

ASQ Section 0511 Newsletter  
Please visit us at <http://www.asq0511.org/>

June 2003

Volume 19, Issue 4

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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 Zimman
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 & Joe 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 Marafioti  
 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/Certification Training**

ASQ Northern Virginia Section 0511 offers education and training courses that cover a variety of quality management areas. Some of these are sponsored by the Section, others are highly recommended. The benefits of achieving ASQ certifications are:

- 1) Career Investment
- 2) National Recognition
- 3) Optimized Earning Potential
- 4) Demonstration of Proficiency in Quality

Here are the schedules for the ASQ sponsored and recommended courses for the Spring and Summer of 2003. Each instructor will announce location of classes. Section 0511 classes are usually held once per week for 3 hours per night, starting at 6:30pm. *The dates and times will be adjusted by the instructor to fit the class needs.* For the latest information about Certification: Requirements, Body of Knowledge, Study Guide, References, and *Register On-line*, go to the ASQ web page for certification at [www.asq.org](http://www.asq.org). Upon request, instructor will provide a class location map via Email.

**A. ASQ Section 0511 Sponsored Education and Training Courses Spring/Summer 2003**

<u>Class</u>	<u>Start Date</u>	<u>Exam Appl Deadline</u>	<u>Exam Date</u>	<u>Location</u>	Instructor
<u>Certified Quality Auditor</u>	TBD	Oct 3	Dec 6	TBD	Paul Mills, CQA, CQM, CSQE, CQA-HAACP 703-261-5121 <a href="mailto:paul.mills@dyncorp.com">paul.mills@dyncorp.com</a>
<u>Certified Quality Engineer</u>	TBD	Oct 3	Dec 6	TBD	Joseph Ludford, CQE, CQA, CQMgr, CRE, CSQE 301-870-5691

(** see Note below)					<a href="mailto:jludford@radix.net">jludford@radix.net</a>
<b><u>Certified Quality Manager</u></b>	Sep 6 03 Feb 7 04	Aug 22 Jan 9 '04	Oct 18 Mar 6 '04	Shirlington	Frank Hutchison, PhD, CQMgr 703-425-5192 <a href="mailto:CQMgrTrainer@asq0511.org">CQMgrTrainer@asq0511.org</a>
<b><u>Certified Quality Improvement Associate</u></b>	Nov 1	Oct 3	Dec 6	Shirlington	Frank Hutchison, PhD, CQMgr 703-425-5192 <a href="mailto:CQMgrTrainer@asq0511.org">CQMgrTrainer@asq0511.org</a>
<b><u>Certified Software Quality Engineer</u></b>	TBD	Oct 3	Dec 6	TBD	TBD

Registration is formal on the first night of the class, however, preference is given to those who sign up early. Please help us ensure a timely class registration by contacting the instructor listed above or the Education Chair, Dennis Lasley at [education@asq0511.org](mailto:education@asq0511.org).

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 (\$180.00) assessed by ASQ to take the exam. Checks are to be made out to *ASQ Section 0511*. It is strongly recommended that you also acquire the Primer's companion *Solutions Text*. You will find it well worth the additional \$40.00.

### **B. Additional Area Certification Training Not Sponsored by ASQ Section 0511**

The following training courses, while not sponsored by Northern VA Section 0511, are highly recommended due to their continuing overall quality excellence.

<b>Class</b>	<b><u>Start Date</u></b>	<b>Exam Appl Deadline</b>	<b>Exam Date</b>	<b>Location</b>	<b>Sponsor/ Instructor(s)</b>
<b>CQIA</b>	TBD	See Above	See Above	ANSER Shirlington VA	Frank Hutchison, PhD, CQMgr 703-425-5192 <a href="mailto:Frank.Hutchison@bellatlantic.com">Frank.Hutchison@bellatlantic.com</a>
<b>CSQE, CQA, QAI-CQA</b>	(5 Days)	See Above	See Above	Sterling VA	QPSE, LLC Sue McArthur & Marie Rondot 701-327-3299, <a href="http://www.qpse.com">www.qpse.com</a> <a href="mailto:qpsetraining@qpse.com">qpsetraining@qpse.com</a>

