



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

Greetings to all ASQ/SVS Members and Friends,

Is everybody busy and booking those projects out a few months in advance, catching up on 2007 year end items, taking on a new position, considering retiring or just ready to file taxes with Uncle Slam (I mean Sam...har har)?

Speaking of congratulations, if you haven't already, send a quick congratulatory e-mail or note to Mike MacCrae on acceptance of his new position (Quality Manager) at the Piketon facility. As noted in my previous Chair note, Dr. Mustafa Shraim (Education Chair) from ASQ Columbus Section is now an ASQ Fellow. What a career achievement for him! He can be reached at: mus@shraimqps.com.

Please join me on Thursday, January 31, 2008 at the OSU Endeavor Center, for our Dinner meeting with special guests, Tim Large (Manager) and Tab Lankford (Lead Auditor) from Eagle Registrations, Inc. (www.EagleRegistrations.com), headquartered in Dayton, Ohio. Eagle specializes in QMS certification for environmental, aerospace, safety, automotive, telecommunications, food & beverage, as well as medical device industries. Topic: "Eagle Insight – Lessons Learned". I am sure PC Treats will provide a wonderful array of selections for your dining pleasure.

LC members, see you at the next scheduled LC meeting at OSU Endeavor Center on the following dates in '08: February 7, March 6, April 3, May 1, and June 5.

I look forward to working out a hockey game package within the next few days here, so get ready to work on some statistical analysis, law of averages, western division rankings, and a brief survey of which is better on tap: Labatts Blue or Budweiser.

Best to all,
Cindy Davis, DRD, Scioto Valley Section Chair, 2007-2008

JANUARY PROGRAM MEETING – Eagle’s Insight, Experience Speaks of Lessons Learned

Come learn from the voices of experience about the most common challenges companies have with achieving ISO certification and their efforts in problem solving and continuous improvement. EAGLE Registrations has assembled the real-world experiences of over 50 third-party auditors and business participants for this collaborative presentation. Topics will include:

1. What Auditors see as the top challenges clients have in obtaining and maintaining ISO Certification and the best corrective action plans they have seen to resolve these issues.
2. Also, what Clients and their Business Participants express are their biggest hurdles with ISO certification and their best efforts to overcome these issues.

DATE & LOCATION: Thursday, January 31, 2007 OSU Endeavor Center, Piketon, OH

SPEAKERS: Tim Large, Sales Manager, EAGLE Registrations

- 20 Years Experience in Quality Management
- 12 Years Experience in Auditing - ISO Lead Internal Auditor and Malcolm Baldrige
- Past Chairman of the Dayton Section 0909 of ASQ
- Joined EAGLE in 2006 as Sales Manager
- Received IRCA Lead Auditor Certification in 2007

Tab Lankford, Lead Auditor, EAGLE Registrations

- 25 Years Experience in Quality Management
- Joined EAGLE in 2004 as RSM for TS and QS
- Received IRCA Lead Auditor Certification in 2005
- Contract Auditor and Consultant

Eagle Registrations, Inc. are third party registrars for Quality Management Systems, Environmental Systems, Safety Management Systems, Automotive, Aerospace, Telecommunications, Food & Beverage Industry and Medical Devices.

AGENDA: 5:00 – 6:00 Registration, Networking, and Self Guided Tour of the SVS Sponsored Quality Library in the Endeavor Center
6:00 – 6:30 Catered Dinner
6:45 – 7:30 Speaker Presentations
7:45 – 8:00 Q&A / Closing Statements and Depart Facility

MENU & COST: Choice of Baked Chicken Supreme, sweet potato casserole, green beans, tossed salad, coffee, bread and dessert. 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 28. Please contact Tom Houk (houkt@tpmcllc.com; 740-897-6502), Cindy Davis (d2associates@earthlink.net (740) 289-2071 x228), or Doug Scott (dscott@lppports.com; 740-897-4771) for reservations.

RECERTIFICATION: Individuals holding ASQ certifications will earn 0.3 Re-certification Units for participating in the self-guided tour of the SVS sponsored library and an additional 0.3 Re-certification Units for attending the presentation.

DIRECTIONS: From Columbus, take State Route 23 south to State Route 32, just past Piketon Ohio. Take State Route 32 east for two miles, then take Shyville Road south for approximately two hundred yards, driveway on the left to the first building on your right. From Jackson, take State Route 32 west approximately twenty miles. Take Shyville Road south approximately two hundred yards, driveway on the left to the Endeavor Center. For further directions, contact 740-289-2071, extension 111.

