



THE SCIOTO VALLEY VOICE

AMERICAN SOCIETY FOR QUALITY SCIOTO VALLEY SECTION 0815

"ASQ's First Section of the New Millennium"

May 2008

Volume 11, Number 5

Editor – Rus Barnes (rbarnes@lpports.com)

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MESSAGE FROM THE CHAIR

Hello ASQ Members and Friends,

What a great turnout for the Scioto Valley Section Annual Business Meeting and Officers Election on April 17, 2008. Thank you all for your continued support, good cheer and attendance. Those who stayed after the dinner meeting also were entertained by the "Goosetown Astonishers" at Cross Keys Tavern – in the adjoining building. What a fun evening! Congratulations to all newly elected officers and a heartfelt **THANK YOU** to all SVS officers and Chairs who gave so generously of their time during fiscal year 2007-2008. You are the best!!

In perfect timing for the May meeting, to be held at Shawnee State on May 15, 2008, take a look at the latest issue of QP (Quality Progress). The cover story is on a successful 3 year project at CSX, which resulted in a cost savings of over \$28M. Their quality team used tools such as Six Sigma and FMEAs to reveal root causes and develop fuel conserving solutions.

Personally, it has been a very busy year with a successful ISO/AS9100 Implementation and Registration effort for an aerospace/medical device supplier and now starting up an ISO 14001 Environmental Registration effort for another Ohio company. I bring this up as a preface to the following statement and recommendation: membership with ASQ has been a definite plus over the years (15) and volunteering with my hometown section has been a joy. So consider helping out where and when you can. Four hours a month is not much to ask in return for many years of

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professional growth, education, networking, making new friends, lots of adventures and progress within the world of Quality...enough of that sentimental stuff.

I have included here, a brief bio on our new Section Chair: John Hobensack, Chair-Elect of the Scioto Valley Chapter of the American Society for Quality, was recently named Recycle/Assembly Operations Manager for the American Centrifuge Plant in Piketon by USEC Inc. He reports to Dave Fosson, Operations Manager.

John has more than 28 years experience at the site and was most recently a Quality Assurance Engineer in the Quality Assurance Department, and is a Certified Quality Auditor and is certified as an NQA-1 Lead Auditor. He has a B.S degree in Applied Science from Miami University and has received additional training at the University of Florida and the Harvard School of Public Health in EPA Method 5 Stack Sampling and ASME N510 In-Place Testing of HEPA Filters.

USEC Inc., a global energy company, is a leading supplier of enriched uranium fuel for commercial nuclear power plants. It expects to deploy the next generation uranium enrichment technology in Piketon, Ohio.

Hope to see everyone at Shawnee State and don't forget the June Dinner Meeting at Moyers Winery, in Manchester, Ohio on June 17, 2008. Our guest speaker will be Dr. Maurus Brown from OSU South Centers. Discussion: Wine of course!

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

MAY PROGRAM MEETING

DATE & LOCATION: Thursday, May 15, 2008 at Shawnee State University, 940 2nd Street, Portsmouth Ohio, Administration Building, President's Conference Room

MEETING THEME: A first hand look at the "Quality" field in the railroad industry. Where it was 34 years ago and where it is now.

SPEAKERS: Mark Majorowski, ASQ, CQA / AAR Certified Auditor. Mr. Majorowski has 34 years experience in quality assurance in the railroad industry. He is currently Manager Quality Assurance CSX Huntington Locomotive Shop and is the CSX representative on the Association of American Railroad's Quality Assurance Committee. He is a Senior Member of ASQ.

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 Dinner buffet containing: apricot chicken topped with almonds and roast top round of beef served with Au Jus, green beans with almonds, herb roasted potatoes, fresh mesclun topped with strawberries and poppy seed dressing, cheesecake and various cream pies, drink (coffee, tea, and water), bread and butter. The charge for the dinner buffet is \$15.00 including beverage. 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 12.** Please contact Tom Houk (houki@tpmcllc.com; 740-897-6502), Cindy Davis (d2associates@earthlink.net (740) 289-2071 x228), or Doug Scott (dscott@lpports.com; 740-897-4771) for reservations.

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

DIRECTIONS: Heading south on US Rt. 23 turn left (east) on 2nd Street in Portsmouth. Shawnee State University is on the right.

THE QUALITY SYSTEMS CORNER - QUALITY SYSTEMS ACCORDING TO JURAN

Based on the recent passing of Dr. Juran I thought that it might be appropriate to do a little research and attempt to summarize what he had to say about Quality Systems.

It should come as no great surprise to anyone that Juran was what I would refer to as a “big picture” person who was comfortable with quality professionals at all levels but who was particularly focused on the subject and science of “Managing for Quality”. His passion for Quality Management quite naturally led him to concentrate his research and focus on the managerial levels of the many corporate clients and consulting opportunities that he attracted.

Starting in 1924 when he joined Western Electric at their vast Hawthorne Works in Cicero, Illinois he was assigned to their Inspection Branch thereby receiving his first introduction to the Quality discipline and by 1934 had become the Manager of that 5,000 person Inspection organization.

Dr. Juran authored, coauthored or edited over 30 books in his lifetime. The one book that became the “Flagship” of the many books that he has written is his “Quality Control Handbook” which was first published in 1951. In Juran’s own words, “The concept of the Handbook was to create a compendium of knowledge in the field of managing for quality”. Over the course of the 48 year span of the first four editions of the Handbook sales reached over 230,000 copies and the sale price soared from \$10.00 to \$150.00 per copy up to and including the current 5th. Edition.

