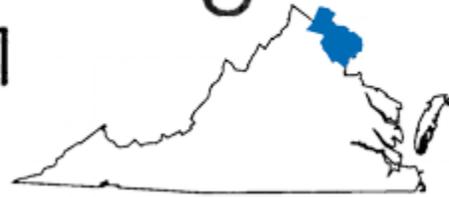




# Northern Virginia Section 0511



## Newsletter

October 2010

Volume 26, Issue 2

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

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### Message from the Chair

*Bill Eastham, Chair, Northern Virginia  
Section 0511*

Our current Board Members have supported the Section for a number of years and during that time we have tried to tackle several areas to improve the participation of the Section members in our monthly dinner/speaker meetings as well as greater participation on the Board. This year we are going to try a few new approaches to encourage active participation from our Section, which for the past 10 years has hovered close to 800 members, a good size group for the area. The Board will address

three major areas for improved Section services to the membership:

- Greater participation in the dinner meetings (speaker selection, venue and schedule),
- Greater involvement and participation on the Northern Virginia Section 0511 Board (active participation on committees, active nominating committee to encourage new members to step forward to run for officer positions), and
- An improved, updated design for our webpage.

During the past several years our Section has had a number of speakers with a wide range of topics, from *Establishing a*

*Corporate Quality Center of Excellence (CoE) and IEEE 829 and the 2008 IEEE Standard for Software and System Test Documentation* to such topics as *ASQ's Future Study: The Forces of Change* and *Health Care Quality*. We have held these presentations in a number of venues within our community ranging from the Ritz Carlton in Pentagon City to the Amphora Dinner in Herndon, with the Amphora being our primary dinner venue for the last several years.

In past surveys, we have found that the Tuesday, Wednesday, and Thursday evening time frame (6:30 to 9:00 P.M.) with a preference for Wednesday evenings was the more convenient schedule for a dinner and speaker combination.

As we continue this year to provide speakers addressing topics of interest to you, the Sections members, we want to ensure we are providing the topics and venue that you find appealing and will ensure your attendance at future Northern Virginia ASQ0511 Section events.

We want to ensure we are continuing to meet your expectations in regard to speaker topic, venue and schedule. Please take a moment and think about the topics you would like to hear, and possibly a recommended speaker to address that topic, the venue and the best timing for the event. If you would send me ([chair10@asq0511.org](mailto:chair10@asq0511.org)) a message with your thoughts and request, we will try our best to arrange for a speaker on that topic in the near future.

We would like to find a number of venues throughout our Section area to host the dinners. Finding a venue that can accommodate 25 to 50 people, and provide a reasonably priced meal in the Northern

Virginia area is somewhat challenging. Again, if you have suggestions please forward them to [chair10@asq0511.org](mailto:chair10@asq0511.org).

I would also encourage you to attend the Board meetings. They are scheduled for 5:30 to 6:30 P.M. on the same date of the dinner meetings. You are welcome to attend and participate. We are also seeking greater participation on all of the committees.

One final note, we have during the past several years attempted to “upgrade” our website. Our Web Master has and is doing a wonderful job of keeping it current and up to date as information is provided. Several individuals over the years have commented on its design and its “usability”. As we have reviewed a number of other section websites and other current recommended sites for comparison, we have decided to make a few changes in the coming months. This past month the Board voted to use the services of a professional web designer and make the recommended changes as approved by the Board over the next several months. Hopefully in the months to come you will see a new and more user friendly site.

In closing, I want to encourage you, our members, to provide us with feedback on selecting speaker topics for upcoming monthly meetings, a venue and schedule for the meetings. If there are other recommendations and feedback you have for the Board, please drop me an e-mail ([chair10@asq0511.org](mailto:chair10@asq0511.org)) or visit our website at [www.asq0511.org](http://www.asq0511.org) and provide feedback through the website addresses provided. Look forward to seeing you at the next meeting, November 17, 2010.

