



THE SCIOTO VALLEY VOICE

AMERICAN SOCIETY FOR QUALITY SCIOTO VALLEY SECTION 0815

"ASQ's First Section of the New Millennium"



March 2005
Volume 8, Number 3
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MESSAGE FROM THE CHAIR

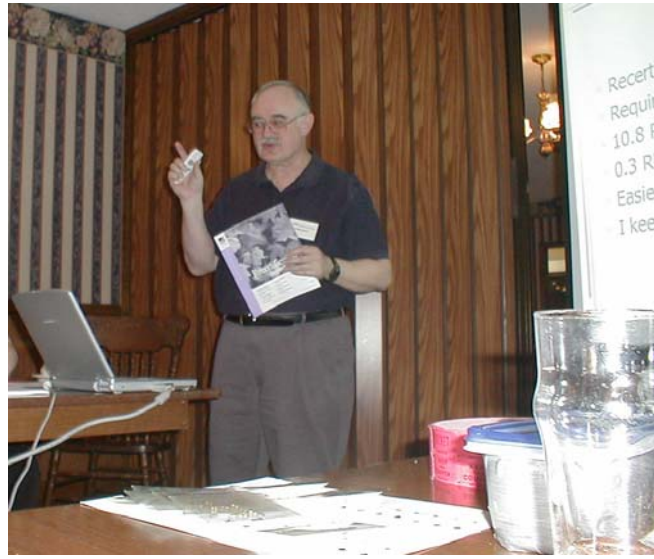
I am ready for spring. I’ve had it with the winter dreariness. I want to see the sun and real flowers blooming. I just wish Mother Nature’s quality control on the start of spring was more of a sure thing. Officially spring starts March 20, 2005. However, with the forecasted snow and cloudy days it is hard to even think spring is around the corner. My thoughts about spring starting are probably tainted by my remembrances of all the college spring breaks when I was wading through snowdrifts.



Some of you may have noticed that the Scioto Valley Section has played some musical chairs within the Leadership Committee. Both Oscar Phillips and Tim Matchett have graciously accepted to step into their elected positions, secretary and treasurer respectively, early instead of waiting until July 1, 2005. Doug Scott, our former secretary, is now a section vice chair. This places Doug in a better position for movement into the chair position on July 1, 2005 (and to help me!). John Hobensack is now serving as the publicity chair. I really appreciate all the hard work of the entire Leadership Committee. They really make my job a whole lot better. Don’t forget that if you would like to become more active in section activities there are still committee positions available. Please contact me for more information.

The section once again had a good turnout for the February 2005 meeting. Mr. Wes Richardson, of the Quality Council of Indiana, and his wife, Barbara, were our guests. Wes made the presentation on the statistics of certification and discussed the most important reason to think about certification—the chance to learn and develop in our professional areas. Wes and Barbara set up a large display of the Quality Council of Indiana primers, sample test question disks, and etc. representing each of the Council’s exam preparation

documents. Also, the Council generously donated a primer to be selected by the winner for a raffle at the close of the meeting. I want it to be known that the raffle was not rigged in any way. Yours truly was the raffle winner. Doug Scott had no idea whose ticket he had pulled. Incidentally, I chose the CQE primer.



Wes Richardson giving his presentation at the Lewis Family Restaurant

Our March 2005 section meeting is one of importance to me and I hope of interest to you, the section. Each year the section devotes at least one meeting that addresses quality in the medical field. Normally the meetings are hosted by one of the local hospitals and the hospital makes a presentation on their quality program. This time we are doing something a little different. First the meeting will be held at the OSU South Center at Piketon instead of a hospital. Second, our speaker, Mr. Hank Buikema of the Zimmer Corporation, is not associated with a hospital; his presentation will be on Quality Assurance in Medical Device and Prosthesis Production and Use. Mr. Buikema has agreed to bring some of the devices and prostheses with him so we can see the Zimmer products first hand. I am excited about this presentation as I recently received two knee replacements and would like to see close up what my knees look like on the inside. So, as you can see, I have a very personal reason to be interested in the Zimmer Corporation quality program; I want my knees to last a long time!

Pamela Sperling
Chair, ASQ Scioto Valley Section,
Fiscal Year 7/1/2004-6/30/2005

MARCH PROGRAM – PRESENTATION: “QUALITY IN MEDICAL DEVICES” AT THE OSU SOUTH CENTERS, PIKETON, OH

DATE: Tuesday, March 22, 2005

SPEAKER: Mr. Hank Buikema, CQE

SPEAKER PRESENTATION: Quality Assurance in Medical Device and Prosthesis Production and Use

DISPLAY: Mr. Buikema will be bringing hands on examples of the Zimmer products

AGENDA: 5:30 pm: Registration & Networking
6:15 pm: Dinner (See Menu below)
7:00 pm: Short SVS business meeting and Introduction of Speaker
8:00 pm: Adjourn.

