



# Northern Virginia Section 0511



ASQ Section 0511 Newsletter

Please visit us at <http://www.asq0511.org/>

April 2005

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***Notice: Our meetings move to the 3rd Wednesday of the month starting in July!!!***

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## **1. Board Members, Committee Chairs, and Chairs of Special Interest Groups**

Board Members for the 2004-2005 Membership Year

<b>Executive Board Officers</b>		
Chair	Robert Zimman	<a href="mailto:2004Chair@asq0511.org">2004Chair@asq0511.org</a>
Chair-Elect	Ron Marafioti	<a href="mailto:Chair-elect@asq0511.org">Chair-elect@asq0511.org</a>
Secretary	Yvonne Fernandez	<a href="mailto:Secretary@asq0511.org">Secretary@asq0511.org</a>
Treasurer	Joe Tullington	<a href="mailto:Treasurer@asq0511.org">Treasurer@asq0511.org</a>
Immediate Past Chair	Bill Eastham	<a href="mailto:PastChair@asq0511.org">PastChair@asq0511.org</a>

<b>Committee Chairs</b>		
Arrangements	Marie Rondot	<a href="mailto:Arrangements@asq0511.org">Arrangements@asq0511.org</a>
Auditing	Christine Kurowski	<a href="mailto:Auditing@asq0511.org">Auditing@asq0511.org</a>
Authorized CQManager Trainer	Frank Hutchison	<a href="mailto:Education@asq0511.org">Education@asq0511.org</a>
Certifications/Recertifications	Bill Casti	<a href="mailto:Certifications@asq0511.org">Certifications@asq0511.org</a>
Database/Electronic Media	Bill Casti	<a href="mailto:E-media@asq0511.org">E-media@asq0511.org</a>
Education Chair	Frank Hutchison	<a href="mailto:Education@asq0511.org">Education@asq0511.org</a>
Examining	Bill Casti	<a href="mailto:Examining@asq0511.org">Examining@asq0511.org</a>
Finance	Jeff Parnes & Joe Tullington	<a href="mailto:Finance@asq0511.org">Finance@asq0511.org</a>
Historian	Walter Mendus	<a href="mailto:Historian@asq0511.org">Historian@asq0511.org</a>
Membership	Bill Eastham	<a href="mailto:Membership@asq0511.org">Membership@asq0511.org</a>
Newsletter Editor	Ron Marafioti	<a href="mailto:Newsletter@asq0511.org">Newsletter@asq0511.org</a>
Nominating	Bill Eastham	<a href="mailto:Nominating@asq0511.org">Nominating@asq0511.org</a>
Placements	Robert Wilson	<a href="mailto:Placements@asq0511.org">Placements@asq0511.org</a>
Programs	Sue McArthur	<a href="mailto:Programs@asq0511.org">Programs@asq0511.org</a>
Publicity	Ron Marafioti	<a href="mailto:Publicity@asq0511.org">Publicity@asq0511.org</a>
Section Management Plan	Roger Watts	<a href="mailto:SMP@asq0511.org">SMP@asq0511.org</a>
<b>Special Interest Group (SIG)</b>		
Standards (ISO9001 / BS7799)	Bill Casti	<a href="mailto:StandardsSIG@asq0511.org">StandardsSIG@asq0511.org</a>

## 2. 2005 Certification Exam Refresher Courses by Frank Hutchison

ASQ members rate certification as the single most important benefit of the American Society for Quality. How you taken advantage of this benefit? ASQ Section 0511 sponsors several certification refresher courses, usually scheduled adjacent to an upcoming local certification examinations.

