



# 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**

Halloween has come and gone. Did you get your share of the candy? Normally I participate, handing out lots of candy. I always got good stuff too—as in stuff I like, and always way more than needed. And of course, I couldn't let it all go to waste. But unfortunately it did all go to waist. Now it's the countdown for the year-end holidays and a whole new set of goodies plus rushing around, getting gifts, special foods, more candy, not to mention all the last minute stuff (not to mention turning another year older). But now is a good time for you to take a break from all the hubbub, have a good meal with good friends, and hear about new things in quality. All you have to do is attend the Scioto Valley Section November meeting. Dr. Park's presentation should prove to be of interest and informative. I won't go into details here since Mike has it all together in the next section of the newsletter. Just put November 18<sup>th</sup> on your calendar and make your reservations now.

The Section still needs some assistance with the Executive Committee. The tasks have been broken up so that no one person does everything. It allows you even greater input in the activities of the section. Plus if you happen to have a certification, you get credit for being active. Think about getting active, the more you put into ASQ, the more you get out of it. If you would like to help out, contact me through my email address: [pamela.sperling@wastren.com](mailto:pamela.sperling@wastren.com).

Each year the Executive Committee works hard to put together a program schedule that both has topics of special interest and meets in various locations within the geographical jurisdiction of our Section. Did we miss one of your favorite topics or a location near you? If so, let us know and we will do our best to accommodate you. Our program year is still somewhat flexible. The Section is here for your sake. Be an active part of the section, sign up to participate now. Now, don't eat all that Halloween candy. You need to save room for the Thanksgiving turkey and associated goodies!

Pamela Sperling  
Chair, ASQ Scioto Valley Section  
Fiscal Year 7/1/2003-6/30/2004

**NOVEMBER PROGRAM – “LEAN MANUFACTURING APPLIED TO DESIGN OF EXPERIMENTS” AT THE LEWIS FAMILY RESTAURANT, JACKSON, OH**

The Lewis Family Restaurant in Jackson, Ohio, will be the site of the November meeting of the Scioto Valley Section, American Society for Quality (ASQ). The meeting date is Thursday, November 18.

Following a catered dinner and brief Section business meeting, an ASQ Section officer will introduce the speaker and the quality program presentation will begin.

The speaker for this meeting will be Charles M. Parks, Ph.D., P.E., Professor and chairman of the Industrial and Manufacturing Systems Engineering Department at Ohio University. Dr. Parks will present a brief overview of Lean Manufacturing as a philosophy. Due to the amount of information available about lean tools and techniques, many people don't realize that lean manufacturing is a philosophy – the philosophy of avoiding waste in the manufacturing system. Following the overview of Lean Manufacturing, Dr. Parks will then present the concept of applying the “Lean” philosophy to Design of Experiments. <http://www.ent.ohiou.edu/~cparks/>

All Scioto Valley Section affiliates, other local ASQ members, and anyone interested in the Society are encouraged to attend. ASQ members holding certification will **earn 0.3 re-certification units (RUs) for the program.**

DATE: Thursday, November 18, 2004

PLACE: Lewis Family Restaurant at the intersection of Routes 32 & 93 in Jackson, OH.

AGENDA: 5:30 – 6:15 pm Registration and Networking  
6:15 – 7:00 pm Dinner  
7:00 – 7:45 pm “Lean Manufacturing applied to Design of Experiments”  
presented by Dr. Charles M. Parks.

MENU: Salad Bar; choice of Grilled Chicken or Roast Beef; Vegetable; Drink & Dessert.

COST: The charge for the dinner is \$15. You may attend the program only, without dinner, at no cost. However, pre-registration is still required.

RESERVATIONS: Pre-registration is required by Tuesday, November 16<sup>th</sup>.

Mail a check for \$15 for each dinner reservation made payable to "ASQ Scioto Valley Section" along with name, employer, address, and telephone number of each person attending to the following address:

ASQ Scioto Valley Section  
PO Box 1947  
Chillicothe, Ohio 45601

Telephone and E-mail reservations are acceptable, subject to payment. The simplest way to register is by E-mail to Bob Rinderman at [rindermanrr@ports.usec.com](mailto:rindermanrr@ports.usec.com). You can also call me at 740-897-2440. You can also make a reservation with any other ASQ Scioto Valley Section officer or committee chairperson.

Meal commitments made, but not honored, are subject to payment unless canceled by phone or electronic mail before 4 p.m. Tuesday, November 16. The Scioto Valley Section must pay for all meals ordered. Therefore, there will be no refunds of paid reservations canceled after that deadline.

