



Northern Virginia Section 0511



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

March 2006

Volume 22, Issue 4

List of Contents:

1. Board Members, Committee and SIG Chairs
2. ASQ's 60th Anniversary
3. Education Corner
4. Job Opportunities
5. DC Science Fair Needs Judges, 18 March
6. ASQ Offers Two New Virtual Courses
7. RABQSA Recognizes ASQ Certified Quality Auditors (CQA)
8. 15th Annual Service Quality Conference, 18-19 September
9. 33rd Annual Delaware Quality Conference: Superior Results: The Return on Investing in Quality, 13-14 March
10. March Dinner Meeting
11. April Dinner Meeting
12. Call for Speakers!!!
13. Call for Volunteers!!!

Contents:

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

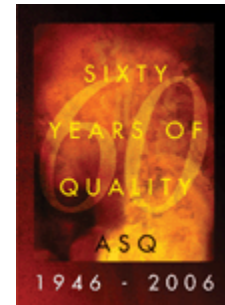
Board Members for the 2005-2006 Membership Year

| <i>Executive Board Officers</i> | | |
|---------------------------------|------------------|--|
| 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 |
| <i>Committee Chairs</i> | | |
| 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 |
| <i>Special Interest Group (SIG)</i> | | |
| Standards (ISO9001 / BS7799) | Bill Casti | StandardsSIG@asq0511.org |
| <i>Other Positions</i> | | |
| SPQA Forum Liaison | Robert Zimman | ForumLiaison@asq0511.org |
| Volunteer Coordinator | Christine Kurowski | VolunteerCoordinator@asq0511.org |

2. ASQ's 60th Anniversary

2006 is the 60th year that ASQ has been serving business, education, health care and non-for-profits succeed in their work and related environments. In preparation for the World Conference (1-3 May in Milwaukee, WI), here is the press release that ASQ offered to commemorate this milestone anniversary:



“Transforming the Face of Quality
ASQ Celebrates 60; Embraces Future at 2006 World Conference

Milwaukee, Wisconsin, February 20, 2006 – The drive for improvement and results is accelerating—in business, in communities, even in people’s everyday lives. Delivering the knowledge, information, membership experience and expertise of quality improvement to business, industry and individuals worldwide is the focus of the American Society for Quality (ASQ) the world’s leading authority on quality, which marks its 60th anniversary this month.

As one of the world’s largest professional organizations, ASQ members – quality management professionals and practitioners – represent all business and economic sectors around the world. From the Society’s historic base in U.S. manufacturing, it has long since expanded its expertise to help quality tools and technologies be applied in education and student achievement, all the services industries, healthcare, nonprofits and government.

Quality professionals from all of these industries will travel the globe to learn, share ideas and network at the 2006 *World Conference on Quality and Improvement*, which takes place on May 1-3, at the Midwest Airlines Center in Milwaukee, Wisconsin. This year’s conference celebrates achievements of the past 60 years while embracing the future of quality. In addition to industry-specific sessions, highlights will include:

- *Findings from ASQ’s new Futures Study* - looking ahead at the key forces that will shape the future of quality during the next decade.
- *Inspiring keynote speakers: Sister Mary Jean Ryan*, President/CEO of SSM Health Care, one of the largest Catholic healthcare systems in the United States and recognized by *Modern Healthcare* as one of 25 top women in healthcare; *General Benjamin S. Griffin*, Commander, U.S. Army Material Command and *Professor Bernard Amadei*, Founding President of Engineers Without Borders-USA and Professor of Civil Engineering at the University of Colorado-Boulder; *James McCaslin*, President/CEO, Harley-Davidson, Inc.
- *International Team Excellence Live Competition* – The only process of its kind in the U.S., since 1985 over 700 teams from the United States and throughout the world have gathered at the Conference to compete for top honors in quality improvement.

- *Executive Roundtable* – For the first time, ASQ will host an *invitation-only* event for business leaders to share stories and discuss issues from outsourcing and the energy crisis to work force development and leadership. Roundtable speakers include Kevin Jones, Vice President of Quality, Lockheed Martin and James McCaslin, President/CEO, Harley-Davidson, Inc.

In addition to the World Conference, ASQ will celebrate its 60 th anniversary with a number of grassroots initiatives for its members including recognition programs for current members of five years or more; discounted rates on select training tools, special feature articles in ASQ publications and an anniversary Web site that will feature a historical timeline of quality, anniversary blog and other special content via www.asq.org/60.

“As we celebrate a special time in our remarkable history, we look forward to welcoming others into our journey toward the future,” said Jerry Mairani, ASQ president. “By making quality a global priority, organizational imperative and personal ethic, ASQ becomes the community of choice for everyone who seeks quality concepts, technology and tools to improve themselves and their world.”

With more than 90,000 individual and organizational members, the Society truly is building a world-wide quality community having worked with such reputable and well-known companies as Alcoa, Harley-Davidson, Boeing and Sun Microsystems, as well as China-based Huawei Technologies Co. Ltd., to advance learning and quality improvement.

