



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

February 16, 2006 was the 60th Anniversary of ASQ. This was a wonderful milestone for our professional society. We have grown from a group who applied statistical control techniques in high volume parts manufacturing in the USA, to a world wide organization. That world wide organization promotes excellence in manufacturing, services of all kinds and management.

Our very own Scioto Valley Section had our February meeting on that same night. We elected our new slate of officers for the 2006-07 year. Dave Boulay will be our Chair next year with Cindy Davis as our Chair-elect. Tim Matchett was elected Treasurer and Oscar Phillips elected Secretary. This year we elected four excellent Vice-Chairs in Rich Biehle, Jim Brown, Scott Foll and John Hobensack. I offer my sincere thanks and congratulations to these our new Officers.

That same ASQ Birthday evening, Dr. Wayne Wheeler of Southern Ohio Medical Center was our featured speaker. Wayne is in his fifth year as a Baldrige examiner and he gave an excellent talk on the Baldrige process. We not only got to see the process that a company experiences, but also a glimpse of what it means to be an examiner. If anyone is interested in the possibility of becoming a Baldrige examiner, you can go to the website: www.baldrige.nist.gov.

We have some changes in our dinner meeting schedule. Our March meeting will feature Emerson Richmond of the Ohio Department of Transportation. Emerson has a unique job of inspecting bridges for the state. Emerson and his colleagues are the people we depend on every day to keep us safe as we travel our roads and highways. Come out and see how these inspections keep us safe. See the details later in this news letter.

In April, our meeting will be held at Moyers Restaurant and Winery in Manchester, Ohio. Our speaker that night will be from the Edison Center and their topic will be an Overview of Lean Manufacturing. In May, we will be heading to Deer Creek where we will tour the dam and have a speaker from the Corps of Engineers who

operate the dam. The tour will be followed by dinner at the lodge. This meeting will be a joint meeting with our parent Section from Columbus.

I recently received the following email from Clay Hodges, Chair of the Section Affairs Council:

“Congratulations! Your Section has achieved SMP Section Excellence, Gold Level for the year 04-05. This is a great performance achievement for your Section and it reflects favorably on your Member Leaders and Regional Director. Your accomplishment of meeting or exceeding the Society’s objectives in member satisfaction, loyalty and retention helps to make your Section, your community and ASQ stronger.”

This is a great honor and we are one of only 39 Sections nationally and one of five Sections in Region 8 to attain this award. Congratulations to Pamela Sperling and her entire Leadership Team on a job well done. The posting by ASQ is attached below.

If anyone would like to join us on the Leadership Team, please contact anyone on the committee. We have lots of jobs to do and the more people we get involved, the easier it is on those doing the work. We have a really good active membership and it is a pleasure to work with each of them. Thank you for this opportunity to serve as your Section Chair for this year.

Doug Scott, Scioto Valley Section Chair – 2005-06

SVS ACHIEVES SMP SECTION EXCELLENCE GOLD LEVEL AWARD

2004-05 Section Excellence Sections

The Section Management Process (SMP) is a section management model that has been developed to assist sections in their planning and implementation of services and programs that will meet the needs of current and future members.

Section Excellence is one of the highest levels of achievement in SMP, and the only one determined by section members. Sections that reached any level of Section Excellence proved their dedication and commitment to providing quality programs and services. The section is awarded with section excellence by meeting or exceeding the Society’s objectives in satisfaction and loyalty and by meeting or exceeding their retention rate from the previous membership year.