**“Basics of Quality”**: *Continuing Professional Education and ASQ Certified Quality Improvement Associate (CQIA) Examination Preparation* (Sep 29 & Oct 6). Instructors: Frank E. Hutchinson, PhD, CQMgr and Bruce D. Wyman, MS, CQMgr. 2-day course covers all aspects of ASQ’s Body of Knowledge for the CQIA certification exam. Course fee: \$400.00; Textbook, QCI’s CQIA Primer: \$75.00. Early bird discount: \$20.00 for registration payments made 3 weeks prior to start of first class. Contact: Dr. Frank Hutchison, 5108 Richardson Dr., Fairfax, VA 22032-2808, Ph: 703-425-5192.

**“QPSE LLC”**: Two FREE, one-day CQIA Training classes will be offered on Sept. 27 and Nov. 1, 2002. The one-day course covers all aspects of ASQ’s Body of Knowledge for the CQIA certification exam, and will be based on the QPSE CQIA Study Guide (available from QPSE for \$49.50 + S&H). Instructors are Sue McArthur, CQMgr, CSQE, CSQA, CQIA and Marie Rondot, CSQE, CSQA, CQIA. QPSE also offers training for ASQ’s CSQE and QAI’s CSQA exams. For more information, contact Sue or Marie at QPSE LLC, P.O. Box 221343, Chantilly VA 20153, Ph: 703-327-3299, email: [qpsetraining@qpse.com](mailto:qpsetraining@qpse.com) or go on-line at [www.qpse.com](http://www.qpse.com).

**\*\* Special note for the Certified Quality Engineer (CQE) Refresher Course**

The CQE refresher course will be 30 hours spread over 10 weeks prior to the Dec 6, 2003 certification exam. The course is based on the CQE Body of Knowledge and includes lecture and class exercises to help attendees prepare for the exam. Detailed information about the CQE is available at <http://www.asq.org/> - click on Certifications to see the CQE Body of Knowledge and a description of the exam, and to download a full brochure.

Instructor: Joe Ludford, CQE  
ASQ Washington, DC Section

Dates: Tuesdays Sep 23 Thru Nov 25, 2003

Time: 4:00 PM to 7:00 PM

Location: BAE Systems  
1235 Jefferson Davis Highway  
Arlington, DC 22202

Fee: \$350 without books or \$450 with 2 books provided. Payment is due at the first class. Please make checks payable to “ASQ Section 0509.”

Books: CQE Primer (\$70) and CQE Solutions Text (\$35) plus postage, available from Quality Council of Indiana. Can be ordered directly by calling 1-800-660-4215.

Registration: Please register for course by Sept 12, 2003. Contact Joe Ludford at 301-870-5691 or [jludford@radix.net](mailto:jludford@radix.net) to register or if you have additional questions.

Exam: To be given by ASQ Washington, DC Section in Gaithersburg, Maryland on December 6, 2003. The ASQ Application Deadline to ASQ is October 3, 2003. Please

visit the ASQ website at [www.asq.org](http://www.asq.org) or contact ASQ directly on 1-800-248-1946 to register for the exam.

### **3. Standards SIG**

The co-chairs of the Standards SIG are Joan Dandurand of Positive Impact, and Ray Crawford from Parsons Brinckerhoff.

The April 22 meeting, “Finding Ways to Meaningfully Measure Customer Satisfaction to Meet Requirements of ISO9001:2000” had record attendance and wonderful interaction. Based upon that meeting, we are going to continue to focus on measuring customer satisfaction as defined by ISO9001:2000 at the June 24 meeting. Bob Zimman, Anteon, will be sharing Anteon’s journey to measure customer satisfaction in an ISO9001:2000 environment as a government contractor. He’ll be sharing both a paper-generated and web-based process of customer satisfaction surveys. We invite you to join us to share your customer satisfaction measurement process journey...things that have worked and things that haven’t and the lessons that you’ve learned along the way. That meeting will be at Parsons Brinckerhoff, 475 Spring Park Place, Herndon from 6:30 to 8:30 p.m. Please RSVP to Joan Dandurand by noon Monday, June 23, 703-971-6850 or [Jdandurand@choosepositive.com](mailto:Jdandurand@choosepositive.com). The next Standards SIG meeting will be held in September...keep reading to see what we’ll be doing this summer to make this next year’s focus stronger.

