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

January 2006

Volume 22, Issue 3

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

Board Members for the 2005-2006 Membership Year

Executive Board Officers		
Chair	Ron Marafioti	*2005Chair@asq0511.org*
Chair-Elect	Bill Casti	*2005Chair-elect@asq0511.org*
Secretary	Yvonne Fernandez	*Secretary@asq0511.org*
Treasurer	Joe Tullington	*Treasurer05@asq0511.org*

Immediate Past Chair	Robert Zimman	*PastChair@asq0511.org*
Committee Chairs		
Arrangements	Marie Rondot	*Arrangements@asq0511.org*
Auditing	Paul Mills	*Auditing@asq0511.org*
Database/Electronic Media	Bill Casti	*E-media@asq0511.org*
Education Chair	Larry Wilkins	*Education@asq0511.org*
Examining	Bill Casti	*Examining@asq0511.org*
Finance	Jeff Parnes & Joe Tullington	*Finance@asq0511.org*
Historian	Walter Mendus	*Historian@asq0511.org*
Membership	Bill Eastham	*Membership@asq0511.org*
Newsletter Editor	Ron Marafioti	*Newsletter@asq0511.org*
Nominating	Bill Eastham	*Nominating@asq0511.org*
Placements	Robert Wilson	*Placements@asq0511.org*
Programs	Sue McArthur	*Programs@asq0511.org*
Publicity	Ron Marafioti	*Publicity@asq0511.org*
Recertifications Chair	Bill Casti	*Recertification@asq0511.org*
Section Management Plan	Roger Watts	*SMP@asq0511.org*
Special Interest Group (SIG)		
Standards (ISO9001 / BS7799)	Bill Casti	*StandardsSIG@asq0511.org*
Other Positions		
SPQA Forum Liaison	Robert Zimman	*ForumLiaison@asq0511.org*
Volunteer Coordinator	Christine Kurowski	*VolunteerCoordinator@asq0511.org*

2. Message from the ASQ President to the Member Leader Community, **December 15, 2005**

Key Themes, Short-Term and Solution Directions from Summit to Member Value—Acting on the wisdom of Member Leaders

<u>**Theme 1 – Training and Education**</u>

Positioning – There was a shared belief that ASQ could create a much more responsive system to provide the quality community with education and training. A centerpiece of

that system could be sections as training and education deliverers, and divisions and forums as knowledge generators.

Last Year's Step Forward – In fiscal year 2004-05, four training programs were developed for sections to deliver locally. These are free programs for section use.   There is an information kit in the Summit binder that lists the topics and explains how to use the programs. The topics are determined by section surveys. The programs are developed under the Education and Training Board process. DAC subject-matter experts contribute to and review the content.

This Year's Two Steps Forward - This year's plan calls for an additional 10 new training programs. Again, topics will be determined by section survey, under the supervision of the ETB and with DAC SMEs. By year's end (June 30, 2006) there will be 14 section deliverable training programs for section use.

While this work is developed and delivered the president will commission a task force of member leaders and staff to do what we really need done. We'll start with a clean slate and develop a vision and long view for our training and education efforts. Something modern, something responsive to the needs of customers and members, and something the makes the best use of ASQ's tremendous talents and capabilities. This planning will merge nicely into our business planning cycle to assure we allocate the right resources for our plan and implementation in the next fiscal year.

Theme 2 - Communication

Positioning – For years we've assumed the answer to better communication was more communication. The Summit made obvious that more isn't better and that our communication channels are not responsive to our needs.

This Year's Steps Forward –
Step #1 We are soon to start a communications audit that will catalog for us all the communications we have moving through our organization. That will be a start.
Step #2 I pledge to communicate with you at least monthly to keep you apprised of our progress on the Summit's outcomes and other issues I think you'll have an interest in.
Step #3 Understanding that top-down is not the only form of communication you're interested in, we're going to take Steve Prevette and Larry Smith up on their offer to create a Member Leader Community Discussion Board. Let's try that and see if it helps.
Step #4 Just as in training and education I'm going to commission a task force of member leaders and staff to use the results of the communication audit specific to the member leader community to map the "as-is" and then develop a "should-be" system for communications. We need to know more about your requirements; we need to know more about your preferences. Then we can begin from the ground up to fashion the multi-directional, intuitively useful system of communications that we envision will serve our needs for years to come. Again, this planning will merge with the business planning cycle to ensure we have this correctly resourced in the next fiscal year.

