

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

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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 Hutchinson
Certifications Chair:	Bill Eastman
Database/Electronic Media:	Bill Casti
Education Chair:	Dennis Lasley
Examining & Recertification:	Bill Casti
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: Bill Eastman  
Placements Chair: Bill Casti & Sue McArthur  
Programs: Sue McArthur  
Publicity: Ron Marafioti  
Recertifications Chair: Bill Eastman  
Section Management Plan: VACANT

### Special Interest Groups (SIG)

Standards SIG Joan Dandurand, Positive Impact, and  
Ray Crawford, Parsons Brinckerhoff (co-chairs)  
ISO 17799 / BSI 7799 SIG Bill Casti, EDS

## **2. Education Update/Certification Training**

The registration deadlines for the CQA, CQE, CQIA, CSQE, and CCT certifications have been extended to 17 October. The exam date for these certifications is 6 December 2003. If you have any question, please contact Dennis Lasley at [Education@asq0511.org](mailto:Education@asq0511.org).

## **3. Standards SIG**

The co-chairs of the Standards SIG are Joan Dandurand of Positive Impact, and Ray Crawford from Parsons Brinckerhoff are still planning this year's activities. We will publish the schedule of upcoming activities as soon as it is available. If you have any questions, please contact Joan Dandurand at [Jdandurand@choosepositive.com](mailto:Jdandurand@choosepositive.com).

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

The BWPLC is a consortium of the area's non-profit, quality-focused, professional organizations that gather together to share resources and knowledge for the purpose of encouraging the acceptance of quality principles and practices in our community.

In addition to the Northern Virginia Section of ASQ (Section 511 - for information visit [www.asq0511.org](http://www.asq0511.org), write [programs@asq0511.org](mailto:programs@asq0511.org) or call 703-323-5803.), BWPLC partner organizations include:

American Society for Quality (ASQ) Section 502/Baltimore - for information visit [www.asqbaltimore.org](http://www.asqbaltimore.org), call 410-347-1453, or write [Asq0502@asq.org](mailto:Asq0502@asq.org).

American Society for Quality (ASQ) 509/Washington - for information visit [www.asq509.org](http://www.asq509.org).

Institute of Management Consultants (IMC), Washington, DC, Chapter. The Institute of Management Consultants is a non-profit, national professional organization and certifying body for management consultants committed to improving the effectiveness of

organizations and their management teams - for information visit [www.imcdc.org](http://www.imcdc.org), call 202-367-1134 or email [info@imcdc.org](mailto:info@imcdc.org)

Mid-Atlantic Facilitators Network (MAFN). MAFN serves the special interests of those who are practicing as Group Process Facilitators, Team Facilitators and Leaders, Quality Advisors, Coaches, OD and Management Consultants, CPI Facilitators, Trainers and others - for information contact Wayne Vick at [Wayne@FacilitationCenter.com](mailto:Wayne@FacilitationCenter.com) or 703-913-6513 or visit [www.Mid-AtlanticFacilitators.net](http://www.Mid-AtlanticFacilitators.net)

Quality Assurance Association of Maryland (QAAM) is focused on sharing software and information technology practices for improving quality - for information call Ann Clarke at 410-750-1926 or Susan Burgess at 703-205-0542 or 571-212-8787.

University of Maryland Center for Quality and Productivity (UMCQP) promotes the improvement of quality of life and economic development in Maryland through accelerating the rate of quality and productivity improvement in Maryland organizations - for information call 301-403-4413 or visit [www.umcqp.umd.edu](http://www.umcqp.umd.edu),

Society for Software Quality (SSQ), Washington, DC, Area Chapter. The purpose of the SSQ is to promote "quality" as a desirable attribute of software - for information contact Chris Jones at [cjones@alionscience.com](mailto:cjones@alionscience.com) or visit [www.ssq.org](http://www.ssq.org)

## **5. Koalaty Kid Program - Koalaty Kid Volunteers Needed**

As you may know from reading this Newsletter or attending chapter meetings, Section 0511 is beginning a Koalaty Kids program. In order to get Koalaty Kids off the ground in Northern Virginia, the following actions are in the planning stages:

- Form a Koalaty Kid steering committee of Section 0511 members, educators, PTA members, and business partners.
- Develop and implement a strategy for learning about Koalaty Kid.
- Develop a standard packet of Koalaty Kid information for marketing our efforts.
- Enlist Section 0511 representatives who can commit to working with a Koalaty Kid implementation at a school.
- Develop a list of benefits to convince local businesses to sponsor Koalaty Kid.
- Develop a strategy and action plan for implementing Koalaty Kid in Northern Virginia schools.
- Enlist the support/endorsement/cooperation from local teachers unions, principals, and school boards for elementary, middle and high schools.

We need a group of section volunteers to perform these activities, or some subset of them. Perhaps you can help with marketing materials or contacts, but not actually working with a school – any contribution that moves the Section a little closer to the goal is appreciated. With your help, we can establish a Koalaty Kids program in Northern Virginia! If you can volunteer some of your time and talents, please contact Christine Kurowski at [KoalatyKid@asq0511.org](mailto:KoalatyKid@asq0511.org) or 703-295-0700 x108.

## **6. Presentation: Overview of BS 7799, Specification for Information Security Management**

Configuration Management Working Group is proud to provide a presentation on ISO Standard BS 7799, . This presentation will be provided from 7:00PM to 8:00PM on Tuesday, November 11th, at the Sheraton Premiere in Tysons Corner, VA.

This presentation will be an informal overview of BS 7799, what it is, what it isn't, how it dovetails with but differs from the ISO standards. We will explore a little of the history of the standard, and delve more deeply into the various sections (clauses). We will talk a little about "real time" experiences in implementing a BS 7799-compliant system. There will be plenty of time for Q&A during and following the presentation.

