



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

Hello ASQ Members and Friends,

Happy Spring to all and how good it is to see everyone out and about...smiling...tanned and happy...except for those of us working and confined to buildings, offices, think tanks, road warrior traffic and silos. We'll get ours...hang tough everyone! I see more daffodils peeking through every day and golf clubs gleaming in the sunshine. Mulch is piled high at gas stations....so it must be Spring!

Bob Rinderman has a special tribute article in the Quality Corner this month, due to the passing of Dr. Juran. Worthwhile reading and tribute to a true legend. Thank you Bob!

Special notice and congratulations to incoming Chair-Elect, John Hobensack on his new position at USEC, as well as to our own David Boulay on his recent graduation and award of Ph.D status. See Member Accomplishments in this issue.

The hearty souls (8 of us w/family and friends) who attended the ASQ Hockey afternoon recently, were given a rare treat...the Blue Jacket beat the Detroit Red Wings! A wonderful afternoon was had by all. Hope to try it again next year.

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Our April event is scheduled for April 17th at Horizon Telephone Company in Chillicothe, Ohio. Please plan on attending this special session, as we have Alan Cook, IT Specialist/Security Systems as our speaker and dinner at 17 E. Main (next door to Cross Keys Tavern). Details to follow from Tom Houk, Arrangements Chair – look for the registration notice in section newsletter and separate announcement.

Your attending the April meeting is critical to our success as the slate of 2008-2009 Section Officers for incoming fiscal year – will be announced. We need your vote. So come and enjoy the evening, listen to some music (commencing at 8:00 PM) at Cross Keys, converse with your fellow ASQ members and officers-elect and learn interesting aspects of IT Systems and Security from Horizon.

Thanks to all and hope to see you on the 17th!

Cindy Davis, DRD, Scioto Valley Section Chair, 2007-2008, d2associates@earthlink.net

ANNUAL ELECTION OF OFFICERS

By way of this newsletter – our Annual Section Meeting to elect officers for the 2008-2009 term will take place at the April 17th meeting at Horizon Telephone in Chillicothe. The proposed slate of candidates is as follows:

- John Hobensack (Chair)
- Bob Erwin (Chair Elect)
- Chad Rausch (Vice Chair)
- Pamela Sperling (Vice Chair)
- Connie Lang (Secretary)
- Doug Scott (Treasurer)

We need your vote and look forward to a great membership turnout. Additional nominations will be accepted from the floor at the annual meeting. The nomination must be accepted by the nominee and accompanied by a petition signed by at least ten members in good standing.

If you are unable to attend you still have the opportunity to make your voice heard by placing an electronic proxy vote. Please forward your vote decision to Dan Longpre (longpred@tpmcllc.com) by Thursday April 17th at 2:00 pm. This time restriction will ensure your vote is included in the evening's annual meeting.

We want to see you there, but if not, please send your vote.

Regards,
Dan Longpre
Nominating Chair

APRIL PROGRAM MEETING

DATE & LOCATION: Thursday, April 17, 2008 at 17 E. Main on Main St. Chillicothe, Ohio

MEETING THEME: IT/Security in Telecommunications

SPEAKERS: Alan Cook, IT Specialist, Horizon.

AGENDA, MENU & COST, RESERVATIONS: To be announced at a later time. Please contact Tom Houk (houkt@tpmcllc.com; 740-897-6502), Cindy Davis (d2associates@earthlink.net (740) 289-2071 x228), or Doug Scott (dscott@lpports.com; 740-897-4771) for reservations.

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RECERTIFICATION: Those holding certifications will receive 0.3 recertification units for attending the briefing for the evening.

DIRECTIONS: 17 E. Main is located on Main St. just off of the intersection of Main St. and Paint St. in downtown Chillicothe, Ohio.

