



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 Everyone!

Happy New Year! My best wishes to you and your family in 2007!!

The Scioto Valley Section is starting the year with a strong schedule of programs to network and learn about quality in Southern Ohio:

On January 18th we will learn about quality in veterinary science and have a unique opportunity for a clinic tour. Dr. James R. Peters from the Chillicothe Animal Clinic will provide our section excellent insight into quality for veterinary sciences.

On February 15th our section will visit the Southern Ohio Medical Center in Portsmouth to explore quality in Healthcare. Specifically, Tim Cassidy will provide a presentation on quality in Microbiology.

On March 15th, we will have another unique opportunity when we visit the Ohio Army National Guard, Camp Sherman Readiness Center in Chillicothe to learn about the excellent standards being set by our local troops.

I look forward to seeing you at these events. They promise to be excellent educational experiences and networking opportunities!!

On another note, Bob Ervin, our section's membership chair reports that our section membership level remains constant. In our January Leadership Committee meeting, he also talked about ASQ's Each One, Reach One – a program to help encourage and assist new member recruitment. For every regular member you recruit, you will receive 5 ASQ bucks (1 ASQ buck = \$1) that can be used towards your membership renewal, Quality Press purchases, and training and certifications. Visit <http://www.asq.org/join/eoro/> for more information. This is a great opportunity to share the value of ASQ to friends and colleagues and benefit personally as well.

Finally, all section members are welcome to join the Leadership Committee meeting and become involved in the direction of our section. These meetings take place 5:30 pm at the OSU South Centers in Piketon on February 1st, March 1st, and April 5th.

If you are unable to make the drive, we have a voice bridge so you can call in and participate. The number for the Voice Bridge is 800-508-1298 PIN 2142. Call during the meeting and be a part. Finally, feel free to email (boulay.1@osu.edu) or call me 740-289-2071 x228 and give your input.

David Boulay, Scioto Valley Section Chair, 2006-2007

“DON’T LEAN AGAINST THE SILO”, an article by Grace L. Duffy, ASQ Vice President and President, Management and Performance Systems

Lean Enterprise is fast becoming a valuable concept for service and corporate improvement, as well as for traditional manufacturing. This is good. I am delighted to see organizations focus on prevention of waste, cycle-time reduction, effectiveness measures, etc.

What I see, however, is another phenomenon associated with the Lean Enterprise insurgency. We are using short-term Lean benefits for fast and visible results; forgetting that is only half the picture. Middle managers hear executives say “get the costs down” and start looking for pennies to save within their own departments. This knee-jerk response usually results in disruption of processes and cash flows that move horizontally across the organization. When we get out of step across functions, we inevitably reinforce our old departmental silos. Unless we communicate our cost reduction ideas with the rest of the organizational Value Stream, we will create further process disruption and increase our losses, not reduce them.

We cannot afford to go backwards. Lean and Lean Six Sigma are strong organizational excellence models. Six Sigma has always stressed a balanced approach to customer-focused long-term planning, with the process-focused shorter-term reduction of variation. The true definition of Lean addresses the customer-focused and driven approach to products and services created and delivered “in the right amounts, to the right location, at the right time, and in the right condition.”ⁱ Unfortunately, the title “Lean” implies reduction, which inevitably draws us toward the expense side of the business. Once we start counting pennies in our own pockets, we start rebuilding the silos.

There is nothing wrong with reducing expenses. Eliminating any cost that does not add value to a product or service is ante into the competitive game. Any organization that leaks money or people off the side of the ship is not going to be competitive in the long term. We cannot stop there, however.

Lean teaches tools such as 5S, Batch Size Reduction, Standardized Work, Quick Changeover, Teams, TPM, and Kanban. Each of these tools is effective when used appropriately. I suggest however, that we remember to keep our heads up above the dust clouds and use these tools as part of a systematic approach to overall organizational success. Open disclosure of our cost reduction opportunities across the total production or service creation and delivery process is required to experience the most effective use of resources. Unless we are in contact with our customers before, during and after Lean activities, we cannot ensure that we have retained or increased customer value while reducing cost.

