



# THE SCIOTO VALLEY VOICE

AMERICAN SOCIETY FOR QUALITY  
SCIOTO VALLEY SECTION 0815

*"ASQ's First Section of the New Millennium"*



February 2006  
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Editor – Mike MacCrae (mmaccrae@lpports.com)

## **IN THIS ISSUE:**

- MESSAGE FROM THE CHAIR
- SVS SECTION 815 LEADERSHIP COMMITTEE ROSTER FOR 2005-2006
- FEBRUARY PROGRAM – QUALITY IN HEALTHCARE AND ELECTION OF OFFICERS
- SVS 2005-2006 MEETING SCHEDULE
- EMPLOYMENT OPPORTUNITIES & TOOLS
- ASQ CERTIFICATION EXAMS
- CERTIFICATION PREPARATION
- "I HAVE A QUALITY QUESTION" by BILL PFLANZ
- EMPLOYMENT OPPORTUNITIES & TOOLS
- CONFERENCES/WORKSHOPS/AWARENESS TRAINING

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## **MESSAGE FROM THE CHAIR**

The weather has been a very interesting so far this year. We have been treated to a much warmer than normal January. I wonder how we stack up statistically. Are we outside that magic 3 sigma limit? I am sure that can be calculated by the weather prognosticators. The weather will go into a database that will permit future predictions. This is one of the quality tools in our bags that help us make predictions. What was important to me was I got to enjoy a round of golf last Friday. Now if it turns cold, we will be back to normal and I still got to play golf.

We had a very interesting presentation by Ron Copher of Oak Hill Financial in January. We got just a taste of what the Enron scandal has done to the financial industry. The amount of auditing and the minute details that must be validated really boggles the mind. The Sarbanes-Oxley Act of 2002 was designed to protect shareholders and the public from accounting errors and fraud. But when we think about it, that is our money. If we happen to deal with that particular institution then maybe all this detail is what we need. All of this extra work does cost us money. Last year for 217 public companies, the average cost of compliance was \$4.3 million. In 2006, costs should drop by about 42% as setup costs do not repeat. We will not receive as much return on our money because banks have these increased costs.

On February 1, our Section offered a short course in Quality Basics at the Ohio State University South Centers in Piketon. This was a good restart to our Section Education programs. Keep your eyes open for some upcoming offerings in the spring. Our thanks go out to Section Director and a past Chair, Cindy Davis and to our Chair-elect Dave Boulay for getting our Section Education program restarted.

This month at our February 16 meeting we will be hearing about Quality in the Healthcare arena with Dr. Wayne Wheeler from Southern Ohio Medical Center. We will be meeting at Shawnee State University in Portsmouth. That night will also be the night of our Annual Meeting and election of Officers for next year. Please come out and vote for the officers to lead your Section.. We are also looking for people to fill the leadership positions for next year. Anyone who would like to join the Leadership Committee (LC) should contact me or current LC members. There are lots of jobs available. You will find we have a great group of Section Volunteers. Participation on any of the committees will earn recertification points for anyone who is trying to maintain a certification.

Doug Scott, Scioto Valley Section Chair – 2005-06

**SVS SECTION 815 LEADERSHIP COMMITTEE ROSTER FOR 2005-2006**

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

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

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

**FEBRUARY PROGRAM – “QUALITY IN HEALTHCARE” AND ELECTION OF OFFICERS**

DATE & LOCATION: Thursday, February 16, 2006, at Shawnee State University, 940 2<sup>nd</sup> Street, Portsmouth Ohio, Administration Building, President’s Conference Room

