



THE SCIOTO VALLEY VOICE

AMERICAN SOCIETY FOR QUALITY SCIOTO VALLEY SECTION 0815

"ASQ's First Section of the New Millennium"

April 2004

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IN THIS ISSUE:

- MESSAGE FROM THE CHAIR – APRIL 2004
- SVS INVITED TO TORONTO TO RECEIVE AWARD
- APRIL MEETING – TOUR OF MILLS PRIDE, DINNER, AND PRESENTATION
- MEMBER MEMORABLE MOMENTS
- ASQ CERTIFICATION EXAMS
- EMPLOYMENT OPPORTUNITIES
- PROGRAM SCHEDULE FOR 2004

MESSAGE FROM THE CHAIR – APRIL 2004

The Scioto Valley Section continues to achieve. Recently we received notice that our Section has achieved the Section Management Plan (SMP) Section Excellence award, Silver Level, for fiscal year 2002-2003. This is a great performance achievement and it reflects favorably on section volunteers and our Regional Director.

Daniel Sniezek, ASQ Section Affairs Council Chair, stated, "Your accomplishment of meeting or exceeding two of the Society's objectives in member satisfaction, value and retention helps to make your section, your community and ASQ stronger. Your section will be recognized for this achievement at the 58th Annual Quality Congress in Toronto."

Well ahead of much larger and metropolitan ASQ sections, Scioto Valley has achieved all levels (Commitment, Planning and Total Quality) of the ASQ Section Management Program four of its five years. I extend my thanks to the Section officers and committee chairs who work dutifully to position this Section to continue to provide ASQ services and benefits to our members.

I apologize that I couldn't make it to the March dinner program, but from all accounts it was an excellent meeting.

Paul Prall, Columbus Section Chair, was there. Dr. Gordon Clark, the Columbus Section Program Chair, guided the attendees through the agenda for the meeting. Mary Jo Mercier, ASQ Fellow and Deputy Region 8 Director, was there along with other key volunteers from the Columbus Section such as Mike Kiefel and Gene Ebert. SVS Past Chairs Cindy Zollo-Davis and John Shewbrooks were there as were Jim Brown (Recertification Chair), Jim Thompson (Certification Chair), Section Director Bob Rinderman and other members of the Scioto Valley Section.

Those from Berger Health System included many of the Six Sigma Black Belts who actually contributed to the various projects that were discussed and summarized during the meeting.

After dinner, following introductions of Columbus Section Chair Paul Prall and SVS Chair-Elect Pamela Sperling, Dr. Clark asked Bob Rinderman, ASQ Fellow and Deputy Region 8 Director, to make a short presentation on the ASQ New Member Model. Bob summarized the new ASQ grades of membership (Associate and Forum Member) and outlined the changes in dues structure that current ASQ members would be seeing in their dues notices starting in April. In closing his brief remarks, Bob asked that each ASQ Member contact their Section Officers or the Region 8 Director if they had any questions about the changes. Bob also emphasized the importance of phoning, Faxing and e-mailing the Regional Director and ASQ National Officers of any concerns or problems they might have with the new pricing structure.

Larry W. Thornhill, BHS President and CEO since 2001, was the lead speaker. A Fellow of the American College of Healthcare Executives, Thornhill gave a detailed overview of how and why BHS adopted the Six Sigma philosophy. He demonstrated through his presentation that the Six Sigma philosophy is the medium by which BHS can provide Quality health care services to patients and the community. In addition, the Six Sigma DMAIC approach allows them to continually improve the delivery of health care services while documenting tremendous cost savings.

Sister Monica Justinger, C.S.A., ASQ Member and Executive Director, Six Sigma Services for BHS, introduced Susan Strawser, ASQ Member and Six Sigma Black Belt at BHS. Ms. Strawser gave an in-depth review of how they apply Six Sigma at BHS and provided several case histories to demonstrate the types of projects they have completed, the cost savings realized and the direct healthcare improvements achieved.

In closing the presentation, Sister Monica introduced each of the Six Sigma Quality professionals who were present and conducted a brief question and answer session.

I'm sorry I missed this one.

Coming up in April we'll tour the Mills Pride facility at Waverly. The meeting notice is being issued separately and included within this newsletter.