DIRECTIONS: The Lewis Family Restaurant address is 966 East Main Street in Jackson, Ohio 45640-2139. The restaurant is located on the SE corner of the intersection of State Routes 32 and 93 (Main St.) adjacent to the Days Inn. (740) 286-5413

## **SCIOTO VALLEY SECTION EARNS TOP HONORS**

The SVS has earned the 2003-04 Section Management Process Total Quality Award, one of the highest honors a section can earn in the Society. Only 72 of 252 ASQ sections earned this award for the 2003-04 year! The SVS will be honored at ASQ's 59<sup>th</sup> annual conference; the World Conference on Quality and Improvement (formerly AQC), on May 14, 2005 in Seattle, Washington. Members of the ASQ Board of Directors will present the award to the section.

The Section Management Process (SMP) Total Quality Award is awarded to sections that have proven their commitment and ability to serving local ASQ members and the community. SMP is a management model and planning tool that assists sections in their planning and implementation of programs and services that will meet the needs of current and future ASQ members. The model is based on the plan-do-check-act cycle of continuous improvement and is proven to aid the sections in delivering superior value to their members.

In order to earn the Total Quality Award, sections must meet certain criteria. First, they must determine a section volunteer roster and set long-term targets. Second, the section must develop an annual business plan with objectives and goals. Finally, a section must meet 75% of the goals set forth in their business plan.

"Total Quality sections are typically the most successful of ASQ sections. They consistently show higher levels of member satisfaction and loyalty, which can be directly attributed to their efforts to assess and meet the needs of members through careful planning," said Andrea Spiegelberg, ASQ's Community Care Administrator for the SMP.

## **CALL FOR NOMINATIONS**

This December we will be nominating SVS members in good standing to the following Section elected offices for ASQ fiscal year 2005/2006:

- SVS Chair
- SVS Chair Elect
- SVS Vice Chair (at least one)
- SVS Secretary
- SVS Treasurer

According to the new ASQ mandated Section Operating Agreement (SOA), Paragraph 6.1, the Nominating Committee shall nominate at least one candidate for each elected position. (This is scheduled to be accomplished by the SVS Nominating Committee at the December Meeting.) In addition, a call for nominations to the Section membership (by petition of at least 10 members) shall be made at least 30 days in advance of the nominating committee's presentation of the slate of officers.

If you would like to nominate an SVS member in good standing to any of the above positions, submit petitions signed by at least 10 members of the Section to Nominating Committee Chair, Bob Rinderman, prior to November 18 so they can be presented at the December meeting. Information on how to contact Bob is shown above in the November Program section.

The SVS election is scheduled to be held at the January meeting.

## MEMBER MEMORABLE MOMENTS

Past Chair, **John Shewbrooks**, has won the 2004 American Power Boat Association National Championship in the 2.5 Liter Modified Hydroplanes Class. This is his third straight year of winning this event. John has been the man to beat for many years in this class of racing boat. This year's win makes it his fifth national championship and his 8th Mid American Championship. Way to go John !!! "Sho Nuff" again and again.

Also, on October 12, **John Shewbrooks** was the keynote speaker at the ASQ Columbus Section membership meeting. John brought his award-winning 2.5 Liter Modified Hydroplane "Sho Nuff" with him and spoke on the topic of "Quality in Racing." (Are we allowed to mix business with pleasure like that? Looks like John has found a good blend.) We know that the Columbus Section was impressed. We sure are! The SVS is blessed to have men of John's caliber in its membership.

**Correction:** Last month, we announced that **Tim Matchett** was awarded the Scioto Valley Distinguished Service Award on September 23, during our business meeting at the District 9 offices of the Ohio Department of Transportation in Chillicothe. It was stated that Current Section Chair, Pamela Sperling, made the presentation of a certificate of appreciation and a Past Chair's pin to commemorate this achievement. In fact, it was Founding Chair, Bob Rinderman, who presented the certificate. Pamela presented the pin separately.

## 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](http://www.asq.org/portal/page?_pageid=33,39211,33_39258&_dad=portal&_schema=PORTAL&in_url=/career/index.html)

## 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	Member Cost
CHA	Not Posted	Not Posted	\$180
CMI	Not Posted	Not Posted	\$155
CQM	03/05/05	01/07/05	\$235
CQT	Not Posted	Not Posted	\$155
CRE	03/05/05	01/07/05	\$180
SSBB	03/05/05	01/07/05	\$180
CCT	12/04/04	<b>CLOSED</b>	\$155
CSQE	12/04/04	<b>CLOSED</b>	\$180
CQA	12/04/04	<b>CLOSED</b>	\$180
CQE	12/04/04	<b>CLOSED</b>	\$180
CQIA	12/04/04	<b>CLOSED</b>	\$155

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.