ASQ salutes the 39 sections that achieved the Section Excellence Gold Level for the 2004-05 year:

- | | |
|------------------------------|------------------------------|
| 102 Merrimack Valley | 810 Akron-Canton |
| 110 Worcester | 814 Elyria-Lorain |
| 202 Corning-Elmira | 815 Scioto Valley |
| 203 Allegheny Mountain | 900 Cincinnati |
| 204 Rochester | 909 Dayton |
| 301 Southern Connecticut | 911 Lexington |
| 304 North Jersey | 915 Evansville-Owensboro |
| 308 Thames Valley | 917 Lafayette |
| 309 Tappan Zee | 1000 Greater Detroit |
| 401 Montreal | 1001 Grand Rapids |
| 505 Philadelphia | 1206 Winnebago |
| 506 Delaware | 1208 Fox Valley |
| 510 Reading | 1214 Hiawatha: Owatonna |
| 605 Sacramento | 1217 Madison |
| 619 Spokane | 1400 Albuquerque |
| 627 SW Washington: Vancouver | 1506 Jacksonville-NE Florida |
| 705 Las Vegas | 1507 Pensacola |
| 706 San Fernando Valley | 1510 Southeast Florida |
| 801 Columbus | 1515 Greater Palm Beach |
| 809 Erie | |

A WORD FROM OUR REGION 8 DIRECTOR CONCERNING THE SECTION EXCELLENCE AWARD

Bob Rinderman also expressed his congratulations to Doug Scott about the Gold Level award. Bob's email follows below:

Doug:

Congratulations on your Scioto Valley Section's attainment of the prestigious GOLD Excellence Level of the Section Management Process (SMP) for ASQ fiscal year 2004/05. Section Excellence is one of the highest levels of achievement in the SMP and the only one that is determined by Section Members.

I am so very proud that the Scioto Valley Section is one of FIVE Region 8 Sections that have reached this outstanding achievement and is one of only 39 Sections in the world to reach this goal.

Please convey my sincere appreciation to Pamela Sperling and all the other outstanding Member Leaders of your Leadership Committee for your hard work, dedication and commitment to Quality. Hopefully, I will have the opportunity to meet with each of them and thank them in-person one of these days.

Sincerely,

*Bob Rinderman
Director
ASQ Region 8*

NEW REGION 8 DIRECTOR ELECTED

Mr. Marc Kelemen, current Section Chair of the Elyria-Lorain Section # 814, has been elected the new Region 8 Director as of July 1, 2006. Bob Rinderman, our current Region 8 Director, said, "I have had the pleasure of meeting and working with Mr. Kelemen and he will make an outstanding Region 8 Director." We look forward to having Marc come on board in July to represent our region. Congratulations Marc!

SVS SECTION 815 LEADERSHIP COMMITTEE ROSTER FOR 2005-2006

<u>Officers</u>		<u>Phone</u>	<u>Ext</u>	<u>E-mail</u>
Chair	Doug Scott	740 897 4771		dscott@lpports.com
Chair Elect	Dave Boulay	740 289 2071		boulay1@osu.edu
Vice Chair	Wade Midkiff	740 775 1120		midkiff@ieee.org
Treasurer	Tim Matchett	740 710 8946		cqp53@ohiohills.com
Secretary	Oscar Phillips	304 675 1150	217	oscar.phillips@supresta.com
Immediate Past Chair	Pamela Sperling	740 897 3603		psperling@lpports.com
Region 8 Director	Bob Rinderman	740 897 2440		rindermanrr@ports.usec.com
Section Director (08)*	Rich Biehle	606 836 3455		rbiehle@ezwv.com
Section Director (06)*	Cindy Zollo-Davis	800 556 2551		d2associates@earthlink.net
Section Director (07)*	Tim Matchett	740 710 8946		cqp53@ohiohills.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	Ext	E-mail
Arrangements	Tom Houk	740 897 6502		houkt@tpmcllc.com
Auditing	Cindy Zollo-Davis	800 556 2551		d2associates@earthlink.net
Certification	Jim Thompson	740 897 5246		thompsonjf@ports.usec.com
Database	Wade Midkiff	740 775 1120		midkiff@ieee.org
Education	John Nemeth	740 441 6288		jenemeth@ra.rockwell.com
Examining	Brian Lanning	740 897 2084		lanningbm@ports.usec.com
Historian	Doug Scott	740 897 4771		dscott@lpports.com
Internet Liaison	Wade Midkiff	740 775 1120		midkiff@ieee.org
Koalaty Kid	Doug Scott	740 897 4771		dscott@lpports.com
Membership	Pamela Sperling	740 897 3603		psperling@lpports.com
Newsletter	Mike MacCrae	740 897 3442		mmaccrae@lpports.com
Nominating	Dan Longpre	740-897-5747		longpred@tpmcllc.com
Placement Program	Craig Gray	740 335 0335		grayc@yusa-oh.com
	vacant			
Publicity	John Hobensack	740 897 2253		hobensackje@ports.usec.com
Re-certification	Jim Brown	740 636 3038		jbrown@yusa-oh.com
SMP	Pamela Sperling	740 897 3603		psperling@lpports.com