In May, we're hoping to hear from management at Austin Powder about that plant's quality program at a dining location near McArthur. In June, we'll have excellent speakers on the topic of quality and Baldrige in Education and close out the fiscal 2003-2004 program schedule.

I hope to see you at each of these quality activities!

Tim Matchett
Section Chair, FY03-04
Tim.Matchett@HorizonPCS.com

ASQ SVS INVITED TO TORONTO BY ASQ PRESIDENT TO RECEIVE AWARD

On May 23, the SVS will be one of only 62 of the 252 sections to receive the Section Management Process (SMP) Total Quality Level for 2002-03. This is a very high honor that section members can be proud of. This award is recognition of the hard work and dedication that our Executive Committee consistently demonstrates on our behalf. We can be proud of this achievement and proud of the fact that we belong to one of the best ASQ sections. Following is the notification letter from Kenneth E. Case, President of ASQ.

[March 18, 2004](#)

Dear Timothy,

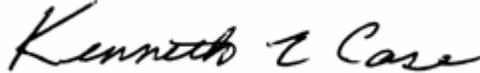
Congratulations to you and the other volunteers in the SCIOTO VALLEY SECTION COMMITTEE Section for achieving the Section Management Process (SMP) Total Quality Level for 2002-03. You all should feel proud of your accomplishments and the invaluable contribution you have made to the Society. Your team has proven its dedication to systematic section management by continuously striving to provide the highest quality programs and services and serving your members. For 2002-03, only 62 of ASQ's 252 sections achieved Total Quality, one of the most prestigious honors a section can earn.

To acknowledge your dedication and hard work, your section will be honored this year at ASQ's annual business meeting, held in conjunction with ASQ's 58th Annual Quality Congress in Toronto, Ontario, Canada. I would like to personally invite you to attend the annual business meeting on Sunday, May 23, 2004 from 5:30 - 6:30 PM. During the meeting, your Regional Director and I will present you, or another representative from your section, with your section's 2002-03 Total Quality Award.

I hope that you will be able to join your fellow Total Quality Level section chairs this year at AQC and participate in the annual meeting awards ceremony. For more information about this year's conference, feel free to visit the AQC website at <http://aqc.asq.org/>. You will be receiving more detailed information about the annual business meeting in the near future from Andrea Spiegelberg, ASQ Community Care. If you have any questions, please don't hesitate to contact Andrea at 800-248-1946 ext 7260 or aspiegelberg@asq.org.

Thank you for your contributions to your section, its members, and to the entire Society. I look forward to seeing you in Toronto!

Sincerely,



Kenneth E. Case
ASQ President

APRIL MEETING – TOUR OF THE MILLS PRIDE FACILITY, DINNER, and PRESENTATION

DATE: Tuesday April 20, 2004

LOCATION: Mills Pride Manufacturing Complex, on the southern edge of Waverly, Ohio

MEETING AGENDA:

- 5:30 to 6:00 p.m. – Arrive, register and network
- 6:00 to 7:00 p.m. – Tour ASQ Quality Lab, Package Design and Model Home Display
- 7:00 to 7:15 p.m. – Depart Mill's Pride and go to Waverly High School
- 7:15 to 8:00 p.m. – Dinner
- 8:00 to 8:15 p.m. – Business Meeting
- 8:15 to 9:00 p.m. – Presentation

SVS Director and Past Chair, Cindy Zollo-Davis will be our host for local members and guests of the Scioto Valley Section of the American Society for Quality (ASQ) for a tour of the Mills

Pride QA Laboratory and Cabinet Display area. Following the tour, attendees will be treated to a Spaghetti dinner at the Waverly High School Cafeteria and will hear a brief presentation on the subject of "Mills Pride Quality and Continuous Improvement". The tour is at the Mills Pride (MP) Complex located off of West Second Street on the southern edge of Waverly.

TOUR:

Mills Pride Quality Laboratory verifies that their products meet and exceed KCMA (Kitchen Cabinet Manufacturing Association) standards. Some of the following tests are done in this area to verify product durability, strength, stability, and color to customer and/or Mills Pride standards and specifications:

- Static Wall Test,
- Chemical Resistance,
- Tensile Strength,
- X-ray,
- Door Cycle,
- Drawer cycle,
- CMM,
- UV light testing,
- MacBeth Color verification system, and
- Other laboratory verification criteria

These tests will be demonstrated during the tour. The tour group will also walk through Packaging Design to the Model Home Display area which showcases a number of kitchen, bath, closet, storage configurations and winning design ideas.

