



THE SCIOTO VALLEY VOICE

AMERICAN SOCIETY FOR QUALITY SCIOTO VALLEY SECTION 0815

"ASQ's First Section of the New Millennium"



April 2005

Volume 8, Number 4

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MESSAGE FROM THE CHAIR

The March section meeting focused on the medical field. We had a great turnout for the slightly different approach to the section's usual meeting focusing on the medical field. Instead of meeting in a hospital, the section used the facilities at the OSU South Center. It was nip and tuck as to which building we would be in. We ended up being the first group to use the facilities of the Endeavor Center. OSU-South Center took possession of the building late Friday and we held our meeting there on the following Tuesday. As an add-on for members, the Center treated us to a tour of the facility plus a discussion on the goals for the facility. Those of us who hold certifications got an extra 0.3 points too, as this counted as a pre-meeting clinic. The building is fantastic. I am sure we will be meeting there again. For those of you who are looking for an off-site location for a meeting or conference, I can attest to the fact this would be a great place to hold them. Not only are there facilities for small companies to use as start-up offices, there is also a well-appointed training center.



Business Incubator Program Manager, Steve Shepherd, conducts tour of Endeavor Center

The meeting itself was great. I have received a lot of comments about the meeting; all of them good. Our guest speaker was Mr. Hank Buikema, the Director of Quality Assurance for the Zimmer Corporation, a manufacturer and distributor of medical prostheses such as knee, hip, and shoulder joints. CQE certification and has field. His experience runs on large items, such as items, like heart Buikema clearly loves the with Zimmer. He sees the of life for the recipients of a big plus of being in the Since it was a dinner not to have anything gory. presentation did show normal bone but no However, it wasn't just the the meeting so the samples he was able joints, shoulder implants, hold bones together, etc. Buikema brought a me. It was the same type both knees. It was great what they look like and to also gave us some insight into future trends of prosthesis products. The industry is moving fast and the new products are getting better and better. In a few years we should do this type of meeting again just to see the new products.



Mr. Buikema holds a 25 years in the quality from quality assurance subway cars, to the tiny pacemakers. Mr. current position he is in difference in the quality the Zimmer products as medical prosthesis field. meeting, Hank agreed His power point diseased bone versus operation scenes. presentation that made interesting, it was also to pass around, hip screws, metal plates to At my request to Mr. sample very important to of knee joint I have in to be able to see exactly feel them. Mr. Buikema

Our next meeting will be a tour at the MeadWestvaco facility in Chillicothe. Columbus Section 801, our parent section, will be joining us for this meeting. I am looking forward to this meeting. I love the tours we do plus I pass this facility every day as I go to and from work. It will be interesting to see what is on the inside. Check the meeting notice section of the newsletter to get all the important details.

Pamela Sperling
Chair, ASQ Scioto Valley Section,
Fiscal Year 7/1/2004-6/30/2005

A SPECIAL MESSAGE FROM THE CHAIR

By now, each member of the ASQ Scioto Valley Section should have received a ballot from ASQ Headquarters. You are being asked to vote on proposed changes to the ASQ By-Laws. The proposed changes may seem insignificant on the surface; however, these changes will have a significant effect on the sections. Below is a newsletter from Bob Rinderman, our Region 8 Director, which explains each of the issues in a very clear presentation. Please read the newsletter before you vote. Historically, very few members vote on this type of ballot and an even smaller number decides the outcome. Now is your chance to make your voice heard. **Please vote**; but be an informed voter.

If any of you have any questions concerning the proposed changes please contact one of your Leadership Committee members.

Pamela A. Sperling, Daytime phone: 740-897-3603

A SPECIAL MESSAGE FROM OUR REGION 8 DIRECTOR

Below are excerpts from the first Region 8 Newsletter dated 03/09/05:

To: Region 8 Section Chairs
Region 8 Deputy Regional Directors

From: Bob Rinderman
Region 8 Director

This first edition of the Region 8 Newsletter is an urgent notification to the Region 8 ASQ Section Chairs. I NEED YOUR HELP! As of Friday of this week all voting members of ASQ will begin receiving ballots asking for their vote on the proposed revision to the ASQ By-Laws. Those members who have opted-in to receiving e-mail from ASQ will receive their ballots electronically. Those who have opted-out of receiving e-mail will receive their ballots via US mail.

My purpose in sending you this Newsletter is to allow you to understand some of the nuances of the proposed changes to the ASQ By-Laws so that you can get the message to your members so that they might make a more informed decision when they receive their ballots.

