one in 10 Americans now works for a Fortune 500 company. The largest private employer in the U.S. is the temp agency, Manpower, Inc. Ready

or not, America is becoming a nation of Free Agent workers. Jean will show you how to leverage yourself in these uncertain times to create your own Competitive Advantage.

“7 Steps to Branding Yourself”, is a presentation for professionals who:
Have looked everywhere and still can’t find a job
Keep wondering when things will get back to “normal”
Continue to ponder the timeless question, “What do I want to do?”

You will learn:

- 1) How and why the workplace has changed
- 2) Why jobs don’t cut it any more
- 3) How to identify your unique brand

Jean Stafford has been coaching professional women since 1993. Her work has been featured in The Washington Post, The Boston Globe, Working Woman magazine, Investor's Business Daily, Women.com, DrKoop.Com, and other prominent publications. She has appeared as an on-line Career Advisor for AOL and Washingtonpost.com. Her clients include Fortune 500 companies such as GTE, IBM, MCI, Northrup Grumman, Bank of America, Ernst & Young, State Farm Insurance, and The World Bank. Most recently she was featured at IBM's Women's Leadership Institute. An internationally recognized expert, Jean is a frequent speaker on the subject of women's professional leadership potential. Most recently she was featured at IBM's Women's Leadership Institute.

This dinner meeting will be held at the Marco Polo Restaurant in Vienna, VA.