This is the latest schedule for the Certification Refresher courses offered by our section in 2005:

<b>Class</b>	<b>Start Date</b>	<b>Application Deadline</b>	<b>Exam Date</b>	<b>Location</b>	<b>Instructor</b>
CQManager	Sep 10	Aug 19	Oct 22	Shirlington	Hutchison
CQA	Mar 9	April 1	Jun 4	TBA	Mills
	TBA	Oct 7	Dec 3	TBA	Mills

CQSE	Mar 7	April 1	Jun 4	TBA	Klipp
	TBA	Oct 7	Dec 3	TBA	Klipp

TBA will be announced as the information becomes available. Other classes will be held as interest and instructor availability dictates.

**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-register:** Contact: The instructor to pre-register or Frank Hutchison at 703-425-5192 or [Education@asq0511.org](mailto:Education@asq0511.org) to request to be contacted about current or future education training opportunities.

**Cost:** The cost for any course is \$275.00. In addition, if you don't have the Quality Council of Indiana primer, it is an additional \$75.00. Please note that 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**. To pay by credit card, please contact the Education Chair or instructor.

**Exam Fee:** The course fee does **NOT include the exam fee!** The registration for the exam must be completed through ASQ Headquarters. Register online at [www.asq.org](http://www.asq.org) or 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.

### ASQ Certification Rates Have Gone Up January 1, 2005

On January 1, 2005, the following new certification exam fees went into effect:

CQA, CSQE

\$210 ASQ Member Fee / \$360 Non-Member Fee / \$160 Retake Fee

Certified Quality Manager

\$270 ASQ Member Fee / \$420 Non-Member Fee / \$220 Retake Fee

ASQ's current certification exam fees remain in effect at this time.

**Location:** To be announced by each instructor as details are worked out. The Certified Quality Manager course is held in Shirlington at the ANSER Conference Center, 2900 S. Quincy St., Arlington, VA 22206.

**Hours:** CQA and CSQE class times are once per week 3 hours a night usually starting at 6:30pm for eight to ten weeks. The Quality Management class is on three Saturdays from 8:00 to 5:00 pm.

For the latest information about Certification: Requirements, Body of Knowledge, Study Guide, References, and Register On-line, for each of the ASQ certifications listed below, visit the ASQ web page ([www.asq.org](http://www.asq.org)) under Certification.

**Certified Quality Auditor:** Designed for those who understand the standards and principles of auditing and the auditing techniques of examining, questioning, evaluating, and reporting to determine quality systems adequacy.

**Certified Quality Manager:** Designed for those who understand quality principles and standards in relation to organization and human resource management.

Certified Software Quality Engineer: Designed for those who have a comprehensive understanding of software quality development and implementation; have a thorough understanding of software inspection and testing, verification, and validation; and can implement software development and maintenance processes and methods.

For other certifications, see the ASQ web page ([www.asq.org](http://www.asq.org)).

**Information about ASQ Certification examinations, Training and Recertification can be found at the website <http://www.asq0511.org/Certification/cert.html>.**

ASQ National also provides numerous education and training courses. The ASQ Training web page contains public courses provided nationwide as well as computer based training.

Frank E. Hutchison, Ph.D., holds both the ASQ Certified Quality Manager and Certified Quality Improvement Associate certifications. He is the Education Chair for Section 0511 as well as the ASQ Authorized Certified Quality Manager Trainer. He is currently employed as the Quality Manager of the Homeland Security Institute, a Federally Funded Research and Development Center for the Department of Homeland Security. Frank can be reached at 703-425-5192 or [education@asq0511.org](mailto:education@asq0511.org).

Mr. Paul Mills received his BS degree in Biochemistry and his MBA in Management from Michigan State University, East Lansing, MI. He has over 25 years experience in managing environmental research and quality assurance programs. He served as an expert panel member who helped to develop and establish EPA's Quality Assurance program. He helped develop and lead the operation of EPA's Superfund Contract Laboratory QA program. He assisted in the development of methods, reference materials, and quality control procedures for EPA's Love Canal investigation. He has developed and audited QA programs under DOE, EPA, and DOD requirements. Mr. Mills is a Certified Professional Chemist, Certified Quality Manager, Certified Quality Auditor (including HACCP for Food Safety), and Certified Software Quality Engineer. Mr. Mills currently provides consulting services in software quality assurance, data management, and environmental investigations.