“The expertise and knowledge exchange that ASQ has provided during our relationship has made a major impact on our journey to excellence,” said Kevin Jones, Vice President of Quality for Lockheed Martin. “Not only has it resulted in improved business performance but it has led to an all-around better workplace.” Lockheed Martin Missiles and Fire Control business unit is an organizational member of ASQ. This membership provides its 10,000 employees with full access to ASQ global community and resources, including quality tools and technologies customized to meet the company's specific needs.

As a champion of the quality movement, ASQ offers technologies, concepts, tools, and training to quality professionals, quality practitioners, and everyday consumers, encouraging all to Make Good Great™. ASQ members have informed and advised the U.S Congress, government agencies and state legislatures on quality-related topics. The Society has been the sole administrator of the prestigious Malcolm Baldrige National Quality Award since 1991. Headquartered in Milwaukee, Wisconsin, for the past 50 years, the 60-year-old organization is a founding partner of the American Customer Satisfaction Index (ACSI), a prominent quarterly economic indicator, and also produces the Quarterly Quality Report, which measures customer perceptions of the quality and reliability of products and services.”



3. Education Corner by Larry Wilkins

SO YOU WANT TO CERTIFY!!

Currently, ASQ offers Certifications in the following areas:

- Biomedical Auditor - CBA
- Calibration Technician - CCT
- HACCP Auditor - CHA
- Manager of Quality/Organizational Excellence - CMQ/OE
- Mechanical Inspector - CMI
- Quality Auditor - CQA
- Quality Engineer - CQE
- Quality Improvement Associate - CQIA
- Quality Process Analyst - CQPA
- Quality Technician - CQT
- Reliability Engineer - CRE
- Six Sigma Black Belt - SSBB
- Six Sigma Green Belt - SSGB
- Software Quality Engineer – CSQE

Everyone knows that effective test preparation is the key to passing the test and achieving certification. But how does one go about properly preparing for the test? Section 0511 offers certification test preparation courses for three of the above areas; CMQ/OE, CQA and CSQE. These courses are normally scheduled to occur just prior to the exam dates for each of these disciplines. The benefits of being taught by an instructor certified in the discipline along with being a member of a group of students all striving to meet the same goal is, in my opinion, the best way to prepare for a certification test. But what about the areas for which Section 0511 does not have test preparation courses? How does one prepare for those? My advice to you is to look first at the Certification Primers that the Quality Council of Indiana (<http://www.qualitycouncil.com/>) has to offer. They currently have primers for the CQA, CSQE, CRE, CCT, CQE, CQT, CMI, CMQ/OE, CQIA, CSSBB, and CQPA. They do not have primers for CBA, SSGB, and CHA. In addition, they have other helpful media such as electronic exams (practice tests) and solution texts. Section 0511 uses the CSQE, CQA and CMQ/OE Primers in the courses that we teach. These study materials are specifically geared to help you pass the certification test. If this is not sufficient, or the Quality Council of Indiana does not have the primer you need, you can go to the ASQ certification page at <http://www.asq.org/certification/index.html>. Clicking on the certification you desire will take you to a page on that discipline. There will be a link on that page entitled “2. Prepare for the exam”. Clicking on this link will take you to a page that will show you what training is available from ASQ and what books and other references are available to help you study for the test. Training can include web based training, classroom training at a predetermined site, study guides, etc.

A wealth of assistance is out there to help you pass the test and achieve certification. In our section, ASQ National and the Quality Council of Indiana there is all of the necessary

courses, primers, electronic tests, and reference material to help any disciplined student achieve a passing score.

Good luck!

Education Quote for the day: Learning is not attained by chance, it must be sought for with ardor and attended to with diligence. *Abigail Adams, 1780*

4. Job Opportunities

For new job postings, to post new available positions, to review resumes, or to post resumes, please visit <http://www.asq0511.org/Jobs/jobs.html>.

5. DC Science Fair Needs Judges, 18 March

The 2006 City-Wide DC Mathematics, Science & Technology Fair will be held 17-19 March, and the Event needs additional category Judges for 18 March. The National Capital Chapter of the Institute of Industrial Engineers (IDE) provides Judges every year for this event, but the demand for Judges has exceeded their capability this year to satisfy all needs. This is an excellent opportunity for our Section to support a deserving local need with other professionals. Here is an email that was sent to IDE about 2 weeks ago:

“Dear Volunteer Judges:

With about 3 weeks to go for the City-Wide DC Mathematics, Science & Technology Fair, we are still in dire need of judges. We would like to have at least 150 registered judges (about 10 per category). We need judges in all categories, but most especially in Botany, Behavioral Science, Microbiology, Computer Science & Space Science. We request all Special Judges to additionally volunteer as Category Judges. Please visit www.dcscifair.org to register as a Category Judge.

If you require any additional information, please contact our office.
Thank you for your continued support of the DC Science Fair.

Ms. Swati Ramadorai
Prog. Asst.
Ph: 301.319.9259
E-mail: SR2@na.amedd.army.mil “

Please visit www.dcscifair.org and register as a Category Judge for the DC Science Fair. We recognize that everyone is very busy with work and Family, but this opportunity offers an excellent chance to give something back to our community and to partner with another local professional society.