MARCH PROGRAM – “QUALITY IN BRIDGE INSPECTION”

- DATE: Thursday, March 16, 2006
- LOCATION: Old Canal Smoke House, 94 East Water Street, Chillicothe Ohio, Phone: (740) 779-3278
- MEETING THEME: ODOT Bridge Inspections
- SPEAKER: Emerson Richmond
- 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: Hand-pulled pork or half chicken, bread, smoke house spuds, and green beans, beverage, and ice cream.
- 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 Monday, March 13. Please contact Tom Houk (houkt@tpmcllc.com; 740-897-6502) or Doug Scott (dscott@lpports.com; 740-897-4771) for reservations.
- DIRECTIONS: From the South: Heading North on U.S. Rt. 23 take the OH-104/Bridge St. / US-23-BL/Three Locks Rd. ramp. Turn left and proceed for approximately 3.8 miles. Turn left on to East Water Street. The Old Smoke House Restaurant is on the left, approximately 0.2 miles.

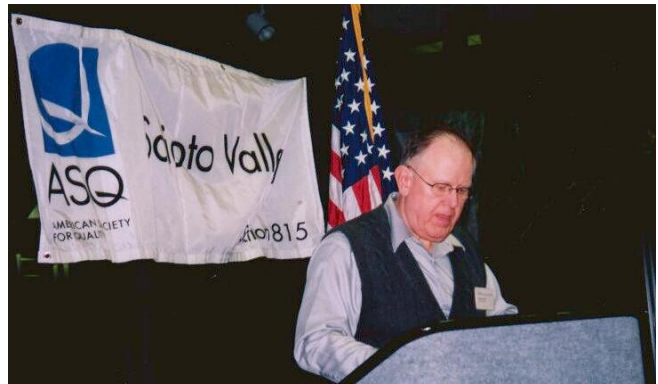
From the North: Heading South on U.S. Rt. 23 take the Bridge St. / US-23 BL/ OH-159 S exit. Proceed south toward Chillicothe for 3.5 miles. Turn right on to East Water Street. The Old Smoke House Restaurant is on the left, approximately 0.2 miles.

RECERTIFICATION: Individuals holding ASQ certifications can **earn 0.3 re-certification units (RUs)** for attending the training session.

PICTURES FROM THE FEBRUARY MEETING



Dr. Wayne Wheeler of SOMC was our guest speaker



Doug Scott, current SVS Chair, conducted the meeting

And now for the lighter side of SVS:



Dan Longpre of TPMC negotiating with Tim Matchett for a refill of iced tea . . . or lemonade . . . or anything!!



Tom Houk of TPMC will gladly take your dinner payment (cash preferred ☺)

SVS 2005-2006 MEETING SCHEDULE

Meeting Date	Location	Theme	Topic/Speaker
September 9/15/05	Waverly	Factory Tour	Superior Kraft Homes Manufacturing
October 10/20/05	Chillicothe	Airport Security and Operation	Ross County Airport Security & Operations

