



THE SCIOTO VALLEY VOICE

AMERICAN SOCIETY FOR QUALITY
SCIOTO VALLEY SECTION 0815

"ASQ's First Section of the New Millennium"



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Editor:

Peter Bellows (peter.bellows@fbports.com)



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MESSAGE FROM THE CHAIR

Greetings ASQ Members and Friends,

Spring has sprung and is quickly becoming summer! In between thunderstorms, I have been getting out into my flowerbed and I can't wait to see all the beautiful flowers blooming soon.

We had some great dinner program meetings in March and May that are summarized in this newsletter. My special thanks to the speakers Jim Quinnette and Bryan Piccirillo. We are taking a summer break in the program schedule, but will be back in September with some great new topics and venues. See you then!

Our Leadership Committee is working hard to put together interesting and informative meetings for the ASQ-SVS section. We would like to hear any feedback or suggestions for the upcoming meetings. Please contact me at Julie.puckett@genmills.com with feedback or meeting topic suggestions.

Julie Puckett
ASQ-SVS Chair
2013-2014

MESSAGE FROM THE IMMEDIATE PAST CHAIR

The ASQ-SVS March dinner program meeting on Three Mile Island Accident Overview was well attended by 32 members (see photos below). Special thanks are given to the speaker, Jim Quinnette, for an excellent presentation. Jim was working at Three Mile Island before and after the accident so he had a front row seat. Jim took us behind the scenes and gave an almost minute by minute account of the accident and recovery. I am always amazed of the timeline when the dominos fall in an accident. We can always see those dominos so well after the accident, but they are at best in our peripheral vision before. When Jim gave his narrative, I could almost sense the bedlam in the control room as everyone tried to figure out what was going on – talking, alarms, equipment noise, not the least of which was the old 9 pin printers incessantly printing out all the data. I hate to say it, but I am old enough to remember those printers, and they were noisy. Again, thanks to Jim for a great meeting.

The ASQ-SVS May dinner program meeting on Quality in Pharmacy Operations at Adena Regional Medical Center was well attended by 20 members (see photos below). Special thanks are given to the speaker, Bryan Piccirillo, for an excellent presentation. After listening to Bryan speak for a few minutes it is easy to understand why he is the Pharmacy Manager at Adena. He couldn't have better understood what a room full of quality professionals would want to know about pharmacy and the questions they would likely ask. His presentation took us from how medications enter the hospital, to how they are dispersed and ultimately given to patients, and all the checks and balances in between that ensure quality and patient protection. The time of scribbled, nearly unreadable Doctor's prescriptions sent to the pharmacy are long gone, and replaced by a highly automated and painstakingly controlled and monitored operation. Bryan fielded every one of our questions admirably and stayed until we couldn't think of another thing to ask. Again, thanks to Bryan for a great meeting.

I had the opportunity to attend the Columbus ASQ Spring Conference with Tim Matchett and Mike MacCrae. The ASQ Scioto Chapter offered 6 paid spots (registration and mileage) to the conference for our members, however we were the only three who took advantage of the offer (see Mike's summary below).

There is a free online training opportunity (*8D Problem Solving or Evaluating the Measurement System - MSA Gage Studies*) currently being offered to members. The message was sent out on 4/21/14, and so far only 7 members have signed up (looks like most are interested in *8D Problem Solving*). We need 20 participants (13 more members) to set up either course (we can only do one). This is individualized 2 hour online training, so you can complete from the comfort of your home over a time span of 30 days or more. Please re-consider your participation and send me an e-mail at longpred@wems-llc.com by 7/11/14 to sign-up. With 20 sign-ups, I will schedule a course in the fall.

We will not have a June dinner program meeting, and as usual, there will be no meetings in July and August due to conflicts with vacations and other summer events. Our next dinner program meeting will be in September. We have some great ideas in the works, so you won't be disappointed in the fall. Have a great summer, and I will see you in the fall!