From kitchens to bathrooms, bedrooms to living rooms, Mills Pride always offers the most versatility in cabinetry. Join us for an insightful evening.

The following Mills Pride Managers/Directors have been invited for the Tour and Dinner:

Scott Foll, Directory MP Quality – RTA
Ken Gucwa, Director, MP Quality – Assembly
Cynthia Davis, MP Quality Manager – RTA
Phil Lauder, MP Quality Manager - RTA
Frank Roberts, MP QA Lab Supervisor/Engineer

DINNER:

Following the tour, attendees will drive to the Waverly High School Cafeteria where they will be treated to a Spaghetti dinner courtesy of SVS Past Chair John (Luigi) Shewbrooks. Dinner selections will consist of Spaghetti, Meat Sauce, Garlic Bread, Coleslaw, Dessert and Beverages. (A vegetarian meal may be arranged by request).

PRESENTATION:

Our guest speaker will give a presentation on the subject of "Mills Pride Quality and Continuous Improvement".

DINNER COST:

The nominal charge for the dinner is **\$5.00**.

RESERVATIONS: Pre-registration is required by 4:00 p.m. Friday, April 16.

Telephone, E-mail, and postal mail reservations are acceptable, subject to payment. You may mail in your reservation to:

ASQ Scioto Valley Section
PO Box 1947
Chillicothe, Ohio 45601
Attention: Bill Hoey, Arrangements Chair

Bill's telephone number is 740-703-2705 and his E-mail address is bill@wmhoey.com.
You can also register with:

John Shewbrooks, Section Chair, 740-897-3587; E-mail shewbrooksjb@ports.usec.com

Bob Rinderman, Program Chair, 740-897-2440; E-mail qualpro@eurekanet.com

Tim Matchett, 740-710-8946 (Jackson exchange) or 740-772-8673 Chillicothe exchange;
E-mail Tim.Matchett@HorizonPCS.com

You may attend the program only, without dinner, if you choose. However, registration including attendee name and employer is still required. All Scioto Valley Section affiliates, other local ASQ members and anyone interested in the Society or the subjects of quality or continuous improvement are encouraged to attend. ASQ members holding certification **earn 0.6 re-certification units (RUs) for attending both the tour and the program.**

DIRECTIONS TO MILLS PRIDE FOR THE TOUR:

FROM THE NORTH: Take US Route 23 South to the southern edge of Waverly, OH. Turn left (East) onto West Second Street (across from the Wal-Mart Super Store) and go Approx. one fourth mile to the Mill's Pride "Drive Entrance". Turn right into the Mill's Pride facility and proceed to the MP Guardhouse. Stop at the guard station and identify yourself as an ASQ Tour participant. Hang the permit from your rear view mirror and proceed into the complex, keeping the flood wall to your right. The road will widen and you will see the QA Laboratory sign on the left. Park in the marked parking spaces and enter the door marked "QA Laboratory".

FROM THE SOUTH: Take US Route 23 North to the southern edge of Waverly. Turn right (East), onto West Second Street and proceed as directed above.

DIRECTIONS TO WAVERLY HIGH SCHOOL FOR DINNER:

Exit the Mills Pride facility, return the parking permit to the guard and retrace your steps to US Route 23. Turn right onto Route 23 and go North through town. Turn right on Clough Street (Jolly Pirates Donuts will be on your left). This turn is also marked Highway 335. Clough Street is about 100 yards long and leads directly into the High School Cafeteria parking lot.

Call cell phone # 740/708-3224 for clarification of directions.

MEMBER MEMORABLE MOMENTS

Fletcher Birmingham has been elected Regional Director and a member of the Board of Directors of the American Society for Quality (ASQ). This is his second term. As Regional Director, Fletcher represents and oversees 12 ASQ sections, or local chapters, in Ohio and Pennsylvania. Fletcher is president of Summit Business Consulting, Inc, a consulting company specializing in operations, quality, and workforce solutions for profitable growth. He is a Fellow member of ASQ and has served on ASQ's Board of Directors as a Regional Director for Region 8 since he was elected in 2002. He is an ASQ-certified quality engineer, reliability engineer, quality auditor, and quality manager.