On May 27, the Standards SIG featured Marilyn Block, author of a number of books relating to ISO14001 including, [Integrating ISO14001 Into a Quality Management System](#) (Quality Press). Her topic was “Integrating ISO9001 and ISO14001.” If you missed the session and would like a copy of the presentation, contact Joan Dandurand, [Jdandurand@choosepositive.com](mailto:Jdandurand@choosepositive.com).

The June 24 meeting will mark the Standard SIG’s first anniversary. Throughout this year we’ve attempted to provide a variety of topics related to the numerous quality standards and we’ve appreciated the feedback from the attendees. We have found that the highest attendance has been for sessions related to ISO9001. Based upon this finding, our initial thought is to make the focus of next year’s SIG (starting in September) primarily ISO9001. One idea is to feature each month’s session on a different ISO9001 clause. To further test this assumption and to get closer to finding out the needs and interests of the quality professionals in the DC Metro area, we are considering surveying the membership of ASQ0511. We’ll make the survey brief and concise in the hopes of getting a good rate of return. We’ll share the outcome of the survey and the direction of the SIG in the next newsletter.

In the meantime, if you have suggestions or comments, please drop a note to [Jdandurand@choosepositive.com](mailto:Jdandurand@choosepositive.com). We thank the loyal Standards SIG attendees and those who have come in response to the topic...it’s been a great year. We hope you’ll join us in June and look forward to creating exciting future programs.

#### **4. Baltimore/Washington Partnership for Learning and Cooperation (BWPLC)**

The quarterly meeting of the BWPLC was conducted Saturday, 7 June, at the Logistics Management Institute in McLean, VA. Updates from attending organizations are:

##### **Society for Software Quality (SSQ)**

Sherry Paquin noted that SSQ was designed to help people learn to build high quality software, and represented all fields in the software profession. Sherry said their programs were generally the second Thursday of the month but may change. She indicated that programs through December are listed in UPCOMINGS.

##### **ASQ – Washington, DC Section**

Joe Ludford indicated that all DC Section activities and presentations could be found on their website [www.asq509.org](http://www.asq509.org). He emphasized the Sections Software Users Group and ISO Group which meets at Honeywell in Greenbelt. Joe mentioned that he would be teaching a CQE Course in Crystal City in the fall. Joe, as Chair of the International Committee, helps orient foreign visitors when they visit the DC area.

##### **ASQ – Northern Virginia Section**

Ron Marafioti reported that all Section Programs were published on their website [www.asq0511.org](http://www.asq0511.org). He highlighted the Standards SIG, coordinated by Joan Dandurand. He indicated that this Special Interest Group went beyond ISO 9000 to look at a variety of industry standards, “Garnering Customer Relationships” and Security Briefings. ASQ Northern Virginia produces a bimonthly newsletter which is published on its website.

##### **ASQ - Baltimore Section**

Jo McLaughlin stated that the Baltimore Section was co-sponsoring with the DC Section its end of the year Program featuring the Senate Productivity and Maryland Quality Awards on June 10. The Program features a tutorial with Tim Banks, Program Director of Nurad Technologies – Winner of the Senate Productivity Award and a Program with a Panel of Winners, Examiners and other interested parties, moderated by Kathy Free. Newsletters, career information, past tutorials and other information may be found on the section’s website at <http://www.asqbaltimore.org/>. The Baltimore Section is in the process of revising their By-laws and will share their final product with interested DC and Virginia Sections.