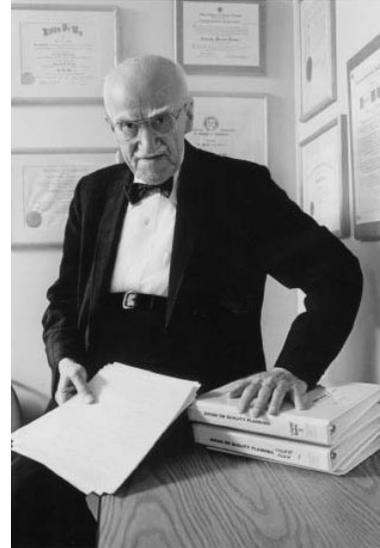
THE QUALITY SYSTEMS CORNER - IN MEMORY OF DR. JOSEPH M. JURAN

During the Christmas holidays I completed my reading of “Architect of Quality” the autobiography of Dr. Joseph M. Juran (McGraw-Hill, 2004). I found the book to be an insightful, revealing, painfully honest and open look into the life and times of Dr. Juran. I was so moved by the passages and information in the book that it took me days before I could bring myself to read the last few chapters. I was aware that the final chapters contained his final good bye and I was reluctant to even read them.

I am proud to dedicate this issue of this column in memory of Dr. Juran who passed from this life on February 28, 2008.

Born in Braila, Romania, in 1904, Joseph Moses Juran left his native country in 1912 with his impoverished family to join his shoemaker father in the Land of Opportunity. Growing up in a tarpaper shack in Minneapolis, he overcame poverty, prejudice, the loss of his mother in 1920 and the subsequent break-up of his family. At age 8 he began selling newspapers to help support his family and was never without a job again.

Speaking no English, but based on his proficiency in arithmetic, Juran was placed in fourth grade in 1912, graduated from grammar school in 1917 and graduated third in his class from South High in 1920 where he further developed his aptitude in math and science. The financing of his education at the University of Minnesota was a precarious balancing act each year but he graduated from what he describes as his “foster home” in 1924 with a degree in Electrical Engineering.



In April of 1924, at 19 years of age, Juran accepted a job offer of \$27.00 per week and, upon graduation, started his storied career and professional life at Western Electric Company, part of the Bell System, in the Hawthorne complex adjacent to Cicero, a bedroom community of Chicago.

In his memoirs “Architect of Quality” Dr. Juran describes in great detail his careers in Manufacturing (Western Electric/Bell System), Government (1941 Lend-Lease Office) and Academia (1945-New York University Engineering College). In this frank memoir, he explores his motivations, the challenges he faced and his choices in life, which led to his eventual development of the basic principles of Quality.

I have owned a copy of Dr. Juran’s famous “Quality Control Handbook” since 1968. I used that book and others to earn my ASQ CQE certification. More importantly, I have utilized that book as a valued reference source throughout most of my professional career. It has served me well. I have had the pleasure of seeing and attending lectures by Dr. Juran and reading his works on quite a few occasions. I have also seen Dr. Juran at many of the ASQ Annual Conferences around the country. Always in the very front row and always with a note pad and pen in his hands making furious notes and asking insightful questions, but always listening, absorbing and learning. The following are a few of my memories of meeting Dr. Juran:

- It was the ASQC Annual Quality Conference in Boston in May of 1974. Just before I entered the auditorium for the Keynote speech on the first morning of the conference, I bumped into my old friend and mentor, Dr. Lloyd Knowler, Professor Emeritus/University of Iowa. Dr. Knowler, Founding Member and First Fellow of ASQ and recognized “American Quality Pioneer”, asked if I wanted to sit with him and I readily accepted his invitation. As we went down the main aisle I realized that he was headed for the very front of the auditorium. Since I am not what I would refer to as a “front row guy” I was a bit concerned. Sure enough, Dr. Knowler entered the second row of seats and took a seat immediately behind some distinguished looking gentlemen seated in the front row. As we seated ourselves and got comfortable Dr. Knowler reached over and tapped the grey haired man seated directly in front of me on the shoulder and said “Hello, Joe”. Recognizing Dr. Knowler immediately, the man rose and shook

hands warmly with Dr. Knowler. After exchanging brief pleasantries Dr. Knowler said “Joe, I’d like you to meet a friend and associate of mine, Bob Rinderman”. It was Dr. Juran!! I was awestruck. Dr. Juran smiled and extended his hand and said “Any friend of Lloyd’s is a friend of mine!”. I rose, shook his hand and told him that I was very pleased to meet him. My feet hardly touched the ground the rest of the day.

