



# Northern Virginia Section 0511



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

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#### Board Members for the 2005-2006 Membership Year

<i>Executive Board Officers</i>		
Chair	Ron Marafioti	<a href="mailto:2005Chair@asq0511.org">2005Chair@asq0511.org</a>

Chair-Elect	Bill Casti	<a href="mailto:2005Chair-elect@asq0511.org">2005Chair-elect@asq0511.org</a>
Secretary	Yvonne Fernandez	<a href="mailto:Secretary@asq0511.org">Secretary@asq0511.org</a>
Treasurer	Joe Tullington	<a href="mailto:Treasurer05@asq0511.org">Treasurer05@asq0511.org</a>
Immediate Past Chair	Robert Zimman	<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	Paul Mills	<a href="mailto:Auditing@asq0511.org">Auditing@asq0511.org</a>
Database/Electronic Media	Bill Casti	<a href="mailto:E-media@asq0511.org">E-media@asq0511.org</a>
Education Chair	Larry Wilkins	<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>
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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>
Recertifications Chair	Bill Casti	<a href="mailto:Recertification@asq0511.org">Recertification@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>
<b>Other Positions</b>		
SPQA Forum Liaison	Robert Zimman	<a href="mailto:ForumLiaison@asq0511.org">ForumLiaison@asq0511.org</a>
Volunteer Coordinator	Christine Kurowski	<a href="mailto:VolunteerCoordinator@asq0511.org">VolunteerCoordinator@asq0511.org</a>

## 2. Message from our new Chair - The Year Ahead

I would like to thank each and every one of you personally for electing me to be your Section Chair for the coming year. I am honored that you have chosen to place your trust in me to lead the Section. I hope that I can live up to your expectations.

This will be an interesting year for us since, among other initiatives, the 2006 Quality Conference and Forum for Excellence is tentatively scheduled to be held in the Northern Virginia Area. If that plan holds true, Section 0511 will be the host ASQ Section, and we will need to increase our volunteer roles substantially to show off Northern Virginia at its best and to promote and support a successful Conference and Forum next year.

I have three primary goals that I will try to accomplish with your help during the coming year - all of which are aimed at improving the stature of our membership among the professional societies in our neighborhood.

- My first goal is to increase the participation of our members in our section events. Our section is one of the largest in the country with almost 800 members, but we rarely have more than 5% of our members attend our section events, and a much smaller number than that volunteer to lead Section activities and support Section business. I'm hoping I can count on you to help me look at all aspects of our events and try to determine what we can do to increase the participation level.
- My second goal is to increase our integration with other professional societies in this area. During 2004/2005, we improved our participation in the Mid-Atlantic Collaboration Network (MACN), formerly the Baltimore-Washington Partnership for Learning and Cooperation (BWPLC). This year I would like to see us take a leadership role in the MACN, and cosponsor at least one monthly dinner/meeting or similar event with another professional society.
- Finally, I would like our Section to participate more in ASQ's Section Management Plan (SMP) Program. The SMP provides guidelines for managing Section activities based on good business practices. It also provides us a venue to monitor progress against internal initiatives, like focusing on recognition of our members and volunteers in the Northern Virginia Section for the variety of services they perform and benefits they bring to this Section.

I look forward to the coming year and, with your help, we can make it a great one.

Ron Marafioti  
Chair, Northern Virginia Section

### **3. Letter from the Region 5 Director**

Dear Northern Virginia Section Members,

Hello, my name is Rick Litts the ASQ Region 5 Regional Director for 2005 – 2007. Welcome to the 2005 – 2006 program year. Your interest in Quality and your membership in ASQ are greatly appreciated. It is dedicated quality professionals like you who will continue to help ASQ meet its vision.

You are part of a large region which consists of 11 sections. The sections are 0500 Lehigh Valley PA, 0501 North Central PA, 0502 Baltimore MD, 0503 Harrisburg PA, 0505 Philadelphia PA, 0506 Delaware, 0508 Southern Jersey, 0509 Washington, DC, 0510 Reading, PA, 0511 Northern Virginia, and 0512 Delmarva.

