



Northern Virginia

Section 0511



Newsletter

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

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Message from the Chair

Larry Wilkins, Chair, Northern Virginia Section 0511

These are exciting times for ASQ. The Society is taking on many new issues and improving its own processes to better serve its members. Recently ASQ opened an office in Mexico, continuing its trend to become a truly international organization. The Society is tackling the difficult issue of Social Responsibility and is developing the Learning Institute to better serve our members' education needs. Our Section is trying to keep abreast of these developments by scheduling speakers from ASQ National to tell us about these new developments. At

our August meeting, Robert Watters, the Director of the ASQ Learning Institute discussed how the Learning Institute could benefit our members. At future meetings we hope to bring other speakers from ASQ National to discuss ASQ's Social Responsibility effort, Future of Quality Study and other issues. We welcome your input to what you would like to see presented at our monthly meetings. Please contact the Programs Chair or me via e-mail with your suggestions. Thank you for your continued membership in section 0511 and have a great quality day!

Audit Committee Report

*Paul Mills, Audit Committee Chair,
Northern Virginia Section 0511*

The Section 0511 Audit Committee completed its review of the 2008-2009 financial records of the Section. The Committee's opinion is that the books accurately reflect the Section's transactions and financial status through that year, and sets up the 2009-2010 year with a complete set of accurate records. The Committee made several suggestions for improvements that were taken under advisement by the Board. The use of electronic banking has made it easier for the Treasurer to conduct transactions, and easier for the Committee members to trace each transaction to the receipts, invoices, payments, and reconciliations. Getting the Audit Committee's report in to ASQ Headquarters, as well as other documentation, by August 15 helps qualify the new Chairman for quality awards during his tenure. Thanks to the Audit Committee members for their work - Christine Kurowski, Hilary Benoit, and Paul Mills.

Exam Proctor Report

*Mike Coleman, Proctor Chair, Northern
Virginia Section 0511*

Section 0511 will conduct ASQ certification examinations on October 17, 2009 at the Manassas Campus of the Northern Virginia Community College (NVCC). All examinations will begin promptly at 8:00 a.m. Examinees should arrive no later than 7:30 a.m. Currently 33 persons have registered to take the examinations.

Section 0511 will conduct ASQ certification examinations again on December 5, 2009. The exam application deadline for those certifications is October 16, 2009, with a

late application deadline of October 21, 2009.

For more information, visit
<http://www.asq.org>.

Invitation to the Virginia Forum for Excellence

*Mary S. Turner, Past Chair, ASQ Richmond
Section 1104*

The Senate Productivity and Quality Award (SPQA) for Virginia will sponsor the annual Virginia Forum for Excellence on October 6-7, 2009. The "Virginia Forum for Excellence" is a 2-day conference with workshops and educational sessions. The theme this year is "Thriving in the Midst of a Storm" with nationally known speakers. The event will take place in Richmond, Virginia at the Holiday Inn Select - Koger Conference Center. ASQ Members receive a \$50 discount on registration. Use code ASQ2009. For more information and to register, go to www.spqa-va.org.

There will also be a recognition ceremony for recipients of the 2009 State Quality Award. The Senate and Productivity Quality Award (SPQA) for Virginia is Virginia's Baldrige-based state quality award program. ASQ administers part of the Malcolm Baldrige National Quality Program, and has been supportive of the state quality programs, encouraging collaboration. For the past 2-3 years, Richmond Section 1104's Quality Management Plan has included an objective in support of the SPQA Program, including distributing information about their annual educational event, the Virginia Forum for Excellence. This is the first year that ASQ members have been offered a \$50 discount.

The Virginia Forum for Excellence is a great networking opportunity to meet individuals interested in performance excellence. Visit with participants from the education, government, service, manufacturing, healthcare, and non-profit communities, and learn just how solutions apply to all.

Did You Miss It?

*Christine Kurowski, Newsletter Editor,
Northern Virginia Section 0511*

In case you missed a meeting or two, here's a quick synopsis of the speakers and highlights from the last few meetings. The **September** meeting featured a recap of the Call to Action on Membership Retention meeting in Milwaukee, in which Bill Eastham participated. Bill discussed statistics on members that leave ASQ and the reasons why. Our section members offered their thoughts on membership retention and ideas for engaging new members. In **August**, Robert Watters, ASQ Learning Institute Director, discussed how members can use the ASQ Learning Institute™. Robert was instrumental in the implementation of the ASQ Learning Institute, and is responsible for its continued development and implementation in the Society. The **July** member networking meeting featured a brief report on the ASQ World Conference by Section Chair, Larry Wilkins, and ample opportunities to network with fellow ASQ members and section leadership. The **June** meeting was held at the Ritz-Carlton, Pentagon City, and received rave reviews! Speakers included John Timmerman, VP of Ritz-Carlton Corporate Operations, who shared his experiences and thoughts about the quality culture at Ritz-Carlton, and John Mullins, a Baldrige Senior Examiner, who discussed the Baldrige evaluation. The presentations were integrated, complementary and

insightful to understanding how Ritz-Carlton implements world-class quality.