Meeting Date	Location	Theme	Topic/Speaker
November 11/15/05	Piketon	Education	Quality in Education - Bill Lindsey
December 12/15/05	Piketon	Training	Leadership Training - Bob Rinderman
January 1/17/06	Jackson	Service Quality	Quality in Banking – Ron Copher
February 2/16/06	Portsmouth, Shawnee State Univ.	Healthcare	Quality in Healthcare - Dr. Wayne Wheeler from SOMC
March 3/16/06	Chillicothe	Transportation	ODOT Bridge Inspection – Emerson Richmond
April 4/20/06	Manchester Moyers	Lean Manufacturing	Lean Manufacturing Overview offered by the Edison Center
May 5/18/06	Deer Creek Joint Mtg. w/ Columbus	Tour of Dam	Corps of Engineers Dam Tour Joint Meeting with Columbus
June 6/15/06	Jackson or Chillicothe	Tour Manufacturing Plant	Location to be determined

ASQ CERTIFICATION EXAMS

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

Certifications	Application Deadline	Exam Date
Certified Biomedical Auditor (CBA)	08/18/06	10/21/06
Certified HACCP Auditor (CHA)		
Certified Mechanical Inspector (CMI)		
Manager of Quality/Organizational Excellence (CMQ/OE) – NEW (Formerly CQM)		
Certified Quality Technician (CQT)		
Certified Reliability Engineer (CRE)		
Certified Six Sigma Black Belt (CSSBB)		
Certified Quality Auditor (CQA)	04/07/06	06/03/06
Certified Quality Improvement Associate (CQIA)		
Certified Calibration Technician (CCT)		
Certified Quality Engineer (CQE)		
Certified Software Quality Engineer (CSQE)		
Certified Six Sigma Green Belt (CSSGB)		
Quality Process Analyst (QPA)		

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>.

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 & 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.

CONFERENCES/WORKSHOPS/AWARENESS TRAINING

“Human Error Prevention” Seminar -

[March 28-29, 2006 - Las Vegas, NV area](#) - presented by BW (Ben) Marguglio:

Upon completion of this seminar, one will be able to:

- Understand and use human performance and human error prevention terminology;
- Classify human error from different perspectives;
- Understand and use barriers to human error, and techniques by which to strengthen the barriers;
- Recognize error-inducing conditions / error-likely situations, and understand and use behavioral techniques to counteract these conditions / situations;
- Make conservative decisions, and recognize non-conservative ones;
- Understand and recognize human error causal factors; • Understand how to measure human error;
- Design and implement a Human Error Prevention Program.

Learn more about [Human Error Prevention...](#)

"Information Quality Improvement" Seminar -

[March 30-31, 2006 - Las Vegas, NV area](#) - presented by James D. Funk

Poor information quality has become a real impediment to sustained business success and is increasing the resources needed to comply with new industry initiatives and government regulations. In addition, the impact of HIPPA, Sarbanes-Oxley, EU Privacy Regulations, and new e-commerce standards and similar activities on organizations has increased the visibility of poor information quality.

Upon completion of this seminar, one will be able to:

- Define information quality
- Understand how to determine the dimensions of information quality;
- Understand the three major roles in information quality improvement;
- Understand the conditions and patterns that lead to data defects;
- Understand the Information Production Roadmap;
- Utilize a common framework to define data defect patterns;
- Measure and benchmark the current state of information quality;
- Repair data defects;
- Conduct information quality initiatives;
- Conduct an information quality survey;
- Establish information quality principles and procedures;
- Implement components of a Total Data Quality Management Program.

Learn more about [Information Quality Improvement...](#)

**“Problem Reporting, Root Cause Analysis, & Corrective Action” Seminar -
[March 30-31, 2006 - Las Vegas, NV area](#) - presented by BW (Ben) Marguglio:**

Upon completion of this seminar, one will be able to:

- Understand and use problem identification, problem reporting, data codification, data grouping, data analysis, extent of condition, causal factor analysis, and corrective action terminology;
- Perform root cause analysis using a variety of techniques;
- Design and implement a problem reporting, root cause analysis, and corrective action system;
- Manage or assess such a system..

Learn more about [Problem Reporting](#)...