MENU: Boneless Pork Chop, dressing, broccoli-cauliflower mix, tossed salad, bread, and dessert with ice tea or lemonade.

SPEAKER BIOGRAPHY: Mr. Buikema has spent 25 years in Quality Management from the manufacturing of New York City subway cars to micro electronics used in cardiac pacemakers. His medical device experience started in life sustaining cardiac pacemakers at St. Jude Medical in California, and moved to orthopedics implants at Zimmer Inc. in Warsaw, Indiana.

PRESENTATION ABSTRACT: The Positive Effects of Medical Implants on a Patient's Quality of Life.

COMPANY INFORMATION: Zimmer is a worldwide leader in joint replacement solutions for knee pain and hip pain, and provides comprehensive spine care solutions for acute and chronic back pain. The company also provides a broad range of trauma, dental implant, and orthopedic surgical products. Founded in 1927, Zimmer is committed to providing effective techniques in hip replacement and knee replacement for orthopedic surgeons who restore mobility and relieve the pain of osteoarthritis and traumatic injuries. Our minimally invasive hip and minimally invasive knee replacement systems and our wide range of related products and services make us valuable partners to health-care providers in more than 80 countries. www.zimmer.com

COST: The charge for the 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 Friday, March 18. Individuals holding certifications can **earn 0.3 re-certification units (RUs)** for attending the program.

Mail a check for \$15.00 for each dinner reservation made payable to "ASQ Scioto Valley Section" along with name, employer, address and telephone number of each person attending to the following address:

ASQ Scioto Valley Section
PO Box 1947
Chillicothe, Ohio 45601

Telephone and E-mail reservations are acceptable, subject to payment. The simplest way to register is by E-mail to rindermanrr@ports.usec.com. You can also call me at 740-897-2440. You can also make a reservation with any other ASQ Scioto Valley Section officer or committee chairperson.

Meal commitments made, but not honored, are subject to payment unless cancelled by phone or electronic mail before 4 p.m. Monday, March 21. The Scioto Valley Section must pay for all meals ordered. Therefore, there will be no refunds of paid reservations canceled after that deadline.

DIRECTIONS: The OSU South Centers at Piketon is located just southeast of Piketon, Ohio at the intersection of State route 32 and Shyville Road. Travelers on Route 23 North or South should take State Route 32 East approximately 2 miles to Shyville Road. Turn right (South) on Shyville Road and take the second break in the median to the left to the OSU South Centers.

PROGRAM SCHEDULE FOR 2004 – 2005

The schedule below provides information for upcoming programs. As new information comes in, we will provide updates.

Meeting Date	Location	Theme	Speaker/Topic
September 09/23/2004	Chillicothe ODOT HQ	ODOT Tour & Presentation	Quality in ODOT—tour of District 9 HQ
October 10/19/04	Piketon OSU Env. Labs	OSU Env. Labs Tour and Presentation	Geoff Wallat – QC Measures and Mgmt Practices in Aquaculture
November 11/18/04	Jackson Lewis' Restaurant	Presentation	Dr. Charles M. Parks – Lean Mfg applied to Design of Experiments
December 12/16/04	Waverly (Emmitt House)	Spouse Night	Rita Fishel—Quilts as signals for the Underground RR
January 01/18/05	Chillicothe (Elks Lodge)	Presentation	KG&R Company Rep. Historic Building Renovation
February 02/15/05	Jackson Lewis' Restaurant	Presentation	Wes Richardson—Quality in Training/Certification
March 03/22/05	OSU South Center, Piketon	Presentation	Hank Buikema, Zimmer Corp— Quality in Medical Devices
April 4/12/05	Chillicothe	Tour	Joint meeting with Columbus Section – Tour of Mead/Westvaco
May	Huntington?	Tour	Quality in Glass Processing
June	Moyer's	Tour and year-end wrap up	Quality in winemaking

ADVANCED MEMBERSHIP

Leadership and professional achievement do not go unnoticed by ASQ. The Society offers advanced levels of membership—Senior and Fellow—for individual members who represent the upper echelon of the quality profession and serve as the backbone of the Society. ASQ Senior and Fellow membership rewards members with enhanced benefit selections.

Senior membership status may be awarded to those individuals who have been ASQ members in good standing and meet the following criteria:

- Have been an individual member for one year
- Have 10 years of professional experience
- Meet one of four professional criteria

And, best of all, the annual dues are **the same** as for a regular membership! If you meet the criteria above, why not consider upgrading your membership. Just fill in the application to start the process.