6. ASQ Offers Two New Virtual Courses

ASQ announces the arrival of two new virtual courses *developed specifically for the Service market*. These courses provide the same expert instructors, course materials, and ability to earn CEUs (and ASQ RUs) as our traditional educational courses.

In short, we bring you the training you need, without the complications of scheduling and travel.

Measuring & Managing Customer Satisfaction and Loyalty - 2-Day Virtual Course

Drive bottom-line business results by increasing customer satisfaction and retention. Get fast and actionable customer information. Use customer input to support effective product development and improvement objectives. This two-day virtual course will help guide you in how to establish an effective customer satisfaction measurement system for your organization. In particular, you will learn:

- How to design customer surveys that provide "actionable" feedback
- How to actually link measures of customer satisfaction, value, and loyalty to other organizational and marketplace performance measures
- How to apply a time-tested four-step process for measuring and managing customer satisfaction and retention
- How to use the customer satisfaction methods and processes that have been proven to create long-term customer value and improve business performance in the world's leading organizations.

For details, go to <http://www.asq.org/courses/measuring-customer-satisfaction-vc.html>.

Quality Methods for the Service Industry - 2-Day Virtual Course

This course was designed for service industry and public sector professionals (and manufacturing quality professionals whose career focus has shifted from the manufacturing sector to the service sector) interested in the application of quality improvement principles and methodologies to dramatically improve an organization's service functions. In particular, you will learn:

- The key terms, concepts, and organizational cultures that are customary within the service sector
- Key service processes where quality improvement can have a dramatic impact, such as: measures, process types, process controls, human resource practices, controlling intangibles, and transactional quality assurance
- How to apply quality systems and continuous quality improvement (CQI) in multiple functional areas of a service organization.

For details, go to <http://www.asq.org/courses/quality-methods-service-vc.html>.

Don't wait! Sign up today! Each virtual course is limited to 15 attendees.

7. RABQSA Recognizes ASQ Certified Quality Auditors (CQA)

The American Society for Quality (ASQ) recently published the results of a recent decision by the RAB (Registrar Accreditation Board) to recognize ASC-certified quality auditors. The formal message from ASQ was sent as an email on 24 February and reads:

“To: All ASQ Certified Quality Auditors

From: Sally M. Harthun, Manager of Certification Offerings

Recently, RABQSA has formally recognized the ASQ Certified Quality Auditor (CQA) as meeting specific competency requirements under the RABQSA Accredited Quality Management System Auditor Scheme. Following successful completion of the evaluation process, CQAs will receive RABQSA International Provisional QMS Auditor certification.

What does that mean for you? As an ASQ CQA, this provides you with an opportunity to expand your career development to include ISO audits, at very little expense. It also provides an additional career pathway to consider. The QMS Auditor certification scheme has been developed by industry, providing confidence in your ability to meet their needs and add value.

The RABQSA Provisional QMS Auditor certification can be yours after the completion of 3 easy steps! For more information, please click on the following link:

<http://www.rabqsa.com/news.shtml>

For further information regarding RABQSA Personnel and Training Certification and further details on the CQA strategic initiative, please contact Monique Inman at minman@rabqsa.com or at +1-414-272-3937.”

The advertised benefits of achieving an RABQSA certifications are:

- Your certification is recognized internationally as our certification schemes are developed in compliance to the International Standard ISO/IEC17024:2003.
- The QMS Auditor Certification scheme has been developed by industry, providing confidence in your ability to meet their needs and add value.
- Many industries now demand or recognize RABQSA certification as a prerequisite for successful employment or contracts, making your certification the preferred choice.
- Your certification has been developed with your career development in mind, allowing you to use your certification to plan and achieve your employment goals.

8. 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.**

9. 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.

10. March Dinner Meeting, 15 March

The next Section dinner meeting will be held on Wednesday, 15 March 2006 at the Marco Polo Restaurant in Vienna, VA.

The presentation will be "An Interactive Comparison of Auditor Training Courses" presented by Mr. Paul Mills, who presently is the Auditing Chair for our Section.

Audience participation on quiz questions and member input regarding various aspects of the ASQ and Quality Council of Indiana CQA courses will help make this an entertaining and educational evening.

Mr. 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, and is certified by ASQ for Quality Manager, Quality Auditor (including HACCP for Food Safety), and Software Quality Engineer. Mr. Mills currently provides consulting and training support at Computer Sciences Corporation in software quality assurance, data management, and environmental investigations. He has been an instructor for the ASQ Section 0511's Certified Quality Auditor Examination preparation course for 4 years.

We look forward to seeing the majority of the 700+ Northern VA ASQ chapter members at this meeting!

Reservations:

Please register by sending an email to programs05@asq0511.org 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.

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.

11. April Meeting – 19 April

The April Section dinner meeting will be held on Wednesday, 19 April 2006 at the Marco Polo Restaurant in Vienna, VA. We are still actively soliciting a presenter for this event.

12. 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.

13. 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*.