Thanks,  
Bill Eastham, Chair

## Message from the Past Chair

*Larry Wilkins, Chair-Elect, Northern Virginia Section 0511*

Another Newsletter, another disaster! My last article discussed Toyota's problems and how they might affect the way people view lean manufacturing. Now we have another disaster, the BP Oil well platform explosion and subsequent oil spill. One might say that BP was unlucky, that someone was at fault for ignoring safety protocols, or negligent in some other manner. The cause of the explosion and subsequent spill are still under investigation, but there are indications that a series of errors led to the disaster. When I reflected on this, I could not help but think about past disasters that occurred in my line of work. Because I have in-depth knowledge of my profession, it is often easy (after the fact) to understand what really went wrong. In those disaster there always seemed to be a series of small errors that, taken by themselves, did not seem very important, but when allowed to occur unchecked, spelled disaster. In fact, this is a well-known problem that has been addressed in the book "Will Your Next Business Mistake Be Fatal? Avoiding a Chain of Mistakes that Can Destroy Your Organization" by Robert E. Mittelstaedt, Jr.; Wharton School Publishing. In that book, Mittelstaedt develops a process called Managing Multiple Mistakes (M3). The method that he espouses to break the chain and prevent disasters is to recognize failure chains, understand causes, and develop procedures, training, and safety systems. Sound familiar? This is the very essence of Quality. One possible method for ensuring that disasters and their affects are kept to a minimum might be to ensure that personnel trained and experience in quality are embedded in key company processes. What are your thoughts on this? Again, I extend an invitation to join us at our monthly

meetings where you will have the opportunity to discuss issues like these with other quality professionals from our local area. Hope to see you at the next meeting!

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)

## Exam Proctor Report

*Mike Coleman and Kathleen Eaves, Chief Proctors, Northern Virginia Section 0511*

Exams were held in June and October. ASQ Certification examinations were held at the NVCC Manassas, VA campus on June 5, 2010. Section 0511 proctored the examinations. Fifty-one people took the exams, broken down by certification as follows:

- 1 Certified Calibration Technician (CCT)
- 24 Certified Six Sigma Green Belt (CSSGB)
- 12 Certified Quality Auditor (CQA)
- 1 Certified Quality Process Analyst (CQPA)
- 4 Certified Quality Engineer (CQE)
- 3 Certified Quality Improvement Associate (CQIA)
- 6 Certified Software Quality Engineer (CSQ).

Section 0511 proctored certification exams on October 2, 2010. Forty-three people took exams, broken down by certification as follows:

- 37 Certified Black Belt (CBB)
- 5 Certified Manager of Quality and Organizational Excellence (CQM)
- 1 Certified Quality Inspector (CQI)

## **Thank You!**

We would like to thank those members who volunteered to proctor the certification examinations. They were Kathy Eaves, David Falletti, Charles Hochstein, Trish Selcher, Alan Baker, Norma Myers and Rachel Strother.

Special thanks to Tina Damon, Certification Coordinator, ASQ Headquarters, James B. Fabian, NVCC, Manassas Campus, Prince William Regional Workforce Development & Continuing Education, and Kathy Eaves for helping Section 0511 provide a certification exam in June to an examinee who is legally blind. This was accomplished by seating the examinee in a separate room, where the proctor read the exam questions and marked the examinee's answers on the Scantron sheet. The process went without a hitch, and the examinee thanked Kathy and ASQ 0511 for making the experience a pleasant one.

## **New Master Black Belt Certification**

The ASQ Master Black Belt (MBB) certification is a mark of career excellence and aimed at individuals who possess exceptional expertise and knowledge of current industry practice. Master Black Belts have outstanding leadership ability, are innovative, and demonstrate a strong commitment to the practice and advancement of quality and improvement. Obtain an ASQ MBB for acceptance and recognition from your peers.

For more information, please visit [www.asq.org/certification/index.html](http://www.asq.org/certification/index.html). ASQ 0511 does NOT expect to proctor this exam locally before March 5, 2011.

## **Certification Questions**

Do you have questions about certification? Do you know which certification is the most appropriate for you? Do you understand how the questions are developed, and how the certification examinations are scored? The

answers to these and other questions about certification can be found in the ASQ Certification Handbook at <http://www.asq.org/pdf/certification/certification-handbook.pdf>. The Handbook also provides advice for how to prepare for an examination and shows you how to interpret the results.

## **Audit Committee Report**

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

The Section 0511 Audit Committee completed its review of the 2009-2010 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 2010-2011 year with a complete set of accurate records. The audit report was reviewed by the Chair, submitted before the deadline, and accepted by the Financial Management team at ASQ Headquarters. Thanks to the Audit Committee members, Hilary Benoit and Paul Mills for their work.

