



# THE SCIOTO VALLEY VOICE

## AMERICAN SOCIETY FOR QUALITY SCIOTO VALLEY SECTION 0815

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



January 2012  
Volume 15, Number 1  
Editor – Rus Barnes ([rbarnes@lata.com](mailto:rbarnes@lata.com))



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### **MESSAGE FROM THE CHAIR**

Greetings ASQ Members and Friends,

I am hoping you made it through Christmas and New Years unscathed, in great spirits and optimistic for 2012. We are already off to a good start, with the first snowfall just happening this week, and Spring in my mind just around the corner. Regardless of the preponderance of politics we all must endure this year; I think there is a real spirit building to get our country in order to secure a better future for all. This year will likely prove to be one of those exciting, changing, challenging, and opportune times we will be glad we were a part of and contributed something to. That's my story and I am sticking to it!

I already told you in the last Newsletter about the cozy and great time we had at the Old Canal Smokehouse meeting in Chillicothe on the Ohio Department of Transportation Region Nine, Keeping Ohio Bridges Safe. You also know that our January 26, 2012 meeting will be at Pike Community Hospital on Quality in Healthcare. Connie Lang has been working hard organizing this meeting and is looking forward to a great turnout.

On the horizon is our February 23, 2012 meeting at InSolves at the Endeavor Center near Piketon, Ohio on Process Video Monitoring. After the presentation, InSolves will provide a tour of their manufacturing area and demonstrate what can be done with Honeywell video camera systems and Hirsch access controls. The InSolves speakers Sam Yerardi and Jim Simmons have more than 40 years combined experience in developing and manufacturing high reliability electro-mechanical assemblies, lasers and control systems, and instruments and computer equipment.

One of our fellow ASQ sections, Akron-Canton 0810, is also organizing a Region 8 Spring Conference for March 16, 2012 at the Kent State University campus. The conference will feature the nationally acclaimed speaker, Mike Micklewright, who will speak on "A One Man Show by the WHYS GUY". Mr. Micklewright is well known from his newsletters, books, and his column in

## *The Scioto Valley Voice*

Quality Digest where he is known as the “Whys Guy”. The registration form is at the end of this Newsletter.

After February, the Leadership Committee (LC) is lining up some more great meetings, a training event, and a community outreach event to round out the year.

We have gotten some good feedback from some of you in the past on what you like and what we can improve, and we are always looking for more input. Please attend one of our monthly (first Thursday) LC meetings at the Endeavor Center, become an LC member, grab an LC member or me at a dinner meeting to talk, or send me an e-mail at [longpred@wems-llc.com](mailto:longpred@wems-llc.com) anytime, but please let us know how we are doing, and your new ideas and suggestions on how to improve our section. We are in this together, and you are always recognized as the key element of our success.

Thank you for your support.

Dan Longpre, Scioto Valley Section Chair, 2011-2012

### **ASQ SVS OFFICER NOMINATION**

I have started to pull together the nomination list for officers for the Scioto Valley Section ASQ for the 2012 – 2013 year. This service year starts July 1, 2012. We are always interested in bringing in new people to join us on the Leadership Committee with new ideas and backgrounds. I am chairman of the Nominating Committee and I am looking for people interested in serving as Secretary, Treasurer, and Vice Chair of the Section. Our desire is to have three or four vice chairs who would progress on to Chair Elect then eventually Chair of the Section. Each officer is required to be a member in good standing of ASQ and the Scioto Valley Section. I am also interested in people who would like to join any of our committees to help in running the Section. We have about 20 different committees which work on a wide area of topics which may interest you. Serving as an officer, committee chair or committee member has the added benefit of earning you 1.5 recertification units per year of service good to all ASQ certifications.

The Leadership Committee meetings are normally held on the first Thursday of each month at 5:30 pm in the Endeavor Center in Piketon, OH. If you cannot make the meeting in person there is a toll free call in number so that you can still participate wherever you are as long as you can have access to a phone. Our Chair this year is Dan Longpre who is doing a great job of leading our Section. Anyone who would be interested in serving as an officer or as a committee Chair or member should contact me at [dougscott@insolves.com](mailto:dougscott@insolves.com) or by phone at 740 289 3282 ext. 345.