Dan Longpre, Immediate Past Scioto Valley Section Chair

ASQ COLUMBUS SECTION 2014 SPRING CONFERENCE

The following is an insightful synopsis of Mike MacCrae's attendance at the Columbus Spring Conference:

On March 18th, I had the privilege of attending the 2014 Spring Conference hosted by the ASQ Columbus Section along with fellow members (and SVS Past Chairs) Dan Longpre and Tim Matchett. The theme was **Quality First in a Complex World**. It was an all-day event held at the Crown Plaza Columbus North. It was a very nice venue for this event and the cost (\$85) was truly a bargain. The keynote speaker was Steve Wall, Deputy Director of LEANOhio, in the Ohio Department of Administrative Services. He gave a fascinating presentation on **Lean Government: It Can Be Done**, showing us the process improvements that he has accomplished in the Ohio State government, demonstrating that government services can be made much more efficient. He also emphasized that Governor Kasich is a strong advocate of and participant in developing and implementing Lean Government. The Columbus Section hit a home run having Steve kick off the conference!

The remainder of the day focused on real-world applications of quality principles and tools which were presented in four tracks:

- Leadership & Change: Leadership vision, strategy and commitment guide quality execution and evolve the organization's culture. I attended Tracy Owens & Sky Goodwin of GoodwinOwens' presentation of **Innovation: LIVE!** This was a hands-on exercise using a new quality tool called 3Plus/3Minus. This tool is basically a repackaging of Pareto Analysis only taking the top three positive elements and the bottom three elements to improve or eliminate. It could be useful in some applications, but it could also cause you to miss improving other elements that would be more beneficial to focus on. I also attended one of the OSU student breakout sessions presented by Scott Zelle on his **Configuration Management Process Improvement Project**. Scott provided a lot of information in a very short time on how he analyzed software CM issues and developed process improvements. I attended this session hoping to see a presentation on QMS CM process improvements and was somewhat disappointed that it was on software. Nevertheless, Scott showed a good grasp on how to apply CM process improvement tools.
- Tools & Methods: Quality toolkits incorporate many different methods and tools from the familiar standards to new applications. I attended Linda Dodge & Janell Vickers Catholic Health Partners' presentation of **Opening Your Staff's "Waste Eyes" with Waste Walks/Lean Walks**. They focused on use of a checklist that asks a series of questions that help focus on personal values, experience, work culture, and systems. Coming from a highly regulated industry, I found it difficult to justify applying personal values into the process analysis and problem solving activity. They could, however, be applied more readily in nonregulated businesses or activities in which personality is a valuable aspect of promoting one's product.
- Quality, Process & Risk Management: Design, implementation and improvement of quality, process & risk management systems are the basis for high performing organizations. I attended Whitney Mantonya of Collaborative Lean Solutions' presentation on **Challenges and Lessons Learned from Large Deployments**. She did a very good job explaining the pros and cons of centralized quality organizations vs. field quality organizations in large corporations.
- Customer Focus & Metrics: Sustainable quality starts and ends with the customer. I attended a sponsor software demonstration put on by IQS. They, and several other sponsors, provide valuable software bundles that include all of the major elements of a comprehensive quality management system. Elements such as design, procedures, document control, procurement, supplier control, inspection, testing, material control, nonconformance control, corrective action, audits and assessments, training, and material dedication are included and fully integrated. The package is also transferable with access controls to suppliers and customers and can be configured for classified and unclassified information. There is so much available today to help make QMS more efficient. Of all the software packages I saw, IQS seemed to be the most robust and comprehensive.

Overall, the conference was well worth attending. It was well organized and the speakers and sponsors provided valuable insight into various aspects of quality management. I also want to thank the SVS Leadership Committee for reimbursing the cost of the conference. That was a great demonstration of their commitment to helping members improve their professional development. I strongly encourage you all to take advantage of opportunities like this in the future.

Mike MacCrae

SVS SECTION 815 LEADERSHIP COMMITTEE ROSTER FOR 2013-2014

A special thank you is extended to those personnel listed below that have continued their service for the Section or have graciously accepted positions on the Leadership Committee. Your commitment makes our Section great! We also recognize many other personnel have served in the past to support the mission of the Section and thank them as well.