The Board of Directors (BOD) and the Section Affairs Council (SAC) met February 4-6, 2005, in Palm Springs. The majority of the time was used to discuss the proposed changes and revisions to the Society's By-Laws. After many hours of intense discussions and negotiations, a proposal was finally agreed upon and approved by a little more than 75% of the Board members. These revisions to the By-Laws now have to be reviewed and approved by a 2/3 majority of the entire ASQ voting membership.

There are two issues for the members to consider as they read and cast their vote for or against the proposed By-Laws. **Issue 1** is the size of the Board and **Issue 2** is what articles need the members approval and which articles will only require approval by the Board. The proposed By-Laws will only require that Articles 1 Name, Objectives and Governance), 5 (Members of the Board), 8 (Society Election), 9 (Amendments) and 10 (Society Meetings) will need the membership to review and approve before changes or revisions can be made. Articles 2 (Membership), 3 (Financial), 4 (Member Units), 6 (Operations of the Board) and 7 (Other Committees, Boards and Councils) will only require the Board to review and approve. There are changes in all Articles. The biggest and most significant change is in the size of the Board of Directors and who the members of the Board will be and who they represent.

NOTE: The original proposal to reduce the Board size to 16 (4; 4; 4; and 4) was defeated only by a coalition of SAC and DAC members who came together in total opposition to that effort.

If the proposed changes to the By-Laws are approved by the membership there will be a reduction in the size of the Board from 32 to 20.

- Of those 12 members reduced from the Board, 9 (75%) will be Regional Directors!
- Of the current compliment of 15 Regional Directors on the Board, 9 (60%) will lose their seats on the BOD.
- That represents a loss to the ASQ Sections of 60% of their representatives on the Board!

Clearly, the proposed changes to the By-Laws and the resultant reduction in Section representation on the Board are not proportional to any of the other 3 Director groups (Office Of the President; National Directors; or Division/Forum Directors) on the Board.

Currently the bylaws provide that some articles are board-modifiable; and some are member-modifiable. Board-modifiable refers to sections of the By-Laws that can be amended at a duly constituted meeting of the Board of Directors by a vote of at least 75% of the members present (sections 2.2, 2.4, 2.5, 3.1, 3.6, 4.3, 4.4, 4.5, 4.6, 5.3, 5.4, 5.5, 7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.3, and 8.4 are considered board-modified). Member-modifiable refers to sections of the By-Laws that can be amended if it's recommended by 75% of the board and approved by a two-thirds majority of at least 2,500 regular members present in person or by proxy.

Current thought is that there will still be Regional Directors (1 for each of the 15 regions) and they will have a council to provide guidance to the sections. This council would also nominate and elect the six individuals who will represent this council and the sections on the Board.

On March 11th, ASQ headquarters began distributing By-Laws and proxies to voting members for their action. The wording that you can expect to see in the materials that are delivered with the ballots is that "At the February 2005 Board of Directors meeting, the board approved recommending changes to the By-Laws. This effort is supported by more than a dozen Past Presidents and the current Board of Directors. The objective is to move toward a more ideal form of governance, valuing tradition and allowing for flexibility."

Eligible voting members will be presented with a copy of the bylaws clearly indicating those sections that must be approved by members. Proxies must be returned by April 16.

MY CONCERN: I want every voting-eligible member of the 12 Sections in Region 8 to understand the implications of what they are being asked to vote on. I am firmly convinced that full Section and Region representation on the ASQ Board of Directors is absolutely essential to the future of our members, our Sections and our Society.

I urge you vote on this matter. Please feel free to contact me if you have any questions.

Bob Rinderman
ASQ Fellow/Member since 1970
740/897-2440
rindermanrr@ports.usec.com

**APRIL PROGRAM – JOINT MEETING & TOUR OF THE MEADWESTVACO PAPER PLANT,
CHILLICOTHE, OH**

DATE: Tuesday, April 12, 2005

HOST: Mr. Phil Butchers, MeadWestvaco Quality Assurance Manager

EVENT: The featured event will be a tour of the MeadWestvaco paper plant located at 401 South Paint Street, Chillicothe, OH.

