



THE SCIOTO VALLEY VOICE

AMERICAN SOCIETY FOR QUALITY SCIOTO VALLEY SECTION 0815

"ASQ's First Section of the New Millennium"



May 2006
Volume 9, Number 5
Editor – Mike MacCrae (mmaccrae@lppports.com)

IN THIS ISSUE:

- MESSAGE FROM THE CHAIR
- SVS SECTION 815 LEADERSHIP COMMITTEE ROSTER FOR 2005-2006
- MAY PROGRAM – LEAN/SIX SIGMA IN THE HEALTHCARE ARENA
- SVS MEETING SCHEDULE FOR REMAINDER OF 2005-2006
- EMPLOYMENT OPPORTUNITIES & TOOLS
- ASQ CERTIFICATION EXAMS
- CERTIFICATION PREPARATION
- EMPLOYMENT OPPORTUNITIES & TOOLS
- CONFERENCES/SEMINARS/WORKSHOPS/AWARENESS TRAINING
- BUSINESS IMPROVEMENT OPPORTUNITIES

MESSAGE FROM THE CHAIR

The April meeting was held at Moyers Restaurant and Winery in Manchester, Ohio, on April 20, 2006. Our speaker that night was Bruce Vaillancourt speaking on Lean Manufacturing, an Overview. Bruce comes to us from the Edison Center where he is currently the Program Development Manager. Bruce did a wonderful job of helping us to understand how Lean and Six Sigma fit together when working in the world of Continuous Improvement. We had a very good turnout and nice evening on the Ohio River. We did have a tour of the Winery before the dinner which is always fun and interesting. We had some members from the GE Test Facility in Peebles, Ohio, attend our April meeting. We started discussions with them to have a tour of that GE facility this coming fall.

In May, we will be meeting at the Adena Medical Center in Chillicothe. We will have a panel of speakers headed up by Dr. John Gabis. Their topic will be Lean/Six Sigma in the Healthcare arena. Adena has several six sigma projects going and we will hear about their efforts to excel in the Healthcare field. Please stay posted for further details.

In June we will be returning to Shawnee State University where David Todt, Ph.D. will be our speaker talking on the SSU Academic Quality Improvement Program. More information on the June meeting will be in the June newsletter.

Dave Boulay, our Chair for next year is now working on the Leadership Committee for next year. If anyone would like to join us on the Leadership Team, please contact anyone on the committee listed later in this news letter. We have lots of jobs to do and the more people who get involved, the easier it is on those doing the work. Service on any of the committees or Leadership Committee will earn **1.5 Recertification Units** for each year of service. We have a really good active membership and it is a pleasure to work with each of you. Thank you for the opportunity to serve as your Section Chair for this year.

Doug Scott, Scioto Valley Section Chair – 2005-06

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

<u>Committee Chairs</u>		<u>Phone</u>	<u>Ext</u>	<u>E-mail</u>
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
Publicity	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 – “LEAN/SIX SIGMA IN THE HEALTHCARE ARENA”