- Twenty years later, I was serving as a member of the ASQC Las Vegas Section Host Committee for the May 1994 Annual Quality Congress at the Las Vegas Convention Center. This was the record setting Annual Conference for ASQ with over 5,000 attendees and it was the last time that Dr. Juran would address an ASQ audience and he was the Keynote Speaker. Now, in his 90th year, in the midst of his two year “Last Word Tour” he was closing his public life and he was coming before the Society that he helped to found in 1946 to give what he described as his “Last Hurrah”. Dr. Juran was at his finest for this speech and related many of his views and experiences and summarized his life work and his experiences with ASQC. He held a crowded auditorium, containing thousands of Quality Professionals and many others, in the palm of his hand. You could hear a pin drop and he held us mesmerized for the better part of 2 hours. Nearing the end of his speech he stated that, “Starting in 1995 I will devote my time to tackling a huge backlog of neglected family and personal matters. I will also get into the formidable job of writing my memoirs – I have promised that to my grandchildren. Hopefully I will in addition be granted the time to sneak in a few books and papers on the subject of managing for quality. So I will remain fully occupied, but I will be free of deadlines which must be met. You can be sure that in December of this year I will be shouting ‘Free, free at last’.”



He concluded his speech with the following words: “All of you attending this Congress have an interest in the subject of managing for quality. Some of you are fully immersed in it. I believe I can safely promise you that it will continue to grow during your lifetime and will offer exciting challenges as well as drudgery. I hope that during your own journey you too will avail yourself of the opportunities proved by ASQC and other professional societies to gain from sharing experiences with others in the field. And I hope that you too will come to relish the exhilaration of contributing to the

common good.” These final words were followed by a tremendous and long standing ovation from the thousands of us gathered in the audience.

Later that day, in the exhibition hall, I lined-up to shake his hand and get his autograph on my copy of his speech entitled “The Upcoming Century of Quality”. When it was my turn I shook his hand, told him how much I liked his speech and asked if he would autograph my copy. He thanked me for my words and, as he was signing his name, I told him that Dr. Lloyd Knowler (who had just recently passed on) was a friend of mine. He stopped, looked at me and said, “Lloyd was a friend of mine too!” I thanked him, we wished each other well and we shook hands.

- Finally, on the occasion of accepting my ASQ Fellow plaque at the ASQ Quality Congress in May of 2001 in Charlotte, NC, I was in the auditorium when Dr. Juran was assisted up the stairs to the dais by ASQ President Greg Watson where he gave an exceptional speech awarding the first ASQ Juran Medal to Bob Galvin, the retired President and CEO of Motorola. The years had slowed his gait but not his mind. That was the last occasion when I was able to see and hear Dr. Juran in person.

In the days since Dr. Juran’s passing there has been a tremendous outpouring of expressions of sympathy and remembrance. The Associated Press, New York Times, Los Angeles Times and other major news sources have carried Obituaries. There was immediate notification in a press release from the Juran Institute and the front page of the ASQ website www.asq.org carries a tribute to Dr. Juran as well as links to information about him. One of the features of the ASQ website is a link to a section where they have published the many expressions of sympathy and remembrance from world quality

leaders, past Presidents of ASQ and noted quality professionals. I heartily encourage you to read the many entries on the website.



At the end of the final chapter in his memoirs, Dr. Juran closes with this final line: "When I am gone, let no one weep for me. I have lived a wonderful life."

Dr. Juran is survived by his beloved wife of 81 years, Sadie; his children Donald, Charles, Robert and Sylvia; 9 grandchildren; and 10 great-grandchildren. In addition, he leaves quality professionals world-wide the benefits of his brilliant work and the inspiration of his teaching. Last of all, he leaves this writer feeling like I have lost a personal hero and an old and valued friend.

