



THE SCIOTO VALLEY VOICE

AMERICAN SOCIETY FOR QUALITY SCIOTO VALLEY SECTION 0815

"ASQ's First Section of the New Millennium"



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MESSAGE FROM THE CHAIR

February 16, 2006 was the 60th Anniversary of ASQ. May 5, 2006 is the sixth anniversary for Section 815. This year we are 1/10 the age of ASQ. This was a wonderful milestone for our professional society and will be for our Section. Our Section was the first new section of ASQ in this millennium. We are rapidly coming to the close of another year. Dave Boulay our Chair for next year is looking for people to serve with us on the Leadership Committee next year. Dave is currently knee deep in working to finish up his Doctorate degree so if you would like to serve, please contact me.

Our March meeting featured Emerson Richmond of the Ohio Department of Transportation. Emerson has a unique job of inspecting bridges for the state. Emerson and his colleagues are the people we depend on everyday to keep us safe as we travel our roads and highways. We saw many of the places Emerson has to climb every year and I for one am glad it is him and not me. He also has to put up with bats, snakes, falcons, and insects as well as being at unbelievable heights. Emerson's daughter Danae assisted him with his power point that night and she gave our Section a briefing on the Future City competition she participated in that we helped sponsor. Her school, Southern Hills Academy, did very well and we were proud to have helped sponsor them.

The April meeting will now be held at Moyers Restaurant and Winery in Manchester Ohio on April 20, 2006. Our speaker that night will be Bruce Vaillancourt speaking on Lean Manufacturing, an Overview. Bruce comes to us from the Edison Center where he is currently the Program Development Manager. Please come out and join us for a great meeting and some good food. Full details on the April meeting can be found later in this news letter.

In May, we will be heading to Deer Creek where we will tour the dam and have a speaker from the Corps of Engineers who operate the dam. The tour will be followed by dinner at the lodge. This meeting will be a joint meeting with our parent Section from Columbus.

The June meeting will finish up our year back in Portsmouth at Shawnee State University. We will have more details on May and June next month.

If anyone would like to join us on the Leadership Team, please contact anyone on the committee. We have lots of jobs to do and the more people we get involved, the easier it is on those doing the work. We have a really good active membership and it is a pleasure to work with each of them. Thank you for this opportunity to serve as your Section Chair for this year.

Doug Scott, Scioto Valley Section Chair – 2005-06

SVS SECTION 815 LEADERSHIP COMMITTEE ROSTER FOR 2005-2006

<u>Officers</u>		<u>Phone</u>	<u>Ext</u>	<u>E-mail</u>
Chair	Doug Scott	740 897 4771		dscott@lpports.com
Chair Elect	Dave Boulay	740 289 2071		boulay1@osu.edu
Vice Chair	Wade Midkiff	740 775 1120		midkiff@ieee.org
Treasurer	Tim Matchett	740 710 8946		cqp53@ohiohills.com
Secretary	Oscar Phillips	304 675 1150	217	oscar.phillips@supresta.com
Immediate Past Chair	Pamela Sperling	740 897 3603		psperling@lpports.com
Region 8 Director	Bob Rinderman	740 897 2440		rindermanrr@ports.usec.com
Section Director (08)*	Rich Biehle	606 836 3455		rbiehle@ezwv.com
Section Director (06)*	Cindy Zollo-Davis	800 556 2551		d2associates@earthlink.net
Section Director (07)*	Tim Matchett	740 710 8946		cqp53@ohiohills.com
Section Director (07)*	Bob Rinderman	740 897 2440		rindermanrr@ports.usec.com
Section Director (07)*	John Shewbrooks	740 897 3587		shewbrooksjb@ports.usec.com

