



THE SCIOTO VALLEY VOICE

AMERICAN SOCIETY FOR QUALITY SCIOTO VALLEY SECTION 0815

"ASQ's First Section of the New Millennium"



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Editor – Rus Barnes (rbarnes@lata.com)



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MESSAGE FROM THE CHAIR

Greetings ASQ Members and Friends,

In the October newsletter I said the weather was looking just right to get out for a good time at the Fairgreens meeting on Quality in Golf Club Manufacturing and Policing of Counterfeit Clubs. Well, the weather was far from just right, but everything else was. For those who braved the weather, the hominess, camaraderie, food, and Jim McCleery's presentation couldn't have been any better. Jim summed it up best in a post to his website: "The country club is a vintage 1920 design that is a neat layout that will challenge all skill levels. The folks are warm and make a great spaghetti. The folks at the American Society of Quality are great and actually asked questions; a group that take their skills seriously. Thanks for the experience, the tote bag and the golf!"

If you missed it, we are getting ready for another great meeting on November 17, 2011 on Evolution of Becker/SMC Quality Management System, followed by a plant tour at the SMC Plant #3 just east of Huntington, WV. This is a great opportunity to see quality on the shop floor powering the success and growth of an innovative industry leader in electrical control systems in our own back yard. The details are in this Newsletter - please send your RSVP by November 14, 2011, so we have an accurate tally for dinner arrangements.

The goal of the Leadership Committee is to provide you the best value we can for your membership in SVS. Whether it is the variety and strategic locations of our dinner meetings, a bit of information we add to the newsletter, outreach we do to other sections and new members to expand our resources, and many other efforts, we will continue to do our best to make SVS a benefit to you. The opportunities to participate are many and waiting for you. If you have any suggestions to add

value, improvements, requests, or you just want to talk shop, please contact me anytime at longpred@wems-llc.com. Thank you for your support.

Dan Longpre, Scioto Valley Section Chair, 2011-2012

PROGRAM STEWARDSHIP

SVS is a small organization and has few revenue sources. Our dinner program meetings are break even. Because of this, it is vital to have an accurate count for dinner reservations. Based on the number of reservations, we must pay the caterer or restaurant a set amount that is non-refundable. Any missed reservations that are not collected, can mean a loss for the event. As good stewards of our sections resources, please understand that once the RSVP date has passed, all reservations are considered final and remittance is respectfully requested to the Arrangements Chair for missed events. This is a sincere stewardship request, not in any way a demand, and always open to extenuating circumstances. Most important, is your continued support and participation in SVS events. Thank you.

NOVEMBER PROGRAM MEETING

DATE: Thursday, November 17, 2011

TOPIC: Evolution of Becker/SMC Quality Management System

LOCATION: SMC Plant #3: 5950 Ohio River Road, Huntington, WV 25702

SPEAKER BIOGRAPHY: Darron Nelson is Quality Manager for Becker/SMC Electrical Products and has been an employee with the company for 15 years. Recently he has been responsible for implementing and sustaining the ISO 9001:2008 Quality Management System. He has a Black Belt in Lean Six Sigma and is the ISO Management Representative. Prior to becoming the Quality Manager Darron was the Manufacturing Specialist, Manager of the Permissible Design department, Mechanical Designer on the Drive Project, and an Electro-Mechanical Designer. He has also developed several new products including Lean Permissible Equipment and a 5KV Phase Reversal Switch.

COMPANY DESCRIPTION: Becker/SMC was originally established in 1971 in Huntington, West Virginia. From the beginning, Becker/SMC focused on quality products and service to meet customers' needs. Becker/SMC designs and manufactures electrical components, open-type and explosion proof motor starters, longwall electrical controls and power distribution equipment for a variety of industries.

Becker/SMC is the industry's leader in increasingly more sophisticated electrical control systems. Most of the major innovations, design features and specialized electrical components have been developed by Becker/SMC. The success and growth of SMC resulted in seven major facility expansions. Several key acquisitions increased the product lines to include transformers, distribution equipment, and complete lines of vacuum switches, connectors and electronic monitoring devices. The Custom Equipment Operation can now transform customer specifications into precision products, utilizing state of the art parametric engineering and advanced lean manufacturing techniques.

The acquisition of OB Systems, with 20 years of experience in providing electrical products, places Becker/SMC as a major supplier to the Transit Industry. OB electrical substations are found in heavy and light rail transit systems throughout North America. OB Systems rectifiers, AC and DC switchgear, Traction Power substations, lightning arrestors, "Swartz" relay products, trolley hardware and transfer switches are readily available from Becker/SMC.

"Becker/SMC's vision is to serve our customers by providing best in class products and services."

