



THE SCIOTO VALLEY VOICE

AMERICAN SOCIETY FOR QUALITY SCIOTO VALLEY SECTION 0815

"ASQ's First Section of the New Millennium"

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AN OPEN LETTER TO THE SVS MEMBERSHIP FROM YOUR FOUNDING CHAIR

The purpose of this message is to inform each member of the Section about the efforts that have been undertaken by your elected Officers and other members of your Executive Committee (Section Management Team) in regard to input to our ASQ national leaders and others on the subject of the ASQ Living Community Model (LCM)/New Member Model (NMM).

As you receive your ASQ dues invoices for fiscal year 2004/2005, I want you to know what part we have played in the formulation of the new LCM/NMM so that you will know what your elected and appointed Section representatives have done to represent you in this matter.

In February 2003, ASQ's Board of Directors (BOD) asked that a task force of volunteer leaders and staff explore 21st century membership models to embrace everyone that would like to join the quality movement.

Subsequently, the ASQ NMM team/committee, Chaired by the ASQ Chair of the Board and authorized to use the services of a consultant, began conducting a study and analysis of the ASQ Membership Model. As a result, the new ASQ Living Community Model/New Membership Model was presented and conceptually approved by the ASQ Board of Directors in November, 2003.

While the conceptual approval for the LCM took place in November of last year, there was not much information published about the exact details of the LCM/NMM. Toward the end of 2003 information began to be disseminated through the ASQ Regional Directors as to what the Membership grades were going to be and the corresponding dues, etc.

During this time, as a Region 8 Deputy Director, I tried to keep the SVS management team updated on the details of the developing and changing NMM. As the details began to be disseminated, it became clearer to us that there could be some very objectionable portions of the NMM that could have some far reaching negative impacts on our Society and our Section.

Basically, your Section management team was extremely concerned about the following:

1. While the creation of new grades of ASQ membership is very appealing and may well be in order, the NMM specified that these new grades were NOT associated with the geographic Sections of ASQ. This was a departure from the concept of ASQ organization since our founding in 1946.
2. The pricing structure for dues was extremely inflated and some of the NMM information contained Regular Member dues ranging from \$145.00 to \$195.00 per year.
3. Historically, the Sections have always received a 20% rebate of basic member dues to supply operating funds to the Section for each fiscal year. Inherent in the NMM was a provision for capping the rebate to the Sections at \$18.00 per member. Obviously, the objection is that while the dues were projected to rise by magnitudes, the rebate to the Sections, the very cornerstone of ASQ structure since 1946, was projected to increase by 20 cents per member.
4. Lastly, and most importantly, there was no stated plan to take these major changes of direction to the ASQ Membership in the form of a vote or referendum. One of the consistent themes within ASQ is the importance of identifying and bringing your "Stakeholders" into the decision process. This was perhaps the most troubling aspect of the entire NMM.

As a result of the above, a great deal of effort was put forth in contacting ASQ members and officials in other ASQ Sections and Regions; appealing to the Region 8 Director (a member of the ASQ BOD); talking with our contacts at ASQ Headquarters; communicating with the Chair of the ASQ Section Affairs Council (SAC); etc.

Finally, based on my proposal and with the approval of the SVS management team, we extended an invitation to the Region 8 Director, Mr. Fletcher Birmingham, to address the subject of the ASQ NMM and to listen to the voices of the Section at our Annual Meeting in January in Jackson, Ohio.

Mr. Birmingham readily accepted our invitation to speak at our Annual Meeting in January and did an excellent job of outlining the details of the status of the NMM in his presentation. In addition, he opened the meeting to the floor and encouraged any questions and comments from the participants. At the conclusion of the meeting he had truly taken the time and made the effort to listen to the "Voice of the Customer" or, in this case, the "Voice of the Section".

Resultantly, late in January of this year, another "modified" version of the NMM was distributed. This version contained a less dramatic increase in Annual dues.