##### **Quality Assurance Association of Maryland (QAAM)**

Jo McLaughlin reported that QAAM would be co-sponsoring its Second Annual Conference in collaboration with the Quality Assurance Institute (QAI) October 20-23 at the Maritime Institute, near BWI Airport. The Conference will include tracks on Software Development and Models, Standards and Management, and Software Testing. Tutorials will include Implementing the CMMI, ISO9001-2000, SPICE, ISO 12207, ISO 15288 and Software Testing. For updates and additional information, check out QAI’s website at [www.qaiusa.com](http://www.qaiusa.com). BWPLC Partner Members receive the QAAM Member.

## **University of Maryland Center for Quality and Productivity**

Kathy Free is serving as the 2003 Program Manager while Karina Polun is on leave tending her son Sebastian, born June 1<sup>st</sup>! Please forward all requests for information to Kathy at 301-403-4101 or [kfree@umcqp.umd.edu](mailto:kfree@umcqp.umd.edu). Upcoming activities include:

June 10 – Kathy Free will moderate a discussion of recent U.S. Senate Productivity and Maryland Excellence Awards recipients at a joint meeting of ASQ Baltimore and Washington, DC, sections, at the Johns Hopkins Applied Physics Laboratory, in Laurel.

June 11 – UMCQP is hosting a one-day conference, “Accelerating the Path to Business Success: Lessons from Award Recipients Motorola and Nurad Technologies”, at the BWI Airport Marriott.

June 25 – Our annual workshop on “Writing a More Effective Application” will be held at the Loyola College Graduate Center in Columbia.

June 27 – We’ve extended the deadline for examiner applications until June 27<sup>th</sup>. Please spread the word!

August 4 – Eligibility forms are due from potential award applicants.

Please help us encourage Maryland organizations to apply for the U.S. Senate Productivity and Maryland Excellence Awards!

### **Mid-Atlantic Facilitators Network (MAFN)**

Wayne Vick noted that there would be two series of Facilitators Workshops -- a Baltimore Series and a Washington DC Series and presented a draft calendar for both. The Baltimore Series evolved from interests expressed in the Baltimore for programs similar to the DC Area. Information for both series may be found at [www.midatlanticfacilitators.net](http://www.midatlanticfacilitators.net). They anticipate mailing out the final schedules in mid-July. The Baltimore Series will be hosted at Villa Julie College, and the DC Series at GAO.

### Next Meetings

Saturday, September 7 – JHUAPL in Laurel, MD

Saturday, December 6 – MAFN to host – Site to be determined

The BWPLC is currently undertaking a number of initiatives to update its organizational and operating documentation. One of those initiatives is to revise its original “Aim” to a modern mission statement that represents what it does with its current member organizations, of which Section 0511 is one. The following is the mission statement/Aim that was developed for the BWPLC back in 1996. We have been offered the opportunity to offer key words or phrases that could be included in a mission statement for this partnership. A revised Vision statement will be addressed separately.

**The aim of the Baltimore-Washington Partnership for Learning and Cooperation is to foster a systems approach to learning and networking in the Baltimore-Washington area by sharing our resources and knowledge to encourage acceptance of quality principles and practices. (Agreed by consensus on 4/13/96)**

If any Section 0511 member has constructive comments to offer to improve the Aim or Mission Statement, please send them to Ron Marafioti ([rmarafioti@lmi.org](mailto:rmarafioti@lmi.org)), who will forward them on to the BWPLC participants.

## **5. Koalaty Kid Program - 11th National Quality Education Conference**

Doorways to Performance Excellence—Standards, Assessment, and Accountability, November 6 - 9, 2003 (*November 6—Pre Conference Workshops, November 7-9—Conference Sessions*) in Albuquerque, New Mexico

Of all the improvement mandates placed before educators today, none leaps to mind more quickly than the legislation known as the No Child Left Behind Act.