Becker/SMC's three plants near Huntington, West Virginia, provide over 160,000 square feet of manufacturing space. Throughout the production process, the skilled work force uses strict quality assurance compliances, customer specification, and regulatory requirements.

The Scioto Valley Voice

AGENDA: 5:30 p.m. Registration and Networking (Plant 3 Training Room)
6:15 p.m. Dinner
6:45 p.m. Quality Improvement Presentation by Darron Nelson
7:15 p.m. Plant Tour (Plant 1 Custom Mining)
8:00 p.m. Depart Plant

MENU: Dinner is baked steak with gravy, salad, mashed potatoes, green beans, roll, dessert and drink. Cost of the meal is \$12 per person. You may attend the meeting without participating in the meal.

RE-CERTIFICATION UNITS: Those holding certifications will receive 0.6 recertification units; 0.3 for participating in the tour and 0.3 for attending the presentation.

DINNER RESERVATIONS: Please contact Tom Houk (tom.houk@lex.doe.gov) by November 14, 2011, for dinner reservations. Please indicate at time of reservation if you will be participating in the meal.

DIRECTIONS: From Ohio Route 35 exit ramp from Gallipolis follow West Virginia Route 2 South for approximately 33 miles to first stop light (SMC Plant #1), continue past ¼ mile on the right hand side. Turn right at the Allied Waste sign, second gate on the right.

From I64 take Exit 18 on to Big Ben Bowen Highway (Merritts Creek Connector) toward Route 2. When you get to the stop light (SMC Plant #1) at Route 2, turn left. Continue ¼ mile on the right hand side. Turn right at the Allied Waste sign, second gate on the right.

(Route 52 runs into Route 7 in Chesapeake, Ohio, Route 2 is accessible from Route 7 via 31st Street Bridge)

From 31st Street Bridge light turn right, go to the light and turn right on to Route 2, go approximately 5 to 6 miles on the left hand side will be SMC Plant #3. Turn left at the Allied Waste sign, second gate on the right.

ASQ SECTION WEB SITES CHOSEN AT RANDOM

Below is a list of web sites from ASQ Sections across the country. I thought it might be interesting to see what some of the other ASQ Sections are doing. Join me in looking at some of these sites to see what is going on in other Sections and to look at how they are handling their web sites. Relax, explore and enjoy! --Bob Rinderman

<http://www.asqpgh.org/>
<http://asq.org/sections/mini-sites/1126>
<http://www.asqdayton.org/>
<http://www.indyasq.org/>
<http://www.asqfortworth.org/1416/>

<http://asqphilly.org/>
<http://www.asq-silicon-valley.org/>
<http://www.triadasq.org/>
<http://www.asq810.org/>
<http://asq.org/sections/mini-sites/0917>

ON-THE-JOB TOOL: PROBLEM SOLVING

An organization needs to define some standard of problem solving, so that leadership can effectively direct others in the research and resolution of issues.

In problem solving, there are four basic steps.

1. Define the problem

Diagnose the situation so that your focus is on the problem, not just its symptoms. Helpful techniques at this stage include using flowcharts to identify the expected steps of a process and cause-and-effect diagrams to define and analyze root causes.

The chart below identifies key steps for defining problems. These steps support the involvement of interested parties, the use of factual information, comparison of expectations to reality and a focus on root causes of a problem. What's needed is to:

- Review and document how processes currently work (who does what, with what information, using what tools, communicating with what organizations and individuals, in what time frame, using what format, etc).
- Evaluate the possible impact of new tools and revised policies in the development of a model of “what should be.”

2. Generate alternative solutions

Postpone the selection of one solution until several alternatives have been proposed. Having a standard with which to compare the characteristics of the final solution is not the same as defining the desired result. A standard allows us to evaluate the different intended results offered by alternatives. When you try to build toward desired results, it's very difficult to collect good information about the process.

Considering multiple alternatives can significantly enhance the value of your final solution. Once the team or individual has decided the “what should be” model, this target standard becomes the basis for developing a road map for investigating alternatives. Brainstorming and team problem-solving techniques are both useful tools in this stage of problem solving.

Many alternative solutions should be generated before evaluating any of them. A common mistake in problem solving is that alternatives are evaluated as they are proposed, so the first acceptable solution is chosen, even if it's not the best fit. If we focus on trying to get the results we want, we miss the potential for learning something new that will allow for real improvement.

3. Evaluate and select an alternative

Skilled problem solvers use a series of considerations when selecting the best alternative. They consider the extent to which:

- A particular alternative will solve the problem without causing other unanticipated problems.
- All the individuals involved will accept the alternative.
- Implementation of the alternative is likely.
- The alternative fits within the organizational constraints.