George Alukal and Tony Manos, the founding leaders of ASQ’s new Lean Enterprise Division, wrote in 2003:

“Proper planning and implementation management is the key in obtaining enduring success with lean deployment. Lean is not a quick fix; we are kidding ourselves if we think that lean implementation is easy. Success requires not only good change management practices, but also the integration of lean into the overall business strategy.”ⁱⁱ

Keep the customer in your Lean Enterprise activities. Communicate across the organization about intended impact of waste reduction efforts at the department, product or service level. We have come too far in integrating system level improvement strategies to fall back into our silos of individual budget tightening. Use the tools of Lean as they were intended; Release every bit of non-value added expense back into the business to meet new market and customer needs.

Grace Duffy is a Six Sigma Master Black Belt, specializing in organizational excellence, leadership, strategic planning and quality improvement. She retired from IBM in 1993 as Manager of Corporate Technical Education. She served as Department Head for Business and Dean of Economic Development with Trident Technical College, Charleston, SC for 10 years. Grace is an ASQ Fellow, past Chair of the ASQ Quality Management Division and co-Chair of the ASQ Summit Outcomes Activity Results Committee.

1 GOAL/QPC; The Lean Enterprise Memory Jogger, 2002, p.1

1 Beecroft, G. Dennis, Duffy, Grace L., Moran, John W.; The Executive Guide to Improvement and Change, Quality Press, 2003. p. 138.

SVS SECTION 815 LEADERSHIP COMMITTEE ROSTER FOR 2006-2007

| Officers | | Phone | E-mail |
|------------------------|-------------------|-----------------------|--|
| Chair | Dave Boulay | 740 289 2071 | boulay1@osu.edu |
| Chair Elect | Cindy Zollo-Davis | 800 556 2551 | d2associates@earthlink.net |
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| Vice Chair | Jim Brown | 740 636 3038 | jbrown@yusa-oh.com |
| Vice Chair | Scott Foll | 740 941 2319 | scottfoll@millspride.com |
| Vice Chair | John Hobensack | 740 897 2253 | hobensackje@ports.usec.com |
| Treasurer | Tim Matchett | 740 286 1621 | cqp53@hotmail.com |
| Secretary | Oscar Phillips | 304 675 1150 ext. 217 | oscar.phillips@supresta.com |
| Immediate Past Chair | Doug Scott | 740 897 4771 | dscott@lpports.com |
| Reg. 8 Deputy Director | Bob Rinderman | 740 897 2440 | rindermanrr@ports.usec.com |
| Reg. 8 Deputy Director | Cindy Zollo-Davis | 800 556 2551 | d2associates@earthlink.net |
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| Section Director (09)* | Cindy Zollo-Davis | 800 556 2551 | d2associates@earthlink.net |
| Section Director (08)* | Rich Biehle | 606-836-3455 | rbiehle@ezwv.com |
| Section Director (07)* | Tim Matchett | 740 286 1621 | cqp53@hotmail.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

| Committee Chairs | | Phone | E-mail |
|-------------------------|-------------------|--------------|--|
| Arrangements | Tom Houk | 740 897 6502 | houkt@tpmcllc.com |
| Auditing | Pamela Sperling | 740 897 3603 | psperling@lpports.com |
| Certification | Jim Thompson | 740 897 5246 | thompsonjf@ports.usec.com |
| Database | Wade Midkiff | 740 775 1120 | midkiff@ieee.org |
| Education | Cindy Zollo-Davis | 800 556 2551 | d2associates@earthlink.net |
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| Healthcare | Connie Lang | 740 356 8228 | langc@somc.org |
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| Internet Liaison | Wade Midkiff | 740 775 1120 | midkiff@ieee.org |
| Koalaty Kid | Doug Scott | 740 897 4771 | dscott@lpports.com |
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| Placement | Craig Gray | 740 335 0335 | cgray@yusa-oh.com |
| Program | Rich Biehle | 606 836 3455 | rbiehle@ezwv.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 |
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JANUARY PROGRAM – “QUALITY IN ANIMAL HEALTHCARE”

DATE & LOCATION: Thursday, January 18, 2007 Chillicothe Animal Clinic

SPEAKER: Dr. James R. Peters

AGENDA: 5:30 – 6:00 Registration and networking
6:00 – 6:45 Presentation and Tour
7:00 Dinner at Bob Evans

MENU & COST: Turkey and dressing, mashed potatoes, green beans, drink. The charge for the dinner is \$15.00 including beverage. You may attend the program only, without dinner, at no cost. However, pre-registration is still required.