With the BOD meeting of February 7 and 8 looming, and based on little response to our Section pleas for reconsideration of the terms and conditions of the latest version of the NMM, I personally sought to talk with and appeal directly to the ASQ President, Mr. Ken Case. President Case, on his way to attend the ASQ BOD meeting, returned my calls on February 4. I explained the above objections and problems with the NMM and made a final appeal to at least consider presenting the details of the NMM in a vote or referendum to all current ASQ Members. President Case thanked me for my input and for making my case. He assured me that he would take my input into consideration at the BOD meeting.

Subsequently, on the last day of the February BOD meeting, the first of three planned implementation phases was finally approved. Phase one of the NMM is scheduled for implementation on July 1, 2004. Further information can be accessed on the ASQ Web site (www.asq.org) and in the April 2004 issue of Quality Progress Magazine. For purposes of this discussion, the salient features of the NMM are the following:

1. Two new grades of ASQ Membership have been created: "FORUM" & "ASSOCIATE"

- FORUM: Basically, Forum membership is designed to allow a person to be a member of one of the 22 Divisions of ASQ or one of the several other Forums of ASQ, such as Koality Kid; Six Sigma; etc. This is essentially an "Electronic" membership administered by the Forum/ASQ Headquarters. There is no connection between this grade of membership and any geographic Section of ASQ.
- ASSOCIATE: Basically, Associate membership is designed for persons who are not Quality Professionals and who are new to Quality or on the periphery of the Quality discipline. This is essentially an "Electronic" membership administered by ASQ Headquarters. There is no connection between this grade of membership and any geographic Section of ASQ.

2. The ASQ Annual dues structure has been changed as follows:

- | | | | | |
|--------------|----------|---------|----------|----------|
| • Student: | 2003/04: | \$25.00 | 2004/05: | \$25.00 |
| • Forum: | 2003/04: | N/A | 2004/05: | \$29.00 |
| • Associate: | 2003/04: | N/A | 2004/05: | \$69.00 |
| • Regular: | 2003/04: | \$89.00 | 2004/05: | \$119.00 |
- (An instant \$10.00 rebate is available to "renewing" Regular members only for the 2004/2005 fiscal year.)

3. The rebate to ASQ Sections for each Regular Member is capped at \$18.00.

4. The vote of the ASQ BOD in the first week of February of this year was final and did not contain any provision for a vote or referendum of ASQ "Stakeholders/Members".

In summary, your elected Section Officers and your Executive Committee members have communicated our opinions on various aspects of the LCM/NMM to ASQ national Officers. We have met with little success in getting the attention of ASQ's national Officers, being heard, or swaying the vote of ASQ national Officers; and no success in changing the outcome of the February BOD vote (by the narrowest of margin) on phase one of the NMM.

As a result, based on the vote of the ASQ BOD in February, ASQ and SVS are now committed to the implementation of Phase One of the NMM as of July 1, 2004. Based on this commitment by the ASQ Board of Directors, your SVS elected Officers, current and incoming, join with me in urging you to renew your memberships as Regular Members of ASQ for fiscal year 2004/2005.

I urge you to take advantage of the cost savings approach to Division or Forum membership that we have devised. Basically, your Section management team has constructed a plan by which you may save the cost of membership in extra Divisions or Forums by aligning with an SVS volunteer who will provide all the information from a given Division or Forum. This service may be provided to any SVS member who is interested. Obviously, this provision depends on securing enough Section volunteers to join the requisite Divisions/Forums. More specific information will be published regarding this approach.

I further urge you to contact me, or any of your Section Officers, with any questions or concerns that you may have about this matter. Your management team values your membership in ASQ and our Section, we appreciate your support for the Scioto Valley Section, and we feel that Regular Membership in ASQ is the membership of choice for SVS and for SVS Members. The continued success of our geographic ASQ Section being able to offer increasingly meaningful education programs, and professional activities for our members and our local communities is in your hands.

I welcome your questions, thoughts and comments and look forward to another successful Section year for 2004/2005.

Respectfully,

Bob Rinderman
SVS Founding Chair, 1998/1999/2000

MAY MEETING – THE MAY MEETING HAS BEEN CANCELLED

Our scheduled May program speaker will not be available this month and plans for our backup tour could not be firmed up. Consequently, we have decided to cancel the May membership meeting for the Section.