Mr. Mills had a major role in establishing analytical chemistry data management support services for investigation and remediation of contaminated groundwater at the Massachusetts Military Reservation (MMR) on Cape Code, MA. He was QA Officer and (separately) Program Manager for an Air Combat Command subcontract for Pollution Prevention. Work included task order assignments at US Air Force bases around the country. He reviewed analytical chemistry data for the bioremediation of oil-contaminated beaches at Valdez, Alaska, and from the EPA's incineration of dioxin-contaminated soil at Times Beach, MS. Mr. Mills also directed a field and off-site analytical labs' QA programs for analysis of soils and ash during the incineration of explosives-contaminated soils at Nebraska's Cornhusker Army Ammunition Plant. Mr. Mills served as an Expert Panel member to evaluate the results of soil sampling and analysis on the National Institutes of Health campus, Bethesda, MD in response to community concerns about dioxin emissions from medical pathological waste

incinerators. He was Team Leader on a \$45M World Bank mission to investigate and recommend funding for pollution monitoring program needs in four highly industrialized and populated states in India.

### **3. The Quest for Excellence ® XVII, 10-13 April, Washington, DC**

The Quest for Excellence ® XVII is the Official Conference of the Malcolm Baldrige National Quality Award, and will be held 10-13 April at the Marriott Wardman Park Hotel in Washington, DC.

If you want to improve your organization's performance results, stay abreast of the competition, create an environment that fosters social responsibility and ethical behavior, and increase your organization's effectiveness, this is a **MUST ATTEND CONFERENCE!** Learn about the tools used by business, education and health care leaders to evaluate and focus their efforts on performance results, leadership effectiveness, customer and employee satisfaction, and process management. Meet the 2004 Baldrige Award recipients at The Quest for Excellence XVII, where they will share their exceptional performance practices, their journey to performance excellence, and their lessons learned. Discover how senior leaders sustain their focus on excellence during fundamental shifts in economic and social frameworks. This conference is designed to maximize learning and networking opportunities.

For more information about the conference, its pre-conference workshops ("Getting Acquainted with Baldrige" and "Moving from Interest to Action"), registration, and accommodations, visit [http://www.quality.nist.gov/Quest\\_for\\_Excellence.htm](http://www.quality.nist.gov/Quest_for_Excellence.htm).

### **4. ASQ's 12th Annual ISO 9000 Summit Conference 4-5 April, Atlanta, GA**

Here is your opportunity to capitalize on three quality events in one:

1. **12th Annual ISO 9000 Conference**  
Case study presentations review the transition and function of quality management systems relative to auditing, process approach, construction, automotive, aerospace, medical device, law enforcement, agriculture and more.
2. **U.S. Standards Group Meeting**  
ASQ is the administrator for the U.S. Technical Advisory Groups (TAGs) 176 and 207, the individuals who help draft the ISO 9000 and ISO 14000 standards. These folks also serve on our ISO Conference Planning Committee. The U.S. Standards Group Spring Meeting is held at the ISO Summit site, affording you the unique opportunity to schedule a one-on-one meeting with the experts.
3. **Summit Course Clusters**  
For your convenience, we offer our public course clusters all in one venue. Our standards, auditing, lean manufacturing, quality engineering and process improvement courses are scheduled at the ISO 9000 Summit.

In addition, there will be:

a) Featured panel discussions:

- ISO Credibility & Future led by Jack West, chair, US TAG to TC 176
- Assuring Auditor Competence led by Paul Scicchitano, Editor & Publisher of "Quality Systems Update"

b) Keynote speaker:

- Robert King, President, ANAB (ANSI-ASQ National Accreditation Board)

**EARLY BIRD RATES AVAILABLE** - save \$100 by Registering before March 10, 2005. For more information, visit

<http://www.asq.org/ed/conferences/iso/2005/index.html>.