The presenter is Bill Casti, a Senior Information Assurance Systems Engineer for EDS' Security and Privacy Professional Services (SPPS) practice in the US Government Solutions Group, in Herndon VA. He also serves as the ISO Quality Manager for the Global Security Operations Center (GSOC), which provides managed security services for other corporations and government agencies. Mr. Casti has extensive background and experience in both the fields of Quality Assurance and of Data Security. Prior to coming to EDS, Mr. Casti has served as Data Security Operations Manager for Freddie Mac, Internet Security Manager for FEMA and as an electronic publications specialist for the White House. In the Quality Control field, he has been a Reliability Engineer for Tektronix, a Quality Specialist with Intel Corporation and Quality Control Supervisor for Chomerics. He is a Senior Member of the American Society for Quality, an ASQ Certified Quality Auditor, a certified ISO 9000:2000 Lead Auditor and a certified BS 7799 Auditor. He is currently studying to take the CISSP exam early next year. Bill is also a Past Chair of the Northern VA chapter of ASQ, has been their Electronic Media Chair since 1995, is their Lead ASQ Certification Exam Proctor and coordinates the chapter's BS 7799 Special Interest Group (SIG).

For reservations, please contact the Programs Chair, Ms. Donett Murphy-Rowe at [DonettMurphy@aol.com/](mailto:DonettMurphy@aol.com/).

## **7. October Dinner Meeting**

The presentation for the dinner meeting on 8 October will be "Outsourcing Strategies & Risks From An ISO 9001-2000 Perspective" presented by Mr. Paul Kunder.

A requirement of the ISO 9001-2000 quality management system standards, outsourcing of tasks must be controlled in order to ensure compliance with the Standard and customer requirements. To accomplish this goal, a strong strategy must be formulated and implemented to minimize risk. The discussion will involve an assessment of strategies and a look at possible risks. Those in attendance will gain a better understanding of how to establish and control any outsourcing activity.

Paul Kunder is currently employed as the principle owner of Amera-Veritas, Inc. This organization is an international training and consulting company dedicated to quality, safety, and supplier chain assurance. Mr. Kunder has held various executive, management, and quality positions, serving a variety of technical fields. He has long established himself as a pioneer and authoritative source on quality, management, and International Standards (e.g., ISO 9001, AS9100) including:

Mr. Kunder has lectured at various Colleges and Universities, including serving on the adjunct faculty of the University of Nebraska at Omaha (1992 – 2000). Since 1992 the Registration Accreditation Board (RAB) has certified him as a QMS Lead Auditor. He is a voting member of the U.S. Technical Advisory Group (TC 176) responsible for development of ISO 9001-2000, and is a voting member of the U.S. Standards Group on Quality (QEDS), a division of the American Society for Quality. Mr. Kunder is a participating member (non-voting) of the America's Aerospace Quality Group (AAQG) responsible for the approval and issuance of Aerospace Quality System Standards (i.e., AS9100, AS9101, etc.) in the Americas. Paul has personally consulted for more than sixty (60) organizations through certifications against the ISO 9001 quality standards, and he has conducted more than three hundred (300) audits against various quality standards.

Reservations can be made at either the Section's Web site (<http://www.asq0511.org/Forms/asqpayments.htm>) or by sending an email to [programs@asq0511.org](mailto:programs@asq0511.org) by Wednesday October 1 indicating that your reservation is for the dinner and program, or the program only. Cost for dinner is \$20 per person, payable by credit card through the Web site, or at the door by credit card, cash, or check.

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

Networking is between 6:30 and 7:00PM. Dinner starts at 7:00PM, followed by a short business meeting, and the speaker begins around 8:00PM, usually ending about 9:00PM.

The address of the Marco Polo Restaurant is 245 Maple Avenue, Vienna, VA, 22182, phone (703) 281-3922. The restaurant is about a mile and a half north of the Nutley Street exit off Interstate 66. At the light at Route 123 (Maple Avenue), turn right. The Marco Polo is on the left before you reach the next light, across the street from the Shell Station.

## **8. November Dinner Meeting**

The presentation for the dinner meeting on 12 November will be on how your Organization can be aligned using the new management competence of Strategic Thinking, Planning, Communicating, and Learning. The presenter will be Mr. Lewis Friedman.

Mr. Friedman's lively and interactive presentation will address such issues as:

- Working in a department where everyone knows how he/she contributes to the organization's strategy.
- Being on a team where every member can clearly state the needs of the organization's customers and how the team and individuals contribute to satisfying those needs.

Lewis Friedman, President of The Quantum Group, has over 30 years experience as a Fortune 50 corporate executive who managed a major division through organizational changes that resulted in receipt of the Baldrige National Quality Award. As a member of the corporate quality curriculum team, he designed, developed and implemented training programs that were used for 95,000 employees worldwide.

Lewis has successfully applied his corporate experiences as a consultant, trainer and facilitator of senior executives. He has served as an examiner for the Presidential Quality Award and is currently an Evaluator for the "Senate Productivity and Quality Award" for the State of Virginia, where he has reviewed applications and conducted on-site visits to qualifying agencies.

Mr. Friedman's experience includes leading corporate executives in the application of performance excellence methodologies in various industries. He excels in facilitation of strategic planning and management development to achieve organizational breakthrough results. He has designed and implemented internal and external assessments that establish performance baselines from which quality improvement strategies have emerged. Lewis has extensive experience in organizational development and human resource consulting techniques in accomplishing organizational performance and quality improvement goals. And he provides individuals and teams with new skills and behavioral changes that help create an empowered work force. His client list includes the Bureau of the Census, State of Virginia, DISA, Oracle Corp., Avon Corp, Synergy Networks, and the Defense Supply Center in Philadelphia.

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