BOB RINDERMAN is an ASQ Member since 1966 who has developed and managed Quality Systems in a variety of industries. Bob is the Founding Chair of the Scioto Valley Section, past member of the ASQ Board of Directors and an ASQ Fellow. Bob would welcome your comments, corrections or critiques at Qualpro@roadrunner.com.

2007-2008 PROGRAM YEAR

Meeting Date	Location	Theme	Topic/Speaker
April 17, 2008	Chillicothe	Telecommunications	IT/Security – Alan Cook
May 17, 2008	Ironton	Railroad Quality	CSX Quality Program – Speaker - TBD
June 21, 2008	Chillicothe	Golf Outing	Second Annual SVS Golf Outing

Please note that some locations/topics may change due to availability of speakers. Notifications may be provided by e-mail or updates in the newsletter.

CERTIFICATION PREPARATION – A MESSAGE FROM THE CERTIFICATION CHAIR

Certification is formal recognition by ASQ that an individual has demonstrated proficiency within, and a comprehension of, a specified body of knowledge. It is peer recognition, not registration or licensure. Certification demonstrates that the certified individual has the knowledge to assure quality of products and services. Certification: 1) Is a mark of excellence; and 2) Is an investment in your career and in the future of your employer. Studying for the one of the ASQ Examination allows the individual to gain new skills and upgrade their proficiency. Maintaining your certification secures the investment you've already made in your career.

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. Many new items are added daily to assist in your career searches.

MEMBER ACCOMPLISHMENTS

David Boulay, Director of the OSU South Centers Small Business Development Center, recently received his PhD in Workforce Development and Education from The Ohio State University. Congratulations, David!

David Boulay was born in Binghamton, New York and grew up in upstate New York. He received a B.S. in Management with a minor in Russian from Binghamton University, worked for eleven years in manufacturing management and gained experience in leadership, operations, maintenance, quality and food plant sanitation, and new product line start-ups. Along the way he earned a M.B.A at Franklin University.



In 2002 David joined the Ohio State University South Centers at Piketon as a Management Specialist serving as Director of the region's Small Business Development Center and providing leadership for the Business Development Network. Additional responsibilities included applied research projects such as employee turnover studies and business retention and expansion efforts.

David's first experience with ASQ began while obtaining his Bachelor's degree. He took a course that required an ASQ student membership with homework and exams related to Quality Progress articles.

John Hobensack, Chair-Elect of the Scioto Valley Chapter of the American Society for Quality, has been named Recycle/Assembly Operations Manager for the American Centrifuge Plant in Piketon, Ohio by USEC Inc. He reports to Dave Fosson, Operations Manager.

John has more than 28 years experience at the site and was most recently a Quality Assurance Engineer in the Quality Assurance Department, is a Certified Quality Auditor and is certified as an NQA-1 Lead Auditor.

John has a B.S degree in Applied Science from Miami University and has received additional training at the University of Florida and the Harvard School of Public Health in EPA Method 5 Stack Sampling and ASME N510 In-Place Testing of HEPA Filters. Congratulations John on your recent promotion!

USEC Inc., a global energy company, is a leading supplier of enriched uranium fuel for commercial nuclear power plants. It expects to deploy the next generation uranium enrichment technology in Piketon, Ohio – the American Centrifuge.