Office	Name	Phone	E-mail
Chair	Julie Puckett	740-286-9293	julie.puckett@genmills.com
Chair Elect	Joe Moss	740-897-4509	joseph.moss@fbports.com
Vice Chair	Erica Cheetham	304-654-8472	echeetham@rcbi.org
Treasurer	Sarah Lackey	740-286-9307	sarah.lackey@genmills.com
Secretary	Emily Smith	740-418-1439	esmith@ironcitypipe.com
Immediate Past Chair	Dan Longpre	740 897 5747	longpred@wems-llc.com
Region 8 Director	Teresa Whitacre		
Section Director (15)	Rich Biehle John	606-836-3455	rbiehle@gmail.com
Section Director (16)	Hobensack Bob	740-897-2818	john.hobensack@fbports.com
Section Director (16)	Rinderman R.	740-897-2440	Bob.Rinderman@fbports.com
Section Director (16)	Douglas Scott	740-772-6997	rdscott@horizonview.net
Section Director (16)	John Shewbrooks	740 897 3587	shewbrooksjb@ports.usec.com
Section Director (14)	Tim Matchett	740 577 1657	cqp53@hotmail.com
Section Director (16)	Andrea Davis	740 897 2629	andrea.davis@fbports.com

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

Committee Chairs	Name	Phone	E-mail
Arrangements	Tom Houk	740-897-6502	tom.houk@lex.doe.gov
Auditing	Mike MacCrae	740-897-4731	maccraems@usec.com
Certification	Jim Thompson	740-897-5246	thompsonjf@ports.usec.com
	Ed McCormick	740-897-3756	Ed.McCormick@fbports.com
Database	Wade Midkiff	225-323-3701	midkiff@ieee.org
Examining	Brian Lanning	740-897-2084	lanningbm@ports.usec.com
Healthcare	Connie Lang	740-947-6441	lang.connie@pikecommunityhospital.org
Historian	R. Douglas Scott	740-772-6997	rdscott@horizonview.net
Internet Liaison	Wade Midkiff	225-323-3701	midkiff@ieee.org
Membership	John Hobensack	740-897-2818	john.hobensack@fbports.com
Newsletter	Emily Smith	740-418-1439	esmith@ironcitypipe.com
	Peter Bellows	740-897-3152	peter.bellows@fbports.com
Nominating	Connie Lang	740-947-6441	lang.connie@pikecommunityhospital.org
	R. Douglas Scott	740-772-6997	rdscott@horizonview.net
Outreach	Erica Cheetham	304-654-8472	echeetham@rcbi.org
PAR	Dan Longpre	740-897-5747	longpred@wems-llc.com
Program	Dan Longpre	740-897-5747	longpred@wems-llc.com
	Julie Puckett	740-286-9293	julie.puckett@genmills.com
Publicity	Joe Moss	740-897-4509	joseph.moss@fbports.com
Re-certification	Tim Matchett	740-286-1621	cqp53@hotmail.com
Six Sigma SMP	Brian Lanning	740-897-2084	lanningbm@ports.usec.com
	Dan Longpre	740-897-5747	longpred@wems-llc.com
	Julie Puckett	740-286-9293	julie.puckett@genmills.com
VOCC	Andrea Davis	740-897-2629	andrea.davis@fbports.com

GET TO KNOW YOUR SECTION OFFICERS!!

This month the Scioto Valley Section features a short biographical sketch of our "Treasurer":

Sarah E. Lackey



As the Treasurer for the ASQ Scioto Valley Section her role and responsibilities are:

- Work with Section Leadership Committee (SLC) to set goals/metrics to support the Section's management process as they relate to recertification.
- Communicate/report to the SLC activities performed, status of performance against goals/metric set, etc. for recertification.
- Evaluate applications for recertification and validate areas of professional activity.
- Ensure timely submission of information to ASQ Headquarters.

Sarah E. Lackey is currently the treasurer for Scioto Valley section of ASQ and has held this position since 2012.