SPEAKER: Dr. Wayne Wheeler from SOMC

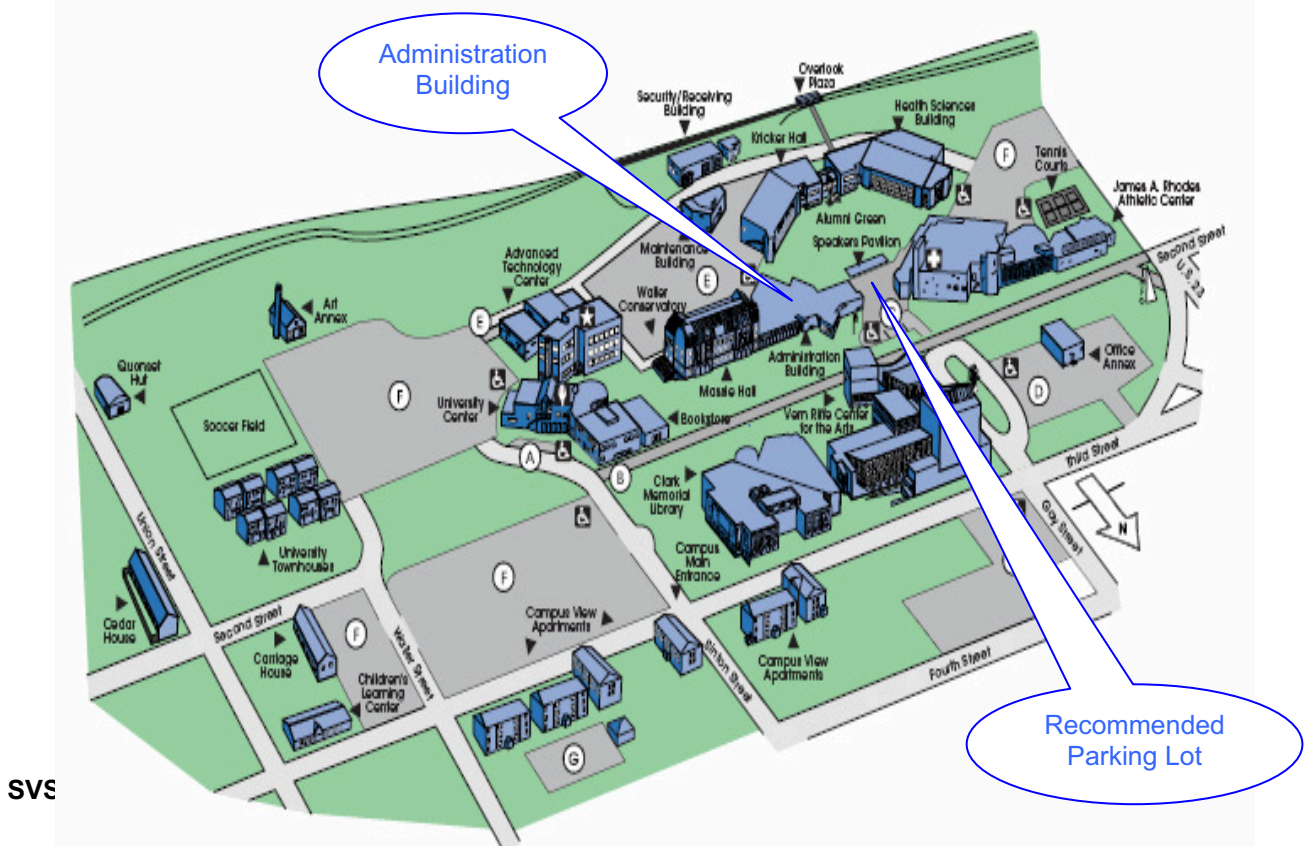
AGENDA: 5:30 pm: Registration & Networking  
 6:00 pm: Dinner Buffet in the President’s Conference Room  
 6:45 pm: Introduction of Speaker  
 7:30 pm: Adjourn.

**MENU & COST:** Dinner buffet costs \$15.00 and includes: stuffed chicken breast, lasagna, herb roasted red potatoes, broccoli spears, tossed salad, various desserts, drink (coffee, tea, and water), bread and butter

**RESERVATIONS:** Pre-registration is required by Monday, February 13. Please contact Tom Houk at [houkt@tpmcllc.com](mailto:houkt@tpmcllc.com) or Doug Scott at [dscott@lports.com](mailto:dscott@lports.com) for reservations.

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

**DIRECTIONS:** Heading south on US Rt. 23 turn left (east) on 2<sup>nd</sup> street in Portsmouth. Shawnee State University is on the right. (See maps below.)



