



THE SCIOTO VALLEY VOICE

AMERICAN SOCIETY FOR QUALITY SCIOTO VALLEY SECTION 0815

"ASQ's First Section of the New Millennium"



December 2010
Volume 13, Number 6
Editor – Rus Barnes (rbarnes@lports.com)



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MESSAGE FROM THE CHAIR

Greetings ASQ Members and Friends,

The holiday season is all around us. This is the time of giving, sharing and rejoicing. Please be generous and take the time to give back, which does not need to be financial it may just be in a form of support.

Like probably everyone else, I have been busy playing elf. Since this is a busy time of the year, we do not have a December program scheduled due to the Holiday season but hope to see all of you in January.

The January program will be with the past Chairs of the SVS. They will be sharing there past leadership experiences with the section. This meeting will be held in the recently reopened Emmitt House in Waverly, Ohio.

Hope to see you next year and have a very Merry Christmas and Happy New Year!

Andrea Davis, Scioto Valley Section Chair, 2010-2011

IT'S NOT ABOUT THE PRICE, IT'S ABOUT CUSTOMER SERVICE SKILLS

What makes one business stand above another in a highly competitive market? Is it price, or do customer service skills come into play? The latter can set a company apart and make the experience one consumers appreciate.

Singapore is known worldwide as a leading center for printing attractive books. But Singapore has a higher cost base (labor, utilities, rent) than many other cities in the region. In a cost conscious industry like book publishing, how do these apparent contradictions make sense?

I learned the answer first-hand as the first edition of UP Your Service! went to press. It's not about the lowest price – it's all about the service. The first edition book cover has a four-color print with embossing, spot varnish and two flaps. The printer's response: "No problem."

The interior is 100-gram bright-white wood-free paper with digital photos on every page, thread-sewn for greater durability and value. The printer's response: "No problem."

The timeline was excruciatingly tight to get books into the stores in time for a scheduled launch. The printer's response: "Watch me hustle!" (And hustle he did!)

Speed, quality, logistics, flexibility, hustle. In a city where everything moves quickly, convenience and cooperation run high. The ultimate cost to publishers stays low. Customer service skills shine to win customer loyalty and respect.

Key Learning Point For Customer Service Skills -- Do you try to win your customers based upon low price? It may not be what they care about most, and not what they'll remember. Often, it's not about the price at all; it's all about the customer service skills.

Action Steps For Customer Service Skills -- Instead of working like mad to give the lowest price, work like crazy to improve the quality of your service. Your customer service skills will help you attract customers who value your effort, while earning premium pricing and the profits you rightly deserve.

Ron Kaufman is the world's leading educator and motivator for upgrading customer service and uplifting service culture. He is author of the bestselling "UP Your Service!" books and founder of UP Your Service! College. To enjoy more customer service training and service culture articles, visit UpYourService.com.

QUOTES TO LIVE BY

"We are taught that the most important gift of our natures is the reaching out to one another." - Young Caine, Kung Fu

"We can help others in the world more by making the most of yourself than in any other way." – Earl Nightingale

"What do we live for, if it is not to make life less difficult for each other?" – George Eliot

"Blessed are those who can give without remembering and take without forgetting." – Elizabeth Bibesco

2011 SCHOLARSHIP APPLICATION NOW AVAILABLE

The ASQ Inspection Division is pleased to announce that it has increased its annual scholarship to \$3000! This scholarship was created to help members, their family or friends defray the costs associated with college expenses. Scholarship funds will be dispersed to one or more deserving students in the spring of 2011.

Applications can be downloaded from the ASQ Inspection Division web site: <http://www.asq.org/inspect/about/awards-inspect.html>

Applications can also be obtained by contacting Jim Spichiger at jim.spichiger@alcatel-lucent.com

Applications must be postmarked no later than February 15, 2011.

2011 CHUCK CARTER AWARD - INTERNATIONAL INSPECTOR OF THE YEAR

Applications are now available for the 2011 Chuck Carter International Inspector of the Year Award! For over 35 years the Inspection Division has offered this award to provide recognition to "The Inspector". Any qualified individual who spends more than 50% of his or her time in inspection, test, audit, calibration, etc., functions to assure conformance to engineering, manufacturing, quality and customer standards or requirements, is eligible as a candidate to receive the award.

Applications can be downloaded from the ASQ Inspection Division web site: <http://www.asq.org/inspect/about/awards-inspect.html>

Applications can also be obtained by contacting Jim Spichiger at jim.spichiger@alcatel-lucent.com

Applications must be postmarked no later than February 15, 2011.

EMPLOYMENT OPPORTUNITIES & TOOLS

Check out the [ASQ web page](#) 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.

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: [Click Here](#)

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).

Visit [ASQ's Calendar](#) for events.

LEADERSHIP COMMITTEE MEETINGS

The Leadership Committee meeting dates for program year 2010-2011 are listed below. Meeting times are 5:30 pm. 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, please consider calling in to the established bridge line in lieu of being on site for the meeting (Voice Bridge 800-786-1922, PIN 68793743).

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|-------------------------------|-------------------------------|
| • Dec. 9 ,Thurs/ OSU Piketon | • April 7, Thurs/ OSU Piketon |
| • Jan 13, Thurs/ OSU Piketon | • May 5, Thurs/ OSU Piketon |
| • Feb 3, Thurs/ OSU Piketon | • June 9, Thurs/ OSU Piketon |
| • March 3, Thurs/ OSU Piketon | |

2010-2011 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.