To help manage the region, I have appointed 4 Deputy Regional Directors (DRDs). They are Jim Cooper from the Baltimore Section, Wayne Paupst from the Lehigh Valley Section, Jim Pasquali from the Harrisburg Section, and Dave Little from the Harrisburg Section. The DRDs have been assigned responsibility for specific sections. The section assignments for the region are as follows:

Rick Litts: 0508 Southern Jersey, 0506 Delaware and 0512 Delmarva

Wayne Paupst: 0500 Lehigh Valley, 0505 Philadelphia and 0510 Reading

Jim Pasquali: 0501 North Central PA, and 0503 Harrisburg

Jim Cooper: 0502 Baltimore, 0509 Washington, DC, and 0511 Northern Virginia

Dave Little: Advisor/Mentoring and Special Projects

Recently the DRDs and I had a planning session in Lancaster, PA. We have many ideas and will be sharing them with you in the future as well as soliciting your ideas for the Northern Virginia section and our region.

I would like to thank Ron Marafioti – Chair 2005 – 2006, the officers and committee members for your dedicated service and effort in managing the Northern Virginia Section. I am looking forward to meeting the officers, members and working with Jim Cooper this program year.

If you have not had an opportunity to attend a program meeting or participate on a committee, now is the time to become involved. The section can always use additional help or support.

Sincerely, Rick Litts

*[Note: Mr. Litts is scheduled to be our guest speaker for our last dinner meeting of 2005 (21 December). Please plan on joining us, introduce yourself to Rick, and learn what is going on in our ASQ Region and at the national level.]*

#### **4. 2005 Certification Exam Refresher Courses by Larry Wilkins**

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 exam.

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

<u>Class</u>	<u>Start Date</u>	<u>Application Deadline</u>	<u>Exam Date</u>
<u>Location</u>	<u>Instructor</u>		

CQ Manager Wilkins	Sep 10	Aug 19	Oct 22	Shirlington (ANSER)
CQA **	Sep 7	31 Aug	Dec 3	Chantilly (CSC) Mills
CQSE	Aug 11	Aug 11	Dec 3	McLean, VA Klipp

Note: \*\* See more details in next article

**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 Larry Wilkins at 703-481-6798 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 Increased on January 1, 2005**

#### **Certification Exam Fees:**

CQA/CSQE - \$210 ASQ member / \$360 nonmember / \$160 retake fee  
 CQM - \$270 ASQ member fee / \$420 nonmember fee / \$220 retake fee

**Location:** the instructor will provide specific locations for each course as details are worked out. Check the education page of the ASQ 0511 web site for more information.

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

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 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)) under certification.

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

## 5. ASQ Section 0511 CQA Fall 2005 Course Announcement

**Course Description**—The Certified Quality Auditor (CQA) is a professional who understands the standards and principles of auditing and the auditing techniques of examining, questioning, evaluating, and reporting to determine a quality system's adequacy and deficiencies. This course will prepare students to take the national examination of the American Society for Quality for certification as a Quality Auditor. More information about the CQA, benefits of certification, requirements, application form, test dates, and the examination is provided at the website

<http://www.asq.org/cert/types/cqa/index.html>

**Course Location**—ASQ Section 0511 of Northern Virginia will present a training course to prepare students to take the CQA examination held **December 3, 2005**. The course will be presented over a 12-week period, starting September 7 and continuing through November 30, 2005 (no class the night before Thanksgiving). Paul Mills (703-818-4955) will be the course instructor (short bio sketch below). We will meet from 6 – 9 PM each Wednesday night, at the CSC offices, 15000 Conference Center Drive, Chantilly, VA 20151. The conference rooms are in the lower level near the west end of the building. The instructor or a CSC employee will admit students at that entrance, rather than the front reception desk.

**Course Materials**—We will use the Quality Council of Indiana's CQA course materials. (<http://www.qualitycouncil.com>) You should write a separate check or credit card payment to ASQ Section 0511 for one or more of the following:

\$65 for the CQI's primer, required (may be shared with co-workers if convenient)

\$35 for the solutions text to the primer's problems, if desired (we'll cover solutions in class)

\$70 for the CQA Electronic exam with practice quizzes and tests, if desired (good for practice outside the classroom)

**ASQ 0511 CQA Course Tuition**—The tuition is \$275 per person for the course payable to ASQ Section 0511. This does not include an application for ASQ membership or the ASQ examination application fee (see below). Write checks to ASQ Section 0511. One check can cover tuition and course materials, if accompanied by a clearly itemized listing. Send checks for tuition and course materials to the ASQ Section 0511 Treasurer, Joe Tullington. His mailing address is 7149 Baldwin Ridge Road, Warrenton, VA 20187. His telephone number is (571) 226-1763, and his e-mail address is [Treasurer05@asq0511.org](mailto:Treasurer05@asq0511.org).