* The number in parentheses is year ending a three year appointment in June

<u>Committee Chairs</u>		<u>Phone</u>	<u>Ext</u>	<u>E-mail</u>
Arrangements	Tom Houk	740 897 6502		houkt@tpmcllc.com
Auditing	Cindy Zollo-Davis	800 556 2551		d2associates@earthlink.net
Certification	Jim Thompson	740 897 5246		thompsonjf@ports.usec.com
Database	Wade Midkiff	740 775 1120		midkiff@ieee.org
Education	John Nemeth	740 441 6288		jenemeth@ra.rockwell.com
Examining	Brian Lanning	740 897 2084		lanningbm@ports.usec.com
Historian	Doug Scott	740 897 4771		dscott@lpports.com
Internet Liaison	Wade Midkiff	740 775 1120		midkiff@ieee.org
Koalaty Kid	Doug Scott	740 897 4771		dscott@lpports.com
Membership	Pamela Sperling	740 897 3603		psperling@lpports.com
Newsletter	Mike MacCrae	740 897 3442		mmaccrae@lpports.com
Nominating	Dan Longpre	740-897-5747		longpred@tpmcllc.com
Placement	Craig Gray	740 335 0335		grayc@yusa-oh.com
Program	vacant			
Publicity	John Hobensack	740 897 2253		hobensackje@ports.usec.com
Re-certification	Jim Brown	740 636 3038		jbrown@yusa-oh.com
SMP	Pamela Sperling	740 897 3603		psperling@lpports.com

MARCH PROGRAM – “LEAN MANUFACTURING – AN OVERVIEW”

DATE: Thursday, April 20, 2006

LOCATION: Moyer’s Restaurant and Winery in Manchester, Ohio

MEETING THEME: Lean Manufacturing Overview offered by the Edison Center

SPEAKER: Bruce Vaillancourt. Mr. Vaillancourt is employed by TechSolve, Inc., a National Institute of Science and Technology Manufacturing Extension Partner and Ohio Edison Technology Center where he has served as the Director of the Manufacturing SBDC, Director of the International Trade Assistance Center and is currently the Program Development Manager.

Prior to joining TechSolve, Mr. Vaillancourt served as Director Corporate Development with Cincinnati Bell where he managed several mergers & acquisitions, facilitated the business process reengineering of the telephone company, and assisted the development of numerous quality programs and Baldrige Quality Award implementation at Cincinnati Bell Information Systems (now Convergys).

He is a certified Quality Assurance Auditor, has extensive operations management expertise having served as Manager/Director on Store and Warehouse Operations for the Kroger Company, as well as international marketing and management experience gained through both private and public consulting engagements.

Mr. Vaillancourt is a Director of the Center for Economic Initiatives, a not-for-profit organization that works with the U.S. Department of State Agency for International Development in training foreign business executives from developing countries in how to compete in a market economy.

Mr. Vaillancourt received his MBA from Western Michigan University and continuing education from the Kellogg Graduate School of Business, Northwestern University.

AGENDA: 5:00 – 5:30 Registration and networking
5:30 – 6:15 Dinner
6:15 – 7:30 Speaker

MENU: Applewood Cordon Bleu, super-salad, baked potato, bread, baby toasted pecan caramel ball, and drink
Or
Shrimp Newburg, super-salad, bread, baby toasted pecan caramel ball, and drink

COST: **The charge for the dinner is \$20.00.** You may attend the program only, without dinner, at no cost. However, pre-registration is still required.

RESERVATIONS: Pre-registration has been extended to Wednesday, April 19. Meal commitments made, but not honored, are subject to payment unless cancelled by phone or electronic mail before 4 p.m. Wednesday, April 19. The Scioto Valley Section must pay for all meals ordered. Therefore, there will be no refunds of paid reservations canceled after that deadline. Please contact Tom Houk (houkt@tpmcllc.com; 740-897-6502) or Doug Scott (dscott@lports.com; 740-897-4771) for reservations.

DIRECTIONS: From **Chillicothe and north** take 23 south to 32 west to 41 south to 136 south to 52 west to the restaurant.

From **Washington Courthouse** take 62 south to 32 east to 136 south to 52 west to the restaurant.

