



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

Greetings ASQ Members and Friends,

We had a great turnout for our April Annual Section Meeting that included the successful election of officers for 2009-2010 term and an excellent presentation by Dr. Elaine Edgar, Executive Director of the Ohio Partnership for Excellence. The completion of the election process allowed us to submit our list of elected officers to ASQ in time to meet the May 1 deadline. My congratulations go out to Bob Ervin, Andrea Davis, Mark Cade, Rob Christensen, Chad Rausch, Julie Puckett, and Connie Lang, along with a sincere thank you for taking on the associated responsibilities. I am always impressed by the capabilities and willingness to help of our Section members.

After Section business was conducted, Dr. Edgar gave an interesting and well-received presentation on her work with the Ohio Partnership for Excellence. The Ohio Partnership for Excellence manages the Ohio Award for Excellence Program and is responsible for administering the Baldrige award process for the state of Ohio. As stated on their website at <http://www.partnershipohio.org/html/home.htm>. "This program offers organizations in all sectors the opportunity to receive varying levels of Feedback Reports and an evaluation of their achievement of success as compared to the Baldrige Criteria." We are grateful to Dr. Edgar for taking to time to visit with us and share what she is doing to help create a culture of quality in manufacturing, health care, education, and many other areas in the state. In today's economy, it is imperative for organizations to practice continuous improvement and sustain a level of excellence to be competitive.

I would like to thank all of our Section members and guests for the support we have had at our monthly meetings this year. I know it is not always easy to find the time to attend a meeting or event, but we have had great attendance throughout the year.

Thank you, and hope to see you on the 19th.

John Hobensack, CQA, Scioto Valley Section Chair, 2008-2009

ARE YOU A REAL PROFESSIONAL?

The customer was just leaving the service counter and said to the young man who had helped her, 'You are a real professional. Thank you.' The young man blushed. To be called 'a real professional' is a very powerful compliment. It's not easy to achieve. Real professionals perform well in five key areas:

1. **Knowledge:** Real professionals understand what other people want and need, what their own products and services can provide, where and how to get assistance, what's changing in their own company and in the world of those they serve. How good is your product, process, service and industry knowledge? Want to improve? Read more, listen better, discuss with others, get mentoring, get coaching, get going.

2. **Skills:** Real professionals are proficient and skillful. They know how to do the right thing at the right time and in the right way. How good are your hard skills (technical competence) and soft skills (getting things done with people)? Need to improve? Study and practice new techniques, watch the masters in action, get more training, get more qualified. Be really good, then get better.

3. **Attitude:** Real professionals are more than technically bright. Their enthusiasm is motivating and infectious. Customers feel assured by their confidence. Colleagues are touched by their compassion. How powerful is your attitude? Need to improve? Get clear about what turns you on and why you care to serve. Align your values with your company's goals, your customers' needs and your colleagues' shared commitment. And watch your mindset like a hawk. No whining when you should be shining.

4. **Effort:** Real professionals have a strong will and ambition to succeed. They may be humble, but they are not shy about striving for spectacular performance. These winners go the extra mile and help others along the way. They push themselves and drive their teams to greater achievement. And customers reinforce their effort with well-earned praise. How strong is your effort? Want to increase it? Then set big, bold goals and high, stretching targets. Do something every day to move on, move up, move forward.

5. **Relationships:** The greatest professionals help other people move into the future. They make suggestions to solve your immediate problem and then give guidance to take you further. They anticipate your questions and prepare answers in advance. They think about your success and give advice that's packed with value. Want to strengthen your relationships with others? Learn to listen more closely for real concerns. Make offers without being asked. Network with others in your company, your industry, your town. Lend a hand whenever you can and be willing to receive one.

Key Learning Point: Real professionals are well-rounded in their ability, approach and actions. They are always improving, uplifting themselves and motivating those around them.

Action Steps: Study the above five areas closely. Choose one that needs your attention. Now commit to take a strong step forward. What will you do? Who will you call? Where can you get help? Get started. Make it happen. Then give yourself the credit you deserve. You are 'a real professional'.

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Ron Kaufman is an internationally acclaimed customer service training educator for quality service. He is author of the bestselling series "UP Your Service!" and founder of "UP Your Service College". To enjoy more customer service training articles, visit www.RonKaufman.com and www.UpYourService.com

EMPLOYMENT OPPORTUNITIES & TOOLS

Check out the [ASQ web page](#) 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.

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: [Click Here](#)

MAY PROGRAM MEETING

DATE: Thursday, May 19, 2009

TOPIC: Mr. Wallat's presentation will cover the status of Ohio aquaculture, types of culture systems and species raised. He will also provide updates on the research and Extension projects that the OSU Aquaculture program is conducting. These include improved genetic selection of yellow perch, production of all-male bluegill, investigations of baitfish species suitable for culture in Ohio and freshwater prawn culture.