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	Leadership 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 3/14/06 or 3/16/06	TBD	TBD	TBD
April 4/20/06	Deer Creek Joint Mtg. w/ Columbus	Tour of Dam	Corps of Engineers Dam Tour Joint Meeting with Columbus
May 5/18/06	Manchester Moyers	Lean Manufacturing	Lean Manufacturing Overview offered by the Edison Center
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)	<b>01/13/06</b>	03/04/06
Certified HACCP Auditor (CHA)		
Certified Mechanical Inspector (CMI)		
Manager of Quality/Organizational Excellence (CMQ/OE) – <b>NEW (Formerly CQM)</b>		
Certified Quality Technician (CQT)		
Certified Reliability Engineer (CRE)		
Certified Six Sigma Black Belt (CSSBB)		
Certified Quality Auditor (CQA)	<b>04/07/06</b>	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/portal/page?\\_pageid=33,32429,33\\_32570&\\_dad=portal&\\_schema=PORTAL](http://www.asq.org/portal/page?_pageid=33,32429,33_32570&_dad=portal&_schema=PORTAL)

So far, Butch Jones is scheduled to take Certified Biomedical Auditor examination on March 4<sup>th</sup>. All the best to you, Butch.

## 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](http://www.asq.org/portal/page?_pageid=33,39211,33_39258&_dad=portal&_schema=PORTAL&in_url=/career/index.html)

## I Have a Quality Question

By Bill Pflanz

ASQ Columbus Section 801 Chair 2005-06  
wpflanz@aol.com

Have you ever been stuck on what do to next in your quality efforts or need some help on a quality tool? As an ASQ member, there is a solution to your problem. ASQ has a Discussion Board that allows you to share ideas, opinions and information quickly and easily and post questions for advice from other quality professionals. Organized by topics in an easy-to-follow format, the discussion boards are designed so you can quickly locate information, find other knowledgeable users and participate in conversations. The Discussion Board is located on ASQ's web site, [www.asq.org](http://www.asq.org). To get into the Discussion Board, select the Networking and Events link located on the left side of the ASQ Home page and look for the link to the Discussion Board.

The content in ASQ discussion boards is structured as follows:

- *Discussion Board Categories*: Categories represent a collection of discussion boards as well as other categories. Often, categories are used to organize discussion boards into a tree structure so members can find the right discussions more easily.
- *Discussion Boards*: Discussion Boards are the areas where individual discussions take place as a listing of topics.
- *Topics*: Topics (also known as "threads") are the discussions that consist of one or more messages displayed as a list, or in a tree structure of messages and their replies.
- *Messages*: Messages are the individual discussion posts made by community members.
- *Replies*: Message replies are posts in response to other messages and are organized in a flat or threaded mode.

As an ASQ member, there is no charge for using the Discussion Board. Since it is available to all world wide members, your advice could come from quality professionals from your industry, from around the world or from someone that works right near you. Although you can remain anonymous, many participants prefer to register using their ASQ member number and a password they create so they can share their profile and email address for private communications. The Board also provides an opportunity for you to help fellow ASQ members through your own experiences. Give it a try. You will definitely find useful information on quality and you may even meet a new quality friend.



## 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/WORKSHOPS/AWARENESS TRAINING

The Ohio State University is presenting an awareness training session at the Center on Education and Training for Employment at OSU in Columbus on March 2, 2006, entitled, **ISO 10015 - Quality Management Guideline for Training**. Cindy Davis will be there and hopes to see some of our membership base there too. Pass this info along to your HR Department Manager and/or ISO 9000 coordinators. We included a small segment on this topic at the QA Basics course held at the OSU Piketon Endeavor Center, on 02/01/06, and it was very well received. See pages 9 and 10 for more information.

### **“Human Error Prevention” Seminar - [March 28-29, 2006 - Las Vegas, NV area](#) - presented by BW (Ben) Marguglio:**

Upon completion of this seminar, one will be able to:

- Understand and use human performance and human error prevention terminology;
- Classify human error from different perspectives;
- Understand and use barriers to human error, and techniques by which to strengthen the barriers;
- Recognize error-inducing conditions / error-likely situations, and understand and use behavioral techniques to counteract these conditions / situations;
- Make conservative decisions, and recognize non-conservative ones;
- Understand and recognize human error causal factors; • Understand how to measure human error;
- Design and implement a Human Error Prevention Program.