How to Recertify

*Robert Zimman, Certification Chair,
Northern Virginia Section 0511*

Recertification is required for most certifications every three years! This is to ensure that you maintain the same level of knowledge demonstrated in your first exam. ASQ provides the following two ways to recertify:

- [Recertification Unit \(RU\) Credits](#): Obtain a minimum of 18 recertification units during your three-year certification period.
- [Examination](#): Sit for the exam. (Required if your certification expired and is past the six-month grace period.)

Recertify By Recertification Unit Credits

To recertify by recertification unit credits you must obtain 18 recertification units (RUs) within your three-year certification period. You can accumulate credits from professional activities that increase your understanding of the Body of Knowledge or enhance your job.

1. **Review the Recertification Journal/Application.**
You may document your activities in your [Recertification Journal/Application](#). (Note specific instructions on [how to fill out the journal/application](#).)
2. **Earn Recertification Units.**
Recertification units can be earned for many different activities. If you are employed full-time for the entire three-year period you can claim 10.8 RUs of the 18 RUs needed. You

can earn additional RUs by attending meetings, professional development, teaching, taking a course, etc. (Review a list of [activities and the recertification units associated with each.](#))

3. **Submit Your Completed Journal/Application or Recertification Application.**

You may mail or drop off your recertification packet, including supporting documentation and payment, using the following address:

Robert Zimman
10704 Midsummer Drive
Reston, VA 20191

Please DO NOT send by any means that requires a delivery signature. Your recertification journal processing will be delayed if a delivery signature or post office pickup is required. Be sure to retain copies.

Payment by credit card expedites processing! If you pay by credit card, the recertification can be processed and forwarded to ASQ Headquarters electronically. If you pay by check the recertification must be sent by mail to ASQ Headquarters and may take significantly longer.

Your Completed Journal/Application or Recertification Application must be received by the end of the six-month grace period following the expiration of your certification.

Recertifying in this manner can result in a substantial savings in both time and money. Recertifying by exam costs from \$100 to \$220 per examination as well as the time to study for and take each exam. Recertifying

by RUs costs only \$30 for one certification and only \$50 for two or more certifications.

Recertify by Exam

You may opt to sit for the exam rather than earn recertification units. Recertification by exam is REQUIRED for those whose certification(s) have expired and are past the six-month grace period for submitting the recertification journal/application and documentation.

Application—Fill out the special [Recertification by Exam Application](#). Each certification has exams twice a year. There are also special exam dates. Review a complete list of [exam dates and application deadlines](#). You are allowed up to one year before and after your certification expiration date(s) **just** to recertify by exam.

If you pass the exam you will be issued a new card and certificate with the same certification number as before.

If you don't pass the recertification by exam, you will be decertified and will need to certify by exam as a new applicant. If you choose to certify as a new applicant and pass, you will receive an entirely new certification number, along with a new card and certificate and new three-year recertification start date.

EDUCATION CORNER

Larry Wilkins, Education Committee Chair,
Northern Virginia Section 0511



What sculpture is to a block of marble; education is to a human soul. -Joseph Addison, essayist and poet (1672-1719)

Featured ASQ Reference Resource: Do you know what Jidohka means? How about “Instant Pudding” (as a quality term!)? You would if you knew that ASQ has a handy glossary of quality terms located on its web site. Just click on <http://www.asq.org/glossary/> to find the definitions of over 600 quality terms and phrases. Now you will finally be able to answer that nagging question: “What is a Quincunx?”

Training Tip: Do you need to get a certification or just want to learn more about a particular area of Quality but don’t know where to find the materials or courses to help you? If so, ASQ has a page that lists training and reference materials that you can use to get smart on any of the ASQ Bodies of Knowledge. Just click on the link: <http://www.asq.org/certification/>. When you get to that page, scroll down and select the link for the BOK that you are interested in. On the page that comes up, select the link labeled “2. Prepare for the exam”. That link will take you to a page with a listing of training courses and books and materials that can provide you with the ability to

increase your knowledge or prepare you for a certification exam.