SVS SECTION 815 LEADERSHIP COMMITTEE ROSTER FOR 2007-2008

Office	Name	Phone	E-mail
Chair	Cynthia L. Davis	800 556 2551	d2associates@earthlink.net
Chair Elect	John Hobensack	740 897 2253	hobensackje@ports.usec.com
Vice Chair	Robert Ervin	740 384 3479	boberv@copper.net
Vice Chair	Rich Biehle	606 836 3455	rbiehle@gmail.com
Vice Chair	Jim Brown	740 636 3038	jbrown@yusa-oh.com
Treasurer	R. Douglas Scott	740 897 4771	dscott@lpports.com
Secretary	Connie Lang	740 947 6441	lang.connie@pikecommunityhospital.org
Immediate Past Chair	Dave Boulay	740 289 2071	boulay.1@osu.edu
Reg. 8 Deputy Director	Bob Rinderman	740 897 2440	rindermanrr@ports.usec.com
Reg. 8 Deputy Director	Cynthia L. Davis	800 556 2551	d2associates@earthlink.net
Section Director (10)	Tim Matchett	740 286 1621	cqp53@hotmail.com
Section Director (10)	Bob Rinderman	740 897 2440	rindermanrr@ports.usec.com
Section Director (10)	R. Douglas Scott	740 897 4771	dscott@lpports.com
Section Director (10)	Cynthia L. Davis	800 556 2551	d2associates@earthlink.net
Section Director (09)*	Pamela Sperling	740 773 8123	Sperling@horizonview.net
Section Director (08)*	Rich Biehle	606-836-3455	rbiehle@gmail.com

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

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Committee Chairs	Name	Phone	E-mail
Arrangements	Tom Houk	740 897 6502	houkt@tpmcllc.com
Auditing	Pamela Sperling	740 773 8123	Sperling@horizonview.net
Certification	Jim Thompson	740 897 5246	thompsonjf@ports.usec.com
Database	Wade Midkiff	225 323 3701	midkiff@ieee.org
Education	Cynthia L. Davis	800 556 2551	d2associates@earthlink.net
Examining	Brian Lanning	740 897 2084	lanningbm@ports.usec.com
Healthcare	Connie Lang	740 947 6441	lang.connie@pikecommunityhospital.org
Historian	R. Douglas Scott	740 897 4771	dscott@lpports.com
Internet Liaison	Wade Midkiff	225 323 3701	midkiff@ieee.org
Koalaty Kid	R. Douglas Scott	740 897 4771	dscott@lpports.com
Membership	Robert Ervin	740 384 3479	boberv@copper.net
Newsletter	Rus Barnes	740 897 2809	rbarnes@lpports.com
Nominating	Dan Longpre	740 897 5747	longpred@tpmcllc.com
Placement	Craig Gray	740 335 0335	cgray@yusa-oh.com
Program	Rich Biehle	606 836 3455	rbiehle@gmail.com
Publicity	John Hobensack	740 897 2253	hobensackje@ports.usec.com
Re-certification	Jim Brown	740 636 3038	jbrown@yusa-oh.com
Six Sigma	Brian Lanning	740 897 2084	lanningbm@ports.usec.com
SMP	Cynthia L. Davis	800 556 2551	d2associates@earthlink.net

ASQ CERTIFICATION EXAMS

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>.

The following table lists the various certifications offered by ASQ, exam dates, and application deadlines. Additional exam dates are available through scheduled seminars and workshops which can be viewed at the website given above.

Certifications	Application Deadline	Exam Date
Calibration Technician Quality Auditor Quality Engineer Quality Improvement Associate Quality Process Analyst Six Sigma Green Belt Software Quality Engineer	4/4/08	6/7/08
Biomedical Auditor HACCP Auditor Manager of Quality/ Organizational Excellence Quality Inspector Quality Technician Reliability Engineer Six Sigma Black Belt	8/15/08	10/18/08
Calibration Technician Quality Auditor Quality Engineer Quality Improvement Associate Quality Process Analyst Six Sigma Green Belt Software Quality Engineer	10/3/08	12/6/08

FY 2008-2009 DUES INCREASE

The tables below illustrate the 2008-09 dues for individual and organization membership types effective July 1, 2008.