ASQ Fellow and Deputy Region 8 Director, **Bob Rinderman**, has been asked once again by Region 8 Director, Fletcher Birmingham, to continue as a Deputy Director, and Bob has accepted. In an email dated March 26, Fletcher stated, "I am . . . asking that you continue serving as DRD. I've enjoyed getting to know you these past couple of years and appreciate the insight you bring to our region." Bob responded to Fletcher's email, "Thanks so very much for your vote of confidence. It means a great deal to me to be able to contribute to ASQ, our Region and the Sections and Members of our Region. . . I am pleased to work for you as a DRD. I congratulate you on your demonstrated ability to listen to the voices of the Membership and the Sections."

Section member **Debbie Mays** received her CQA certification from Region 8 Deputy Director Bob Rinderman during the Section business meeting conducted on the evening of the dinner program and tour of Liebert Corporation in Ironton. Debbie is a Quality Auditor at Liebert and has been a member of ASQ and the Section since October 2002.



Debbie receiving her CQA certification from Bob

Current SVS Treasurer, **Doug Scott**, is a proud (first-time) grandfather. Dominic Henry Scott was born on March 22 to daughter-in-law Gail and son Steven Scott in Louisville, KY. Dominic was 8 lbs, 7 oz, and 20 ¾' long. All are doing well, especially Doug!

ASQ CERTIFICATION EXAMS

The following table lists the various certifications offered by ASQ, the exam dates, the application deadlines, and costs:

Cert.	Exam Date	Application Deadline	Cost
CCT	06/05/04	04/09/04	\$155
CHA	10/16/04	08/20/04	\$180
CMI	10/16/04	08/20/04	\$155
CQA	06/05/04	04/09/04	\$180
CQE	06/05/04	04/09/04	\$180
CQIA	06/05/04	04/09/04	\$155
CQM	10/16/04	08/20/04	\$235
CQT	10/16/04	08/20/04	\$155
CRE	10/16/04	08/20/04	\$180
CSQE	06/05/04	04/09/04	\$180
SSBB	10/16/04	08/20/04	\$180

Certification examinations will be held at The Ohio State University, Research and Development Center in Piketon, since this site is at the approximate geographical center of the area served by section 815.

CERTIFICATION PREPARATION

The following link on the ASQNet.org web page provides valuable information on resources to help you prepare for the various certifications that ASQ offers:

http://www.asq.org/portal/page?_pageid=33,39211,33_39258&_dad=portal&_schema=PORTAL&in_url=/career/index.html

EMPLOYMENT OPPORTUNITIES

Check out the following link on the ASQNet.org web page for career opportunities:

http://www.asq.org/portal/page?_pageid=33,39211,33_39258&_dad=portal&_schema=PORTAL&in_url=/career/index.html

Even if you are not looking for a job right now, just reviewing the postings from time to time will help you keep abreast of the kinds of qualifications and experience employers are looking for in the quality career market.

Also, keep your eyes peeled to the newspapers for upcoming jobs at the **Portsmouth Gaseous Diffusion Plant**. There will be a number of new companies coming into the area in the next few years as construction begins on the Gas Centrifuge Plant and the Depleted Uranium Processing Facility. As news becomes available, we will post it here (time allowing).

If you are interested in the possibility of employment in the **Oak Ridge, TN**, area, there was an ad in the Knoxville paper recently for a long list of positions including Regulatory Compliance, Training Specialist, Records Management, Document Management, QA Engineer, QA Manager, and a dozen or so others. The ad instructed the respondents to email a resume to opportunity@wsms.com along with salary requirements. The ad is probably a resume collection effort for some upcoming work in the area they plan on bidding on.

PROGRAM SCHEDULE FOR 2004

- May: we're hoping to hear from management at Austin Powder about that plant's quality program at a dining location near McArthur.
- June; we'll have excellent speakers on the topic of quality and Baldrige in Education and close out the fiscal 2003-2004 program schedule. Location to be determined