Learn more about [Human Error Prevention...](#)

### **“Problem Reporting, Root Cause Analysis, & Corrective Action” Seminar - [March 30-31, 2006 - Las Vegas, NV area](#) - presented by BW (Ben) Marguglio:**

Upon completion of this seminar, one will be able to:

- Understand and use problem identification, problem reporting, data codification, data grouping, data analysis, extent of condition, causal factor analysis, and corrective action terminology;
- Perform root cause analysis using a variety of techniques;
- Design and implement a problem reporting, root cause analysis, and corrective action system;
- Manage or assess such a system..

Learn more about [Problem Reporting...](#)

### **"Information Quality Improvement" Seminar - [March 30-31, 2006 - Las Vegas, NV area](#) - presented by James D. Funk**

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. In addition, 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.

Upon completion of this seminar, one will be able to:

- Define information quality
- Understand how to determine the dimensions of information quality;
- Understand the three major roles in information quality improvement;
- Understand the conditions and patterns that lead to data defects;
- Understand the Information Production Roadmap;
- Utilize a common framework to define data defect patterns;
- Measure and benchmark the current state of information quality;
- Repair data defects;
- Conduct information quality initiatives;
- Conduct an information quality survey;
- Establish information quality principles and procedures;
- Implement components of a Total Data Quality Management Program.

Learn more about [Information Quality Improvement...](#)

**"TRIZ - THE THEORY OF PROBLEM SOLVING - A SIX SIGMA TOOL " Seminar -  
[March 30, 2006 - Las Vegas, NV area](#) - presented by Dr. John Dew:**

TRIZ is short for Teorija Rezhnija Izobretalenskikh Zadach, the Theory of 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.

Dr. Genrich Altshuller developed TRIZ methods. As a result of a major analysis of the creative principles used in patents, he identified 40 principles for inventive problem solving.

Upon completion of this seminar, one will be able to:

- Understand the TRIZ process
- Describe problems in your workplace and apply the 40 principles of inventive problem solving;
- Apply the concepts of metacognition;
- Develop mind maps in conjunction with TRIZ methods.

Learn more about [TRIZ...](#)

**ALSO, REGISTER FOR THE WEBINAR ON "MANAGEMENT OF CHANGE TO FACILITY DESIGN".**

Learn more about the [WEBINAR](#)

For additional information, please call 845-265-0123.

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

# Focus on the Future—2006

## Ohio Manufacturing Partnership Series

Presented by

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

#### 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.**

#### 15th Annual Quality Audit Conference

October 19-20, 2006





CENTER ON  
EDUCATION AND TRAINING  
FOR EMPLOYMENT

# ISO-10015



## Standard for the *Quality of Training*

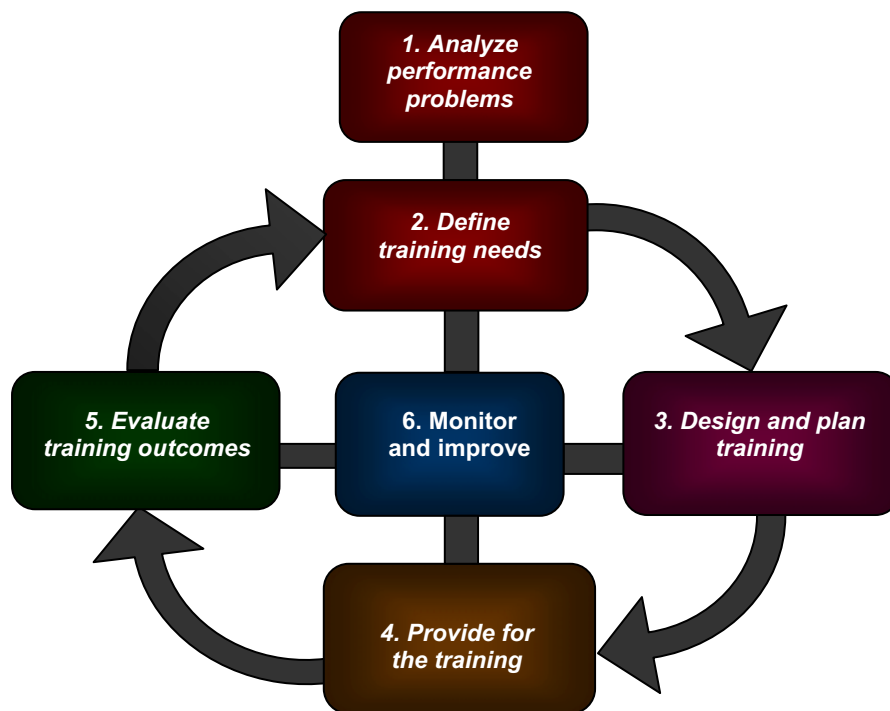
The Center on Education and Training for Employment (CETE), the Ohio State University, offers an awareness training session on ISO-10015 – Quality of Training.