## **5. ASQ's World Conference on Quality and Improvement, "Teaming With Energy. Leading With Purpose." 16-18 May, Seattle, WA**

ASQ's World Conference on Quality and Improvement [formerly the Annual Quality Congress (AQC)] is built around quality's relevance in our personal, professional and community lives. The conference delivers subject matter regarding quality in the news, within organizations and in decision making. Check out the Conference's website <http://wcqi.asq.org/> and register early to gain an early bird discount.

This Conference creates a learning environment like no other. This is the only quality conference that offers you:

- featured courses (Measuring & Improving Employee Satisfaction & Commitment; Quality Cost Principles; and Advanced Supply-Chain Management),
- featured networking sessions (NET12 Applying Quality Practices to Service Functions and Industries),
- world-class keynote speakers,
- a joint session of the American Society for Quality and the International Academy for Quality on Sunday, May 15 with Keynote speaker Dr. Armand Feigenbaum, and
- an opportunity to attend ASQ's Community Leadership Institute, ASQ Community Care's annual volunteer training event held on Saturday, May 14. There is no fee to attend this event, but registration is separate from the Conference. Register for the Community Leadership Institute events at [http://wcqi.asq.org/community\\_leadership/index.html](http://wcqi.asq.org/community_leadership/index.html).

## **6. "Interested in Using a Facilitator?" by Ron Marafioti**

One of those lesser enjoyable moments for consultants, members of consulting-type organizations, and to-be customers is the decision process involved with bringing someone from 'outside' to help facilitate a group interaction. These interactions are sometimes called meetings or retreats, and may involve planning (strategic or tactical), a down-select process, a prioritization exercise, or simply a whittling down of too many

alternatives. A work group or planning team that has been involved with specific issues may occasionally need a new set of eyes or perspective to overcome hurdles or obstacles that are impeding progress.

Unfortunately there is no magic bullet or formula for identifying either the need for or selecting the right facilitator for your situation. However, experience has shown that a mere three steps are involved in resolving an issue when using a facilitator. The first step is to develop a clear problem statement. For example, “which strategic objectives will be the most difficult for us to accomplish?” Once this problem has been framed, then a clear objective for resolving the problem is necessary, like “Institute 360-degree performance assessment program”. Although a facilitator could have been used in this exercise to identify difficult objectives, I suggest that a facilitator would also be very helpful in identifying the process and resources necessary to accomplish the identified objective.

Second, the organization’s leaders must decide whether or not to use a facilitator. If the decision is made to import a facilitator, there are some additional criteria that need to be considered in the search for bringing together the right facilitator with the work group/planning team and the issue to be resolved. Although this is not a complete list of these search criteria, here criteria that have been used with a respectable level of success for the desired characteristics of a right facilitator:

- 1) Enabling - Find a facilitator who displays good people skills.
- 2) Energetic - You want an energetic facilitator who keeps the group involved and interested in the outcome.
- 3) Experienced - Sometimes you may want a facilitator who has good subject matter knowledge of the issue at hand...but sometimes a facilitator who has only a passing knowledge of the issue is sufficient. However, you also want a facilitator with experience in facilitating...both large groups and/or teams, and smaller groups as appropriate.
- 4) Inviting - There are facilitators out there who invite participation, and listen to and incorporate suggestions and recommendations being offered into the proceedings. This is a very desirable trait for a facilitator.
- 5) Knowledgeable - A facilitator with some knowledge of the subject matter may be useful, but not enough knowledge that he/she has preconceived solutions for the subject matter.
- 3) Objective - Objectivity is one of the most beneficial traits a facilitator brings to the table.
- 7) Positive - A facilitator with a positive attitude and outlook will keep people engaged in the issues and focused on achieving beneficial results.