COMPANY INFORMATION: MeadWestvaco, headquartered in Dayton, Ohio, operates five paper mills in the United States, along with numerous sales locations. MeadWestvaco's ongoing investments in cutting-edge technology and state-of-the-art equipment demonstrate their commitment to quality and efficiency improvements. Since 1890, MeadWestvaco's Ohio Operations have been located in Chillicothe. (They also operate a carbonless coating facility in Fremont.) The number of employees totals 1,800; Annual paper production is 466,000 tons; and the average daily paper production is 1,300 tons. MeadWestvaco has 153,000 acres of wood-lands in Ohio and Kentucky, with 2 million seedlings planted and donated annually.

AGENDA: 5:30 to 6:00 p.m. - Registration and networking;
6:00 to 6:45 p.m. - Dinner;
6:45 to 7:00 p.m. - Columbus Section Election;
7:00 to 7:15 p.m. - Welcome and introduction to the tour by Mr. Phil Butchers;
7:15 p.m. - Tour of the paper plant.

NOTE: This tour will cover a considerable amount of floor space on multiple levels of the plant. Attendees are cautioned to wear comfortable, low heeled shoes and encouraged to bring your personal Safety Glasses with Side Shields. Generic Safety Glasses and hearing protection will be available at the meeting site.

MENU: Dinner will consist of Baked Chicken Supreme, Potato-Cheese Casserole, Green Beans, Tossed Salad, Rolls, Iced Tea, and dessert.

COST: The charge for the dinner is \$15.00. You may attend the program only, without dinner, at no cost. However, pre-registration is still required.

RESERVATIONS: Pre-registration is required by COB Friday, April 8. Individuals holding certifications can **earn 0.3 re-certification units (RUs)** for attending the program.

Mail a check for \$15.00 for each dinner reservation made payable to "ASQ Scioto Valley Section" along with name, employer, address and telephone number of each person attending to the following address:

ASQ Scioto Valley Section
PO Box 1947
Chillicothe, Ohio 45601

Telephone and E-mail reservations are acceptable, subject to payment. The simplest way to register is by E-mail to rindermanrr@ports.usec.com. You can also call me at 740-897-2440. You can also make a reservation with any other ASQ Scioto Valley Section officer or committee chairperson.

Meal commitments made, but not honored, are subject to payment unless cancelled by phone or electronic mail before 4 p.m. Monday, April 11. The Scioto Valley Section must pay for all meals ordered. Therefore, there will be no refunds of paid reservations canceled after that deadline.

DIRECTIONS: From the North take Route 23 south to the first Chillicothe Turn-off (Business 23/Bridge Street). Take Business 23 /Bridge St. south, across the bridge to Eighth St. Turn west (right) on Eighth St. and proceed along the MeadWestvaco plant to Paint St. Turn south (left) on Paint St. about 100 feet and turn left into the plant parking lot.

From the South take Route 23 north to Business 23/Three Locks Road and turn left (west) on Three Locks Rd. Follow Business 23/Three Locks Rd. to Eighth St. and turn left (west) on Eighth St. and follow the instructions outlined above.

From the East, take Route 35 to the Chillicothe Main St. exit. Take Main St. west to Bridge St./Route 23. Turn south (left) on Bridge St and proceed as outlined above.

From the West, take US Route 50 East which becomes Main St. in Chillicothe. Take Main St. to Paint St. Turn south (right) on Paint St. and proceed south past Eighth St. to the plant parking lot about 100 feet south of Eighth Street.

PROGRAM SCHEDULE FOR 2004 – 2005

The schedule below provides information for upcoming programs. As new information comes in, we will provide updates.

Meeting Date	Location	Theme	Speaker/Topic
September 09/23/2004	Chillicothe ODOT HQ	ODOT Tour & Presentation	Quality in ODOT—tour of District 9 HQ
October 10/19/04	Piketon OSU Env. Labs	OSU Env. Labs Tour and Presentation	Geoff Wallat – QC Measures and Mgmt Practices in Aquaculture
November 11/18/04	Jackson Lewis' Restaurant	Presentation	Dr. Charles M. Parks – Lean Mfg applied to Design of Experiments
December 12/16/04	Waverly (Emmitt House)	Spouse Night	Rita Fishel—Quilts as signals for the Underground RR
January 01/18/05	Chillicothe (Elks Lodge)	Presentation	KG&R Company Rep. Historic Building Renovation
February 02/15/05	Jackson Lewis' Restaurant	Presentation	Wes Richardson—Quality in Training/Certification
March 03/22/05	OSU South Center, Piketon	Presentation	Hank Buikema, Zimmer Corp— Quality in Medical Devices
April 4/12/05	Chillicothe	Tour	Joint meeting with Columbus Section – Tour of MeadWestvaco
May 5/19/05?	Huntington?	Tour	TBD
June 6/16/05	Moyer's Winery	Tour and year-end wrap up	Dr. Dettmer – Quality of life in Manchester Ohio

ADVANCED MEMBERSHIP

Leadership and professional achievement do not go unnoticed by ASQ. The Society offers advanced levels of membership—Senior and Fellow—for individual members who represent the upper echelon of the quality profession and serve as the backbone of the Society. ASQ Senior and Fellow membership rewards members with enhanced benefit selections.