**"TRIZ - THE THEORY OF PROBLEM SOLVING - A SIX SIGMA TOOL " Seminar -
[March 30, 2006 - Las Vegas, NV area](#) - presented by Dr. John Dew:**

TRIZ is short for Teorija Rezhnija Izobretalenskikh Zadach, the Theory of Inventive Problem Solving. For better problem solving and process improvement, TRIZ provides a systematic approach, speeds up creative thinking, significantly expands the range of problem solving options and provides a common language.

Dr. Genrich Altshuller developed TRIZ methods. As a result of a major analysis of the creative principles used in patents, he identified 40 principles for inventive problem solving.

Upon completion of this seminar, one will be able to:

- Understand the TRIZ process
- Describe problems in your workplace and apply the 40 principles of inventive problem solving;
- Apply the concepts of metacognition;
- Develop mind maps in conjunction with TRIZ methods.

Learn more about [TRIZ](#)...

ALSO, REGISTER FOR THE WEBINAR ON "MANAGEMENT OF CHANGE TO FACILITY DESIGN".

Learn more about the [WEBINAR](#)

For additional information, please call 845-265-0123.



The American Society for Quality Certified Quality Improvement Associate (CQIA)

Presented by ASQ Scioto Valley Section #815

The CQIA certification is peer recognition that individuals possess a basic understanding of the principles of quality improvement and teamwork that is required at every level of any organization. This course provides students with an overview and understanding of the Body of Knowledge for the CQIA so as to provide them with the ability to prepare for taking the CQIA Examination.

Who Should Attend:

This course is designed for non-quality professionals, such as critical care nurses, accountants, customer service representatives, purchasing managers, and insurance agents and those who wish to take their professional expertise to the next level and achieve certification as a Quality Improvement Professional such as Six Sigma Teams, Continuous Improvement Coordinators, Customer Service Managers, Process Improvement Teams and others.

When: On Tuesdays, April 4 -April 25, 2006

Time: 2:00pm-5:00pm

Where: The OSU South Centers Endeavor Center

1862 Shyville Road, Piketon OH 45661

Fee: \$250

For More information or to register please contact Kelly O'Bryant at (740) 289-3727 ext 111 or obryant5@ag.osu.edu.



We also have some very interesting, low cost work shops coming to our area (see below), and the best part is, they are all going to be presented at the new Endeavor Center at the OSU South Centers at Piketon. See below for details.

Focus on the Future—2006 Ohio Manufacturing Partnership Series

Presented by

The Ohio Department of Development In Conjunction with CAMP and TechSolve

Product Development—Engine for Growth - March 15, 2006

New Product Development is one strategy that consistently has been called on by companies to help produce sales growth and increased market share. New products can create excitement with current customers, potential customers and among internal staff members. But to maximize the probability of success, development has to be done right. Attendees will learn about a proven Product Development process that goes from Ideation through Product Launch. Exclusive tools to accelerate the ideation process, as well as tips and tricks, and pitfalls to avoid will also be presented.

(2 hours-9:30 a.m.—11:30 a.m.) Fee: \$25.00

Lean/Six Sigma Demythification - May 17, 2006

Most people believe that Lean and Six Sigma are alternative tool sets for continuous improvement. Quite the opposite is true. Lean and Six Sigma complement each other and there are many examples of where and how this works. Those attending this workshop will learn:

- The evolution of Six Sigma
- How Six Sigma and Lean complement each other
- Overview of the transformation process
- Case studies
- Best practices and cultural change

(2 hours-9:30 a.m.—11:30 a.m.) Fee: \$25.00

Register for one event or sign up for the whole Series! Sign up for all four events and pay only \$75.00 for the entire Series. Register with Tomi Williams at 513-948-2076, 1-800-345-4482 or Williams@techsolve.org. These events are scheduled at the OSU South Centers, Endeavor Center in Piketon, 1864 Shyville Rd., Piketon, Ohio 45661.

15th Annual Quality Audit Conference

October 19-20, 2006