### **E LEARNING: IMPROVING ORGANIZATIONAL MATURITY – A SIEMENS CASE STUDY**

The Siemens case study paper (link below), co-authored by Glenn Strausser, discusses key success factors in improving Organizational Project Management Maturity in multiple organizations within Siemens. Four key success factors: Executive Support, Organizational Project Management Offices (PMOs), a Process Management Infrastructure, and Program Management Best Practices, are discussed in detail. The ties and interfaces to Quality and Six-Sigma Programs are discussed. While a case study for one type of business change, the method is applicable for any change program.

The link below takes the reader to the Siemens case study that has been placed on the SVS website.

[http://www.asqsvs.org/Improving\\_Organizational\\_Maturity.pdf](http://www.asqsvs.org/Improving_Organizational_Maturity.pdf)

### **JANUARY PROGRAM MEETING**

**DATE:** Thursday, January 26, 2012

**TOPIC:** “QUALITY MATTERS” IN HEALTHCARE

We talk about “Quality Matters” in Healthcare because quality does indeed matter. A landmark paper published in 1998 by the Institute for Healthcare Improvement (IHI) revealed that 49,000 to

98,000 patients are harmed each year in America's hospitals. This touched off a renewed effort and zeal for strengthening quality programs throughout the country extending from the front line healthcare provider to the chambers in Congress requiring it. While measuring quality healthcare presents its own unique challenges, the presentation will demonstrate the common thread that runs through all quality improvement programs.

**SPEAKER BIOGRAPHY:** The speaker is Connie Lang, a graduate of The Ohio State University with a Bachelor of Science degree in Microbiology. She has a Master of Business Administration from the University of Findlay. Her work experience includes cancer research, teaching first year medical students and vocational students, performing clinical laboratory testing, managing laboratories, and quality management.

**LOCATION:** The location is the Pike Community Hospital, 100 Dawn Lane, Waverly Ohio, 45690, (740) 947-2186.

**AGENDA:**

5:30 p.m.	Registration and Networking
6:00 p.m.	Dinner
6:30 p.m.	Speaker Connie Lang
7:00 p.m.	Tour of the Diagnostic Imaging Department and the Laboratory
7:30 p.m.	Depart

**MENU:** A complimentary Dinner Buffet will be provided by Pike Community Hospital. The menu will include Baked Ziti, Garlic Bread, Green Beans, Tossed Salad and Dessert. You may attend the meeting without participating in the meal.

**RE-CERTIFICATION UNITS:** Those holding certifications will receive 0.3 recertification units for attending this presentation and an additional 0.3 recertification units for participating in the tour.

**DINNER RESERVATIONS:** Please contact Tom Houk ([tom.houk@lex.doe.gov](mailto:tom.houk@lex.doe.gov)) by January 23, 2012, for dinner reservations. Please indicate at time of reservation if you will be participating in the meal.

**DIRECTIONS:** Arriving from north or south of Waverly on US Rt. 23, turn south on State Route 104 and proceed for 0.3 miles. Turn right onto County Rd./Waverly Gables Blvd (Note: Blue Hospital sign is posted at the bottom of the hill.) Take the first right to stay on County Rd./Waverly Gables Blvd. and the hospital is on the right. Enter through the main entrance. Signs will be posted directing members to the conference room.