MEMBER ACCOMPLISHMENTS

USEC Inc. names Mike MacCrae as Quality Assurance Manager, American Centrifuge Plant Operations, in Piketon.

MacCrae brings more than 30 years of experience in the nuclear industry to his new position. Since 2007, he has served as a Quality Assurance Engineer for the American Centrifuge Plant. He previously served for 15 years in various Quality Assurance positions at the Piketon site for the United States Enrichment Corporation, McDonald Consulting Corporation and LATA/Parallax, serving the latter as Quality Assurance Manager.



MacCrae previously worked as a Radiographer for General Dynamics assisting with the building of nuclear submarines. He then went to Combustion Engineering in New Hampshire to help build nuclear reactor internals. From 1979-1987, he worked in the nuclear power plant construction industry at the Seabrook Nuclear Power Plant, Diablo Canyon Nuclear Power Plant and Plant Alvin Vogtle. Before coming to Piketon, he worked in Quality Assurance for MK Ferguson and Bechtel Savannah River at the Savannah River site in South Carolina.

MacCrae has a Bachelor of Science degree in zoology from the University of Rhode Island. He is a Certified Quality Manager and Certified Quality Auditor by the American Society for Quality, and he has held national certifications by the American Welding Society and the American Society for Nondestructive Testing.

Mike and his wife, Barbara, live in Piketon. They have three children, Justin, Dave and Megan, and a granddaughter, Olivia. Mike also serves as a deacon at Calvary Baptist Church in Piketon and serves as its director of the Men's Evangelistic Network.

Reprinted from The Open Line Portsmouth Plant Daily News, Tuesday January 8, 2008 edition.

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.

THE QUALITY SYSTEMS CORNER - Column by Bob Rinderman

It is my pleasure to introduce SVS Chair Cindy Davis as the "Guest" columnist for this month. She is an ASQ Senior Member, Founding Member of the Section and is serving her second term as Scioto Valley Section Chair. Cindy is the Owner of Davis & Davis Associates, since 1993, where she provides QMS implementation, guidance and surveillance for clients in both the Global and US Markets. One of the recent activities that Cindy is engaged in is providing Quality System training to Aerospace clients.

As a result, I have asked Cindy to provide us with a summary of the **AS9100, Rev. B, "Quality Management Systems – Aerospace - Requirements"**.

In 1996, when the Department of Defense announced the cancellation of the Mil-Q-9858 Quality System Standard the Aerospace contractors developed their own Quality System Standard. The AS9000 Aerospace Standard was their first attempt to unify the requirements of NASA, DOD and FAA while satisfying the business needs of the aerospace industry. Since that time the standard has undergone change and improvement and is now AS9100, Rev. B, "Quality Management Systems – Aerospace - Requirements".

As can be seen from the outline of the AS9000B Standard (next page) the major headings (4 thru 8) are exactly the same as the major headings in ISO-9001-2000. This Standard thereby adopts the Process approach that ISO has embraced and, in addition, there are many more sub-headings that were included under the major headings to accommodate the perceived requirements of the Aerospace Industry.