We do, however, have a very professional and interesting mini-tour and program scheduled for June and we will put all of our resources and effort into that meeting. Details for that meeting will be provided in the June Newsletter.

MEMBER MEMORABLE MOMENTS

Newsletter Editor, **Mike MacCrae**, just got back from a week-long vacation in Aruba. "It is an absolutely wonderful place to go. They definitely need to establish an ASQ Section there! The Logo would still work, too!"



The March 9 **Joint Columbus and Scioto Valley Sections Meeting** came off very well. Here are a few pictures from the meeting.





ASQ CERTIFICATION EXAM PROCTORS NEEDED

If anyone would be interested in being an ASQ Certification Exam Proctor or Assistant Proctor of the June 5th exams, please contact Jim Thompson. You can earn 1.0 RU as a Proctor or 0.5 RU as an Assistant Proctor. The only thing to be aware of is you cannot take any certification examinations over which you proctored for one year. If you are interested, please **call Jim at 740-897-5246** as soon as possible.

ASQ CERTIFICATION EXAMS

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

Cert.	Exam Date	Application Deadline	Cost
CCT	06/05/04	04/09/04	\$155
CHA	10/16/04	08/20/04	\$180
CMI	10/16/04	08/20/04	\$155
CQA	06/05/04	04/09/04	\$180
CQE	06/05/04	04/09/04	\$180
CQIA	06/05/04	04/09/04	\$155
CQM	10/16/04	08/20/04	\$235
CQT	10/16/04	08/20/04	\$155
CRE	10/16/04	08/20/04	\$180
CSQE	06/05/04	04/09/04	\$180
SSBB	10/16/04	08/20/04	\$180

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.

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

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.

Also, keep your eyes peeled to the newspapers for upcoming jobs at the **Portsmouth Gaseous Diffusion Plant**. There will be a number of new companies coming into the area in the next few years as construction begins on the Gas Centrifuge Plant and the Depleted Uranium Processing Facility. As news becomes available, we will post it here (time allowing).

PROGRAM SCHEDULE FOR 2004

- June; we'll have a tour of the brand new Waverly, Ohio, schools, excellent speakers on the topic of quality and Baldrige in Education, and close out the fiscal 2003-2004 program schedule.

PROFESSIONAL IMPROVEMENT OPPORTUNITIES

Strengthen Your Supplier Quality Toolkit!

- **Supplier Auditing** (taught by Dennis R. Arter)
- **Supplier Certification** (taught by Richard A. Gould)

Two 1-day seminars. July 12-15, 2004

Duration and Location

Registration and continental breakfast start at 7 a.m. Each presentation will start at 8 a.m. and finish at 5 p.m. with one hour for lunch. A certificate of completion for 0.8 ASQ Recertification Units will be provided to each participant.

Seminar Fee and Registration

\$315 per participant. Deduct \$20 per registration for registrations completed by June 14th or for three or more from the same company any time! Register for both seminars and save \$50 per registrant! (*No more than one discount may be applied per registrant.*) Fee includes continental breakfast, lunch, course notes and a copy of *Quality Audits for Improved Performance* and/or *Supplier Certification*.

Technical Questions? Contact Tom Schoenfeldt at (734) 522-0587 or tschoenfeldt@juno.com.

Registration Questions? Contact SG Meeting Services (Erika or Susan) at (254) 776-3550.

Location		Supplier Quality Audits	Supplier Certification
Detroit (Livonia), MI	Madonna University University Center 14221 Levan Rd. Livonia, MI 48150 (734) .522-0587	Monday July 12	Tuesday July 13
Columbus, OH	Holiday Inn - Columbus City Center 175 E. Town Street Columbus, OH 43215 (614) 221-3281	Tuesday July 13	Wednesday July 14
Pittsburgh, PA	Holiday Inn Pittsburgh-Allegheny Valley 180 Gamma Drive Pittsburgh, PA 15238 (412) 963-0600	Wednesday July 14	Thursday July 15

Offered by the **ASQ Customer-Supplier Division**

Attend one or both. Three Great Lakes area locations.

