



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 ASQ Members and Friends,

What a great turnout for the Scioto Valley Section June Dinner meeting at Moyers Winery in Manchester, Ohio on Tuesday, June 17, 2008. I believe we had 23 in attendance for our closeout dinner meeting of the 2007-2008 program year. We were very happy to see new faces (Bridget Eslinger and Darren Hovis), friends, spouses and visitors from China (Diane Yu Li).

Our speaker, Maurus Brown, Ph.D., OSU South Centers, was an engaging and delightful speaker who certainly knew his subject matter (and what a fun job actually). Some of us noted that the wait staff and evening manager were paying attention to his presentation on raising a Quality grape crop to produce a Quality wine. Truly an interesting topic in a very appropriate setting. I hope he secured a few additional attendees to the Thursday evening classes at the OSU South Centers on winemaking. I am sure he did. My final recommendation to the LC and Section 815 membership would be to make a return visit to the winery next year and invite Dr. Brown back for an encore presentation.

As we close out the 2007-2008 year, I would like to thank the LC and ASQ supporters, friends and membership for selection and support of a very good program year. We had many milestone and some constraints (usually with weather and some unforeseen constraints), but overall the programs were excellent! Some of the highlights included the Portsmouth MedFlight tour, the Riverside Hospital Virtual Training Center (along with Columbus Section 801 attendees), attending an NHL Blue Jackets Hockey game, the CSX updates at Shawnee State and the annual Moyers Winery visit.

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Another successful milestone has been receiving the Section Management Process (SMP) GOLD Excellence Award for 2006-2007, as well as the SMP Total Quality Award for 2006-2007. Congratulations to all who helped ASQ/SVS Section 815 continue to MAKE GOOD GREAT!

Section Leadership training will take place on August 9th, 2008 in Erie, PA at Penn State (satellite facility). There will be post training events for those who make the trek (boat tour and casino visits are planned). I would highly recommend that newly elected section officers attend the session.

Our 2nd annual golf outing is under preparation and planning. We are looking at the 3rd Saturday in July. So be on the lookout for a special e-mail coming your way on details and location.

Thank you again for the honor of being your Section Chair this past year. Section 815 is THE BEST in Region 8.

Have a safe and relaxing summer break and hope to see you next Fall. With that closing...please welcome and support John Hobensack in his new role as Section Chair for 2008-2009.

Best regards and salute!

Cindy Davis, DRD, Scioto Valley Section Chair, 2007-2008, d2associates@earthlink.net



JUNE PROGRAM MEETING

DATE & LOCATION: Tuesday, June 17, 2008, Moyer's Restaurant and Winery, 3859 US Highway 52, Manchester, Ohio 45144, (937) 549-2957

MEETING THEME: High Quality Wines Begin With High Quality Grapes

SPEAKERS: Maurus Brown, Ph.D.: Maurus is a Small Fruit Crops Specialist at OSU South Centers, Piketon. He conducts applied research on grapes, blueberries, blackberries, raspberries, strawberries and currants. Extension Education programs include small fruit production, marketing, tourism, fresh fruit consumption, nutraceutical benefits and growing fruit in the home landscape. He collaborates with colleagues at OSU and other land grant universities to publish Extension bulletins that are grower focused and address issues on production, marketing and tourism.

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 Choice of Stuffed Chicken Breast (stuffed w/old fashioned herb and sage stuffing & topped w/white wine sauce) or Applewood Cordon Blue (grilled chicken topped w/Virginia Ham, Swiss cheese and Applewood bacon in Chardonnay cream sauce) or Salmon Chardonnay (grilled Atlantic salmon topped with Chardonnay cream sauce). All entrees served with roasted red skin potatoes, chef vegetables, garden salad, beverage (non-alcoholic, coffee, iced tea) and dessert. The charge for dinner is \$15.00. You may attend the program only, without dinner, at no cost. However, pre-registration is still required.

RESERVATIONS: **PRE-REGISTRATION IS REQUIRED BY MONDAY, JUNE 13.** Please contact Tom Houk (houki@tpmcllc.com; 740-897-6502), Cindy Davis (d2associates@earthlink.net (740) 289-2071 x228), or Doug Scott (dscott@lports.com; 740-897-4771) for reservations.