Is there a source that you can visit to gain some useful information about facilitators and the art of facilitation? Certainly...your local ASQ Section may offer some facilitation expertise...another means of finding facilitators might be to conduct searches in the local library and over the Web. In addition, one of our partners in the Baltimore-Washington Partnership for Learning and Coordination (BWPLC) is a professional society that supports and promotes the professionalism of facilitators, the Mid-Atlantic Facilitators

Network (Web address [www.Mid-AtlanticFacilitators.net](http://www.Mid-AtlanticFacilitators.net)). This Network (referred to as MAFN) is a professional network supporting the education, development, business and promotional needs of group facilitators in the U.S. Mid-Atlantic Region. Click on the “Find-A-Facilitator” button on the MAFN Web site to help find a potential facilitators who are certified and/or bilingual, and/or facilitators experienced in government, non-government, or non-profit settings. MAFN is also one of our key partners in the Baltimore-Washington Partnership for Learning and Coordination (BWPLC).

So with a little planning, the right set of desired characteristics, and a helpful nudge from a reliable source, you should be able to identify one or more facilitators who can help guide you through your decision maze. Good luck with your next facilitated session!

## **7. “Why Doesn’t My Old Resume Work Anymore?” by Deborah Walker**

If you conducted your last job search prior to 2001, you may be in for a rude awakening. You might be surprised to find that your old resume, which worked well for you before, is no longer attracting employers, headhunters and corporate recruiters. If you wondered, “What am I doing wrong?” it might not be you—it’s probably your resume.

There are three reasons your old resume may not be working for you:

- Drastic increase in competition
- Changes in technology
- Changes in your industry

### **1. Drastic increase in competition**

Increased candidate competition is the #1 reason your resume is no longer working. While current employment outlooks are marginally brighter, competition is still so high that your resume must be able to stand out against a mountain of candidates.

The best way to enhance your competitive standing against other job seekers is through strong accomplishment statements. Accomplishments are most effective when:

- They illustrate your transferable skills
- They show your contribution to corporate bottom-line objectives
- They are stated quantitatively

If you are confused about how to state your accomplishments effectively, consider hiring a professional resume writer. Correctly written statements will make your accomplishments shine—and you’ll be more likely to land those critical interviews.

### **2. Changes in technology**

Is your resume ready for the high-tech world? Probably not, if you are still snail-mailing or faxing your resume to potential employers. Are you willing to take a chance on your resume being tossed, just because you didn't take the time to prepare your resume for an electronic audience?

With dramatic increases in the number of resumes received, many employers have invested in software to manage resumes and candidate responses. It is entirely possible that a computer, not a person, will be the first one to screen your resume. The electronic eye is much more objective than the human eye; it scans only for industry-specific terminology and keywords in qualifications and responsibilities.

Here are some critical questions to ask about your resume:

- Does it contain the right keywords to put you in the “interview” pile?
- Will new resume software be able to read its formatting correctly?
- Will your tables, fonts, and graphics transmit properly in an online resume form—or will they disintegrate into unreadable symbols?

You can give your old resume a real boost by investing in the services of a professional resume writer who understands the pitfalls of our electronic job market. Whether your resume needs a brush-up or a complete rewrite, it's well worth the investment to make sure your name makes it to the top of all candidate lists.

### **3. Changes in your industry**

If you are still just tacking your most current job onto the same old resume, then your resume probably contains a lot of old terminology and buzz words. If so, it will make you look outdated—even over the hill. It may also fail to be recognized by software that uses keywords to retrieve the best resumes.

If you're feeling out-of-step with your industry, it may be time for a checkup with a career coach who can help prepare you and your resume to stand up to the challenges of your industry's changing trends.

Bottom line: if your old resume isn't winning the attention of employers, then it's time to ask yourself, ***“How much is my old resume costing me in wasted time and effort?”***

An investment in professional resume help could mean the difference between months of fruitless effort—and landing the perfect new job. A new, better resume built on strategies that are suited to today's job-search challenges may be just the edge you need to get you noticed and get you hired.