**Course Registration Cut Off Date**—August 31, 2005 is the last day to submit your checks to register for the course and order materials. Students who register later will have their orders processed for a second shipment, or may have to place their orders directly with the Quality Council of Indiana.

**CQA Examination Application Fees to ASQ**—You will need to mail a separate check or make a credit card payment to ASQ headquarters (see website at <http://www.asq.org/cert/types/cqa/index.html>) to register for the exam, paying \$285 for a non-member exam application, \$180 for an ASQ member. Individual ASQ membership is \$89.00, (but is not required for the course), and the membership application form is at [www.asq.org](http://www.asq.org).

**PAUL MILLS**

*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.*

## **6. 2005 Virginia Quality Conference and Forum for Excellence by Debbie Melville**

Mark your calendars for **Oct. 26, 2005** to attend the **2005 Quality Conference and Forum for Excellence** at the Williamsburg Marriott. Hundreds of improvement professionals and executives from the government, education, healthcare, and business sectors will gather at this event to hear best practices and continue the learning path toward improved performance and results. The **2005 award recipients of the U.S. Senate Productivity and Quality Award for Virginia** will also be presented at the Celebration Luncheon.

The 2005 Conference and Forum is a joint effort of ASQ sections 0511, 1104, 1107, 1108, 1114, 1128, & 1131, as well as the Virginia Manufacturers Association and the U.S. Senate and Productivity Award for Virginia. For more information on the event, including an agenda and pre-conference workshops, as well as sponsorship and exhibitor opportunities, please visit [www.vaquality.org](http://www.vaquality.org).

## **7. Supplier Management Learning Opportunities by Cynthia Nazario, CQIA**

ASQ's Customer-Supplier Division is pleased to bring two of its most popular courses to the Newark (Sept 19-20), Philadelphia (Sept 20-21) and Baltimore (Sept 21-22) areas.

***Quality Audits for Improved Supplier Performance* and *Supplier Certification: The Quality Link in Supply Chain Management*** are each 1-day courses, offered on back-to-back days in each of the three cities. While each class has a different emphasis, they are very complementary Supplier Management approaches.

***Quality Audits for Improved Supplier Performance*** is taught by Dennis Arter. Topics addressed in this 1-day course include:

- Supplier Quality
- Purchasing Controls
- Your Audit System
- Preparing to Audit
- Fieldwork
- Reporting Results
- Follow up

***Supplier Certification: The Quality Link in Supply Chain Management*** is taught by Richard Gould. Topics addressed in this 1-day course include:

- Supplier Certification?
- Introduction and Definitions
- Specifications
- What about ISO & Clones?
- Choosing Suppliers
- The Players
- Supplier Performance Measurement

Significant discounts for early registration (by August 19); attending both courses; or for sending three or more from the same company. For more information; to download a brochure; or, to register for the course, please visit [www.asq.org/cs/courses](http://www.asq.org/cs/courses).

## **8. ASQ's 5th Annual Six Sigma Forum Roundtable**

When: September 15-16, 2005

Where: Hyatt Regency Pier Sixty-Six  
Fort Lauderdale, FL

Registration (after 26 August):

\$695 for ASQ Member/Six Sigma Forum Member  
\$795 for List/Forum/Division Price

Being entrusted with the implementation of Six Sigma to improve your organization's bottom line means you need to arm yourself with the very best information and contacts

available. **ASQ's Six Sigma Forum Roundtable** is an exclusive two-day briefing and networking event designed by and for the top practitioners in the Six Sigma community.

With **registration limited to 150 attendees** it allows greater face-to-face discussion time with other attendees and presenters, more in-depth learning, and more opportunity to make valuable contacts.