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1. SCOPE
 - 1.1 General
 - 1.2 Application
2. NORMATIVE REFERENCE
3. TERMS AND DEFINITIONS
4. QUALITY MANAGEMENT SYSTEM
 - 4.1 General Requirements
 - 4.2 Documentation Requirements
 - 4.2.1 General
 - 4.2.2 Quality Manual
 - 4.2.3 Control of Documents
 - 4.2.4 Control of Records
 - 4.3 Configuration Management
5. MANAGEMENT RESPONSIBILITY
 - 5.1 Management Commitment
 - 5.2 Customer Focus
 - 5.3 Quality Policy
 - 5.4 Planning
 - 5.4.1 Quality Objectives
 - 5.4.2 Quality Management System Planning
 - 5.5 Responsibility, Authority and Communication
 - 5.5.1 Responsibility and Authority
 - 5.5.2 Management Representative
 - 5.5.3 Internal Communication
 - 5.6 Management Review
 - 5.6.1 General
 - 5.6.2 Review Input
 - 5.6.3 Review Output
6. RESOURCE MANAGEMENT
 - 6.1 Provision of Resources
 - 6.2 Human Relations
 - 6.2.1 General
 - 6.2.2 Competence, Awareness and Training
 - 6.3 Infrastructure
 - 6.4 Work Environment
7. PRODUCT REALIZATION
 - 7.1 Planning of Product Realization
 - 7.2 Customer-Related Processes
 - 7.2.1 Determination of Requirements Related to the Product
 - 7.2.2 Review of Requirements Related to the Product
 - 7.2.3 Customer Communication
 - 7.3 Design and Development
 - 7.3.1 Design and Development Planning
 - 7.3.2 Design and Development Inputs
 - 7.3.3 Design and Development Outputs
 - 7.3.4 Design and Development Review
 - 7.3.5 Design and Development Verification
 - 7.3.6 Design and Development Validation
 - 7.3.6.1 Documentation of Design and/or Development Verification and Validation
 - 7.3.6.2 Design and/or Development Verification and Validation Testing
 - 7.3.7 Control of Design and Development Changes
 - 7.4 Purchasing
 - 7.4.1 Purchasing Process
 - 7.4.2 Purchasing Information
 - 7.4.3 Verification of Purchased Product
 - 7.5 Production and Service Provision
 - 7.5.1 Control of Production and Service Provision
 - 7.5.1.1 Production Documentation
 - 7.5.1.2 Control of Production Process Changes
 - 7.5.1.3 Control of Production Equipment, Tools and Numerical Control (NC) Machine Programs
 - 7.5.1.4 Control of Work Transferred, on a Temporary Basis, Outside the Organization's Facilities
 - 7.5.1.5 Control of Service Operations
 - 7.5.2 Validation of Processes for Production and Service Provision
 - 7.5.3 Identification and Traceability
 - 7.5.4 Customer Property
 - 7.5.5 Preservation of Product
 - 7.6 Control of Monitoring and Measuring Devices
8. MEASUREMENT, ANALYSIS AND IMPROVEMENT
 - 8.1 General
 - 8.2 Monitoring and Measurement
 - 8.2.1 Customer Satisfaction
 - 8.2.2 Internal Audit
 - 8.2.3 Monitoring and Measurement of Processes
 - 8.2.4 Monitoring and Measurement of Product
 - 8.2.4.1 Inspection Documentation
 - 8.2.4.2 First Article Inspection
 - 8.3 Control of Nonconforming Product
 - 8.4 Analysis of Data
 - 8.5 Improvement
 - 8.5.1 Continual Improvement
 - 8.5.2 Corrective Action
 - 8.5.3 Preventive Action

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.

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2007-2008 PROGRAM YEAR

Meeting Date	Location	Theme	Topic/Speaker
January 31, 2008	Piketon OSU	Eagle Insight-Lessons Learned	Speaker – Eagle Registrations, Inc. OSU South Centers
February 21, 2008	Chillicothe	Telephone/ Internet Quality	Speaker – TBD
March 20, 2008	Jackson	Piping Fabrication & Design Quality	Speaker – TBD
April 17, 2008	Manchester Moyer's Winery	Quality Excellence Award	Kentucky Excellence Award - Speaker -TBD
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.

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

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	boerv@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

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).

2008 Lean Six Sigma Conference February 11-12, 2008 • Phoenix, Arizona
<http://www.asq.org/conferences/six-sigma/index.html>

20th Quality Management Conference February 21-22, 2008 • Orlando, Florida
<http://www.asq.org/conferences/quality-management/index.html>

Customer-Supplier Relationship Symposium February 27-29, 2008 • Durham, NC
<http://www.asq.org/conferences/customer-supplier-symposium/index.html>

16th Annual Conference on Quality in the Space and Defense Industries March 3-4, 2008 • Cape Canaveral, FL <http://www.asq.org/conferences/aviation-space-defense/index.html>

16th Annual International Conference on ISO 9000 March 3-4, 2008 • Orlando, Florida
<http://www.asq.org/conferences/iso-9000/index.html>

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/>

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.

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Certifications	Application Deadline	Exam Date
Biomedical Auditor HACCP Auditor Manager of Quality/ Organizational Excellence Quality Inspector Quality Technician Reliability Engineer Six Sigma Black Belt	1/11/08	3/1/08
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

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.

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|------------------------|------------------------|
| 02/07/08 - OSU Piketon | 05/01/08 - OSU Piketon |
| 03/06/08 - OSU Piketon | 06/05/08 - OSU Piketon |
| 04/03/08 - OSU Piketon | |