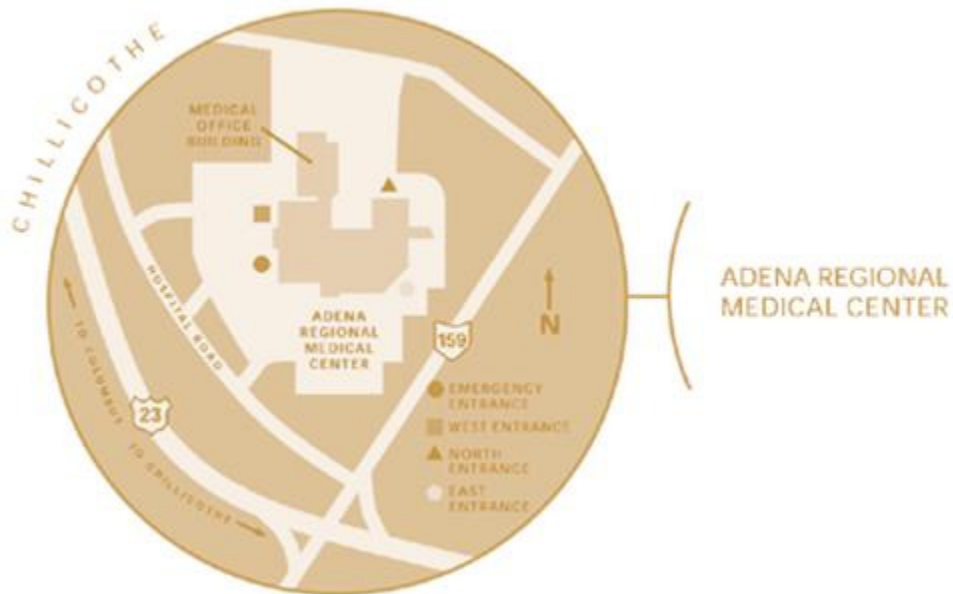
DATE: Thursday, May 18, 2006

LOCATION: Adena Medical Center, Board Room, 272 Hospital Road, Chillicothe Ohio,
Phone: (740) 779-7500. To get to the Board Room, use the north entrance to the hospital and proceed past the visitor’s information desk. Turn right through double doors and the Board Room is on the left.

MEETING THEME: A panel discussion on Lean/Six Sigma in the Healthcare Arena

SPEAKER: Patrick Noonan, Managing Partner for Dagaz Consulting; Justin Fisk, Director Adena Health System; John A Gabis, MD, Adena Health System Certified Black Belt; and other Certified Black Belts from Adena Health System.

- AGENDA: 5:30 pm: Registration & Networking
6:00 pm: Dinner Buffet in the President's Conference Room
6:45 pm: Introduction of Speaker
8:00 pm: Adjourn
- MENU: Buffet with salmon, chicken, roasted red skin potatoes, malibu vegetable blend, mixed green salad, roll/butter, fresh fruit cup with cookie, and beverage (water, ice tea, coffee).
- COST: **The charge for the dinner is \$10.00.** You may attend the program only, without dinner, at no cost. However, pre-registration is still required.
- RESERVATIONS: Pre-registration is required by Monday, May 15. Meal commitments made, but not honored, are subject to payment unless cancelled by phone or electronic mail before 4 p.m. Wednesday, May 17. The Scioto Valley Section must pay for all meals ordered. Therefore, there will be no refunds of paid reservations canceled after that deadline. Please contact Tom Houk (houkt@tpmcllc.com; 740-897-6502) or Doug Scott (dscott@lports.com; 740-897-4771) for reservations.
- DIRECTIONS: From north or south: take the Ohio Rt. 159/Bridge Street exit toward Kingston. Turn LEFT onto CR-11/Hospital Rd. The hospital is on the right.



RECERTIFICATION: Individuals holding ASQ certifications can **earn 0.3 Recertification Units (RUs)** for attending the training session.

SVS MEETING SCHEDULE FOR REMAINDER OF 2005-2006

Meeting Date	Location	Theme	Topic/Speaker
June 6/15/06	Shawnee State Univ., Portsmouth, Ohio	Quality Improvement in Education	The SSU Academic Quality Improvement Program presented by David Todt, Ph.D.

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>.

The following individuals are scheduled to take ASQ Certification Exams on June 3, 2006:

Patsy A Brownfield
 Grover F. (Butch) Jones Jr.
 Sarah E. Lackey
 Julie A. Puckett

All the best to you on your exams!

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/SEMINARS/WORKSHOPS/AWARENESS TRAINING

Seminars:

Human Error Prevention - June 5-6, 2006 - Palm Beach, FL - In addition to discovery and invention, human error prevention can be the greatest contributor to improved productivity, safety and quality. This seminar presents the latest developments in human error prevention. The principles and practices of human error prevention are universally applicable regardless of the type of industrial, commercial or governmental enterprise, and regardless of the type of function performed within the enterprise.
[Learn More](#)

Marguglio's Approach to Human Error Prevention

<i>Concern</i>	<i>Response</i>
Hazards	Implement techniques by which to recognize hazards. Eliminate hazards. Create administrative, equipment and personal barriers to human error to neutralize hazards and mitigate their effects. Implement techniques by which to avoid holes in barriers. Implement techniques by which to increase the effectiveness of barriers.
Error-Inducing Conditions and Error-Likely Situations	Recognize error-inducing conditions and error-likely situations. Eliminate these conditions/situations. Use behavioral tools and techniques (for individual contributors, supervisors and managers) by which to counteract error-inducing conditions and error-likely situations.
Inappropriate Risk-Taking	Recognize the behaviors that lead to inappropriate risk-taking. Practice behaviors that lead to conservative decision-making.
Recurrence of Past Errors	Implement a problem reporting, root cause analysis, and preventive corrective action system.