LOCATION: Ohio State University Center for Aquaculture Research Development, 1864 Shyville Rd., Piketon, OH 45661

SPEAKER: Geoff Wallat
Aquaculture Specialist – Senior Research Associate
Ohio State University

AGENDA: 5:30 p.m. Registration and Networking
6:15 p.m. Catered Dinner
6:45 p.m. Presentation
7:15 p.m. Tour of the OSU Aquaculture Research Facility
7:45 p.m. Adjourn

MENU: Dinner will be lasagna, tossed salad, green beans, drink, and dessert. Cost of the meal is \$15.00. You may attend the meeting without participating in the meal.

RE-CERTIFICATION UNITS: Those holding certifications will receive 0.3 recertification units for attending the presentation and 0.3 recertification units for participating in the tour.

RESERVATIONS: Please contact Tom Houk (tom.houk@lex.doe.gov), Rus Barnes (rbarnes@lpports.com), or John Hobensack (hobensackje@usec.com) by May 15, 2009, for reservations. **Please indicate at time of reservation if you will be participating in the meal.**

DIRECTIONS: Proceed east on OH 32/124 for approximately 1.5 miles from US 23. Turn right on Shyville Rd. and turn left into the OSU South Center Complex. The aquaculture research center is the second building on the right.

QUOTES TO LIVE BY

"Emotion drives Attention and Focus; then Focus drives Learning. You are never going to learn anything that you are not attending to and you are never going to attend to anything that doesn't mean anything to you." -- Robert Sylvester

"Learning is the only source of sustainable competitive advantage." -- Marshall Goldsmith

"The four steps of accountability are See it, Own it, Solve it, and Do it." -- Roger Conners and Tom Smith

"Only through focus can you do world-class things no matter how capable you are." -- Bill Gates

"Practice is the best of all instructors." -- Publilius Syrus

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 Pharmaceutical GMP Professional Quality Auditor Quality Engineer Quality Improvement Associate Quality Process Analyst Six Sigma Green Belt Software Quality Engineer	4/17/09	6/6/09
Biomedical Auditor HACCP Auditor Manager of Quality/Organizational Excellence Quality Inspector Quality Technician Reliability Engineer Six Sigma Black Belt	8/21/09	10/17/09
Calibration Technician Pharmaceutical GMP Professional Quality Auditor Quality Engineer Quality Improvement Associate Quality Process Analyst Six Sigma Green Belt Software Quality Engineer	10/16/09	12/5/09

2008-2009 PROGRAM YEAR SCHEDULE

The Program Schedule is developed by the Leadership Committee at the beginning of the program year. Some of the meeting dates and times have not been confirmed due to the speaker's availability. Please note that some scheduled meeting dates, locations and topics may change. Every effort will be taken to provide advance notification of any changes to the scheduled program using e-mail or updates in the newsletter.

Meeting Date	Location	Theme	Topic/Speaker
May 21	Piketon	Research	Aquaculture/Geoff Wallat
June 20 (Sat)	TBD	TBD	Golf Outing

SVS SECTION 815 LEADERSHIP COMMITTEE ROSTER FOR 2008-2009

Office	Name	Phone	E-mail
Chair	John Hobensack	740 897 2253	hobensackje@usec.com
Chair Elect	Robert Ervin	740 384 3479	boberv@copper.net
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Vice Chair	Pamela Sperling	740 773 8123	Sperling@horizonview.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 2906	dscott@haselwoodent.com
Secretary	Connie Lang	740 947 6441	lang.connie@pikecommunityhospital.org
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Reg. 8 Deputy Director	Cynthia L. Davis	740 772 2019	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 2906	dscott@haselwoodent.com
Section Director (10)	Cynthia L. Davis	740 772 2019	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
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Six Sigma	Brian Lanning	740 897 2084	lanningbm@ports.usec.com
SMP	Cynthia L. Davis	740 772 2019	d2associates@earthlink.net

LEADERSHIP COMMITTEE

The Leadership Committee meeting dates for program year 2008-2009 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, please consider calling in to the established bridge line in lieu of being on site for the meeting (Voice Bridge 800-786-1922, PIN 68793743).

- May 7 Thurs/ OSU Piketon
- June 4 Thurs/ OSU Piketon

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 18-20, 2009 • Minneapolis, MN

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

Quality Institute for Healthcare May 18-20, 2009 • Minneapolis, MN <http://qihc.asq.org/>

Institute for Software Excellence May 18–20, 2009 • Minneapolis, MN

<http://www.asq.org/ise/index.html>

Quality in Sustainability May 18–20, 2009 • Minneapolis, MN <http://www.asq.org/qs/index.html>

Visit [ASQ's Calendar](#) for more events.