Theme 3 – Body of Knowledge

Positioning – Clearly ASQ's Body of Knowledge is among our greatest assets. No one has more history and more depth under one roof and no one has the subject-matter experts that ASQ can call on to create new knowledge in the field. The BoK is ASQ's engine. Making our knowledge assets of greatest practical use to the quality community is the objective of this initiative's objective.

Last Year's Steps Forward – Last year we took two big steps. The first and more visible step was the overhaul of our Web site, now designed to welcome both members and those interested in quality to ASQ's quality community in a much more content rich way. We're not done with our Web efforts but the repositioning is making a difference. Less visible, perhaps, is the amount of quality information now available to everyone. Today all of ASQ periodicals more than a year old are available to everyone. Searchable and available. Also ASQ now presents information by topic area and by level of technical experience. The "New to Quality" areas of the Web site are some of those most frequented.

This Year's Steps Forward – The Body of Knowledge major planning is already under way, being led by Christopher Bauman, ASQ managing director, who at February's board meeting will share the product of his efforts to prepare a vision of the future for the BoK. Not the content, but the vehicle to carry the content and provide it to the quality community. With the Board's feedback we will open the plan to broad review, comment, discussion, and improvement. Once again this will be timed to provide the opportunity to merge the plan into the business planning cycle to assure the right resources for the next fiscal year.

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My next communication will be on ASQ efforts and plan to reach the "executive level" audience with the message of the importance of quality and the value of quality professionals – Our Economic Case for Quality initiative that was piloted last year and is being scaled up this year.

Sincerely,

Jerry Mairani

Jerry Mairani
President

3. Education Corner by Larry Wilkins

Why Certify?

It broadens your perspective. Quality is a unique profession in that continuous improvement is its primary purpose. As we practice our profession, we can't help to see better ways of doing things. "In today's world, where quality competition is a fact of life and the need for a work force proficient in the principles and practices of quality control is a central concern of many companies, certification is a mark of excellence. It demonstrates that the certified individual has the knowledge to assure quality of products and services. Certification is an investment in your career and in the future of your employer."

Section 0511 Certification Test Results for October & December 2005

Of the 43 Section 0511 personnel who attempted to certify via testing, 30 were successful. This is a 70% pass rate and is quite good. Leading the way was Certified Quality Auditor (CQA) with 8 of 9 passing, followed by Certified Software Quality Engineer (CSQE) with 6 of 10 passing and Certified Quality Manager (CQM) with 4 of 7 passing (Certified Quality Improvement Associate scored 7 of 7). It may not be a coincidence that Section 0511 conducts CQA, CSQE and CQM test preparation courses.

Section 0511 Offers First Certified Manager of Quality / Organizational Excellence (CMQ/OE) Test Preparation Course for the March 06 CMQ/OE Test
Our section will offer CMQ/OE training on the 21st,and 28th of January and the 4th of February from 8:00am to 5:00 pm each day at the ANSER Conference Center in Shirlington, VA. Please see the Education page of the section 0511 web site for further details (http://www.asq0511.org/educ.html).

Section 0511 Offers Certified Quality Auditor (CQA) Test Preparation Course for the June 06 CQA Test. Our Section will present a training course to prepare students to take the CQA examination held June 3, 2006. The course will be presented on 12 Wednesday nights over a 14-week period, starting March 8 and continuing through May 31, 2006 (two classes will be skipped due to instructor absences). Paul Mills (703-818-4955) will be the course instructor. 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.

Applicable Quote: Learning is not compulsory... neither is survival. -- W. Edwards Deming

4. Job Opportunities

QC Manager (Northern VA) (21 Nov 05)

Job Description: QC Manager (Six Sigma Black Belt)

Client in the Northern VA area is looking for a QC Manager (Six Sigma Black Belt). The compensation for this position will be 75-85 K depending on experience.

Candidates must have proven success in identifying process improvement opportunities, and implementing necessary strategies to maximize the outcome. This could include an increased/improved capability of processes to produce services or products more efficiently and defect free, or could encompass transactional process improvements. To do this successfully, the individual will need to Identify customer needs and expectations within a given business unit or functional area, then set forth a performance measurement and data collection proem that will lead to performance improvement and customer satisfaction. The individual will be trained to utilize a continuous Improvement methodology known as Six Sigma.