[Application for Advancement to the Grade of Senior](#)

You can contact any of the Leadership Committee members for additional information or visit the ASQ web page:

http://www.asq.org/portal/page?_pageid=33,32429,33_32566&_dad=portal&_schema=PORTAL

LEADERSHIP COMMITTEE NEWS

- During the February business meeting, Tim Matchett was elected to the office of Treasurer in the SVS 815 for fiscal year 2005/2006.
- Both Oscar Phillips and Tim Matchett have graciously accepted to step into their elected positions, secretary and treasurer respectively, early instead of waiting until July 1, 2005.
- Doug Scott, our former secretary, is now a section vice chair.
- John Hobensack is now serving as the Publicity Chair.

MEMBER MEMORABLE MOMENTS

SVS member **Butch Jones** of the United States Enrichment Corporation in Piketon, OH, was at the February meeting. Butch is an Operations Group Manager at the plant and has worked there for 30 years. He is probably the most “decorated” member of our Section. He holds the following certifications: CCT, CMI, CQA, CQIA, CQM, and CQT. (Not bad for a guy who only just joined ASQ in 2000!) Butch says he’d also like to become certified as a CQE and CSSBB. ASQ had better get on the ball and come up with some more certification areas – FAST!



ASQ CERTIFICATION EXAMS

On January 1, 2005, the following new certification exam fees went into effect:

CERTIFICATION AREAS	FEES
CSSBB	<ul style="list-style-type: none"> • \$240 ASQ Member Fee • \$390 Non-Member Fee • \$190 Retake Fee
CHA CQA CQE CRE CSQE CQA – Biomedical	<ul style="list-style-type: none"> • \$210 ASQ Member Fee • \$360 Non-Member Fee • \$160 Retake Fee
CQM	<ul style="list-style-type: none"> • \$270 ASQ Member Fee • \$420 Non-Member Fee • \$220 Retake Fee
CCT CMI CQIA CQT	<ul style="list-style-type: none"> • \$155 ASQ Member Fee • \$305 Non-Member Fee • \$105 Retake Fee

The following table lists the various certifications offered by ASQ, the exam dates, and application deadlines:

Certifications	Application Deadline	Exam Date
Certified HACCP Auditor (CHA)	-	03/05/05
Certified Quality Auditor (CQA)	04/01/05	06/04/05
Certified Quality Auditor-Biomed. (CQA-Bio.)	-	03/05/05
Certified Quality Improvement Associate (CQIA)	04/01/05	06/04/05
Certified Calibration Technician (CCT)	04/01/05	06/04/05
Certified Quality Engineer (CQE)	04/01/05	06/04/05
Certified Software Quality Engineer (CSQE)	04/01/05	06/04/05
Certified Mechanical Inspector (CMI)	-	03/05/05
Certified Quality Manager (CQM)	-	03/05/05
Certified Quality Technician (CQT)	-	03/05/05
Certified Reliability Engineer (CRE)	-	03/05/05
Certified Six Sigma Black Belt (CSSBB)	-	03/05/05

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

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

EMPLOYMENT OPPORTUNITIES

Test/Reliability Engineer

Immediate Need

Full Time

ESSENTIAL FUNCTIONS

Lead the departmental efforts to improve product/component performance and reliability improvements by performing the following duties.

1. Develop detailed test plans for components and electrical/mechanical equipment and systems for commercial, industrial, and domestic/international purposes.
2. Develop, as a core member of new product development teams, quality assurance and product reliability roadmaps and reliability growth plans.
3. Perform testing and direct engineering personnel in fabrication of test apparatus and equipment, and determine methods, procedures, and conditions for testing products.
4. Interpret field failure information and provide detailed analysis and plans to reduce the field failure rate.
5. Utilizes data-based methodologies (i.e. Six Sigma, DOE, etc.) and software/equipment to perform tasks.

EXPERIENCE/EDUCATION

1. Four-year degree in Engineering and two or more years related experience and/or training (or equivalent combination of education and/or experience).
2. Demonstrated experience in improving product reliability performance utilizing a data-based methodology like Six Sigma.
3. Knowledge in the use of office equipment, including computer and standard office software (MS Office).
4. Human relations skills to deal effectively with co-workers, subordinates, and internal/external customers

Contact:

Keith Hampton,
Sr. Technical Recruiter
Volt Services Group
111 west port plaza Dr., Suite 810
St. Louis, MO 63146
314.469.8966 ph
314.469.2043 fax
khampton@volt.com | www.volt.com

Our own SVS web page provides listing of employment opportunities as they become available. You can check it out at <http://www.asqsvs.org/employment.html>.

Also, check out the following link on the ASQNet.org web page for career opportunities:

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

Even if you are not looking for a job right now, just reviewing the postings from time to time will help you keep abreast of the kinds of qualifications and experience employers are looking for in the quality career market.

EMPLOYMENT TOOLS

"Why Doesn't My Old Resume Work Anymore?"