Prepare for ASQ Certification

ASQ launched three new Web-based certification preparation programs to help you prepare for the ASQ Certified Quality Auditor, Certified Biomedical Auditor, or Certified HACCP Auditor exams by identifying your strengths as well as your additional areas of study. These programs provide enough questions for at least three completely unique exams. After answering each question, you will receive an explanation and the correct answer. Once you have completed the program, you will receive a graphical summary of your scores. For more information, please visit:

- [Certified Quality Auditor Question Bank](#)
- [Certified Biomedical Auditor Question Bank](#)
- [Certified HACCP Auditor Question Bank](#)

PMILLS3@VERIZON.NET

VOLUNTEERS SOUGHT:

Education Volunteer: – In the past, the Section 0511 Education Chair has been concerned with providing training for section members who are trying to prepare for a certification exam. The section would like to expand our education role by moving into the Quality Education arena. We are looking for people who work in the Education field (any level, public/private, teacher or administrator) who would like to assist the section in providing liaison to local schools, setting up and running an Education Special Interest Group, etc. Qualified candidates should have a certification in one of the following areas:

CMQ/OE, Quality Auditor, Six Sigma Black Belt, or Quality Improvement Associate. The level of participation is entirely voluntary. As always, participation as a committee member earns recertification points. Please contact the Education chair at education08@asq0511.org

Certification Exam Preparation Course

Instructors: The section is looking to expand its certification exam preparation course selection. If you would like to be a lead instructor for a new offering or be an assistant instructor in an existing offering, please contact the education chair at education08@asq0511.org

Instructor qualifications include a certification in the BOK you desire to instruct, several years of on the job experience in that field, and experience as an instructor/teacher. Instructors receive recertification units for teaching as well as a small stipend.

Venues for Certification Course: Section 0511 is constantly looking for a classroom facility to conduct our Certification Preparation Courses in. If you are planning to take one of our courses and have a facility that you provide for the course, please contact the specific instructor or the education chair at education08@asq0511.org

ASQ Learning Institute:

In October 2005, the need to create a unified vision for how ASQ carries out its education and training emerged from a Member Leader Summit. The previous system, where HQ, sections, divisions, and forums all operated independently, lacked standardization and failed to maximize ASQ's talents and capabilities. As a result, the ASQ Learning Institute was developed and approved by the ASQ Board of Directors. It was determined that ASQ

would start with a clean slate and develop a vision and long view for its training and education efforts. It needed to be modern, something responsive to the needs of customers and members, and something that makes the best use of ASQ's tremendous talents and capabilities.

<http://www.asq.org/learninginstitute/>

Tools of the ASQ Learning Institute™

Cynthia Nazario, CQIA, Administrator, ASQ Community Development

These tools are now available to Full, Senior, Honorary, and Fellow members:

- **ASQ Course (Learning) Catalog** - Compiles a list of available training, including instructor-led, online, and document-based training. Allows users to browse and locate catalogs very quickly by subject areas or calendar date.
- **ASQ Learning Institute™ Calendar** - Provides a clear view of all the professional development opportunities over an 18-month period. The calendar allows users to view upcoming learning offerings that include all courses, seminars, and conferences in multiple modalities.
- **Learning History** - Displays the entire history of learning events for a learner-including components assigned and completed. The learning history can be thought of as the learner's "transcript."
- **Competency Assessment** - Provides a structured list of knowledge, skills, and abilities that serves as a foundation for users to map the level of competencies needed for various job functions.
- **Career Planner** - The Career Planner helps you manage your career by mapping your future career path and assessing the difference between your current abilities and the abilities (called competencies) required for the job to which you ultimately aspire to.

- **Learning Plans** - This personalized plan provides a detailed description of user activities to help learners achieve their education goals. The learning plan can be thought of as the "to do" list.

Visit the ASQ Learning Institute™ at: <http://www.asq.org/learninginstitute/> and set up your profile now!
ASQ Learning Institute™ - Anywhere, Everywhere. It's All About You.

VAHQ Education Conference

Mary S. Turner, Past Chair, ASQ Richmond Section 1104

The Virginia Association for Healthcare Quality (VAHQ) is holding their Annual Educational Conference in Fredericksburg, VA this year on October 15-16. Additionally, the VAHQ is hosting a 1½ day CPHQ Preparation Course (Certified Professional in Healthcare Quality), immediately prior to the conference on October 13-14. Both events will be at the Fredericksburg Hospitality House and Convention Center. The conference is approved for 9.75 CEUs and the CPHQ Preparation Course is approved for 11.25 CEUs. For more information or to register, go to <http://www.vahq.org/>.

Board Members, Committee and SIG Chairs

ASQ Northern Virginia Section 0511

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