She started her professional career in accounting, working and going to school to earn a business degree. A few years on this path and she decided to switch her major to a degree in the food sciences and graduated from the University of Wisconsin-Madison with a BS in Bacteriology. While in school she was a graduate assistant for a professor, typing research papers for publication and also was a research assistant doing lab studies on *E. coli* 0157:H7.

After graduating in 1999, she was recruited by Pillsbury and joined their company in the Quality Department of the Wellston Ohio facility. In 2001, the Pillsbury company was purchased by General Mills and from that time until 2003 she held various roles in Quality as Analytical Mgr., Micro Lab Mgr., Pizza Quality Engineer (QE), Snacks QE and then was promoted to Cincinnati Ohio facility as the QRO Manager.

In 2004 Sarah transferred back to Wellston to get married and took on the role of Sr. QE II Snacks and then in 2007 she obtained the position of plant Continuous Improvement Manager. Around the same time and in the spirit of tackling another challenge, Sarah entered the PMBA program at Ohio University and graduated with her MBA in 2008.

At the start of 2013, Sarah took a large change in role in order to expand her professional portfolio by stepping down from the plant leadership as CI Mgr. and taking on an Operations role as the Manufacturing Mgr. for Pizza Line 1. She is enjoying the challenge and responsibility of setting direction for her team to meet high standards for human safety and food safety as they produce an exceptional General Mills product.

On the personal side Sarah has 3 daughters, Abigail 16, Emily 8, and Natalie 5. Her extended family is located outside St. George, Utah and Chicago, Illinois. She has a drive to tackle challenges and channels this into her hobbies involving running, yoga, home projects and raising 3 independent girls. Not one to slow down much she balances life by striving to align on her priorities, her faith in Jesus Christ, family and helping others. She loves the phrase "work in progress", because it allows her to have the freedom to try new things, fail and keep moving towards better things ahead.

LEADERSHIP COMMITTEE MEETINGS

The next (3) Leadership Committee meeting dates for the program year 2014 are listed below. Meeting times are 5:30 pm. All members are welcome to attend the Leadership Committee meetings which are held at the OSU Endeavor Center in Piketon.

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, please consider calling in to the established bridge line in lieu of being on site for the meeting (Voice Bridge 800-977-8002, PIN 55758448#).

- July 10, 2014
- August 7, 2014
- September 11, 2014

2014 PROGRAM YEAR SCHEDULE

The Program Schedule is developed by the Leadership Committee at the beginning of the program year. Some of the meeting dates and times have not been confirmed due to the speaker’s availability. Please note that some scheduled meeting dates, locations and topics may change. Every effort will be taken to provide advance notification of any changes to the scheduled program using e-mail or updates in the newsletter.

Meeting Date	Location	Theme	Topic
9/18/14	TBD	TBD	TBD
10/16/14	TBD	TBD	TBD
11/20/14	TBD	TBD	TBD
12/18/14	TBD	TBD	TBD

SECTION RECOGNITION OF MEMBER CERTIFICATIONS / COMMISSIONS:

The Leadership Committee would like to recognize members who have received ASQ initial certifications (sorry, not re-certifications) and other certifications within the 2014 section year (1/1/14 to 12/31/14) by listing their names and certifications in the Newsletter and with a small gift. **If you would like to be recognized for your achievement** in the Newsletter and receive an ASQ SVS mug as a token of our appreciation, please send the following to Julie Puckett at julie.puckett@genmills.com:

Name, Certification Title, Certification Number, and Certification Date.

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.