Senior membership status may be awarded to those individuals who have been ASQ members in good standing and meet the following criteria:

- Have been an individual member for one year
- Have 10 years of professional experience
- Meet one of four professional criteria

And, best of all, the annual dues are **the same** as for a regular membership! If you meet the criteria above, why not consider upgrading your membership. Just fill in the application to start the process.

[Application for Advancement to the Grade of Senior](#)

You can contact any of the Leadership Committee members for additional information or visit the ASQ web page:

http://www.asq.org/portal/page?_pageid=33,32429,33_32566&_dad=portal&_schema=PORTAL

ASQ CERTIFICATION EXAMS

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

Certifications	Application Deadline	Exam Date
Certified Biomedical Auditor (CBA)	08/19/05	10/22/05
Certified HACCP Auditor (CHA)	04/08/05	05/15/05
Certified Quality Auditor (CQA)	04/22/05	06/04/05
Certified Quality Improvement Associate (CQIA)	04/22/05	06/04/05
Certified Calibration Technician (CCT)	04/22/05	06/04/05
Certified Quality Engineer (CQE)	04/22/05	06/04/05
Certified Software Quality Engineer (CSQE)	04/22/05	06/04/05
Certified Mechanical Inspector (CMI)	04/08/05	05/15/05
Certified Quality Manager (CQM)	04/08/05	05/15/05
Certified Quality Technician (CQT)	04/08/05	05/15/05
Certified Reliability Engineer (CRE)	04/08/05	05/15/05
Certified Six Sigma Black Belt (CSSBB)	04/08/05	05/15/05

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. The following web page provides additional information: http://www.asq.org/portal/page?_pageid=33,32429,33_32570&_dad=portal&_schema=PORTAL

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

The Minnesota Council for Quality – in cooperation with the Michigan Quality Council, the Ohio Partnership for Excellence, and the Wisconsin Forward Award – is pleased to announce the launch of the Consultant Referral Network©. Located at www.consultantreferralnetwork.org, the Consultant Referral Network is a unique tool that connects consultants to the organizations (clients) that seek them.

Because this service will be of interest to your members and stakeholders, we are inviting your organization to announce this unique tool through whatever mechanism is appropriate. But first, let us offer some additional information on the service itself.

The Consultant Referral Network: An Overview

The Consulting Referral Network is a unique tool; in fact, there is nothing quite like it currently in the market. As everyone knows, it is oftentimes difficult for clients to locate organizational improvement experts: unless clients already know of specific consultants (or they get lucky through word of mouth), it is oftentimes challenging for clients to find help.

This unique service is intended to connect experts – consultants, trainers, facilitators, coaches, and speakers – who specialize in some aspect of organizational improvement to those organizations desiring to hire them.

What makes this service so unique? Two things. First, it focuses on organizational improvement. There are other tools that help locate doctors, dentists, and plumbers. But there are very few resources available to locate organizational improvement consultants. Second, the tool allows the hiring organization (the “client”) to search for consultants based on their specific needs. So rather than sorting through dozens or hundreds of possible consultants on a particular subject matter expertise, this tool will allow the client to narrow their search for the vendors that meet their specific requirements – requirements such as sector/industry expertise, consultant location, size, and years of experience.

The process is simple. First, improvement consultants first enter information about their firm/practice. This information includes contact information, information on their expertise and capabilities, and billing information. Consultants are also asked to agree to a Statement of Ethics as a prerequisite for being listed, which attempts to ensure a basic level of integrity with the firms that are listed. Once they complete the form and pay their listing fee, consultants await inquiries from organizational clients.

Clients access this service throughout the year, seeking various subject matter experts that fit their requirements. Those consulting firms that best match the hiring client’s requirements are reported to the clients for each search. The client can then interview, research, negotiate, and select the consultant that best meets their needs before finalizing the scope, solution(s), and terms of an engagement.