4. Implement and follow up on the solution

Leaders may be called upon to order the solution to be implemented by others, “sell” the solution to others or facilitate the implementation by involving the efforts of others. The most effective approach, by far, has been to involve others in the implementation as a way of minimizing resistance to subsequent changes.

Feedback channels must be built into the implementation of the solution, to produce continuous monitoring and testing of actual events against expectations. Problem solving, and the techniques used to derive elucidation, can only be effective in an organization if the solution remains in place and is updated to respond to future changes.

Excerpted from G. Dennis Beecroft, Grace L. Duffy, and John W. Moran, *The Executive Guide to Improvement and Change*, ASQ Quality Press, 2003, pages 17-19.

SEPTEMBER MEETING FOCUS IS ENDEAVOR CENTER

The history and mission of the Endeavor Center was the topic of the ASQ Scioto Valley Section's dinner program of Thursday, September 22.

The Endeavor Center is located on the campus of The Ohio State University South Centers in Pike County. The speaker was Mr. Jerry Driggs, Business Manager.

Driggs spoke to the group following registration and networking and a catered dinner. He then provided the 20 attending section members and guests with a facility tour.

The Endeavor Center is a \$4.5 million, 27,000 square foot facility



dedicated to assisting new and emerging companies to achieve rapid growth. Driggs has been manager since it opened in 2005.



The Endeavor Center has achieved financial sustainability and 100% occupancy in its six years of operation. Several Endeavor Center partners have been recognized by INC., Magazine as being among the 200 fastest growing privately held companies in the United States. The center was recognized as the 2008 Incubator of the Year by the U.S. Department of Commerce Economic Development Administration and by the National Business Incubator Association as one of most successful rural incubators in the Midwest.

The Scioto Valley uses the Endeavor Center occasionally for speaker-based dinner programs, for its monthly Leadership Committee meetings, for proctoring ASQ certification examinations, and for other special training and leadership development activities. The center also maintains a library of quality-related materials as provided by Section members.

“QUALITY IN GOLF CLUB MANUFACTURING” HIGHLIGHT OF OCTOBER PROGRAM

“Quality in Golf Club Manufacturing and the Policing of Counterfeit Clubs” was the subject of the ASQ Scioto Valley Section’s dinner program on Thursday, October 20.

The speaker was Jim McCleery, who along with his wife, Robin, owns and operates McGolf Custom Clubs in Waverly.

McCleery discussed the quality aspects of golf club components and manufacturing and the proliferation of counterfeit and imitation golf equipment in the market. Imitations of brand name golf clubs such as TaylorMade, Callaway, Ping, Titleist, Nike and Cobra are made from inferior materials and are inconsistent in structure. The industry and regulators are challenged in monitoring and preventing violations.

McCleery is a certified advanced professional clubmaker, fitter and repairer and has been in business since 1999. McGolf now offers a practice facility, computerized fittings, custom golf club repair, retail accessories and lessons. Jim has achieved several awards and is a member of the board of directors of the International Clubmakers Guild. McCleery’s operation is the only advanced “Rifle Center” in Ohio. Rifle Centers are considered the best of the best with



certification attainable only through attendance at schools with other clubmakers and clubfitters from around the world.



The program location was the Fairgreens Golf Club and its White Hart Restaurant just east of Jackson. While the weather that day was not very good, some golfers including Jim were able to play the 9-hole Fairgreens course.

Fairgreens Golf Club and White Hart Restaurant manager Kim Frame provided an excellent meal including spaghetti, garlic bread, salad, dessert and soft drinks.

Members and guests enjoying McCleery’s presentation were Doug Scott, Bob Kefgen, Bob Rinderman, Dan Longpre, Joe Moss, Tim Matchett, Mark Cade, Andrea Davis, Doug Davis, John Hortel, Bob Duffy, Erica Cheetham, Del Baird, Pam Baird, Eric Anderson and Kim Frame.

On his McGolf web site the following week, Jim posted "At Fairgreens in Jackson we discussed industry tolerances and

counterfeits and how that impacts golfers. The country club is a vintage 1920 design that is a neat layout that will challenge all skill levels. The folks at Fairgreens are warm and make great spaghetti. The folks at the American Society for Quality are great and actually asked questions...a group that takes their skills seriously. Thanks for the experience, the tote bag and the golf!"

PHOTOGRAPH: Jim and Robin McCleery came to Fairgreens Golf Club near Jackson on October 20 and provided a most interesting and entertaining presentation on the quality aspects of golf club components and manufacturing to members and guests of the ASQ Scioto Valley Section. Jim's presentation included discussion of club specifications and tolerances and also the identification of counterfeit and imitation golf equipment. McCleery is a certified advanced professional clubmaker, fitter and repairer. Jim and Robin own and operate McGolf Custom Clubs in Waverly.