SPECIFIC REQUIREMENTS:

- A university degree is required; a graduate degree would be an asset.

- A minimum of 3 years experience in an established organization successfully leading and completing projects that have required initiative, influencing and had an element of risk. Any of general process excellence, operations / manufacturing / supply chain or transactional experience would be an asset.

- Experience in other process improvement initiatives, such as TQM, Kaizen or Leon Manufacturing would be considered an asset.

- Proven Leadership skills to develop and motivate a team.

- Demonstrated ability to foster positive relationships both with and among team members.

- A strong numerical comprehension and adeptness at working with statistics, analyzing and manipulating data, and making recommendations. Strong project management skills.

- An ability to structure and organize the analyses required to prove/disprove hypotheses.

Alexander Selkirk Sr. Executive Recruiter MAC Executive Recruiters (972) 416-1212 Ext 202 Office (469) 396-3915 Cell (972) 416-1991 Fax aselkirk@macrecruiters.com www.macrecruiters.com

QA Analyst (Falls Church VA) (12 Dec 05) *Posted in November 2005*

IntelliDyne, LLC
What We do:
IntelliDyne, LLC is a rapidly growing and highly respected Falls Church, VA based consulting company. Technologies are increasingly interconnected, converged, and integrated with the people, organizations, and societies that are dependent upon them. They are part of our global IT Ecosystem and are critical to the information worker in the 21st century. *IntelliDyne* offers the IT services and solutions that improve the performance of both public and private sector organizations. **IntelliDyne** combines its superior technical expertise with a staunch commitment to customer service to offer customers a formula for

success.

Job Description: Quality Assurance Analyst

Responsibilities:

- Develop, modify, implement, and maintain Quality Assurance (QA) and Configuration Management (CM) processes, procedures, plans, audits, reports, and measures. This applies to all QA and CM contractual requirements, support for internal teams, and program-level reviews and evaluations.
- Support company-wide implementation of the Capability Maturity Model Integrated (CMMI) in the QA and CM process areas.
- Participates in the selection and analysis of program metrics
- Assures products conform to system specifications
- Conducts scheduled and ad-hoc audits/assessments based on system plans and milestones throughout the program life cycle
- Collects metrics for audits performed and sub-contract assessments completed
- Develop, teach and maintain processes in support of contract requirements for QA and CM. This includes planning, applying, auditing, measuring and reporting.
- Interface with the customer and internal teams as necessary in support of the CM process, IRBs, CCBs, etc. Maintain a positive customer service attitude and facilitate progress and standardization across organizations.

Qualifications:

Required Skills:

- Four years experience in the execution of QA and CM in a systems engineering environment. This includes web development, technology assessments, network operations, security, and hardware/software configurations for workstations, servers, and network devices.
- Experience in the implementation of a defined methodology for QA and CM, such as ISO, CMM, or CMMI, in an engineering environment. • QA and CM supporting education (certification, professional development, etc.).

Degree: • Bachelors

Experience: • 4+ years

Desired Skills:

- CM, CMMI, Auditing, ISO 9001:2000, Performance/Process Metrics, Problem Solving Skills (IDEAL, Six Sigma, etc.)

Additional Information:

Tony Ingelido, 703-824-3133 or Tingelido@intellidyne-llc.com

IntelliDyne offers a competitive salary and a full benefits package that includes full company paid employee medical and dental plan, company matching 401K, company paid Life and Short/Long Term Disability Insurance, tuition assistance, and paid vacation and medical leave. Note that there is no relocation assistance offered with this opening. **IntelliDyne is an Equal Opportunity Employer.**

Six Sigma Champion, Northrop Grumman (Fairfax VA) (20 Dec 05)

Six Sigma Champion (0507572)