At this point, only consultants pay for this service (we hope to create awareness and encourage use of this tool with clients so have eliminated price as a potential barrier of use). For consultants, pricing is flexible so the vendor can choose what best matches their needs – a higher up-front listing fee with lower subsequent referral fees for projects secured through the service, or a lower up-front listing fee with higher referral fees.

There many benefits to clients who use this service: it can accelerate a client’s search for improvement resources; it is quicker and more efficient than “word of mouth” and traditional searches; it is neutral, independent, and unbiased; and there is no charge for clients to use this tool to search for consultants.

Consultants, too, will benefit from the service: the service offers a potential channel of leads and a legitimate mechanism to create market awareness for the consultant’s services and capabilities; it is neutral, independent, and unbiased (which makes it credible and fair); and it is reasonably priced for consultants to get listed.

For more information on the Consultant Referral Network, see the attached news release and/or visit the service at www.consultantreferralnetwork.org.

Our Request of Your Organization

We believe that your organization has a network of stakeholders who could benefit from this service – either consultants/trainers who might choose to list in the service and/or clients who could use the tool to find improvement experts. Therefore, we respectfully ask that you announce the launch of this service to your stakeholders in whatever way(s) make sense – a brief article in an upcoming newsletter, a description/link on your website, an announcement at an upcoming event, or any combination of methods.

We also encourage you to position this as a valuable resource that you are bringing to your members/stakeholders (“As a member of XYZ Non-Profit, we would like to make you aware of a new tool that could benefit your organization...”). Attached is a press release that you can use or modify for an announcement; we would also be happy to work with you to customize a message that meets your needs.

If you have any questions about the tool, our organizations, or our request, please feel free to contact us directly through Brian Lassiter at brian.lassiter@councilforquality.org.

Thank you for your consideration,

Brian Lassiter, President, Minnesota Council for Quality
Casey Mackert, Executive Director, Ohio Partnership for Excellence
Geri Markley, Executive Director, Michigan Quality Council:
Liz Menzer, Executive Director, Wisconsin Forward Award

EMPLOYMENT TOOLS

"Why Doesn't My Old Resume Work Anymore?"

If your last job search was prior to 2001, you may be in for a rude awakening. You might be surprised to find that your old resume, which worked well for you before, is no longer attracting employers, headhunters, and corporate recruiters. If you wondered, "What am I doing wrong?" it might not be you-it's probably your resume.

There are three reasons your old resume may not be working for you:

- Drastic increase in competition
- Changes in technology
- Changes in your industry

1. Drastic increase in competition

Increased candidate competition is the #1 reason your resume is no longer working. While current employment outlooks are marginally brighter, competition is still so high that your resume must be able to stand out against a mountain of candidates.

The best way to enhance your competitive standing against other job seekers is through strong accomplishment statements. Accomplishments are most effective when:

- They illustrate your transferable skills
- They show your contribution to corporate bottom-line objectives
- They are stated quantitatively

If you are confused about how to state your accomplishments effectively, consider hiring a professional resume writer. Correctly written statements will make your accomplishments shine-and you'll be more likely to land those critical interviews.

2. Changes in technology

Is your resume ready for the high-tech world? Probably not, if you are still snail-mailing or faxing your resume to potential employers. Are you willing to take a chance on your resume being tossed, just because you didn't take the time to prepare your resume for an electronic audience?

With dramatic increases in the number of resumes received, many employers have invested in software to manage resumes and candidate responses. It is entirely possible that a computer, not a person, will be the first one to screen your resume. The electronic eye is much more objective than the human eye; it scans only for industry-specific terminology and keywords in qualifications and responsibilities.

Here are some critical questions to ask about your resume:

- Does it contain the right keywords to put you in the "interview" pile?
- Will new resume software be able to read its formatting correctly?
- Will your tables, fonts, and graphics transmit properly in an online resume form-or will they disintegrate into unreadable symbols?

You can give your old resume a real boost by investing in the services of a professional resume writer who understands the pitfalls of our electronic job market. Whether your resume needs a brush-up or a complete rewrite, it's well worth the investment to make sure your name makes it to the top of all candidate lists.

3. Changes in your industry

If you are still just tacking your most current job onto the same old resume, then your resume probably contains a lot of old terminology and buzz words. If so, it will make you look outdated-even over the hill. It may also fail to be recognized by software that uses keywords to retrieve the best resumes.

If you're feeling out-of-step with your industry, it may be time for a checkup with a career coach who can help prepare you and your resume to stand up to the challenges of your industry's changing trends.