The Scioto Valley Voice

Meeting Date	Location	Theme/Topic
January 20	Chillicothe	SVS ASQ - Past Chairs Leadership
February 17	Piketon	Environmental Restoration at the Portsmouth Department of Energy Site
March 24	Jackson	Manufacturing at General Mills
April 28	Jackson	Quality Verification -- Industrial Piping - Iron City Pipe and Supply and Geiger Brothers
May 19	Huntington	Quality/Robert C. Byrd Institute (RCBI)

SVS SECTION 815 LEADERSHIP COMMITTEE ROSTER FOR 2010-2011

Office	Name	Phone	E-mail
Chair	Andrea Davis	740 897 2629	davisaj@ports.usec.com
Chair Elect	Dan Longpre	740 897 5747	longpred@tpmcllc.com
Vice Chair	Rob Christensen		rob_jan@excite.com
Treasurer	Julie Puckett		julie.puckett@genmills.com
Secretary	Connie Lang	740 947 6441	lang.connie@pikecommunityhospital.org
Immediate Past Chair	Robert Ervin	740 384 3479	boberv@copper.net
Reg. 8 Deputy Director	Bob Rinderman	740 897 2440	rindermanrr@ports.usec.com
Reg. 8 Deputy Director	Cynthia L. Davis	740 772 2019	d2associates@earthlink.net
Section Director (11)	David Boulay		boulay.1@osu.edu
Section Director (11)	Tim Matchett	740 286 1621	cqp53@hotmail.com
Section Director (12)	Rich Biehle	606-836-3455	rbiehle@gmail.com
Section Director (12)	Cynthia L. Davis	740 772 2019	d2associates@earthlink.net
Section Director (13)	John Hobensack	740 897 2253	john.hobensack@lex.doe.gov
Section Director (13)	Bob Rinderman	740 897 2440	rindermanrr@ports.usec.com
Section Director (13)	R. Douglas Scott	740 772 6997	rdscott@horizonview.net
Section Director (13)	John Shewbrooks	740 897 3587	shewbrooksjb@ports.usec.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	Rob Christensen		rob_jan@excite.com
Certification	Jim Thompson	740 897 5246	thompsonjf@ports.usec.com
Database	Wade Midkiff	225 323 3701	midkiff@ieee.org
Education	Cynthia L. Davis	740 772 2019	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	740 772 6997	rdscott@horizonview.net
Internet Liaison	Wade Midkiff	225 323 3701	midkiff@ieee.org
Koalaty Kid	R. Douglas Scott	740 772 6997	rdscott@horizonview.net
Membership	John Hobensack	740 897 2253	john.hobensack@lex.doe.gov
Newsletter	Rus Barnes	740 897 2809	rbarnes@lpports.com
Nominating	R. Douglas Scott	740 772 6997	rdscott@horizonview.net
Placement	Craig Gray	740 335 0335	cgray@yusa-oh.com
Program	Mark D. Cade		cademd@ports.usec.com
Publicity	Tim Matchett	740 286 1621	cqp53@hotmail.com
Re-certification	Jim Brown	740 606 6546	shredder0212@roadrunner.com
Six Sigma	Brian Lanning	740 897 2084	lanningbm@ports.usec.com
SMP	Cynthia L. Davis	740 772 2019	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.

Certification	Exam Date	Application Deadline	Late Application Fee (\$50) Deadline
Biomedical Auditor	October 2, 2010	August 6, 2010	August 18, 2010
	March 5, 2011	January 14, 2011	January 19, 2011
Calibration Technician	December 4, 2010	October 15, 2010	October 20, 2010
HACCP Auditor	October 2, 2010	August 6, 2010	August 18, 2010
	March 5, 2011	January 14, 2011	January 19, 2011
Manager of Quality/Organizational Excellence	October 2, 2010	August 6, 2010	August 18, 2010
	March 5, 2011	January 14, 2011	January 19, 2011
Pharmaceutical GMP Professional	December 4, 2010	October 15, 2010	October 20, 2010
Quality Auditor	December 4, 2010	October 15, 2010	October 20, 2010
Quality Engineer	December 4, 2010	October 15, 2010	October 20, 2010
Quality Improvement Associate	December 4, 2010	October 15, 2010	October 20, 2010
Quality Inspector	October 2, 2010	August 6, 2010	August 18, 2010
	March 5, 2011	January 14, 2011	January 19, 2011
Quality Process Analyst	December 4, 2010	October 15, 2010	October 20, 2010
Quality Technician	October 2, 2010	August 6, 2010	August 18, 2010
	March 5, 2011	January 14, 2011	January 19, 2011
Reliability Engineer	October 2, 2010	August 6, 2010	August 18, 2010
	March 5, 2011	January 14, 2011	January 19, 2011
Six Sigma Black Belt	October 2, 2010	August 6, 2010	August 18, 2010
	March 5, 2011	January 14, 2011	January 19, 2011
Six Sigma Green Belt	December 4, 2010	October 15, 2010	October 20, 2010
Software Quality Engineer	December 4, 2010	October 15, 2010	October 20, 2010