From **Parkersburg** take 50 west to 32 west to 41 south to 136 south to 52 west to restaurant

From **Gallipolis** take 35 west to 32 west to 41 south to 136 south to 52 west to the restaurant.

From **Huntington** take 52 west to the restaurant.

RECERTIFICATION: Individuals holding ASQ certifications can **earn 0.3 re-certification units (RUs)** for attending the training session.

SVS 2005-2006 MEETING SCHEDULE

Meeting Date	Location	Theme	Topic/Speaker
September 9/15/05	Waverly	Factory Tour	Superior Kraft Homes Manufacturing
October 10/20/05	Chillicothe	Airport Security and Operation	Ross County Airport Security & Operations
November 11/15/05	Piketon	Education	Quality in Education - Bill Lindsey
December 12/15/05	Piketon	Training	Leadership Training - Bob Rinderman
January 1/17/06	Jackson	Service Quality	Quality in Banking – Ron Copher
February 2/16/06	Portsmouth, Shawnee State Univ.	Healthcare	Quality in Healthcare - Dr. Wayne Wheeler from SOMC
March 3/16/06	Chillicothe	Transportation	ODOT Bridge Inspection – Emerson Richmond
April 4/20/06	Manchester Moyers	Lean Manufacturing	Lean Manufacturing Overview offered by the Edison Center
May 5/18/06	Deer Creek Joint Mtg. w/ Columbus	Tour of Dam	Corps of Engineers Dam Tour Joint Meeting with Columbus
June 6/15/06	Jackson or Chillicothe	Tour Manufacturing Plant	Location to be determined

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)	08/18/06	10/21/06
Certified HACCP Auditor (CHA)		
Certified Mechanical Inspector (CMI)		
Manager of Quality/Organizational Excellence (CMQ/OE) – NEW (Formerly CQM)		
Certified Quality Technician (CQT)		
Certified Reliability Engineer (CRE)		
Certified Six Sigma Black Belt (CSSBB)		
Certified Quality Auditor (CQA)	04/07/06	06/03/06
Certified Quality Improvement Associate (CQIA)		
Certified Calibration Technician (CCT)		
Certified Quality Engineer (CQE)		
Certified Software Quality Engineer (CSQE)		
Certified Six Sigma Green Belt (CSSGB)		
Quality Process Analyst (QPA)		

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/certification/dates.html>.

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 & TOOLS

Check out the ASQ web page <http://careers.asq.org/search.cfm> for information on finding available job opportunities, job seeker support, posting a resume, and many other helpful items.

CONFERENCES/SEMINARS/WORKSHOPS/AWARENESS TRAINING

Seminars:

Human Error Prevention - June 5-6, 2006 - Palm Beach, FL - In addition to discovery and invention, human error prevention can be the greatest contributor to improved productivity, safety and quality. This seminar presents the latest developments in human error prevention. The principles and practices of human error prevention are universally applicable regardless of the type of industrial, commercial or governmental enterprise, and regardless of the type of function performed within the enterprise.
[Learn More](#)

Marguglio's Approach to Human Error Prevention

<i>Concern</i>	<i>Response</i>
Hazards	Implement techniques by which to recognize hazards. Eliminate hazards. Create administrative, equipment and personal barriers to human error to neutralize hazards and mitigate their effects. Implement techniques by which to avoid holes in barriers. Implement techniques by which to increase the effectiveness of barriers.
Error-Inducing Conditions and Error-Likely Situations	Recognize error-inducing conditions and error-likely situations. Eliminate these conditions/situations. Use behavioral tools and techniques (for individual contributors, supervisors and managers) by which to counteract error-inducing conditions and error-likely situations.
Inappropriate Risk-Taking	Recognize the behaviors that lead to inappropriate risk-taking. Practice behaviors that lead to conservative decision-making.
Recurrence of Past Errors	Implement a problem reporting, root cause analysis, and preventive corrective action system.