## **SVS SECTION 815 LEADERSHIP COMMITTEE ROSTER FOR 2011-2012**

<b>Office</b>	<b>Name</b>	<b>Phone</b>	<b>E-mail</b>
Chair	Dan Longpre	740 897 5747	<a href="mailto:longpred@tpmcllc.com">longpred@tpmcllc.com</a>
Chair Elect	Rob Christensen		<a href="mailto:rob_jan@excite.com">rob_jan@excite.com</a>
1 <sup>st</sup> Vice Chair	Julie Puckett		
2 <sup>nd</sup> Vice Chair	Mike MacCrae		
Treasurer	Tami Kratochvil		<a href="mailto:tjkrat@hotmail.com">tjkrat@hotmail.com</a>
Secretary	John Hobensack	740 897 2253	<a href="mailto:john.hobensack@lex.doe.gov">john.hobensack@lex.doe.gov</a>
Immediate Past Chair	Andrea Davis	740 897 2629	<a href="mailto:davisaj@ports.usec.com">davisaj@ports.usec.com</a>
Reg. 8 Deputy Director	Bob Rinderman	740 897 2440	<a href="mailto:rindermanrr@ports.usec.com">rindermanrr@ports.usec.com</a>
Reg. 8 Deputy Director	Cynthia L. Davis	740 772 2019	<a href="mailto:d2associates@earthlink.net">d2associates@earthlink.net</a>
Section Director (12)	Rich Biehle	606-836-3455	<a href="mailto:rbiehle@gmail.com">rbiehle@gmail.com</a>
Section Director (12)	Cynthia L. Davis	740 772 2019	<a href="mailto:d2associates@earthlink.net">d2associates@earthlink.net</a>
Section Director (13)	John Hobensack	740 897 2253	<a href="mailto:john.hobensack@lex.doe.gov">john.hobensack@lex.doe.gov</a>
Section Director (13)	Bob Rinderman	740 897 2440	<a href="mailto:rindermanrr@ports.usec.com">rindermanrr@ports.usec.com</a>
Section Director (13)	R. Douglas Scott	740 772 6997	<a href="mailto:rdscott@horizonview.net">rdscott@horizonview.net</a>
Section Director (13)	John Shewbrooks	740 897 3587	<a href="mailto:shewbrooksjb@ports.usec.com">shewbrooksjb@ports.usec.com</a>
Section Director (14)	David Boulay		<a href="mailto:boulay.1@osu.edu">boulay.1@osu.edu</a>
Section Director (14)	Tim Matchett	740 286 1621	<a href="mailto:cqp53@hotmail.com">cqp53@hotmail.com</a>

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

<b>Committee Chairs</b>	<b>Name</b>	<b>Phone</b>	<b>E-mail</b>
Arrangements	Tom Houk	740 897 6502	<a href="mailto:tom.houk@lex.doe.gov">tom.houk@lex.doe.gov</a>
Auditing	Rob Christensen		<a href="mailto:rob_jan@excite.com">rob_jan@excite.com</a>
Certification	Jim Thompson	740 897 5246	<a href="mailto:thompsonjf@ports.usec.com">thompsonjf@ports.usec.com</a>
Database	Wade Midkiff	225 323 3701	<a href="mailto:midkiff@ieee.org">midkiff@ieee.org</a>
Education	Cynthia L. Davis	740 772 2019	<a href="mailto:d2associates@earthlink.net">d2associates@earthlink.net</a>
Examining	Brian Lanning	740 897 2084	<a href="mailto:lanningbm@ports.usec.com">lanningbm@ports.usec.com</a>
Healthcare	Connie Lang	740 947 6441	<a href="mailto:lang.connie@pikecommunityhospital.org">lang.connie@pikecommunityhospital.org</a>
Historian	R. Douglas Scott	740 772 6997	<a href="mailto:rdscott@horizonview.net">rdscott@horizonview.net</a>
Internet Liaison	Wade Midkiff	225 323 3701	<a href="mailto:midkiff@ieee.org">midkiff@ieee.org</a>
Koalaty Kid	R. Douglas Scott	740 772 6997	<a href="mailto:rdscott@horizonview.net">rdscott@horizonview.net</a>
Membership	John Hobensack	740 897 2253	<a href="mailto:john.hobensack@lex.doe.gov">john.hobensack@lex.doe.gov</a>
Newsletter	Rus Barnes	614 508 1248	<a href="mailto:rbarnes@lata.com">rbarnes@lata.com</a>
Nominating	R. Douglas Scott	740 772 6997	<a href="mailto:rdscott@horizonview.net">rdscott@horizonview.net</a>
Outreach	Erica Cheetham		
Placement	OPEN		
Program	Mark D. Cade		<a href="mailto:cademd@ports.usec.com">cademd@ports.usec.com</a>
Publicity	Tim Matchett	740 286 1621	<a href="mailto:cqp53@hotmail.com">cqp53@hotmail.com</a>
Re-certification	Jim Brown	740 606 6546	<a href="mailto:shredder0212@roadrunner.com">shredder0212@roadrunner.com</a>
Six Sigma	Brian Lanning	740 897 2084	<a href="mailto:lanningbm@ports.usec.com">lanningbm@ports.usec.com</a>
SMP	Rob Christensen		<a href="mailto:rob_jan@excite.com">rob_jan@excite.com</a>
VOCC	Andrea Davis	740 897 2629	<a href="mailto:davisaj@ports.usec.com">davisaj@ports.usec.com</a>