© - B.W. (Ben) Marguglio - 2005

Marguglio's Human Error Causal Factor Taxonomy

<i>Causal Factor</i>	<i>Description</i>
Knowledge-based	Lack of knowledge of the standard, requirement or need.
Cognition-based Skill-based	Lack of the appropriate level of cognition; lack of ability to understand, apply, analyze, synthesize or evaluate such as to be able to meet the standard, requirement or need. Lack of skill.
Value-based Belief-based	Lack of respect for or acceptance of the standard, requirement or need.
Error-Inducing Condition-based Error-Likely Situation-based	Lack of recognition of the condition or situation and/or lack of counteracting behavior.
Decision-based	Lack of judgment in evaluating risk versus benefit. Lack of behavioral techniques for conservative decision-making.
Lapse-based	Nothing lacking; simply "blew it".

© - B.W. (Ben) Marguglio - 2005

[Learn More](#)

Problem Reporting, Root Cause Analysis, & Corrective Action - June 7-8, 2006 - Palm Beach, FL

- Persons who are responsible for identifying and reporting off-normal conditions, evaluating the conditions and their effects, identifying causal factors, recommending various types of corrective actions, tracking the implementation of corrective actions, and managing the overall system...
[Learn More](#)

[TRIZ - The Theory of Problem Solving - A Six Sigma Tool - June 1, 2006 - Palm Beach, FL -](#)

TRIZ is short for Teorija Rezhnija Izobretalenskikh Zadach, the Theory of Inventive Problem Solving. Dr. Geinrich Altshuller developed TRIZ methods. As a result of a major analysis of the creative principles used in over one million patents, he identified 40 principles for 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.
[Learn More](#)

[Information Quality Improvement - June 1-2, 2006 - Palm Beach, FL](#) - 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. 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.
[Learn More](#)

Live Webinar - ISO 9001: 2000 Made Easy

This Webinar is designed for Business owners, Executives, Quality Managers, Documentation Management, Quality Engineers and any other personnel of a company that plans to develop an effective ISO 9001:2000 compliant.

Provider: ComplianceOnline
Date: Wednesday 31 May 2006
Time: 12:00 PM PDT | 3:00 PM EDT
Duration: 1 Hour
Venue: Online Event

Instructor: Mark Kaganov is the founder and Director of Operation of Quality Works with 25 years of experience in Quality Management.

Description: This Webinar is designed for Business owners, Executives, Quality Managers, Documentation Management, Quality Engineers and any other personnel of a company that plans to develop an effective ISO 9001:2000 compliant or certified Quality Management System (QMS).

Areas Covered in the seminar:

- The purpose of the standard
- Benefits of an effective Quality Management System (QMS)
- Standard structure
- Requirements
- Implementation approach
- Questions / answers

Who Will Benefit

- Business owners
- Top management
- Quality Managers
- Documentation Managers
- Quality Engineers
- Other personnel involved in development and implementation of the QMS

Instructor Profile

Mark Kaganov is the founder and Director of Operation of Quality Works, a consulting firm that specializes in development and implementation of quality and environmental management systems. Mark is a certified QMS and EMS Lead auditor. He has published a number of technical papers and developed documentation template sets for numerous standards that are available through ComplianceOnline.

With Mark's 8 years of experience as a Lead Auditor with three major registrars, he brings a rare combination of knowledge and experience to development of effective management systems. He has in-depth knowledge of wide range of industries and focuses on practical, business-oriented systems that allow both compliance with standards and provide financial benefits to organizations.