What exactly is the link between fulfilling America's expectations and the use of proven approaches like Baldrige and ISO? We all know the eight basic quality principles—the doorways that are open to us. But *how* do we walk through these doorways to ensure our journey will result in improvement **standards**, meaningful **assessment**, and functional **accountability**? At this year's NQEC, our mission is to help each and every participant find her or his own answers to that central question.

Keynote Speakers will be [Peter M. Senge](http://nqec.asq.org/keynote/senge) (<http://nqec.asq.org/keynote/senge>), [Willard R. Daggett](http://nqec.asq.org/keynote/daggett) (<http://nqec.asq.org/keynote/daggett>), and [Michele Borba](http://nqec.asq.org/keynote/borba) (<http://nqec.asq.org/keynote/borba>).

At NQEC, you'll have the opportunity to hear a panel of students discuss how they use quality concepts and the Baldrige Criteria in their classrooms. You'll hear how they manage their own learning, accept accountability for their learning and behavior, and how they use data to assess and improve. An impressive selection of school exhibits will illustrate students' quest for continuous improvement through PDSA projects, and the application of quality tools and Baldrige Criteria.

NQEC 2003 holds dynamic learning and networking opportunities for school administrators, school board members, superintendents, central staff, principals, classroom teachers, district leaders, parents, and business leaders. This is an especially important opportunity for educators not yet using quality processes, but interested in learning about their potential for making dramatic improvements. Groups are especially welcome - [see discounts](#).

What You'll Return With:

- A systematic improvement plan for teaching and learning processes



- Proven methods for creating successful learning environments
- Methodologies for improved customer satisfaction and student results
- Nationally recognized standards of excellence for assessment
- A focus on continuous improvement for all processes within the educational system

**Focus Areas:**

- K-12 student achievement and performance
- K-12 organization improvement
- Higher education's focus on quality management
- Improvements using the Baldrige Framework
- Institution, system, governance, or other stakeholders

**6. 20<sup>th</sup> Annual U.S. Senate Productivity and Quality Awards for Virginia Recipients Selected**

On June 3, 2003, the Board of Directors of the United States Senate Productivity and Quality Award (SPQA) for Virginia announced its 2003 award recipients. The SPQA mission is to cultivate continuous organizational improvement and economic growth for the Commonwealth of Virginia through a process of knowledge sharing, evaluation and recognition.

Two Virginia organizations will receive the second highest SPQA award and are recognized for their progress in performance improvement. **Norfolk Public Schools** and **Soza & Company** of Fairfax will be recognized for their progress in performance and will receive the SPQA Plaque for Progress in Performance Excellence. This level of recognition is presented to organizations that have demonstrated through their commitment and practice of effective principles, significant progress in building sound processes. Organizations recognized at this level clearly demonstrate systematic, well-developed business approaches.

Two Virginia organizations will be recognized for their commitment to performance excellence. **Virginia Beach Public Schools** and **Chesapeake Public Schools** will be recognized with the SPQA Certificate for Commitment to Performance Excellence. This level of recognition is provided to organizations that have demonstrated notable progress in building sound processes through their commitment and implementation of effective management principles. These organizations have documented a solid approach and are implementing sound plans and procedures.

The highest award for the U.S. Senate Productivity and Quality Award is the Medallion of Excellence. No Medallions were awarded in 2003.

The Awards Luncheon is scheduled for September 30, 2003 as part of the Virginia Forum for Excellence, at the Williamsburg Marriott. Senator John Warner, Senator George Allen, and Governor Mark Warner are invited to present the awards. This daylong forum will feature keynote speakers, an assortment of informative workshops, and an Exhibit

Area where award recipients will share some of their successes. Plans for the Forum for Excellence are still being made.

The SPQA Board of Directors and Examiners, who collectively represent many years of quality and productivity experience, select award recipients. Selection criteria are based on written application submissions and on-site visits, which demonstrate measurable quality and productivity results. The SPQA for Virginia is the longest running award for performance excellence in the country. To obtain more information about the award process or the Virginia Forum for Excellence, check the SPQA web site at <http://spqa.gmu.edu>, or call Bob Bowles, SPQA Director, at 757-523-6762, or Dr. Eileen Van Aken, Board Chair, at 540-231-2780.