*"This is the most professionally organized and run Conference I've ever been to. You redefine quality and customer service." Mary Wayne Bush, 2004 Attendee, Lockheed Martin*

*"For a company in its infancy of deployment, this Roundtable was invaluable. Confirmation that others are facing the same issues is helpful and motivating. The opportunity to learn from other's experiences is critical." Brenda K. Shreve, 2004 Attendee, Mine Safety Appliances Company*

This year's Roundtable brings you:

- **In-depth presentations** from Six Sigma professionals in **top-level organizations** in a variety of industries, on a variety of applications.
- Networking sessions, keynotes, a panel discussion, and a gala reception, all designed to help you **obtain the information and contacts you need** to help you with your organization's Six Sigma initiatives.
- The ASQ Six Sigma **Black Belt certification** exam onsite Wednesday, September 14, 2:00 pm-6:00pm. Arrive early, sit for the exam, enjoy the extra time to prepare and meet other Roundtable attendees arriving Wednesday evening.
- **NEW IN 2005** - pre-Roundtable course, ***Managing and Leading in a Six Sigma World***, taught by **George Gordon** - this course is limited to 25 attendees so register early!
- 1.5 ASQ RUs when you attend both days of the Roundtable.

*"I was pleasantly surprised with how good the entire Roundtable was - you far exceeded my expectations!" Barbara M. Sutch, Lake Hospital System*

Questions? Contact ASQ program developer Mark Olson at [molson@asq.org](mailto:molson@asq.org) or 414-272-8575, ext. 7249 or Jeanine Becker at [jbecker@asq.org](mailto:jbecker@asq.org) or 414-272-8575, ext. 7369. We look forward to meeting with you in Fort Lauderdale.

**9. ASQ Conference - Beyond Compliance to Sarbanes-Oxley: Financial Benefits from Integrating Your Management Systems, September 27 – 28, 2005, Philadelphia, PA**

Without a doubt, the Sarbanes-Oxley Law (SOX) is the single most important piece of legislation affecting corporate governance, financial disclosure, and the practice of public accounting since the U.S. securities laws of the early 1930s. Passed in response to recent corporate financial scandals (at Enron, WorldCom, and other organizations, which led to the passage of the new regulations) the CEOs and CFOs of public companies must now certify their organization's financial statements.

This two-day conference sponsored by the American Society for Quality (ASQ) will position you to take your organization beyond mere compliance to Sarbanes-Oxley. Discussions will include various management systems and the benefits accrued from integrating their processes and tools.

The long-term goal of any excellent organization should be a single business management system that integrates quality, environmental, health and safety, financial, information technology, and socially responsible management systems into one unified system. The advantages of such a system include:

- A more effective use of the organization's resources,
- Consistent methods of process management,
- Improved communication between all elements of the organization, and
- A single voice to the CEO and CFO, the board of directors, and the audit committee.

This conference defines the start of the integration process by concentrating on the relationships between quality, environmental and financial management systems as they strive to satisfy their traditional requirements and support the Sarbanes-Oxley Law.

Attendee takeaways:

- An understanding of the parts of Sarbanes-Oxley Law (SOX) that can be supported by effective quality and environmental management systems (QMS/EMS), and other management systems:
  - These include risk, governance, human capital management, ethical values, and process improvement
- How to apply the process approach to SOX compliance
  - Identification of the benefits of the process approach
  - How to measure effectiveness and performance against objectives and benchmarks
  - How to recognize process inefficiencies, risks, and opportunities for improvement
  - How to use the continual improvement process to increase effectiveness and performance of the internal controls
- How to integrate management system audits with internal financial audits to reduce the risks to an organization:
  - How to assess gaps in the compliance structure
  - How to identify and correct communication problems
  - How to reduce or eliminate turf wars
- Identification of best practices and lessons learned

Who should attend? Executive management, risk managers, financial managers, quality and environmental professionals, operations managers, internal quality auditors, internal environmental auditors, and internal financial auditors.

Learn more by visiting <http://www.asq.org/conferences/sarbanes-oxley/index.html>.

## 10. Resume Writing 101 by Christine Keady

Writing your own resume is a bit like sitting down to complete a self-evaluation form for your review. Most people find it difficult to toot their own horn and this is exactly what you must do to get the recruiter or hiring manager's attention if you want a job. If you have more than 10 years of experience don't limit your resume to brief highlights, expand on your experience even if it requires 3 or 4 pages. Because of the complexity of technical infrastructures and the added responsibilities being assigned to one person, the days of 1 or 2 page resumes are behind us. The information below is intended to help you capture the reader's attention and give you an upper leg on the competition.