Bottom line: if your old resume isn't winning the attention of employers, then it's time to ask yourself, ***"How much is my old resume costing me in wasted time and effort?"***

An investment in professional resume help could mean the difference between months of fruitless effort-and landing the perfect new job. A new, better resume built on strategies that are suited to today's job-search challenges may be just the edge you need to get you noticed and get you hired.

~~~~~  
Deborah Walker, CCMC  
Resume Writer ~ Career Coach  
To see resume samples and read more job-search tips visit [www.AlphaAdvantage.com](http://www.AlphaAdvantage.com)  
Email: [Deb@AlphaAdvantage.com](mailto:Deb@AlphaAdvantage.com)

## **CONFERENCES/WORKSHOPS**

### **[Quest For Excellence XVII Conference](#)**

April 10-13, 2005 • Washington, D.C

### **[\\*Rocky Mountain Quality Conference](#)**

April 18-19, 2005 • Arvada, CO

### **[Quality Expo](#)**

April 18-21, 2005 • Rosemont, IL

### **[ASQ World Conference on Quality and Improvement](#)**

**Formerly the Annual Quality Congress (AQC)**

May 16-18, 2005 • Seattle, Washington

### **[Education Leadership Summit for Superintendents](#)**

June 27-28, 2005 • St. Petersburg, FL

We have some very interesting, low cost work shops coming to our area, and the best part is, they are all going to be presented at the new Endeavor Center at the OSU South Centers at Piketon.

## **Focus on the Future—2005 Ohio Manufacturing Partnership Series**

**Presented by**

**The Ohio Department of Development  
in conjunction with CAMP and TechSolve**

### **Sustaining an Energy Management Program - April 13, 2005**

Energy management is becoming much more challenging and more important to businesses today. In addition to the increasing costs involved, price volatility and supply reliability have become real issues that can affect a business' profitability. To succeed in this environment, a more structured approach to energy management is required, one that examines internal practices across all disciplines, far beyond the technical audits that have been used for years. One-2-Five@Energy was created to provide a systematic approach to organizational processes regarding energy management. In this session, we will discuss the elements of energy management and how they are critical to continuous improvement and savings. Attendees will also learn to improve business profitability through 10 key areas of energy management and the details of the One-2-Five@Energy Diagnostic.

*(2 hours-9:30 a.m.—11:30 a.m.) Fee: \$25.00*

### **Moving Lean from the Factory to the Office - Sept. 21, 2005**

Lean Manufacturing is a philosophy of efficiency which, when implemented, shortens the time between customer order and factory shipment by eliminating waste. By implementing the concepts of Lean Manufacturing within its administrative activities, a company can create a competitive advantage by providing better financial and planning forecasts as well as improving performance with faster cycle times and fewer errors. Attendees will:

- Learn the principles of Lean
- Learn the tools of Lean and their application to the office environment
- Learn how to start a company's cultural transition
- Learn real world problem-solving techniques

*(2 hours-9:30 a.m.—11:30 a.m.) Fee: \$25.00*

### **Product Development—Engine for Growth - March 15, 2006**

New Product Development is one strategy that consistently has been called on by companies to help produce sales growth and increased market share. New products can create excitement with current customers, potential customers and among internal staff members. But to maximize the probability of success, development has to be done right. Attendees will learn about a proven Product Development process that goes from Ideation through Product Launch. Exclusive tools to accelerate the ideation process, as well as tips and tricks, and pitfalls to avoid will also be presented.

*(2 hours-9:30 a.m.—11:30 a.m.) Fee: \$25.00*

## Lean/Six Sigma Demythification - May 17, 2006

Most people believe that Lean and Six Sigma are alternative tool sets for continuous improvement. Quite the opposite is true. Lean and Six Sigma complement each other and there are many examples of where and how this works. Those attending this workshop will learn:

- The evolution of Six Sigma
- How Six Sigma and Lean complement each other
- Overview of the transformation process
- Case studies
- Best practices and cultural change

*(2 hours-9:30 a.m.—11:30 a.m.) Fee: \$25.00*

**Register for one event or sign up for the whole Series! Sign up for all four events and pay only \$75.00 for the entire Series. Register with Tomi Williams at 513-948-2076, 1-800-345-4482 or [Williams@techsolve.org](mailto:Williams@techsolve.org) . These events are scheduled at the OSU South Centers, Endeavor Center in Piketon, 1864 Shyville Rd., Piketon, Ohio 45661.**