Certification	Exam Date	Application Deadline	Late Application Fee (\$50) Deadline
Biomedical Auditor	October 4, 2014	August 15, 2014	August 20, 2014
	March 7, 2015	January 16, 2015	January 21, 2015
Calibration Technician	June 7, 2014	April 18, 2014	April 23, 2014
	December 6, 2014	October 17, 2014	October 22, 2014
HACCP Auditor	October 4, 2014	August 15, 2014	August 20, 2014
	March 7, 2015	January 16, 2015	January 21, 2015
Manager of Quality/ Organizational Excellence	October 4, 2014	August 15, 2014	August 20, 2014
	March 7, 2015	January 16, 2015	January 21, 2015
Master Black Belt	October 4, 2014	Portfolio Deadline: June 6, 2014 Exam Application Deadline: August 15, 2014	Portfolio Deadline: N/A for Portfolio Exam Application Deadline: August 20, 2014
Pharmaceutical GMP Professional	December 6, 2014	October 17, 2014	October 22, 2014
	June 6, 2015	April 17, 2015	April 22, 2015
Quality Auditor	December 6, 2014	October 17, 2014	October 22, 2014
	June 6, 2015	April 17, 2015	April 22, 2015
Quality Engineer	December 6, 2014	October 17, 2014	October 22, 2014
	June 6, 2015	April 17, 2015	April 22, 2015
Quality Improvement Associate	December 6, 2014	October 17, 2014	October 22, 2014
	June 6, 2015	April 17, 2015	April 22, 2015
Quality Inspector	October 4, 2014	August 15, 2014	August 20, 2014
	March 7, 2015	January 16, 2015	January 21, 2015
Quality Process Analyst	December 6, 2014	October 17, 2014	October 22, 2014
	June 6, 2015	April 17, 2015	April 22, 2015
Quality Technician	October 4, 2014	August 15, 2014	August 20, 2014
	March 7, 2015	January 16, 2015	January 21, 2015
Reliability Engineer	October 4, 2014	August 15, 2014	August 20, 2014
	March 7, 2015	January 16, 2015	January 21, 2015
Six Sigma Black Belt	October 4, 2014	August 15, 2014	August 20, 2014
	October 4, 2014	August 15, 2014	January 21, 2015
Six Sigma Green Belt	December 6, 2014	October 17, 2014	October 22, 2014
	June 6, 2015	April 17, 2015	April 22, 2015
Software Quality Engineer	December 6, 2014	October 17, 2014	October 22, 2014
	June 6, 2015	April 17, 2015	April 22, 2015

E LEARNING

The links below provide information related to the integration of quality and safety and other systems. The articles provide some good information for anyone interested in exploring this subject. The Chartered Quality Institute also provides some diverse quality information in text and video (see Body of Quality Knowledge).

If you have a favorite source of quality related information that is located on the web, please consider sharing with the Section.

Energy Facility Contractors Group – Integrated Safety Management Working Group
Integration of Quality Assurance/Integrated Safety Management
<http://www.efcog.org/wg/ism/events/Spring07Mtg/docs/QA-ISM%20Integration.ppt>

Chartered Quality Institute
Integrated Management Systems
<http://www.thecqi.org/Knowledge-Hub/Resources/Factsheets/Integrated-management-systems/>

Body of Quality Knowledge
<http://www.thecqi.org/Knowledge-Hub/Knowledge-portal/Concepts-of-quality/>

Many quality resources available, including: ANSI, ISO 9000, Malcolm Baldrige, Six Sigma, etc.:
<http://www.freequality.org/html/training.html>

Send in your favorite web resources for future appearances in “E Learning” to Emily Smith at esmith@ironcitypipe.com or Peter Bellows at peter.bellows@fbports.com.

CONFERENCES/SEMINARS/WORKSHOPS/AWARENESS TRAINING

Below is a listing of upcoming conferences available through ASQ. More information on available conferences is available by visiting the ASQ [website \(www.asq.org\)](http://www.asq.org):

2014 NATIONAL QUALITY EDUCATION CONFERENCE
November 16-17, 2014, Milwaukee, WI.

EMPLOYMENT OPPORTUNITIES & TOOLS

Check out the [ASQ web page \(http://careers.asq.org/search.cfm\)](http://careers.asq.org/search.cfm) for information on finding other 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. Remember to take the opportunity to network your skills during the program meetings and build new relationships with other professionals in attendance; you might find the open door you were looking for.