## EMPLOYMENT OPPORTUNITIES

Our own SVS web page provides listing of employment opportunities as they become available. You can check it out at <http://www.asqsvs.org/employment.html>.

Also, 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](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.

## WHAT'S YOUR WEAKEST LINK? BUILDING A STRONG JOB-SEARCH CHAIN

A chain is only as effective as its weakest link-and you don't know which link is weak until the chain is tested. If your job search is falling short, one of your job-search skills may be the weak link. By analyzing your chain of job search skills, you can build a stronger chain, one that can stand up to any test.

There are three critical links in your job search chain. Consider each of them carefully to determine your weakest link, then work to strengthen that link.

### [Link #1: Resume and Cover Letter](#)

If your resume and cover letter aren't attracting attention and generating interviews, this may be your weakest link. A quality resume should:

- Sell your best transferable skills
- Support those skills with bottom-line impacts and achievements
- Be easy to understand at a glance, without dense reading
- Have an easy-to-read format with a clear outline
- Not typecast you into an industry or job you are trying to leave
- Focus on only one career objective

An effective cover letter should:

- Support-but not repeat-the resume
- Not sound like a form letter
- Not start every sentence with "I," "Me," or "My"
- Focus on the hiring motives of the reader

If your weakest link is your resume and cover letter, you may want to consider investing in a professional resume writer. Many of them have experience in Human Resources and recruiting, so they know what hiring managers are looking for and the best way to present that information.

## [Link #2: Resume Exposure](#)

Even the best resume will fail to generate interviews if it doesn't reach a wide enough target audience. To a certain degree, generating interviews is a numbers game. If the resume is effective to begin with, then the more resumes you send out, the more interviews you will win.

How much exposure is enough for your resume? The answer is subjective, but you'll definitely increase your exposure by using the following methods and online tools:

- Post your resume on numerous job boards (i.e., more than two or three)
- Distribute your resumes using a reputable online resume distribution service
- Proactively mass-target your resume to prospective employers
- Proactively send your resume to a wide audience of recruiters
- Identify numerous job boards that target your specific industry or occupation (again, more than two or three)
- Use job board profile options to have job postings emailed to you regularly
- Utilize your existing network or build a stronger network of industry and occupational contacts to uncover job leads

If resume exposure is your weakest link, then you might benefit from the expertise of a career coach to help guide you in better job search strategies. A career coach can assist you in building a campaign to gain maximum exposure for your resume.

## [Link #3: Interview Skills](#)

If your resume is fine and you are getting plenty of first interviews-but no second ones-then your interview skills may be your weakest link.

To analyze the strength of your interview skills, ask yourself the following:

- Have I adequately researched this company prior to the interview?
- Am I prepared to answer tough questions?
- Do I know what questions they might ask, or do I find myself stumped by questions I didn't expect?
- Do I know what kinds of questions to ask in order to gain insight into important hiring motives?
- Do I know how to uncover any concerns that might prevent a job offer?
- Am I a good interview "closer"?

If interview skills are your weakest link, you'll receive more job offers by investing in interview coaching with a career expert.

By strengthening each link of your job-search chain, you'll avoid months of frustrating, ineffective effort. With each link strong enough to support your career objective you'll win your dream job with confidence.

To see resume samples and read more job-search tips visit [www.AlphaAdvantage.com](http://www.AlphaAdvantage.com) or email Deborah Walker, CCMC Resume Writer ~ Career Coach at [Deb@AlphaAdvantage.com](mailto:Deb@AlphaAdvantage.com) .

## PROGRAM SCHEDULE FOR 2004 – 2005

The schedule below provides tentative information for upcoming programs. As information comes in, we will provide updates.

<b>Meeting Date</b>	<b>Location</b>	<b>Theme</b>	<b>Speaker/Topic</b>
September 09/23/2004	Chillicothe	ODOT Tour & Presentation	Quality in ODOT—tour of District 9 HQ
October 10/19/04	Piketon	OSU Env. Labs Tour and Presentation	Geoff Wallat – QC Measures and Management Practices in Aquaculture
November 11/18/04	Jackson	Speaker	Dr. Charles M. Parks – Lean Manufacturing applied to Design of Experiments
December	Waverly (Emmitt House)	Spouse Night	Rita Fishel—Quilts as signals for the Underground RR
January	Portsmouth	Tour	Coke or Pepsi—Quality in food processing
February	Canter's Cave	Speaker	Wes Richardson—Quality in Training/Certification
March	Not set	Speaker	Zimmer Corp—Quality in Medical Instrumentation
April 4/12/05	Chillicothe?	Tour	Telesis tour with Mead as backup Joint meeting with Columbus
May	Huntington?	Tour	Quality in Glass Processing
June	Moyer's	Tour and year-end wrap up	Quality in winemaking