Provide leadership for implementation of Information & Technical Solutions Division's Six Sigma Program. Work closely with Division Director of Mission Assurance to ensure alignment of Six Sigma program with related on-going Quality and Process Improvement initiatives and business needs. Serve as an internal consultant to division leadership on Six Sigma program strategy and alignment with organizational strategic and tactical goals, monitor/measure project/division performance against established goals, assist division's operations and programs in identifying Six Sigma opportunities, establish processes for effective division-wide Six Sigma program implementation and performance reporting, and interface with external customers to increase program awareness and value. Work closely with division Master Black Belt to support Black Belt success, Six Sigma project selection and approval, and project completion reviews, strategic program issues, sector information systems, and cross-sector project opportunities. Must be able to drive change, operate strategically, lead cross-functional and cross-organizational teams, and build relationships at all levels of the organization including senior leaders. This position works closely with members of the Six Sigma Program Office, CMMI Project Office, Division/Staff Champions, senior management, Black Belts, Money Belts, and others as necessary.

Experience in the following areas is required:

- Bachelor's degree in a technical/engineering field and at least 11-14 years of experience
- Must be a certified Black Belt (BB) with 12-18 months experience in the role and have demonstrated a thorough understanding of the Six Sigma methodology
- Technical competency with Six Sigma tools and techniques is also required.
- Strong interpersonal, communication, project management, and problem-solving skills are required.
- Required team-orientated, results driven person who can operate seamlessly between strategic and tactical business needs.
- Must be will to travel. This is a full-time position located in Fairfax, VA

Experience in the following areas is an asset:

- Ability to drive a culture of continuous improvement using innovative, success-oriented techniques.
- Experience teaching at the Green Belt level is highly desirable
- Prior experience with leading cross-functionsl or sector-level projects extremely desirable.

Final grade determination made upon qualifications and experience of candidate

For immediate consideration for this position, please apply online at
http://careers.northropgrumman.com or forward resume to Kristi.skain@ngc.com

Master Black Belt (Management) (20 Dec 05)

VSE Corporation
1345: Master Black Belt (Management Focus)
Full/Part Time: Full Time/Regular
Location: HUNTINGTON VIRGINIA

Master Black Belt (Management/Technical Focus)

This opening is for an experienced Lean Six Sigma Master Black Belt in the Management Sciences Division of VSE Corporation. The position will be focused upon the design, development and deployment of Lean Six Sigma programs in Government executive, administrative and transactional business environments. The position provides Training and consulting for the Design, Development, and Implementation, of Lean Six Sigma in government organizations. This position will be assigned to provide on-site support for various military clients.
Duties:
The successful candidates will have a broad range of responsibilities; present training and lead workshops for Lean Six Sigma, provide project consulting services for Green Belt and Black Belt candidates and perform process analysis and optimization. These duties will be primarily executed at the client location at the Pentagon. Some travel to locations throughout the Unites States and overseas may be required.
Qualifications required:
The successful execution of theses duties will require a mature experienced individual.
The selected candidates will have:
• Master Black Belt Certification
• A Management or Technical Degree, advanced degree preferred
• Excellent platform and training skills
• Minimum of five years direct training experience
• Practitioner with MINITAB Software
• Program Level Implementation Experience
• Minimum of 10 years direct management experience in Lean Six Sigma deployment
• Proven Leadership Skills
• Capable of acquiring a security clearance
• Excellent communication skills
• US Government or Military Experience preferred but not required
Apply online: http://www.vsecorp.com/careers/index.html
Contact: djbowser@vsecorp.com

ASQ Quality Technician (PDF) (20 Dec 05)

VSE Corporation

Position: Quality Technician/Safety Officer
Type of position: Full-time/regular

Position description:
Works under the supervision of Division Quality Manager and Federal Group Quality Manager.
Conducts quality control inspections as directed by quality manager in accordance with organization quality management plans.
Drawings/engineering design packages:
Perform review of drawing packages for format, mechanical and electrical design, dimensioning, specifications, etc. in accordance with DOD-D-1000, DOD STD 100, and Y14.
Identify inaccuracies, inconsistencies, errors and other items which do not satisfy the requirements of the DOD standards.
Analyze the review findings and propose corrective action necessary to satisfy the requirements of the DOD standards.
Received parts/material:
Perform inspection items received to ensure compliance with purchase specifications.
Identify inaccuracies, inconsistencies, errors and other items which do not satisfy the requirements of the DOD standards.
Prepare and distribute test and inspection quality records and reports as required.
Document and report findings in accordance with organizational quality management plans.
In-process materials:
Perform review of materials as directed to ensure compliance with drawings and specifications.
Identify inaccuracies, inconsistencies, errors and other items which do not satisfy the requirements of the parts/material.
Prepare and distribute test and inspection quality records and reports as required.
Document and report findings in accordance with organizational quality management plans.
Finished parts/material/items to be shipped to customer:
Review applicable shipping documentation to ensure all the recorded data such as NSN, part numbers, addresses and POCs are accurate.
Actively assist managers with quality in the execution of corporate, division, and organizational processes and procedures.
Able to work well as a member of a team with little supervision. When this position is a "collateral duty" assignment within the organization, the "quality" function will take priority if a conflict occurs.