- Total 25 years experience in Quality Management
- 10 years in medical device manufacturing – QMS and R&D
- 8 years in certification business
- Certified (IRCA) QMS Lead Auditor
- Certified (RAB) EMS Lead Auditor
- 5 international patents
- 14 technical publications

**Refund Policy: No refund is offered for web-based events.*

Product ID: 700089

Shipping: Login Information will be sent via email

Price: \$249.00 | **Register Now**

How to Register: Click on "Add to Cart" and follow the checkout process by paying with your credit card. A confirmation email will be sent to you immediately with the event details and instructions.

Conferences:

[15th Annual Quality Audit Conference](#)

October 19-20, 2006

BUSINESS IMPROVEMENT OPPORTUNITIES

Hello everyone,

I have been asked (and I do support this effort - as the process does work well) to pass this along to companies I work with in Ohio. Please take a moment to review the attached pdf file on Lean Assessments. TechSolve is willing to do this *for free through my recommendation* to help support the efforts in the region. The diagnostic provides a "spider chart" of potential areas of opportunity for lean. It does provide a nice third-party assessment. It takes most of a day and requires a couple key leaders of the organization to be pretty engaged.

I look forward to speaking with you soon about this mutually beneficial opportunity.

Thank you!

Cindy Davis
Business Development Specialist/Counselor
OSU/CETE
d2associates@earthlink.net
740-772-9814 VM
740-703-7325 Cell

ASSESSMENTS

beginning the process



TechSolve offers four different assessment tools for evaluating the current state of your company. These assessments, conducted at your site, will produce a detailed report highlighting areas for improvement as well as the current strengths of your processes.

The assessments are:

- Lean Enterprise Assessment
- Lean Innovation Assessment
- Lean Machining Assessment
- Procurement Assessment

LEAN ENTERPRISE ASSESSMENT

Capitalizing on lean improvement opportunities requires broad technical skills and solid experience, and TechSolve has extensive national experience applying and integrating lean tools. The Lean Enterprise Assessment, a one-day event that is free to TechSolve members and available for purchase by non-members, provides a quick method to evaluate an enterprise's operating and functional expertise, measuring your organization's effectiveness in up to 16 critical areas, including:

- Continuous Improvement
- Customer Focus
- Environmental and Safety
- Purchasing
- Quality

Common uses for the Assessment include:

- Annual internal benchmarking
- Initial step in annual planning process
- Internal alignment/consensus around key issues
- Prioritization of improvement projects

PROCUREMENT ASSESSMENT

The Procurement Assessment evaluates a company's purchasing function to determine its appropriateness and cost-effectiveness. By applying extensive procurement experience and a variety of proven techniques such as bundled requirements, renegotiation, competitive bidding, creative leasing, teaming, and leveraging established relationships, TechSolve helps companies implement very significant cost reductions.

FOR ADDITIONAL INFORMATION CONTACT DEB PERKINS
513.948.2116
800.345.4482
PERKINS@TECHSOLVE.ORG

WWW.TECHSOLVE.ORG

LEAN INNOVATION ASSESSMENT

In today's global marketplace, improving your company's manufacturing and business processes is not simply an option— it's a requirement. Lean Manufacturing has revolutionized the factory floor, and now, the movement is spreading to the New Product Development (NPD) process.

From new ideas through product launch, Lean Innovation is a comprehensive program that tackles both the Discovery portion of NPD, "What do we develop to be successful?", and the Development portion of NPD, "How do we develop more efficiently?"

The assessment conducted at your company is the first step in TechSolve's Lean Innovation Program.

LEAN MACHINING ASSESSMENT

TechSolve's lean machining experts assess plant layout, work flow, and machining systems. Their expertise enables your company to reduce manufacturing costs by 30-50%, reduce inventory by 50%, and increase part throughput by 100%. The assessment process identifies activities that increase costs such as:

- Excess tooling and fluid expenses
- Poor machining parameters selections
- Non-value added activities and quality deficiencies
- Excessive set-up times
- Low machine utilization

TechSolve has more experience applying Lean principles to machining environments than any other Lean consulting organization.

RESULTS

We map the results of your assessment using a spider diagram like the one below. The diagram will highlight both the strengths of your company and areas that could be improved.