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Deborah Walker, CCMC

Resume Writer ~ Career Coach

To see resume samples and read more job-search tips visit [www.AlphaAdvantage.com](http://www.AlphaAdvantage.com)

Email: [Deb@AlphaAdvantage.com](mailto:Deb@AlphaAdvantage.com)

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## 8. Job Openings

The below list of job opening have been provided for your information and use:

Title: **Quality Assurance Auditor - Madison, WI**

Summary: I am assisting to recruit a QA Auditor for a specialty pharmaceutical company located near Madison, WI.

Company: This company is a specialty pharmaceutical company engaged in the discovery, development and commercialization of innovative therapeutic products to treat the unmet medical needs of patients with debilitating conditions and life-threatening diseases.

Their current commercial and therapeutic focus is in nephrology, utilizing a novel vitamin D2 hormone therapy. In addition to chronic kidney disease, the Company is developing vitamin D hormone therapies to treat hyperproliferative disorders such as cancer and psoriasis.

Responsibilities: This person will be responsible for conducting cGMP related audits for contract testing facilities, their internal laboratory and conducting 21 CFR Part 11 software and vendor audits. Other responsibilities include managing vendor audits and quality project activities, supporting quality investigations, deviations, and maintaining the appropriate SOP's and quality documentation.

Qualifications: Candidate must possess a B.S./B.A. degree in biology, chemistry, or related field and have 4 + years of auditing, quality assurance or cGMP compliance related experience. Comprehensive knowledge and experience working under pharmaceutical manufacturing cGMP's, 21 CFR Part 11, GLP's, GCP's and ICH Clinical Guidelines preferred as well as excellent written and oral communication skills, ability to work independently, strong computer skills and the ability to travel.

Compensation: This company offers a competitive salary (60 - 70K) and benefits package, a team oriented working environment, and strong potential for career growth for the right person. Relocation is fully paid.

Apply: If you are interested in pursuing this opportunity, please forward your resume, relocation considerations and salary requirement to resumes@workwondersstaffing.net.

**Title: Senior Quality System Specialist:**

**Senior Quality System Specialist**

Based in our Baltimore, MD headquarters, you will be responsible for all aspects of the processes, training, audits, reviews, reporting, and product submissions to ensure the company meets ISO 9001:2000, FDA and HIPPA regulatory requirements. You will:

- Maintain processes for the Quality Management System.
- Provide performance feedback of the Quality Management System to the executive team.
- Conduct internal company training for such items as QSR regulation overview, ISO 9001:2000 overview, complaint reporting, Quality records, etc.
- Manage external audits with ISO and FDA.
- Ensure the promotion of company-wide awareness of customer requirements.
- Conduct internal audits to QSR Regulation and ISO 9001 Standard, including auditor training and development
- Review and approve all labeling before publication and/or release
- Participate in product development teams and provide the regulatory elements that are required for the completion of the project. Items include 510(k) submissions or rationale for not filing a 510(k).
- Lead teams that handle problem reports, corrective action, trending and preventative actions.

**Requirements**

- Bachelors degree
- 3 years experience with quality management systems in a hi-tech or medical technology environment
- Experience with ISO 9001:2000/13485 and CE Marking
- Strong process orientation
- Experience with FDA, HIPAA, JCAHO regulations and conducting quality audits a plus
- Experience with software development processes

If you are interested in joining the team that is committed to making a positive difference in the way health care is delivered in the critical care environment, send your resume and cover letter to: [staffing@visicu.com](mailto:staffing@visicu.com) or mail to: VISICU, Inc., 217 E. Redwood Street, Suite 1900, Baltimore, MD 21202

**Title: Mechanical Layout Inspector**

POSITION TITLE: Mechanical Layout Inspector	POSITION GRADE
DEPARTMENT: Quality Assurance	DATE PREPARED: <b>7 / 29 / 2004</b>
LOCATION:	DATE REVISED:

<b>Tempe, AZ</b>	<b>11/23/2004</b>
ORIGINATING SUPERVISOR/DATE: Lisa A. Strawn, CQE 7 / 29 /2004	CORPORATE/DATE:

**PURPOSE**

- This position will be responsible for the incoming quality of purchased materials received in to our Arizona facility. Responsible for verifying all paperwork, mechanical inspection and documentation.