What you should and shouldn't include on your resume:

- Highlight the experience you want to parlay into your next position.
- List the software and hardware you worked with either at the end of each job or in a skills summary format. Recruiters, HR, and PMs notoriously scan resumes for the job requirement key words – if they don't see them then the assumption is you don't have that experience and your resume is tossed aside.
- Should or shouldn't you write a project summary for each job? I personally like them as long as they are short and sweet, i.e., XYZ Corp. created a web-based billing application for clients in the medical industry. This application was developed using Java / J2EE in a Windows and HP UNIX environment with a SQL Server backend. You then follow the project summary with your roles and responsibilities.
- Words I like to see on a resume include: developed, created, maintained, led, wrote, mentored, managed, and trained – just to name a few. These words are great starters for sentences that pack a punch and grab the reader's attention.
- Never list experience or skills that you don't really have – it will tarnish your credibility and cost you an interview or the job.
- Note your experience with structured testing or documentation methodologies / standards to include ISO9000, CMMI, Section 508, Six Sigma, etc.
- Have someone review your resume before you send it out. While spell check usually works, it can't distinguish if a word is used in the correct context. The author also tends to read what he thinks he has written versus what is really on the page.
- Note if you hold an active clearance or if you are a clearable US Citizen. This will assure your resume will hit the top of the call list for vendors who have a large government client base.

While it is unrealistic to tailor your resume to every job requirement you are applying for, you can create a resume that is easily modified by changing the summary. The summary needs be no more than a couple of paragraphs to provide an overview of your experience. You can change your summary so it focuses on the experience you possess that is also required by the target client. This could be your management

experience, any applicable industry background, or your knowledge of certain testing tools that they require. If you seek a change in your career, perhaps you are looking for a hands-on position yet have a fair amount of management, you can use the summary to focus on where and how you have maintained a hands-on approach. In this situation, you will want to downplay any reference to management within the body of your resume by using terms like mentored, led, and “assigned tasks and ensured deliverables were met”.

Remember, the goal of your resume is to get an interview. You have a brief window of opportunity to convince the reader that you are worth a call.

Upcoming articles will spotlight interview preparation, preparing for your annual review, and communicating effectively. Please let me know if you have any questions that aren't addressed in this article or if you have a suggestion for articles in upcoming newsletters. Christine can be contacted at [ckeady@testpros.com](mailto:ckeady@testpros.com).

*Christine Keady is responsible for Business Development / Resource Management for TestPros, Inc. located in Reston, VA. Her efforts focus on identifying business opportunities and screening consultants for technical needs. She has worked in both agency and corporate environments and has supported commercial and government efforts. Christine's experience spans 10 years of recruiting and business development with 4 years of specialized focus on software testing, quality assurance, and configuration management. She has delivered in-house training on Effective Communication Skills, Time Management, and EEOC-based Interviewing for Managers. In addition to this, she has presented and established recruiting processes/guidelines at several companies. Christine graduated from George Mason University with a degree in Psychology and resides in Northern Virginia with her husband and two children.*

## **11. Lean Versus Six Sigma... And the Winner is? by Tim Noble**

Today's competitive global business environment leaves little room for error and inefficiency, which explains why Six Sigma and Lean have become part of today's everyday business language. Many extol the virtues of these continuous improvement methods as a way to drive out waste and reduce variation in everything from customer service to overall process performance. However, which continuous improvement methodology is more prominent and popular?

Based on the following three key indices, Six Sigma still dominates Lean as the more prominent and popular methodology by a wide margin.

**Books Published:** Over the past five years both methodologies have seen an explosion of books published covering their topics, which will only help to elevate the interest in Six Sigma and Lean as more business leaders become immersed in the published materials now being made available. Each year, however, books published on the topic of Six Sigma consistently outpace Lean by a wide margin.

**Internet Keyword Searches:** Based on Internet search engine keyword search counts, Six Sigma search inquiries still outpace Lean inquiries by a 2-1 or greater margin. However, keyword searches on Lean have been gaining ground recently.

**Job Board Postings:** Based on Internet job board postings, the use of the keyword Six Sigma outpaces Lean consistently by more than 50%.

