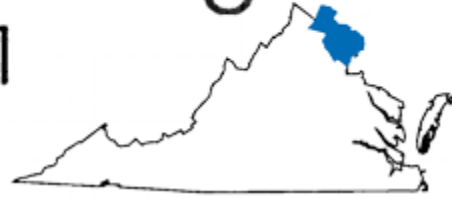




# Northern Virginia Section 0511



## Newsletter

March 2010

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

### Table of Contents

Message from the Chair .....	1
Nominations Open for 2010-2011 Section Officers .....	2
Exam Proctor Report.....	2
Certified Quality Auditor Exam Prep Course.....	2
Lean Six Sigma SIG Meeting .....	3
Did You Miss It?.....	4
EDUCATION CORNER .....	5
Board Members, Committee and SIG Chairs .....	7

### Message from the Chair

*Larry Wilkins, Chair, Northern Virginia  
Section 0511*

These are exciting times for the Quality profession. The missteps by Toyota have brought into question the entire concept of quality. Was Lean Manufacturing the reason for Toyota’s problems? Or was the cause due to changes in process or execution? Most experts agree that lean was not the cause of the problem. However, as auto industry veteran engineer Frank Murdock says, “when done superficially or incompletely lean processes can get you into big trouble.” As quality professionals, we must ensure that we get the word out to others that quality concepts are alive and

well, but that they must be correctly applied and maintained if they are going to be successful. I extend an invitation to all Section 0511 members to attend our monthly meetings so that you can network with other quality professionals and discuss the intriguing question of what did go wrong at Toyota.

For information on upcoming meetings, check the Section 0511 website at <http://www.asq0511.org/Meetings/announce.html>. Please also join the Northern Virginia Section of the American Society for Quality group on LinkedIn to connect with other local quality professionals. [http://www.linkedin.com/groups?home=&gid=21215&trk=anet\\_ug\\_hm](http://www.linkedin.com/groups?home=&gid=21215&trk=anet_ug_hm)

## **Nominations Open for 2010-2011 Section Officers**

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

Each year in April, Section 0511 must elect its leadership for the coming fiscal year, which begins on July 1st. The elected members of the leadership team consist of the Section Chair, Chair-Elect, Treasurer, and Secretary. Additionally, Section 0511 has several appointed Committee Chairs who also serve on the section leadership committee. Please consider volunteering to serve in a section leadership position! It is a great way to expand your professional network, learn more about how ASQ operates, and influence the future direction of your Section. By serving in one of these positions, you can earn 1.5 Recertification Units (RUs) for each year you serve.

If you are interested in serving in a Section 0511 leadership position for the 2010-2011 fiscal years, please contact Robert Zimman, Chair of the Nominating Committee, by e-mail at [Nominating09@asq0511.org](mailto:Nominating09@asq0511.org).

## **Exam Proctor Report**

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

Certification Examinations were held at the NVCC Manassas, VA Campus on March 6, 2010. Section 0511 proctored the examinations. One person took the Certified HACCP Auditor (CHA) exam, three people took the Manager of Quality/Organizational Excellence (MGR) exam, and twenty-nine people took the Certified Six Sigma (CSS) Black Belt exam.

### **Thank You!**

We would like to thank those members who volunteered to proctor the certification

examinations on March 6, 2010. They were Kathy Eaves, David Falletti and Hugh Klipp.

## **Exam Deadlines**

The final date for registering for the June 5, 2010 certification examinations is April 16, 2010. You can sign up late until April 21, 2010 for an extra \$50. The examinations that are available on June 5, 2010 are:

- Certified Calibration Technician (CCT)
- Certified Quality Auditor (CQA)
- Certified Quality Engineer (CQE)
- Certified Quality Improvement Associate (CQIA)
- Certified Quality Process Analyst (CQPA)
- Certified Software Quality Engineer (CSQE)
- Certified Six Sigma Green Belt (CSSGB)
- Certified Pharmaceutical GMP Professional (CPGP).

For more information on certifications, please go to the following link  
<http://www.asq.org/certification/index.html>

## **Certified Quality Auditor Exam Prep Course**

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

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.