**QUALIFICATIONS**

**Required Knowledge, Education, Skills, Previous Experience:**

- Detail Oriented, Self Starter.
- Minimum of 5 years in mechanical inspection.
- Full knowledge of blueprint reading, ANSIIY14.5, traceability, sampling plans, metrology, technical math, calibration and statistical techniques is required.
- Full understanding of basic quality terms and concepts.
- Must possess a strong knowledge of basic mathematic operations.
- Must understand the meaning of and be able to perform a full product audit.
- Experience in product testing and inspection, with full knowledge of measuring equipment.
- Experience in handling all inspection equipment; including the more complex CMM, Optical Comparator, Inspection Microscopes, etc.
- Knowledgeable of inspection and test equipment, process control, data collection, Corrective Action and Internal Audits.
- Knowledgeable of ISO 9001:2000.
- Must have excellent verbal and written communication skills.
- Bi-lingual, Spanish-English is preferred.
- Hands on Electro-Mechanical manufacturing environment preferred.
- Excellent Computer skills are required in Microsoft Office, etc.
- ASQ Member or ASQ Certified Mechanical Inspector (CMI) is a plus.
- Minimal Travel may be required.

REPORTS TO: Quality Engineer, FLM

SUPERVISES: Not Applicable

INTERNAL CONTACTS: All internal departments

EXTERNAL CONTACTS: Manufacturing Representatives

**KEY DUTIES & RESPONSIBILITIES:**

- Responsible for verifying all purchased materials and performing receiving inspection.

- Responsible for sampling of material, and documenting all findings.
- Responsible for collecting data and organizing information of supplier performance.
- May be responsible for inspection of final products prior to shipment.
- Assist in documenting non-conformances.
- Assist in maintaining the ISO 9001:2000 facility status.
- Responsible for completion of Internal Audits.
- Assist with Document Control and Control of Records.
- Assist with the calibration of in-house inspection, measuring and test equipment, including scheduling recall of calibration equipment for offsite calibration services.
- Assist in the overall Continuous Process Improvement of the company.

**Title: Consultant - Lean and Six Sigma**

Company: DuffyGroup, Inc.

Location: US-DC-Washington/Metro

Salary/Wage: 90,000.00 - 120,000.00 USD /year

Status: Full Time, Employee

Job Category: Consulting Services

Job Description

NOTE: Candidates with Military Leadership experience are strongly preferred.

Company Description:

A diversified professional services firm is seeking candidates to provide training and consulting services to the defense services and homeland security markets. The primary relationship will be managed in the DC/Northern VA district with some occasional travel to other sites.

This firm employs an experienced group of management professionals who are experts in product and process improvement. They provide training, consulting, and implementation support in the areas of Six Sigma Quality Implementation, Process and Product Optimization, Lean Manufacturing, Project Management, Quality Engineering, Integrated Product and Process Development Reliability Engineering, and Leadership.

Position Overview:

The position will be focused on assisting and advising at the executive level concerning the implementation of Lean Six Sigma within a major Army command and other activities as directed. This person will provide a commercial best practices perspective and management sciences perspective for potential integration into the implementation program(s) of the major Army command. In addition support will be provided in military, government and commercial management and improvement programs. Lean Six Sigma at the Executive Champion Level along with knowledge in organizational dynamics and communication skill is required.