Qualifications required:
Education: Must a high school graduate or equivalent.
Experience: Minimum of 3-5 years of experience in the Division product or services related processes.

Qualifications desired:

Education: BS in a technical discipline is desired with demonstrated hands-on expertise with Division products or service related process.

Possess a working knowledge of quality management system processes related to technical documentation, receiving, shipping, and in-process inspection.

Possess familiarity with Government documentation.

Possess knowledge of industrial safety and health regulations as well as safety and loss prevention program requirements and procedures.

Certificate of completion from an accredited ISO 9000 Lead Auditor training course is preferred.

Certificate of completion from an accredited OSHA compliance course.

Knowledge of hydraulic, electrical, and mechanical systems and paint application processes a plus.

Location:

3 positions in Alexandria, VA (001)

2 positions in Iraq (002)

Apply for specific location by indicating preference in your cover letter (001 or 002).

Apply online: http://www.vsecorp.com/careers/index.html

Contact: djbowser@vsecorp.com

5. **ASQ Section 0511 CQA Spring 2006 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 **June 3, 2006**. The course will be presented on 12 Wednesday nights over a 14-week period, starting March 8 and continuing through May 31, 2006 (two classes will be skipped due to instructor absences). 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 are currently evaluating various course material options. In the past, we have used the Quality Council of Indiana's CQA course materials, described at (**http://www.qualitycouncil.com**). If these are used again for this course, you will be asked to 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)

If alternate course materials are determined to offer a better value, prospective students will be informed, and the ASQ Section 0511 website posting of this announcement will be amended.

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 office telephone number is 703-351-4392, and his e-mail address is **Treasurer@asq0511.org.**

Course Registration Cut Off Date—March 1, 2006 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 vendor.

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 $360 for a non-member exam application, $210 for an ASQ member. Individual ASQ membership is $119.00, (but is not required for the course), and the membership application form is at **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. 18th Annual Quality Management Conference, 2-3 March

The 18th Annual Quality Management Conference will be held in Irvine, CA on 2-3 (Thursday and Friday) March. The focus of this Conference is "**Quality Drives Economic Value**". This will be a great conference at a great location, Orange County California. You will find this great conference surrounded with a vast array of courses, networking opportunities, and events. Details can be found on http://www.asq.org/qm/conferences/index.html.

The ASQ Certified Manager of Quality/Organizational Excellence, Certified Quality Engineer, Certified Quality Auditor, Certified Quality Improvement Associate, and Certified Six Sigma Black Belt examinations will be held Saturday morning, March 4. Pre-conference certification refresher courses will be offered.

Attendees will receive two Recertification Units for the two-day conference. Course attendees will receive one Recertification Unit for each course-day (e.g., two units for a two-day course).

7. 15th Annual Service Quality Conference, 18-19 September

Do you have a service success to share, a story to tell?

Think about attending the 2-day Annual Service Quality Conference on 18/19 September 2006 at the Renaissance Las Vegas Hotel in Las Vegas, NV. The ASQ Service Quality Division produces this conference every year to bring the hottest topics in service quality to its members and the larger community. Each year the topics are varied, and we consider the quality of the presentations to be the jewel of this conference. **If you have a success story, such as introducing new Baldrige, Six Sigma or ISO techniques, or have revolutionized service in your organization, ASQ wants to hear from you!**

Approximately 150-200 attendees will have the opportunity to attend your presentation as one of their options during the conference. Your ability to give a clear, enticing description here will determine how many of them will attend your session.