Individual Membership Types

Category	2007-08 Dues	2008-09 Dues	\$ Increase	% Increase
Full (formerly Regular)	\$125	\$129	\$4	3.2%
Senior	\$125	\$129	\$4	3.2%
Fellow	\$125	\$129	\$4	3.2%
Associate	\$72	\$74	\$2	2.8%
Forum or Division Only	\$31	\$31	\$0	0.0%
Student	\$25	\$25	\$0	0.0%

Organization Membership Types

Category	2007-08 Dues	2008-09 Dues	\$ Increase	% Increase
Site (formerly Sustaining)	\$800	\$800	\$0	0.0%
Existing Enterprise (formerly Organizational)	\$15,000	\$15,000	\$0	0.0%
New Enterprise (formerly Organizational)	\$15,000	\$18,000	\$3,000	20.0%
K-12 (District)	N/A	\$750	N/A	N/A
K-12 (School)	N/A	\$350	N/A	N/A

Membership name changes and dues adjustment will go into effect July 1, 2008.

ASQ's Governing Policy

In compliance with ASQ Policy and Procedure F 10.01, the annual review of the establishment and collection of ASQ's membership dues has been completed. This review calls for a formal analysis of the calculations that make up the dues model. ASQ staff prepares an annual analysis of the dues structure for the treasurer. As stated in the policy, the analysis may include but is not limited to the following:

- A calculation to determine a Consumer Price Index (CPI) adjusted dues forecast
 - A cost model to approximate the cost of providing an ASQ membership and associated benefits
 - A comparative market survey of other professional societies and/or other engineering societies
- The policy also recommends making small incremental changes on a regular basis rather than substantial changes on an infrequent basis.

Results of the Membership Dues Model Review

- This year's review used the dues model that was modified with the implementation of the Living Community Model in 2004.
- The model includes all ASQ individual and organizational membership types.
- The model considers direct and indirect costs to service members in each membership type.
- No dues increases were requested for fiscal years 2005-06 and 2006-07 due to the substantial increase approved for FY 2004-05.
- To avoid a large-scale increase in future years, a smaller increase was approved in FY 2007-08 and was recommended for FY 2008-09.
- A thorough review of the membership model, updated CPI and dues comparison to other professional and quality associations led to the recommendation that the ASQ Board of Directors review and approve a membership dues increase to be implemented in July 2008.

Why the Dues Increase

The cost to deliver the benefits and services of an ASQ membership has increased approximately 2% in the past year. The dues increase was sought and approved to ensure that ASQ is positioned to realize our vision and mission to become the community of choice for everyone seeking quality. The Board of Directors approved the dues increase to address the following:

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- To help the Society remain ahead of inflating costs
- To meet the needs of future investments for strategic initiatives, e.g., the Education Training Initiative (ETI)
- To engage in efforts to increase the value provided to ASQ members and community to include growing the community of quality professionals and practitioners and the ASQ Quality Body of Knowledge (QBok).

For more information, please contact ASQ Membership at mqdteam@asq.org.

CONFERENCES/SEMINARS/WORKSHOPS/AWARENESS TRAINING

Below is a listing of upcoming conferences available through ASQ. More information on available conferences is available by clicking each link below or visiting the ASQ website (www.asq.org).

World Conference on Quality and Improvement May 5-7, 2008 • Houston, Texas

<http://wcqi.asq.org/>

Quality Institute for Healthcare May 5-7, 2008 • Houston, Texas <http://qihc.asq.org/index.html>

16th National Quality Education Conference November 16-18, 2008 • Reno, NV

<http://nqec.asq.org/>

LEADERSHIP COMMITTEE

The Leadership Committee meeting dates for program year 2007-2008 are listed below. Meeting times are 5:30 pm on each date. All members are welcome to attend the Leadership Committee meetings.

Officers and Chairs with reports due for review/approval at monthly meetings, please consider sending advance draft copy to the Leadership Committee. If your schedule does not allow attendance at this time, please consider calling in to the established bridge line in lieu of being on site for the meeting (Voice Bridge 800-508-1298, PIN 2142). We understand the busy work schedules and family priorities sometimes preclude participation.

04/03/08 - OSU Piketon 05/01/08 - OSU Piketon 06/05/08 - OSU Piketon