The quality of a company's workforce has become the key driver for sustained high-level performance. How can management guarantee the effectiveness of their training programs? The International Institute for Standardization has issued the ISO 10015 – Quality of Training standard. Most managers know about ISO from the ISO 9001 and ISO 14000 certifications. The ISO 10015 is a separate technical standard, now being used by many Asian and EU companies.

The ISO 10015 standard can be used by all organizations and helps address common concerns about company training programs, including:

- Training programs not focused on improving company performance
- Line managers not involved in planning the programs
- Uncertain criteria for developing trainers and selecting the training approaches
- Uncertain criteria for evaluating program effectiveness

ISO 10015 focuses on standardizing the training process and consists of the following phases:



### ISO 10015 – Quality of Training

Thursday, March 2, 2006

8:30a – 9:00a Registration

9:00a – 12:00n Awareness Session

Center on Education and Training for  
Employment [www.cete.org](http://www.cete.org)  
1900 Kenny Road  
(Corner of Kenny and Kinnear)

For more information, contact:  
Ronald Jacobs at <[Jacobs.3@osu.edu](mailto:Jacobs.3@osu.edu)>

Center on Education and Training for Employment - [www.cete.org](http://www.cete.org)

The Ohio State University • College of Education

1900 Kenny Road • Columbus, OH 43210-1016 • Phone: 614-292-4353 or 800-848-4815 • Fax: 614-292-1260

### ISO 10015 – Quality of Training Awareness Session

The three-hour training session provides an awareness of the ISO 10015 – Quality of Training standard. By the conclusion of the session, participants will:

- A. Understand how training contributes to organizational success
- B. Discuss issues related to the quality of training
- C. Describe the phases of the ISO 10015 training process
- D. Predict how ISO 10015 might help address quality of training
- E. Develop a plan to implement ISO 10015

The session will provide useful information that participants can share with others in their organizations.

### Who Should Attend?

The session is appropriate for a broad group of professionals, especially those in small-and-medium sized manufacturing firms. Specific job titles include:

- Managers of human resource departments
- Managers of human resource development/training departments
- Staff training designers and trainers
- Managers of quality initiatives
- Managers of safety departments
- Line managers and supervisors involved in training
- Staff consultants from vocational schools and community colleges

### Implementing ISO 10015 – Quality of Training

Companies can benefit from ISO 10015 by using it as an internal standard or eventually undergoing the formal certification process. CETE can help companies make this decision. CETE has become a partner with AdeQuaTE <http://adequate.org/>, of Geneva, Switzerland, which is a registered certification firm.

### Session Cost

The cost is \$50 per person. Registration is limited. Included in the registration is an extensive manual about the ISO 10015 – Quality of Training standard and reprints of relevant articles related to the training process.

### ISO 10015 – Quality of Training Awareness Session

ISO 10015 – Quality of Training Awareness Session	
<b>Participant Information</b>	<b>Method of Payment</b>
Name: _____	___ Check payable to: CETE/The Ohio State University
Company: _____	___ Purchase Order # _____
Title: _____	___ Please charge to my credit card: Type: _____
Address: _____	Expiration Date: _____
_____	Account No: _____
City /State/Zip: _____	Signature _____
Phone (     ) _____	Name on Card _____
Fax (     ) _____	<i>Send your registration to:</i>
Email: _____	ISO 10015 Awareness Session
	CETE/The Ohio State University
	1900 Kenny Road
	Columbus, OH 43210-1090
	FAX: 614-292-3742
	Email: Jacobs.3@osu.edu