**Course Description** - The American Society for Quality Section 0511 of Northern Virginia will present a training course to prepare students to take the national CQA examination to be held June

5, 2010. 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/certification/quality/index.html>

**Course Schedule and Location** – This is a 5-weekend accelerated course. This class will meet for 7 classroom hours each Saturday from April 24 through May 22 (no class will be held Memorial Day weekend). We are asking for a student volunteer to be the course host, providing a small conference room in the building where he/she works. Alternatively, we may hold sessions in the Telos building in Ashburn, Virginia.

**Course Materials** - We use the Quality Council of Indiana's CQA course materials, described at (<http://www.qualitycouncil.com>). You should buy directly from the Quality Council of Indiana and have the materials shipped to you. The \$65 CQI primer is required, and the \$35 solutions text to the primer's problems helps explain the questions provided at the end of each section of the primer. I strongly recommend you spend an additional \$70 for the CQA Electronic exam with 1000 practice quiz questions (good for practicing outside the classroom).

**ASQ 0511 CQA Course Tuition** - The tuition is \$275 per person, payable to ASQ Section 0511. This does not include separate applications that you will make to the ASQ National Headquarters for ASQ membership, or the ASQ examination application fee. Write a check to ASQ Section 0511 for tuition, and send the tuition check to the ASQ 0511 Section Treasurer, Joseph Tullington, 7149 Baldwin Ridge Road, Warrenton, VA 20187. (NOTE: If you previously paid for the course and would like a refresher, you are eligible to attend our webinars. Please contact the

instructor for details about your participation.)

**CQA Examination Application Fees to ASQ** - Mail a separate check or make a credit card payment to ASQ headquarters (<http://www.asq.org/certification/qualityaudit/apply.html>) to REGISTER FOR THE EXAM NO LATER THAN FRIDAY, APRIL 16, paying \$390 for a non-member exam application, \$230 for an ASQ member. Individual ASQ membership is \$129.00, (not required for the course), and the membership application form is at <http://www.asq.org/membership/join>.

IF YOU KNOW SOMEONE WHO MAY BE INTERESTED IN THIS COURSE, PLEASE CONTACT THE INSTRUCTOR, PAUL MILLS, AT [PMILLS3@VERIZON.NET](mailto:PMILLS3@VERIZON.NET)

## Lean Six Sigma SIG Meeting

*Willie T. Davis, Lean Six Sigma SIG Chair, Northern Virginia Section 0511*

The Lean Six Sigma Special Interest Group will meet on Wednesday, 31 Mar from 6:00 to 8:00 PM at Teqcorner, 1616 Anderson Road McLean, VA 22102. Mr. Greg Foster, Lean Six Sigma Master Black Belt, will speak on Systems Thinking Concepts. The key question explored with systems thinking is: *How did we (through our internal thinking, our practices, and our procedures) contribute to or create the circumstances (good or bad) we face now?* The basic concepts of how to look at organizational issues using systems thinking will be introduced, using a case study.

This event is jointly sponsored by ASQ Section 509 (MD & DC) and Section 511 (NoVA). To register for the event, go to <http://www.asq509.org/ht/d/DoSurvey/i/38891>. Registration is complimentary and ASQ membership is not required.

Light refreshments will be provided. Contact [SixSigmaSIG@asq509.org](mailto:SixSigmaSIG@asq509.org) for questions.

General information regarding the Lean Six Sigma SIG is available at <http://www.asq509.org/ht/a/GetDocumentAction/i/48931>.

## Did You Miss It?

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

In case you missed our meetings during this wild winter, here's a quick synopsis of the speakers and highlights from recent meetings.

The **January** meeting featured speaker Paul E. Borawski, CAE, Executive Director and Chief Strategic Officer, ASQ Headquarters Executive Staff. Mr. Borawski's presentation titled "ASQ's Future Study: The Forces of Change" discussed the methodology of the Future Study and the major forces identified as shaping the future of quality. These are: globalization, social responsibility, new dimensions of quality, aging population, healthcare, environmental concern and 21<sup>st</sup> century technology.



*Paul Borawski*

In **February**, Jim Davis, General Dynamics Amphibious Systems, talked about "Process Flow Diagram: The Foundation of Process Failure Mode Effects and Analysis (PFMEA)", giving many real-world examples based upon his extensive PFMEA experience.