The difference in prominence between Six Sigma and Lean maybe due to the fact that Six Sigma has been able to move beyond its roots in manufacturing into other disciplines, while Lean is still largely perceived as a tool to improve manufacturing processes. This perception is changing as more and more businesses across the board are looking to blend the best of each methodology to accelerate their continuous improvement efforts. Companies are increasingly realizing that these are truly complementary tool sets and not necessarily competing philosophies.

In the end, the real winner is any company that successfully engages in some form of continuous improvement, regardless of whether it is Lean, Six Sigma, or some other well-executed approach. Today there are few, if any, companies that can claim to have reached world-class performance without utilizing some form of continuous improvement approach. World-class status is a constantly moving target defined by both your customers and your competitors. Without a continuous improvement approach you're not even treading water in today's global economy.

*Tim Noble is the managing principal of The Avery Point Group, a leading national executive search firm providing functional expertise and executive search focus in the areas of Six Sigma and Lean continuous improvement. Visit their website at <http://www.AveryPointGroup.com>.*

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## **12. The Mid-Atlantic Collaboration Network (MACN) by Wayne Vick**

A Network of Professional Organizations promoting the disciplines of Management, Organization Development and Quality in the U.S. Mid-Atlantic States

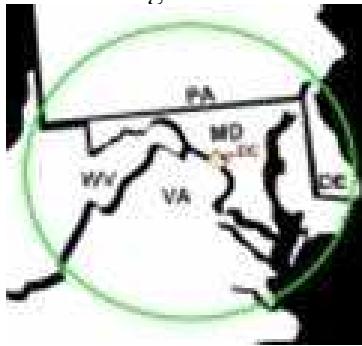
The Mid-Atlantic Collaboration Network (MACN) is a group of leaders from professional organizations collaborating to provide our communities with a broader range of opportunities to engage, network, and learn from other professionals around topics of development of organizations, management, and quality. We currently include 17 organizations in our membership. These include organizations, chapters of sections of the following:

- ❖ American Society for Quality
- ❖ American Society for Training and Development
- ❖ Capitol Creativity Network
- ❖ Chesapeake Bay Organization Development Network
- ❖ Institute for Industrial Engineers
- ❖ Institute of Management Consultants
- ❖ Knowledge Management Professional Society
- ❖ Mid-Atlantic Facilitators Network
- ❖ Project Management Institute
- ❖ Quality Assurance Association of Maryland
- ❖ Society for Software Quality
- ❖ Strategic Leadership Network

Our service region includes Virginia, the District of Columbia, Maryland, Southern Pennsylvania, West Virginia, and Delaware.

Our purpose is to facilitate collaborative activities among, professional organizations. Through our efforts people in our communities can identify an organization, person, resource, forum, or event to serve their needs. Much of our work is done through [www.PartnershipEvents.com](http://www.PartnershipEvents.com) and our Regional Calendar of Events.

Indirectly, we also provide a pathway for people in our communities and members of our member organizations to enhance their professional competencies and network with other members on issues affecting their work. For members of our member organizations we offer discounted or member prices so they can attend each others events in every organization.

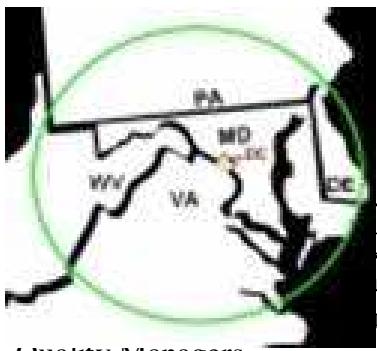


You can view our Regional Calendar of Events or through our **Upcoming Events** page. We email this to registered users every month. (See sample below) This email shows all the events in our Regional Calendar of Events taking place over the next three months. If you click on the “Read More” link you will see the full event information page.

Everyone can register to receive this notice for FREE. This service is locally owned and operated by people like you that value their privacy and hate to receive junk emails. We will not sell or give away your information except as you allow. After registering you control what you want to hear about. You tell us what organizations events you want to hear about through your subscription management page. To Register click this link:

<http://www.PartnershipEvents.com/registration.php>

The members of MACN invite other professional development organizations (or chapters) to join with us. Contact **Wayne Vick at 703-913-6513** or **Kathy Free at 410-965-5008**.



Certifications issued by ASQ as of May 2005: 6,215 Reliability Engineers, 3,271 Improvement Associates, 3,384 Six Sigma Quality Auditors-HACCP, 48,257 Quality Engineers, 33,222 Quality Technicians, 11,821 Mechanical Inspectors, and 9,486 Quality Managers.