Requirements:

- BS/MS in Engineering or related discipline.
- Strong Six Sigma and Organizational Development skills required. ·Must be able to work on multiple tasks in a fast-paced environment. ·Strong practical knowledge of process optimization techniques and the ability to present them in a classroom environment. ·Statistical analysis and problem solving skills (SPC and DOE) with 2 years of project management experience. ·Self-starter capable of setting priorities and closing issues. ·Excellent formal presentation, written and verbal communication skills. ·Personal computer skills including MS Office, MINITAB statistical package. ·10+ years of experience in multiple environments and multiple disciplines. ·5+ years of experience performing process and product improvement activities with Six Sigma and Lean Manufacturing methodologies. ·Profit and loss responsibility and/or senior management experience required.

Why consider the opportunity?

- Reputable company with solid customer base and continued growth projections. ·Focus of the position is on helping the client "get it" versus managing the day-to-day operation.
- Impact of the work being done with the military is tremendous and extremely gratifying.
- Company benefits available to employees. ·Growth opportunities exist within the company and will be available to successful employees.

Contact:

Ann Sylvia  
DuffyResearch  
A Division of the DuffyGroup  
877-877-9825 (toll free)  
asylvia@duffyresearch.com

## 9. ASQ Contact Information

If your mailing address, employer, email or phone number(s) change, please contact ASQ National at 1-800-248-1946 or <http://www.asq@asq.org> to have your membership information updated. The section cannot do it, as all our contact information on members comes from the databases maintained by ASQ National.

## 10. April Dinner Meeting - Wednesday, April 13, 2005, at the Marco Polo Restaurant in Vienna, VA

“OOPS! Using Preventive and Contingent Action Planning to Ensure Project Success – and Using Humor to Encourage Participation!” by Polly Wessel

Project Managers know that one key to completing successful projects is the use of a systematic approach to Risk Management. However, typical tools such as FMEA may be perceived as cumbersome and time-consuming by project participants.

This presentation will provide an overview of a streamlined method to pinpoint and address the critical risk areas on any project.

In addition, Ms. Wessel will share her extensive collection of stories, pictures, and video clips of famous, funny, and preventable failures from the past. You may have seen the well-known “Whale Explosion” video, but have you seen the “Burning Coal Train?”

Using these examples in your own project or quality management efforts will enable you to remind participants that effective Risk Management may prevent them from ending up on the Internet.

Polly Wessel is a Principal Consultant with CPS Human Resource Services. CPS Human Resource Services (CPS) is a governmental agency committed to improving human resources in the public sector. As a self-supporting public agency offering a full range of human resource products and services, CPS provides practical solutions for all levels of government, school districts, colleges and universities, and nonprofit organizations throughout the United States and Canada. Ms. Wessel is an ASQ Certified Quality Manager.

Deadline for reservations is Wednesday, 6 April.

**11. May Dinner Meeting** - Wednesday, May 11, 2005 at the Marco Polo Restaurant in Vienna, VA

If you could convince your senior management that quality closed most of your business, how much attention would they pay to your quality program?  
by Steve Battista

Using the principals of Judo, and customer psychodynamics Steve Battista, PMP will explain how to use quality programs to close business in your firm.

Mr. Battista is an executive with over 15 years of experience in developing, managing and leading IT systems and companies. He has helped Cairo Corporation attain a #1 ranking in the Washington Technology Fast 50 Company listing, an Inc. 500 listing and one of the “Top 5 Small Companies That Large Integrators Love to Work With” award. He has also helped other brand name companies manage parts of their businesses such as Teligent, Cybercash, OTG/Legato/EMC, and Lockheed Martin. He has lead \$5M a year business line to service The Federal Government and is looked to as a technology and management thought leader. He is currently a member of the leadership team of the Industry Advisory Counsel to the Federal Enterprise Architecture Program Management Office (FEAPMO) and the CIO Council. He is also active in the local chapter of Project Management Institute. He currently holds a BS and an MS in Computer Science from Villanova University, a MBA in Marketing from Temple University and a Program Management Professional certification.

Deadline for reservations is Wednesday, 4 May.

***Notice: Our meetings move to the 3rd Wednesday of the month starting in July 2005 !!!***