*Jim Davis*

Check the Past Presentations link on the ASQ Section 0511 website to view an archive of presentation materials.

## Upcoming Meetings:

The **March 17<sup>th</sup>** meeting presentation offers a case study and tips for "Creatively Applying CMMI-SVC in a Very Small Consulting Firm", by Bill Smith, CEO, Leading Edge Process Consultants LLC. Mr. Smith has a rapidly growing reputation as a knowledgeable and entertaining speaker, so be sure to join us to learn more about the CMMI-SVC!

The section wants to offer presentations on topics in quality that are of interest to the membership. If there's a topic that you would like to see addressed in a meeting this year, or you know of a compelling speaker, please send your suggestions to the Programs Chair at [Programs09@asq0511.org](mailto:Programs09@asq0511.org).

## EDUCATION CORNER

Larry Wilkins, Education Committee Chair,  
Northern Virginia Section 0511



*Education is the transmission of civilization.*  
ARIEL AND WILL DURANT

### ASQ Certification

In my last column, I told you that I sat for the Six Sigma Green Belt Certification. I am happy to say that I passed my exam and was awarded the ASQ Six Sigma Green Belt Certification. My company, which does not have an active Six Sigma program or support clients with Six Sigma consultants, was nonetheless pleased at my accomplishment. I have become more of an asset to them as I could be bid on future proposals that called for Six Sigma skills. In addition, I would improve the company's ability to win proposals not calling specifically for Six Sigma skills as the Green Belt certification would make me appear as a stronger candidate. I encourage every member of Section 0511 to become active in ASQ's certification program. ASQ certifications are a discriminator that will help you when seeking employment or solidify your position in your current company.

### 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 [education09@asq0511.org](mailto:education09@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 [education09@asq0511.org](mailto:education09@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 in which to conduct our Certification Preparation Courses. If you are planning to take one of our courses and have a facility that you can provide for the course, please contact the specific instructor or the education chair at [education09@asq0511.org](mailto:education09@asq0511.org)



### **ASQ Learning Institute:**

If you have not had an opportunity to view what the Learning Institute has to offer, below is a page that is copied from the ASQ web site that shows you what the Institute has to offer:

### **My Learning**

It's all about you. Create your learning plan. Track your progress. Make adjustments. You can do it all from right here.

- **Track your training history.** Here's your entire history of learning events - including courses taken outside of the Learning Institute.
- **Work on your learning plan.** Plan your training over an extended period of time. Includes scheduled courses, courses in progress, and future courses you would like to take.
- **Plan your quality career.** Identify gaps in your knowledge and choose the appropriate training to get from where you are to where you want to be.

**Add CEUs you've earned outside of the Learning Institute.** Include additional CEUs and classes you've taken outside of the Learning Institute to create your comprehensive learning profile.

**Check out what the Learning Institute has to offer you at:**

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

## Board Members, Committee and SIG Chairs

### ASQ Northern Virginia Section 0511

Chair	Larry Wilkins	<a href="mailto:Chair09@asq0511.org">Chair09@asq0511.org</a>
Chair Elect	Bill Eastham	<a href="mailto:ChairElect09@asq0511.org">ChairElect09@asq0511.org</a>
Secretary	Yvonne Fernandez	<a href="mailto:Secretary09@asq0511.org">Secretary09@asq0511.org</a>
Treasurer	Joe Tullington	<a href="mailto:Treasurer09@asq0511.org">Treasurer09@asq0511.org</a>
Immediate Past Chair	Robert Zimman	<a href="mailto:PastChair09@asq0511.org">PastChair09@asq0511.org</a>
Arrangements	Marie Rondot	<a href="mailto:Arrangements09@asq0511.org">Arrangements09@asq0511.org</a>
Auditing	Paul Mills	<a href="mailto:Auditing09@asq0511.org">Auditing09@asq0511.org</a>
Certification & Recertifications	Robert Zimman	<a href="mailto:certification09@asq0511.org">certification09@asq0511.org</a>
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Webmaster	Jeff Parnes	<a href="mailto:Webmaster09@asq0511.org">Webmaster09@asq0511.org</a>



*Board members enjoy the February meeting*