#### **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](#)

#### **LEADERSHIP COMMITTEE MEETINGS**

The Leadership Committee meeting dates for program year 2011-2012 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 800-786-1922, PIN 68793743).

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|---|---|
| <ul style="list-style-type: none"> <li>• August 4, Thursday</li> <li>• September 1, Thursday</li> <li>• October 6, Thursday</li> <li>• November 3, Thursday</li> <li>• December 1, Thursday</li> <li>• January 5, Thursday</li> </ul> | <ul style="list-style-type: none"> <li>• February 2, Thursday</li> <li>• March 1, Thursday</li> <li>• April 5, Thursday</li> <li>• May 3, Thursday</li> <li>• June 7, Thursday</li> </ul> |
|---|---|

**2011-2012 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/Speaker
September 22	Piketon Endeavor Center	Quality in Providing Community Services	Program and Mission of Endeavor Center – Jerry Driggs
October 20	Jackson – Fairgreens Country Club	Quality in Manufacturing	Quality in Golf Club Manufacturing and Policing of Counterfeit Clubs – Jim McCleery
November 17	Huntington	Quality in Engineering	Becker/SMC Electrical
December 8	Chillicothe	Quality in Inspection	Bridge Inspection by Ohio Department of Transportation – Greg Baird
January 26	Piketon – Pike Community Hospital	Quality Matters in Healthcare	Pike Community Hospital – Connie Lang
February 23	Piketon Endeavor Center	Process Video Monitoring	InSolves – Sam Yerardi and Jim Simmons
DETAILS COMING SOON for the remainder of the program year.			

**ASQ SECTION WEB SITES CHOSEN AT RANDOM**

Below is a list of web sites from ASQ Sections across the country. I thought it might be interesting to see what some of the other ASQ Sections are doing. Join me in looking at some of these sites to see what is going on in other Sections and to look at how they are handling their web sites. Relax, explore and enjoy! --Bob Rinderman

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|---|---|
| <a href="http://www.asqpggh.org/">http://www.asqpggh.org/</a>                                 | <a href="http://asqphilly.org/">http://asqphilly.org/</a>                                     |
| <a href="http://asq.org/sections/mini-sites/1126">http://asq.org/sections/mini-sites/1126</a> | <a href="http://www.asq-silicon-valley.org/">http://www.asq-silicon-valley.org/</a>           |
| <a href="http://www.asqdayton.org/">http://www.asqdayton.org/</a>                             | <a href="http://www.triadasq.org/">http://www.triadasq.org/</a>                               |
| <a href="http://www.indyasq.org/">http://www.indyasq.org/</a>                                 | <a href="http://www.asq810.org/">http://www.asq810.org/</a>                                   |
| <a href="http://www.asqfortworth.org/1416/">http://www.asqfortworth.org/1416/</a>             | <a href="http://asq.org/sections/mini-sites/0917">http://asq.org/sections/mini-sites/0917</a> |

**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).

**[2012 Lean and Six Sigma Conference](#)**  
February 27 – 28, 2012 • Phoenix, Arizona

**[2012 Spring Standards Meeting](#)**  
March 12 – 15, 2012 • New Orleans, LA

**[20th Annual Conference on Quality in the Space and Defense Industries](#)**  
March 19 – 20, 2012 • Cape Canaveral, FL