RESERVATIONS: Pre-registration is required by Monday, January 15, 2007. Please contact Tom Houk (houkt@tpmcllc.com; 740-897-6502), Dave Boulay (boulay.1@osu.edu; (740) 289-2071 x228), or Doug Scott (dscott@lpports.com; 740-897-4771) for reservations.

RECERTIFICATION: Individuals holding ASQ certifications will **earn 0.3 re-certification units (RUs)** for participation in the main presentation.

DIRECTIONS: Traveling north on US Route 23 exit west (left) on the Eastern Ave. exit in Chillicothe. The animal clinic is approximately 0.7 miles from US Route 23. DIRECTIONS TO BOB EVANS: Turn left out of the Animal Clinic. Turn right (north) on Douglas Ave. At the end of Douglas Ave. turn right (east) on East Main Street. Bob Evans will be on the left.

SVS MEETING SCHEDULE FOR REMAINDER OF 2006-2007

| Meeting Date | Location | Theme | Topic/Speaker |
|-------------------|--------------|----------------------|---|
| February 15, 2007 | Portsmouth | Healthcare | Quality in Microbiology (SOMC)/Tim Cassidy |
| March 15, 2007 | Chillicothe | Standards in Quality | Ohio Army National Guard, Camp Sherman Readiness Center |
| April 19, 2007 | Gallipolis | Tour | Army Corp of Engineers |
| May 17, 2007 | Catlettsburg | Tour | Catlettsburg Refinery |
| June 14, 2007 | TBD | TBD | Golf Outing |

Please note that some locations/topics have changed due to availability of speakers.

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

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, the exam dates, and application deadlines:

| Certifications | Application Deadline | Exam Date |
|---|-----------------------------|------------------|
| Biomedical Auditor HACCP Auditor Manager of Quality/Organizational Excellence Quality Inspector Quality Technician Reliability Engineer Six Sigma Black Belt | 01/12/07 | 03/03/07 |
| Calibration Technician Quality Auditor Quality Engineer Quality Improvement Associate Quality Process Analyst Six Sigma Green Belt Software Quality Engineer | 04/06/07 | 06/02/07 |
| Biomedical Auditor HACCP Auditor Manager of Quality/ Organizational Excellence Quality Inspector Quality Technician Reliability Engineer Six Sigma Black Belt | 08/17/07 | 10/20/07 |
| Calibration Technician Quality Auditor Quality Engineer Quality Improvement Associate Quality Process Analyst Six Sigma Green Belt Software Quality Engineer | 10/05/07 | 12/01/07 |

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.

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).

Six Sigma Conference February 12-13, 2007 • Phoenix, Arizona <http://sixsigma.asq.org/>

2nd Annual Customer-Supplier Division Symposium February 21-23, 2007 • Phoenix, Arizona
<http://www.asq.org/conferences/customer-supplier-symposium/location-information.html>

15th Annual International Conference on ISO 9000 - February 26-27, 2007 • Lake Buena Vista, Florida
<http://www.asq.org/conferences/iso-9000/index.html>

19th Quality Management Conference - March 1-2, 2007 • Dallas, Texas
<http://www.asq.org/conferences/quality-management/index.html>

Quality Institute for Healthcare April 30-May 2, 2007 • Orlando, Florida <http://qihc.asq.org/>

World Conference on Quality and Improvement - April 30-May 2, 2007 • Orlando, Florida
<http://wcqi.asq.org/>

2nd International Quality Congress June 22-23, 2007 • Quito, Ecuador
<http://www.asq.org/global/networking-events/international-quality-congress.html>

16th Annual Service Quality Conference October 1-2, 2007 • San Diego, California
<http://www.asq.org/conferences/service-quality/index.html>

National Quality Education Conference November 11-13, 2007 • St. Louis, Missouri <http://nqec.asq.org/>

NEW! Best Practices in Service Quality Measurement - 2-Day Virtual Course

Service quality is an integral part of every organization, but tracking customer happiness can be a challenge. This course will provide an overview of major trends in service quality measurement and its correlation between customer satisfaction and retention, as well as provide you with a business case for implementing a service quality measurement system in your company. <http://cl.exct.net/?ffcb10-fe5f13797164027d7512-fde9177776d017a7d117471-ff2f17797766>