RECERTIFICATION: Those holding certifications will receive 0.3 recertification units for those persons participating in the presentation.

DIRECTIONS: From Chillicothe and north take 23 south to 32 west to 41 south to 136 south to 52 west to the restaurant. From Portsmouth take 52 west to the restaurant.

THE QUALITY SYSTEMS CORNER - ELEMENTS OF A QUALITY SYSTEM

We have spent time and space in this column discussing what a quality system is. We have looked at a number of current quality systems in outline form:

- ISO 9000 – 2000, the International generic quality management system;
- NQA-1, the Nuclear quality program requirements system;
- 10 CFR 50, Appendix B, the “Nuclear quality program requirements” system;
- AS 9000, the Aerospace “Quality management systems” requirements.

In addition, we have looked at outlines of some of the “old” (more mature) DoD quality systems:

- Mil-Q-9858A, Military “Quality program requirements” specification;
- Mil-I-45208, Military “Inspection system requirements”.

While reviewing each of these outlines it becomes quite clear that quality systems are made up of various elements/processes. These elements/processes might vary by industry, product line or service but, after thoughtful review it becomes evident that there are many similarities between the elements of these quality systems.

In the Quality Council of Indiana (www.qualitycouncil.com) “Quality System Handbook” the author, Neville Edenborough, states that “the main elements of a quality system are:

- Raw material purchasing and control;
- Incoming inspection of raw material;
- Process control;
- Final inspection;
- Management Responsibility;
- Control of nonconforming product;
- Records.”

While there may be some differences of opinion among quality professionals regarding the “Main elements” of a quality system, I certainly have no problem with Mr. Edenborough’s premise.

At this juncture, I would like to turn our attention in this column to those elements/processes that comprise a “Quality System”. My intention is to focus on at least one of the system elements in each column. In some cases it may take more than one column to adequately outline and address an individual element. Hopefully this approach will provide some insight and understanding of each element and it’s importance and function within the quality system. Also, I am hopeful that the approach of focusing on one individual quality system element at a time might evoke some discussion or collegial debate among us as a result of people reading this column.

While I believe that all quality systems serve a purpose, I am also convinced that an organization’s “Quality System” should fully support the organization’s “Business System”. Occasionally, when I review a quality system or program I get the impression that the quality system is trying to establish or, in some cases, dictate or usurp the organization’s business system. Those are the times when I can’t help but think of the old adage of the “Tail wagging the Dog”.

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.

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.

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2007-2008 PROGRAM YEAR

Meeting Date	Location	Theme	Topic/Speaker
June 17, 2008	Manchester	Wine	Ohio Wine Quality – Maurus Brown of OSU South Center
June date TBD	Chillicothe	Golf Outing	Second Annual SVS Golf Outing

Please note that some locations/topics may change due to availability of speakers. Notifications may be provided by e-mail or updates in the newsletter.

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

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	boerv@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

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. The new schedule will start in the summer of 2008. Watch for upcoming schedules.

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.

- 06/05/08 - OSU Piketon

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

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).

Education Leadership Summit for Superintendents June 19-20, 2008 • Sante Fe, NM
<http://leadership.asq.org/>

17th Annual Service Quality Conference September 15-16, 2008 • Orlando, FL
<http://www.asq.org/conferences/service-quality/index.html>

WCSQ 4th World Congress for Software Quality September 15-18, 2008 • Bethesda, MD
<http://www.asq.org/conferences/wcsq/index.html>

17th Annual ASQ Audit Division Conference October 16-17, 2008 • Augusta, GA
<http://www.asq.org/audit/conferences/index.html>

Texas Quality Cruise: A Seminar At Sea October 26 - November 2, 2008 • Departing from Galveston, TX <http://www.asqfortworth.org/>

16th National Quality Education Conference November 16-18, 2008 • Reno, NV
<http://nqec.asq.org/>

2009 Lean Six Sigma Conference March 2-3, 2009 • Phoenix, AZ
<http://www.asq.org/conferences/six-sigma/>

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.

Certifications	Application Deadline	Exam Date
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