**[World Conference on Quality and Improvement](#)**  
May 21 – 23, 2012 • Anaheim, CA

**[Quality Institute for Healthcare](#)**  
May 21 – 23, 2012 • Anaheim, CA

**[2012 National Quality Education Conference](#)**  
November 11 – 12, 2012 • Louisville, KY

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

## 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.

## 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 1, 2011	August 12, 2011	August 17, 2011
Calibration Technician	December 3, 2011	October 14, 2011	October 19, 2011
HACCP Auditor	October 1, 2011	August 12, 2011	August 17, 2011
Manager of Quality/Organizational Excellence	October 1, 2011	August 12, 2011	August 17, 2011
Master Black Belt	October 1, 2011	Portfolio Deadline: June 1, 2011 Exam Application Deadline: August 12, 2011	N/A for Portfolio August 17, 2011
Pharmaceutical GMP Professional	December 3, 2011	October 14, 2011	October 19, 2011
Quality Auditor	December 3, 2011	October 14, 2011	October 19, 2011
Quality Engineer	December 3, 2011	October 14, 2011	October 19, 2011
Quality Improvement Associate	December 3, 2011	October 14, 2011	October 19, 2011
Quality Inspector	October 1, 2011	August 12, 2011	August 17, 2011
Quality Process Analyst	December 3, 2011	October 14, 2011	October 19, 2011
Quality Technician	October 1, 2011	August 12, 2011	August 17, 2011
Reliability Engineer	October 1, 2011	August 12, 2011	August 17, 2011
Six Sigma Black Belt	October 1, 2011	August 12, 2011	August 17, 2011
Six Sigma Green Belt	December 3, 2011	October 14, 2011	October 19, 2011
Software Quality Engineer	December 3, 2011	October 14, 2011	October 19, 2011



# Akron-Canton Section

The Global Voice of Quality™

## Region 8 Spring Conference Sponsored by Akron-Canton Section 0810

**Date:** March 16, 2012

**Location:** Kent State University  
Stark Campus  
Professional Education and Conference Center  
6000 Frank Ave.  
Canton, Ohio 44720-7599  
330-244-3300

For the first time in MANY DECADES Section 0810 is able to bring a **nationally acclaimed speaker** into our region.

### **Mike Micklewright is coming to Canton !**

**Mike Micklewright** is currently Vice President of Global Continuous Improvement and Supplier Development for HydraForce, Inc., based in the Chicago area. Prior to that he was an independent business and quality consultant, a trainer, a keynote speaker, a Dr. Deming impersonator, and an author.

You may be familiar with his e-mail newsletters or his column for Quality Digest in which he is known as the WHYS GUY.

**Conference Sessions:** A One Man Show by the “WHYS GUY”, he will stretch your thinking, entertain you and train you. There will be ample time for questions and book signings.

- 1) Creating a Leaner Quality Management System
- 2) The Relationship Between Root Cause Analysis and Lean
- 3) Out of Another @#&\*% Crisis ! (the Dr. Deming impersonator session)
- 4) Creating a Lean Culture

### **Prices:**

\$245.00 for ASQ members and non-members for the full day

\$56.00 very special rate for STUDENTS for the full day – must prove enrollment in high school, college or graduate school

Register for this Conference at [gerryspringconf@gmail.com](mailto:gerryspringconf@gmail.com)

**Register early, as we anticipate a “sold out” situation.**

## Region 8 2012 Spring Conference Registration

**Attendee Name:**

**Choose 1: Lunch is provided with all options**

- \$ 245.00 Full Day of Sessions
- \$ 56.00 Student Full Day of Sessions
- \$ 125.00 Morning Sessions Only
- \$ 125.00 Afternoon Sessions Only

**Method of Payment:** (The Section regrets that we can not accept Purchase Orders.)

- 1) Check or Money Order Number:
- 2) Credit card:  VISA  MASTERCARD  AMEX

**Card number:**

**Exp. Date:**

**Zip Code of card:**

**VISA & MASTERCARD 3 Digit CCV code on back of card:**

**AMEX 4 digit code on FRONT of card:**

**Authorized Signature\*:**

**\*Required for Credit Card Authorization  
Registration payment will not be processed without authorized  
Signature.**

E-Mail registrations to [gerryspringconf@gmail.com](mailto:gerryspringconf@gmail.com)

Mail Registrations to 2012 Spring Conference  
1188 Salway Ave. S.W.  
North Canton, OH 44720-3471

*Depending on the number of early reservations and our room size,  
there MAY BE some room for walk in registrations on the day of  
the event.*