## EDUCATION CORNER

Larry Wilkins, Education Committee Chair,  
Northern Virginia Section 0511



*"Education is not the answer to the question.  
Education is the means to the answer to all  
questions.*

William Allin

### ASQ Certification

I have received a large volume of e-mail concerning preparing for a certification exam and the resources available. In this column, I will provide you with answers to the most often asked questions. The first of these is who provides training and where can I go to find out when and where this training is offered. The first source to consider for certification training is ASQ National. ASQ National lists all of their training courses and schedules on their ASQ Learning Institute web site: <http://www.asq.org/learninginstitute/> or simply go to the ASQ web site and navigate to the Learning Institute. This site not only allows you to view and select a course to take, it also allows you to track your training history and plan your training. ASQ offers classroom, webinars and individual courses that you can take to study for a certification exam. The downside to ASQ National course is the expense. There are other organizations that teach certification courses. We are unable to comment on these as we do not know the quality of their courses. The next resource is local ASQ

sections such as Section 0511. In the past, we have taught CQA, CSQE and CMQ/OE. We currently only offer the CQA course as our instructors in the other courses are unable to devote time to teach the course. We will send an e-mail out announcing the start of a CQA course approximately a month in advance. We will also post it to our web page. Other sections also offer courses. The nearest sections are Section 0509 (Washington DC <http://www.asq509.org/>) and Section 502 (Baltimore <http://www.asqbaltimore.org/>). Finally, you can prepare for the exam by individual study. If you plan to do that, we recommend that you use the Quality Council of Indiana primers and study material (<http://www.qualitycouncil.com/>). I used the CQI primers to prepare for the Six Sigma Green Belt exam and passed on the first try. Finally, the only way to pass a certification exam is through long hard hours of preparation no matter what method you choose!

### **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 [Education10@asq0511.org](mailto:Education10@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 [Education10@asq0511.org](mailto:Education10@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 can provide for the course, please contact the specific instructor or the education chair at [Education10@asq0511.org](mailto:Education10@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/>

### **Did You Miss It?**

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

If you've missed our meetings the past few months, please check the Past Presentations (<http://www.asq0511.org/Presentations/presentations.html>) on the ASQ Section 0511 website to view an archive of presentation materials.

### **Upcoming Meetings:**

Our November 17 meeting will feature Robert Orkin, who will reprise his presentation given at the ASQ Audit Division Conference in Orlando this October. His topic is developing checklists that address the purpose of process and system audits.

In addition to networking and celebrating the year past, our December 15<sup>th</sup> meeting will recognize those members who achieved ASQ certifications this year.

Please mark your calendars and watch the 0511 section website for meeting details.

## **Virginia Association for Healthcare Quality Fall Conference**

The Virginia Association for Healthcare Quality's annual fall conference will be held November 4-5, 2010 at the Marriott Richmond West, in Richmond, Virginia. Prior to the conference on November 2-3, a CPHQ Review Course will be held. The conference opens on Thursday, Nov. 4<sup>th</sup> at 8:00 and concludes just after noon on Friday. It includes 9 education sessions, the VAHQ business meeting, and networking events. For further information and/or to register for the conference or the CPHQ Review Course, go to:

<http://www.vahq.org/education/annual-conf.htm>.

## **SPQA Examiners Needed**

The Senate Productivity and Quality Award (SPQA) for Virginia is recruiting Examiners for the 2011 Award Cycle. SPQA is Virginia's Baldrige-based state quality award program. Being an SPQA Examiner offers a unique opportunity to gain in-depth knowledge of the Baldrige Criteria for Performance Excellence, sharpen your analytical skills, and network with other quality professionals. To learn more about SPQA for Virginia, or apply to be an Examiner for the 2011 Award Cycle, go to <http://www.spqa-va.org/examiners.html>.

The application period for Examiners is October 25th to December 1, 2010.

## Board Members, Committee and SIG Chairs

### ASQ Northern Virginia Section 0511

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Chair Elect	Larry Wilkins	<a href="mailto:ChairElect10@asq0511.org">ChairElect10@asq0511.org</a>
Secretary	Yvonne Fernandez	<a href="mailto:Secretary10@asq0511.org">Secretary10@asq0511.org</a>
Treasurer	Michael W. Coleman	<a href="mailto:Treasurer10@asq0511.org">Treasurer10@asq0511.org</a>
Immediate Past Chair	Larry Wilkins	<a href="mailto:PastChair10@asq0511.org">PastChair10@asq0511.org</a>
Arrangements	Marie Rondot	<a href="mailto:Arrangements10@asq0511.org">Arrangements10@asq0511.org</a>
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Finance	Jeff Parnes & Joe Tullington	<a href="mailto:Finance10@asq0511.org">Finance10@asq0511.org</a>
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Lean Six Sigma SIG Chair	Norma Myers	<a href="mailto:SixSigma10@asq0511.org">SixSigma10@asq0511.org</a>
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