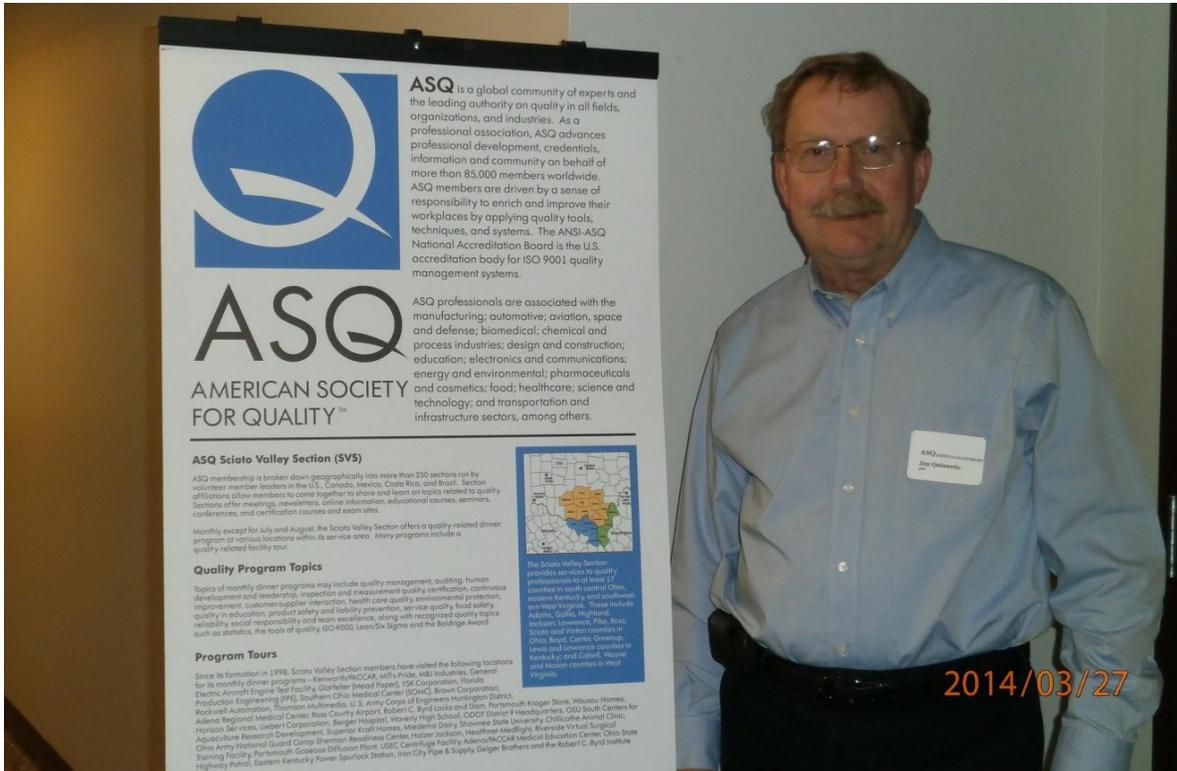
QUALITY QUOTES ON SERVICE by Ron Kaufman:

“Serving is an action that starts a chain reaction.”

“This principle applies in business and in life: When you give enough, then you will receive. “If you want to be the best, give the best.”

“Taking care of others is a good way to take care of yourself.”

PICTURES OF THE MARCH DINNER PROGRAM MEETING ON THREE MILE ISLAND ACCIDENT OVERVIEW:



Jim Quinnette, standing by ASQ sign, as he prepares for his presentation and analysis of the Three Mile Island Nuclear Accident



Jim Quinnette speaking with ASQ members Rich Biehle (with wife Jo Biehle in foreground) and Peter Bellows standing immediately behind.

PICTURES OF THE MARCH DINNER PROGRAM MEETING ON THREE MILE ISLAND ACCIDENT OVERVIEW (CONTINUED):



Above, Chair Julie Puckett presents Jim with a gift of appreciation for his presentation

PICTURES OF THE MAY DINNER PROGRAM MEETING ON QUALITY IN PHARMACY OPERATIONS:



ASQ members listening to presentation by Bryan Piccirillo on Quality in Pharmacy; at the Adena Regional Medical Center in Chillicothe, OH.



Bryan Piccirillo (left), pharmacy manager at Adena Regional Medical Center, receiving ASQ briefcase of appreciation from Immediate Past Chair, Dan Longpre