If your last job search was prior to 2001, you may be in for a rude awakening. You might be surprised to find that your old resume, which worked well for you before, is no longer attracting employers, headhunters, and corporate recruiters. If you wondered, "What am I doing wrong?" it might not be you-it's probably your resume.

There are three reasons your old resume may not be working for you:

- Drastic increase in competition
- Changes in technology
- Changes in your industry

1. Drastic increase in competition

Increased candidate competition is the #1 reason your resume is no longer working. While current employment outlooks are marginally brighter, competition is still so high that your resume must be able to stand out against a mountain of candidates.

The best way to enhance your competitive standing against other job seekers is through strong accomplishment statements. Accomplishments are most effective when:

- They illustrate your transferable skills
- They show your contribution to corporate bottom-line objectives
- They are stated quantitatively

If you are confused about how to state your accomplishments effectively, consider hiring a professional resume writer. Correctly written statements will make your accomplishments shine-and you'll be more likely to land those critical interviews.

2. Changes in technology

Is your resume ready for the high-tech world? Probably not, if you are still snail-mailing or faxing your resume to potential employers. Are you willing to take a chance on your resume being tossed, just because you didn't take the time to prepare your resume for an electronic audience?

With dramatic increases in the number of resumes received, many employers have invested in software to manage resumes and candidate responses. It is entirely possible that a computer, not a person, will be the first one to screen your resume. The electronic eye is much more objective than the human eye; it scans only for industry-specific terminology and keywords in qualifications and responsibilities.

Here are some critical questions to ask about your resume:

- Does it contain the right keywords to put you in the "interview" pile?
- Will new resume software be able to read its formatting correctly?
- Will your tables, fonts, and graphics transmit properly in an online resume form-or will they disintegrate into unreadable symbols?

You can give your old resume a real boost by investing in the services of a professional resume writer who understands the pitfalls of our electronic job market. Whether your resume needs a brush-up or a complete rewrite, it's well worth the investment to make sure your name makes it to the top of all candidate lists.

3. Changes in your industry

If you are still just tacking your most current job onto the same old resume, then your resume probably contains a lot of old terminology and buzz words. If so, it will make you look outdated-even over the hill. It may also fail to be recognized by software that uses keywords to retrieve the best resumes.

If you're feeling out-of-step with your industry, it may be time for a checkup with a career coach who can help prepare you and your resume to stand up to the challenges of your industry's changing trends.

Bottom line: if your old resume isn't winning the attention of employers, then it's time to ask yourself, ***"How much is my old resume costing me in wasted time and effort?"***

An investment in professional resume help could mean the difference between months of fruitless effort-and landing the perfect new job. A new, better resume built on strategies that are suited to today's job-search challenges may be just the edge you need to get you noticed and get you hired.

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Deborah Walker, CCMC

Resume Writer ~ Career Coach

To see resume samples and read more job-search tips visit [www.AlphaAdvantage.com](http://www.AlphaAdvantage.com)

Email: [Deb@AlphaAdvantage.com](mailto:Deb@AlphaAdvantage.com)



## CONFERENCES

### "Partners in Quality: Meeting the Global Challenge"

This year the Mid-Ohio Valley [MOV-ASQ](#) Section of [ASQ](#) is having a Spring Conference "**Partners in Quality: Meeting the Global Challenge.**" The conference will offer opportunities for local businesses to hear [speakers](#) in diversified bodies of knowledge in quality. Local members can receive recertification units by attending conferences.

**Saturday, April 2, 2005 at the Washington State Community College.** [Washington State Community College](#) The conference will be in the Auditorium in the Arts and Sciences Center. Click here for [directions](#). Registration begins at 8am. Snacks and lunch will be provided. Click here to view the [Schedule](#).

Click here to [Attend](#) the conference.  
Click here to [Exhibit](#) in the conference.  
Click here to [Sponsor](#) the conference.

ALL EXHIBITOR PASSES, GUEST PASSES, AND CONFERENCE PASSES INCLUDE MEALS AND SNACKS.

|                          |                                                             |                                |                                   |
|--------------------------|-------------------------------------------------------------|--------------------------------|-----------------------------------|
| <b>Conference costs:</b> | <b>ASQ member</b> (1.0 Recertification Units for attending) | by March 15:<br><b>\$75.00</b> | after March 15:<br><b>\$90.00</b> |
|                          | <b>Non ASQ member</b>                                       | by March 15:<br><b>\$90.00</b> | fter March 15:<br><b>\$100.00</b> |
|                          | <b>Student</b>                                              | <b>\$40.00</b>                 |                                   |

All registrations and fees must be received before March 31, 2005.

No-show's and registrations not cancelled before April 2 - no refund.

Cancellations before March 15, 2005 - full refund

Cancellations before March 25, 2005 - half refund.

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