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Marguglio's Human Error Causal Factor Taxonomy

<i>Causal Factor</i>	<i>Description</i>
Knowledge-based	Lack of knowledge of the standard, requirement or need.
Cognition-based Skill-based	Lack of the appropriate level of cognition; lack of ability to understand, apply, analyze, synthesize or evaluate such as to be able to meet the standard, requirement or need. Lack of skill.
Value-based Belief-based	Lack of respect for or acceptance of the standard, requirement or need.
Error-Inducing Condition-based Error-Likely Situation-based	Lack of recognition of the condition or situation and/or lack of counteracting behavior.
Decision-based	Lack of judgment in evaluating risk versus benefit. Lack of behavioral techniques for conservative decision-making.
Lapse-based	Nothing lacking; simply "blew it".

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[Learn More](#)

Problem Reporting, Root Cause Analysis, & Corrective Action - June 7-8, 2006 - Palm Beach, FL

Persons who are responsible for identifying and reporting off-normal conditions, evaluating the conditions and their effects, identifying causal factors, recommending various types of corrective actions, tracking the implementation of corrective actions, and managing the overall system...

[Learn More](#)

TRIZ - The Theory of Problem Solving - A Six Sigma Tool - June 1, 2006 - Palm Beach, FL -

TRIZ is short for Teorija Rezhnija Izobretalenskikh Zadach, the Theory of Inventive Problem Solving. Dr. Genrich Altshuller developed TRIZ methods. As a result of a major analysis of the creative principles used in over one million patents, he identified 40 principles for inventive problem solving. For better problem solving and process improvement, TRIZ provides a systematic approach, speeds up creative thinking, significantly expands the range of problem solving options and provides a common language.

[Learn More](#)

Information Quality Improvement - June 1-2, 2006 - Palm Beach, FL - Poor information quality has become a real impediment to sustained business success and is increasing the resources needed to comply with new industry initiatives and government regulations. The impact of HIPPA, Sarbanes-Oxley, EU Privacy Regulations, and new e-commerce standards and similar activities on organizations has increased the visibility of poor information quality.

[Learn More](#)

Additional High Technology Seminars - [Learn More](#)

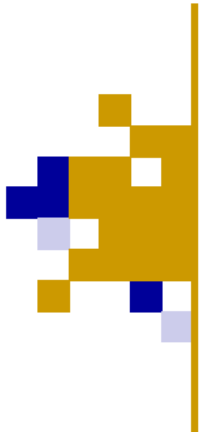
Descriptions of all High Technology Seminars

Conferences:

15th Annual Quality Audit Conference

October 19-20, 2006

Training Courses:



The American Society for Quality Certified Quality Improvement Associate (CQIA)

Presented by ASQ Scioto Valley Section #815

The CQIA certification is peer recognition that individuals possess a basic understanding of the principles of quality improvement and teamwork that is required at every level of any organization. This course provides students with an overview and understanding of the Body of Knowledge for the CQIA so as to provide them with the ability to prepare for taking the CQIA Examination.

Who Should Attend:

This course is designed for non-quality professionals, such as critical care nurses, accountants, customer service representatives, purchasing managers, and insurance agents and those who wish to take their professional expertise to the next level and achieve certification as a Quality Improvement Professional such as Six Sigma Teams, Continuous Improvement Coordinators, Customer Service Managers, Process Improvement Teams and others.

When: On Tuesdays, April 4 -April 25, 2006

Time: 2:00pm-5:00pm

Where: The OSU South Centers Endeavor Center

1862 Shyville Road, Piketon OH 45661

Fee: \$250

For More information or to register please contact Kelly O'Bryant at (740) 289-3727 ext 111 or obryant5@ag.osu.edu.



Workshops:

**Focus on the Future—2006
Ohio Manufacturing Partnership Series**

Presented by

**The Ohio Department of Development
In Conjunction with CAMP and TechSolve**

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. These events are scheduled at the OSU South Centers, Endeavor Center in Piketon, 1864 Shyville Rd., Piketon, Ohio 45661.