## 14. September Dinner Meeting

The October dinner meeting will be held on Wednesday, 21 September, at the Marco Polo Restaurant in Vienna, VA. The presenter will be D. Mark Smith, and his presentation will be “The US Senate Productivity and Quality Award (SPQA) for Virginia and Organizational Performance Excellence”.

Come learn more about the program designed to help Virginia’s organizations achieve performance excellence. The SPQA Criteria, based on the Baldrige Criteria for Performance Excellence, are the collective best practices used to manage world-class organizations. Mr. D. Mark Smith, an Associate from Booz, Allen, Hamilton and current Chairman of the Board for the SPQA, will be sharing this year’s experiences and lessons learned as well as how the program can help you and your organization achieve performance excellence. Join us to find out more about the application process, being an examiner for the program, and other opportunities to get involved.

For more information on the SPQA program visit their website at:  
[www.spqa-va.org](http://www.spqa-va.org).

Mr. Smith has more than 9 years experience implementing the Malcolm Baldrige Criteria for Performance Excellence through programs such as the U.S. Coast Guard Commandant’s Quality Award (CQA) program, the U.S. Army’s Army Communities of Excellence (ACOE) program, the U.S. Senate Productivity and Quality Award for Virginia (SPQA) program and the Florida Governor’s Sterling Award (GSA) program. Mr. Smith has worked with clients in Federal Government, State and Local Governments, Manufacturing, Education, Health Care and Not-for-Profit Organizations.

Mr. Smith’s practical experience in conducting organizational assessments and site visits has helped organizations improve their overall organizational performance. Mr. Smith designed and developed a collaborative organizational assessment for the United States Coast Guard based on the Criteria for Performance Excellence. The Commandant’s Performance Challenge was eventually made mandatory for all Coast Guard Units and provided the Coast Guard with great organizational learning opportunities. Mr. Smith assisted in the design and managed the deployment plan that allowed the Coast Guard to assess 362 units in two years.

Mr. Smith is currently serving as Chairman of the Board of Directors for SPQA. He also serves as the training manager for criteria training and examiner training for the program.

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**Reservations:**

Please register by sending an email to [programs05@asq0511.org](mailto:programs05@asq0511.org) by Wednesday September 14 indicating dinner and program, or program only. Cost for dinner is \$20 per person, payable at the door. Attendance for the program only is free. Once ASQ Section 0511 commits to a specific number of dinner reservations, these meals must be paid for. If your plans change, please contact [programs05@asq0511.org](mailto:programs05@asq0511.org).

**Schedule:**

5:30pm - 6:30pm Section 0511 Board Meeting - All are welcome.  
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 Shell. The sign is green.

*Remember the 4-for-3 Plan: If you attend ASQ Section 0511 monthly dinner meetings and pay for three dinners, then your fourth dinner at one of our meetings is free!!!*

## **15. October Dinner Meeting**

The October dinner meeting will be held on Wednesday, 19 October, at the Marco Polo Restaurant in Vienna, VA. The presenter will be Vivian E. Hollifield, and her presentation will be ‘Leading From The Cubicle: How To Partially Deploy Six Sigma In Your Company’. Vivian will discuss important points of ‘leading the charge’ like:

- Leading a Six Sigma effort when you are the pioneer in your company.
- How can you lead the effort without getting swamped by those who want to follow your lead?
- Leading the division and staying motivated when the company culture does not necessarily reward being the “first.”

Ms. Hollifield is a QA Manager at CACI.

## **16. Call for Speakers!!!**

Would you or someone you know like to speak at a future ASQ meeting? We're always looking for volunteers. Be creative! Exercise your public presentation skills! Earn recertification credits! Get a free dinner! Please contact *programs05@asq0511.org*.

In addition, if anyone would like to have their name on the Region 5 speakers list, please let us know and we'll gladly submit your name to the Region for you.

## **17. Call for Volunteers!!!**

The Section has plenty of opportunities to help members accumulate accreditation points...just volunteer to serve as Chair of a Committee, a committee member, or other selected activities. For a list of opportunities or simply to find out what is required, please contact Christine Kurowski at *VolunteerCoordinator@asq0511.org*.