## **7. June Dinner Meeting**

The presentation for this dinner meeting on 11 June will be **“How Business Process Management (BPM) Software Enables Process Excellence”** by **Gregory M. Sieber**.

Mr. Sieber is the founder and president of 6STG. 6STG provides Quality, process engineering, process automation, and process related IT services leveraging the concepts of Six Sigma and other Quality approaches. 6STG is a profitable, growing organization with several major clients in private and public sectors. Prior to forming 6STG, Mr. Sieber was a business area director for Johnston McLamb, a software services firm located in Chantilly, Virginia. Prior to this, he was director of product management at OneSoft Corporation, a developer of and service provider for e-commerce applications, where he crafted and implemented a strategy focused on the application layer and Total Quality Management practices, making the managed services unit the major differentiator for OneSoft.

The presentation will address how this revolutionary new technology can help Quality experts design, implement, and manage improved processes using their preferred process engineering technique be it Six-Sigma, TQM, ISO, BPR, etc. BPM allows Quality and process professionals to quickly and easily build on-line processes that cut across functional silos, track performance, stimulate behavior, reduce the need for burdensome process document management. Further, we will discuss how BPM tools help remove many of the cultural barriers associated with Quality / process improvement efforts.

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

For reservations, send an email to [programs@asq0511.org](mailto:programs@asq0511.org) by Wednesday June 4 indicating dinner and program, or program only. Cost for dinner is \$20 per person, payable at the door. In addition, payment and reservation can be completed on the Web. To register and pay online, the current link is <http://www.asq0511.org/dinners/payments/asqpayments.htm>

Attendance for the program only is free. However, once ASQ Section 0511 commits to a specific number of dinner reservations, these meals must be paid for. If your plans change, please contact [programs@asq0511.org](mailto:programs@asq0511.org).

Schedule:

- 6:30pm - 7:00pm Registration & Networking
- 7:00pm - 8:00pm Dinner
- 8:00pm - 9:00pm Section Business & Program

Address & Directions:

Marco Polo, 245 Maple Avenue, Vienna, VA 22182

Take Interstate 66.

Exit at Nutley Street Route 243 North. (Nutley is the exit just outside of the Beltway.)

At the light at Route 123 Chain Bridge Road / Maple Avenue, turn right. (The right lane is right-turn only.)

Marco Polo is on the left before you reach the next light, across the Street from the Texaco. The sign is green.

## 8. July Dinner Meeting

The presentation for the dinner meeting on 9 July will be **“What are the Federal Information Quality Guidelines?”** by **Marguerite E. (Maggie) Jones**.

The Federal Information Quality Guidelines implement section 515, a rider to the appropriations act for fiscal year 2001 (Public Law 106-554; H.R. 5658). Section 515 directs the Office of Management and Budget (OMB) to issue government-wide guidelines that provide policy and procedural guidance to federal agencies for ensuring and maximizing the "quality, objectivity, utility, and integrity" of information (including statistical information) disseminated by federal agencies. By October 1, 2002, agencies must have issued their own implementing guidelines that include "administrative mechanisms allowing affected persons to seek and obtain correction of information maintained and disseminated by the agency" when that information does not conform to the OMB guidelines.

Marguerite E. (Maggie) Jones, an ASQ Certified Quality Auditor and Certified Software Quality Engineer, is a Principal Policy Analyst specializing in quality assurance policy for DynCorp Systems & Solutions, LLC (DSS), a CSC Company. Working in DSS's Alexandria, Virginia office, she supports environmental and information technology programs. Her experience includes extensive quality assurance program implementation and evaluation as a contractor to federal clients, including the U.S. Environmental Protection Agency (EPA), Department of Defense (DOD), Department of Energy (DOE), and the U.S. Food and Drug Administration. She has more than 18 years of experience in quality assurance programs of several federal agencies, good laboratory practice standards, and research and development program management.

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