Hot topics the Division seeks papers on include, but are not limited to:
• Sarbanes-Oxley Law
• Process Improvement
• Voice of the Customer
• Customer Service
• Lean Six Sigma in Service.

Implementation of major organizational changes and success stories in service quality are always popular with attendees.

Get your success story together. See Web site: http://www.asq.org/conferences/call-for-papers/sqd-call-for-presenters.pdf . **Submission Deadline is January 15, 2006.**

8. 33rd Annual Delaware Quality Conference: Superior Results: The Return on Investing in Quality, 13-14 March

The 33rd Annual Delaware Quality Conference will be held in the John M. Clayton Hall, University of Delaware, Newark, DE on 13-14 March (Monday-Tuesday) 2006. The topic is *Superior Results: The Return on Investing in Quality.*

What return on investment (ROI) should you expect from putting valuable time and resources into a management system that focuses on performance excellence? You should expect improved performance as gauged by real world measures such as higher profits, a bigger market share, increased customer satisfaction, better employee retention, and cost savings.

Learn how successful companies and organizations in manufacturing, service, health care, and the public sector use the Baldrige National Quality Award Criteria, Six Sigma, Lean methodologies, ISO, and other management strategies to achieve dramatic and positive business results.

Conference Highlights

- Keynote address by ASQ President Jerry J. Mairani--the bottom-line impact of quality
- Jerry R. Goolsby, Hilton/Baldrige Eminent Scholar, Loyola University--mastering customer expectations for success
- Edward Kelchner of Bank of America--maintaining quality in a merger environment

Twelve breakout sessions exploring practical application of standards, Six Sigma, Lean Manufacturing, Balanced Scorecard, and the Malcolm Baldrige National Quality Award Criteria

Tuesday Workshop Highlights

- ASQ Section Leadership Workshop, free to ASQ members
- Full-day workshops on team effectiveness and Lean Manufacturing
- Half-day workshops on root cause analysis, Six Sigma, and using the Baldrige Criteria to drive process improvements in your organization

This Conference is presented by the **American Society for Quality, Delaware Section**; the **Division of Professional and Continuing Studies**, University of Delaware; and the **Delaware Alliance for Excellence**, administrators of the Delaware Quality Award. The

Delaware Quality Conference is **the place** to learn from the experts and to network with your peers to find real world solutions to real world problems.

For more information about the Delaware Quality Conference or to be added to this year's conference mailing list, call 302/571-5239 or write to **corradin@udel.edu**.

The Delaware Quality Award Banquet will be held as part of the conference on Monday, March 13, 5:00-7:30 p.m. This Banquet will recognize the 2004 recipients of the Delaware Quality Award in honor of W. L. (Bill) Gore, as well as the examiners, judges, Executive Council members, and staff that made the program a success.

NOTE: There has also been some discussion of a Region 5 Quality Conference this year. We will let you know as soon as more plans are released on this initiative.

9. January Dinner Meeting - ASQ Northern VA Social Night

Instead of a speaker for our January meeting, the Board and Committees of the Northern Virginia ASQ Section are hosting a free Social Night for our members. This event will be held on Wednesday, January 18, 2006 at the Marco Polo Restaurant in Vienna, VA.

We'll have munchies and soft drinks (bar drinks available at your cost). We'll talk to you about issues we see in the chapter, and we hope you'll give us more info on the kinds of things you'd like to see the chapter do that we don't currently do, the kinds of things you'd like us to stop doing, and whatever will help you to get more of value out of your membership in the chapter.

Please register to attend (last-minute "drop-ins" welcome, too!)...no charge involved...just so that we'll have a ballpark idea of how much finger food to order.

We look forward to seeing the majority of the 700+ Northern VA ASQ chapter members on Wednesday, 18 January. Happy New Year!

Reservations:
Register by sending an email to Programs05@asq0511.org by Wednesday, January 11th. There is no cost to attend this social, but if your plans change and you can no longer join us, please let us know you will not be coming at 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 Food!
8:00pm - 9:00pm Section Business & Discussions

Our monthly meetings are always open to the general public as well as to all members.

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.

10. February Dinner Meeting

The agenda for this meeting is still being worked on, but we will have a meeting on 15 February 2006 at the Marco Polo Restaurant at 245 Maple Avenue, Vienna, VA.

11. 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.

12. 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*.