Quality Audits For Improved Supplier Performance

Taught by Dennis R. Arter

A one-day seminar sponsored by the
ASQ Customer-Supplier Division

Quality Audits for Improved Supplier Performance is a one-day seminar designed for management, professional and technical personnel who want to improve supplier relations. It is a basic course. No previous knowledge of auditing or quality systems is required (or even assumed). The instruction applies to any management system (ISO 9001, FDA, military, automotive, etc.). Buyers and purchasing agents will find the information quite beneficial. Those preparing for the Certified Quality Auditor exam will enjoy the review.

The seminar begins by exploring how product and service requirements are defined and accepted. This becomes the basis for subsequent audits. Then, the process of an effective supplier audit is presented step by step. Upon completion of the seminar, you will understand the difference between inspection, compliance audit, and performance audit. This seminar emphasizes supplier partnerships and the performance (value-added) audit.

Dennis R. Arter is a consultant and author of Quality Audits for Improved Performance. He was part of the team that developed the Certified Quality Auditor program way back in 1988. He is an ASQ Fellow and former member of the ASQ Board of Directors. He is active in the Customer-Supplier Division and co-chair of the Third China-America Quality Conference which is to be held in Shanghai in September, 2004. Dennis can be reached at dennis@auditguy.net.

Topics Covered

Supplier Quality

- Concepts

- Need for change

Purchasing Controls

- Your requirements

- Selecting a supplier

- Awarding the business

- Monitoring performance

Your Audit System

- Authority

- The audit boss

- The audit team

- Scheduling audits

Preparing to Audit

- Purpose and scope

- The requirements

- Audit plan

- Checklists

Fieldwork

- Opening meeting

- Gathering facts

- Communications

Reporting Results

- Analyzing data

- Cause and effect

- Findings

- Overall analysis

- Closing meeting

- Formal report

Follow up

- Corrective action

- Response evaluation

- Audit closeout

Supplier Certification: The Quality Link in Supply Chain Management

Taught by Richard A. Gould

A one-day seminar sponsored by the
ASQ Customer-Supplier Division

Supplier Certification: The Quality Link in Supply Chain Management is a one-day “hands-on” seminar designed for Quality and Materials management, professional and technical personnel who want to improve Quality and customer-supplier relationships in their companies. It is a basic course. No previous knowledge of Supplier Certification is required (or even assumed). The instruction can apply to Customer-Supplier relationships in any and all industries, large or small. Purchasing, commodity team members, and supply chain management professionals will also find the information quite beneficial and are encouraged to attend. Interactive exercises are used to reinforce the material being discussed.

The seminar begins by defining the supply chain and “certification”. It then explores how product and service requirements are defined and accepted as well as the impact of Quality Management System standards. Team members and their responsibilities in the supplier selection and certification process are discussed. Certification agreements and ongoing supplier performance measurements (supplier “report cards”) are covered.

Attendees will receive techniques that they can put to use immediately in their company. Dick Gould is a consultant and an ASQ Fellow, as well as an ASQ-Certified Quality Manager, Quality Engineer, and Quality Auditor. Dick is currently Vice-Chair of Technology for the Customer-Supplier Division of ASQ. He is a speaker and author at the international, national and local levels. Dick can be reached at RGMSolutions@aol.com.

Who Should Attend?

Quality Assurance and Materials professionals
Supply Chain Management professionals
Procurement Quality professionals
Purchasing planners and buyers
Material and Inventory control planners

Topics Covered

Supplier Certification?	
Continuous improvement?	
Corrective action?	
Cover your assets?	Choosing Suppliers
Introduction and Definitions	Supplier Selection strategy
The Supply Chain	Data-driven choices
Supplier Certification	The Players
Limits on definitions	Customer team
Supplier classifications	Supplier team
Specifications	Certification Agreements
Importance of specifications	Supplier Performance
Specification reviews	Measurement
Classification of characteristics	Metrics and Report Cards
What About ISO & Clones?	Use and recognition
ISO 9000:2000 Clones?	Conclusion
If not ISO, then?	

Check our website for future presentations – www.asqcsd.org