In his autobiography, “Architect of Quality”, McGraw-Hill, 2004, he states that “To my surprise, the financial returns from future (second through fourth) editions would multiply to a point that could enable me to live affluently solely from the royalties, were I to choose such a life.” He even points out that his 5th Edition Handbook joint Editor-in-Chief, Dr. A. Blanton Godfrey will be the Editor-in-Chief for the 6th. Edition.

In “Juran’s Quality Handbook”, 5th. Edition, McGraw-Hill, 1999, there are 1800 pages and 48 Sections which Dr. Juran explains have been divided into 5 broad groupings as follows:

- The Managerial Group (Sections 2 – 17);
- The Functional Group (Sections 18 – 26);
- The Industry Group (Sections 27 – 33);
- The International Group (Sections 35 – 43);
- The Statistical Group (Sections 44 – 48).

While many of the sections of the Quality Handbook have valuable information on the elements of Quality Systems, perhaps Section 14, “Total Quality Management” offers the best summary insight into the importance of the Quality System. Under the sub-heading of “The Total Quality Management Infrastructure” (14.13) it states that “The total quality infrastructure consists of several key pieces. The first, and one of the most important, is the quality system.” The other four parts of the total quality infrastructure are:

- Customer-Supplier Partnership;
- Total Organization Involvement;
- Measurement & Information;
- Education & Training.

Dr. Juran defines a “Quality System” as, “Organizational structure, procedures, processes and resources needed to implement quality management.”

In my view, Customer-Supplier Partnership, Total Organization Involvement, Measurement & Information and Education & Training are all elements of the Quality System. I am in complete agreement with Dr. Juran that all five of the key pieces listed above are important and, together, form the main elements of an organization’s Total Quality Infrastructure.

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.

ASQ CELEBRATES QUALITY MILESTONE: CERTIFICATIONS STILL GOING STRONG AFTER 40 YEARS (ASQ Press Release)

Milwaukee, Wis., April 24, 2008 – In the world of quality improvement, achieving certification is viewed as a major source of personal accomplishment as well as a stepping stone to job advancement and higher salary. This year, the American Society for Quality (ASQ), the world's leading authority on quality improvement, celebrates its 40th year of providing certification to quality professionals around the world.

Since 1968, ASQ has certified more than 160,000 professionals in a diverse range of industries. Certification, as defined by ASQ, recognizes that an individual has demonstrated a proficiency within, and a comprehension of, a specific body of knowledge at a point in time. Applicants for certification must meet specific criteria specific to the exam they're taking. The work experience requirements vary depending on the type of certification.

The most popular certification is still the CQE (Certified Quality Engineer), which ASQ began offering in 1968, closely followed by auditor and Black Belt certifications. While most certifications still take place in the manufacturing industry, certifications within the service sector and certifications of quality professionals located outside of the United States are growing. Healthcare professionals as well as educators at the K-12 and university levels are also becoming more interested in certifications as individuals working within those professions begin to realize the value of continuous improvement initiatives.

According to Sally Harthun, ASQ certification manager, the value of certifications can't be underestimated. "More quality professionals have learned that certification not only provides them with new skills and a higher proficiency level in their career, but they also look at it as a worthwhile investment in their organization's future."

Xhemile Heidenreich, a Six Sigma Green Belt at Marshfield Clinic in Wisconsin, agrees. "Getting this certification not only allowed me to better learn how to streamline a process and improve overall work performance, but also how to help my team members reach their highest potential," said Heidenreich. "I would definitely recommend this process to anyone who wants to grow both personally and professionally."

An annual survey conducted by *Quality Progress* magazine also indicates that U.S. quality engineers who have achieved ASQ CQE status earn, on average, \$3,718 more than their counterparts without a CQE certification. In addition, reliability engineers who are ASQ certified earn, on average, \$12,083 more than their counterparts who aren't certified.

Certification has been one of the top-rated ASQ benefits since 1991 and is endorsed by more than 125 corporations in the United States and worldwide. For more information on the benefits of certification, visit www.asq.org/certification/.

The American Society for Quality, www.asq.org, has been the world's leading authority on quality for more than 60 years. With more than 93,000 individual and organizational members, the professional association advances learning, quality improvement and knowledge exchange to improve business results, and to create better workplaces and communities worldwide. As champion of the quality movement, ASQ offers technologies, concepts, tools and training to quality professionals, quality practitioners and everyday consumers, encouraging all to Make Good Great®. Headquartered in Milwaukee, Wis., ASQ is a founding partner of the American Customer Satisfaction Index (ACSI), a prominent quarterly economic indicator, and also produces the Quarterly Quality Report.

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 |
|---------------|-------------|------------------|--|
| May 17, 2008 | Ironton | Railroad Quality | CSX Quality Program – Speaker – Mark Majorowski |
| June 17, 2008 | Manchester | Wine | Ohio Wine Quality – Speaker Maurus Brown of OSU South Center |
| June 21, 2008 | 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 | boberv@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 | boberv@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.

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.

05/01/08 - OSU Piketon 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).

World Conference on Quality and Improvement May 5-7, 2008 • Houston, Texas

<http://wcqi.asq.org/>

Quality Institute for Healthcare May 5-7, 2008 • Houston, Texas <http://qihc.asq.org/index.html>

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 |