SVS SECTION 815 LEADERSHIP COMMITTEE ROSTER FOR 2011-2012

Office	Name	Phone	E-mail
Chair	Dan Longpre	740 897 5747	longpred@tpmcllc.com
Chair Elect	Rob Christensen		rob_jan@excite.com
1 st Vice Chair	Julie Puckett		
2 nd Vice Chair	Mike MacCrae		
Treasurer	Tami Kratochvil		tjkrat@hotmail.com
Secretary	John Hobensack	740 897 2253	john.hobensack@lex.doe.gov
Immediate Past Chair	Andrea Davis	740 897 2629	davisaj@ports.usec.com
Reg. 8 Deputy Director	Bob Rinderman	740 897 2440	rindermanrr@ports.usec.com
Reg. 8 Deputy Director	Cynthia L. Davis	740 772 2019	d2associates@earthlink.net
Section Director (12)	Rich Biehle	606-836-3455	rbiehle@gmail.com
Section Director (12)	Cynthia L. Davis	740 772 2019	d2associates@earthlink.net
Section Director (13)	John Hobensack	740 897 2253	john.hobensack@lex.doe.gov
Section Director (13)	Bob Rinderman	740 897 2440	rindermanrr@ports.usec.com
Section Director (13)	R. Douglas Scott	740 772 6997	rdscott@horizonview.net
Section Director (13)	John Shewbrooks	740 897 3587	shewbrooksjb@ports.usec.com
Section Director (14)	David Boulay		boulay.1@osu.edu
Section Director (14)	Tim Matchett	740 286 1621	cqp53@hotmail.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	tom.houk@lex.doe.gov
Auditing	Rob Christensen		rob_jan@excite.com
Certification	Jim Thompson	740 897 5246	thompsonjf@ports.usec.com
Database	Wade Midkiff	225 323 3701	midkiff@ieee.org
Education	Cynthia L. Davis	740 772 2019	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	740 772 6997	rdscott@horizonview.net
Internet Liaison	Wade Midkiff	225 323 3701	midkiff@ieee.org
Koalaty Kid	R. Douglas Scott	740 772 6997	rdscott@horizonview.net
Membership	John Hobensack	740 897 2253	john.hobensack@lex.doe.gov
Newsletter	Rus Barnes	614 508 1248	rbarnes@lata.com
Nominating	R. Douglas Scott	740 772 6997	rdscott@horizonview.net
Outreach	Erica Cheetham		
Placement	OPEN		
Program	Mark D. Cade		cademd@ports.usec.com
Publicity	Tim Matchett	740 286 1621	cqp53@hotmail.com
Re-certification	Jim Brown	740 606 6546	shredder0212@roadrunner.com
Six Sigma	Brian Lanning	740 897 2084	lanningbm@ports.usec.com
SMP	Rob Christensen		rob_jan@excite.com
VOCC	Andrea Davis	740 897 2629	davisaj@ports.usec.com

E LEARNING TIPS

A broad variety of learning opportunities are available on the internet today for almost any industry and skill level. Internet learning allows the user to proceed at a comfortable pace. Some classes even offer users access to qualified instructors to answer your questions. Instruction materials are usually included with the courses. Internet learning can be used to gain college credits, satisfy continuing education requirements, act as refresher courses, or just provide basic knowledge on a new subject.

ASQ offers a very complete listing of “Self-paced (Web-based)” training courses at the link listed below:

<http://asq.org/training/catalog/delivery/self-paced.html>

Prices vary for these courses from \$99.00 to over \$1,000.00 dollars depending on the depth of material covered and possible certifications. Signing up for these courses allows a person to access these courses for set periods of time ranging from a few days up to 365 days.

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.

2011-2012 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
September 22	Piketon Endeavor Center	Quality in Providing Community Services	Program and Mission of Endeavor Center – Jerry Driggs
October 20	Jackson – Fairgreens Country Club	Quality in Manufacturing	Quality in Golf Club Manufacturing and Policing of Counterfeit Clubs – Jim McCleery
November 17	Huntington	Quality in Engineering	Becker/SMC Electrical
December 8	Chillicothe	Quality in Inspection	Bridge Inspection by Ohio Department of Transportation – Greg Baird
DETAILS COMING SOON for the remainder of the program year.			

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](#)

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).

[19th Annual National Quality Education Conference](#)

November 6–8, 2011 • Indianapolis, IN

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

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.

Certification	Exam Date	Application Deadline	Late Application Fee (\$50) Deadline
Biomedical Auditor	October 1, 2011	August 12, 2011	August 17, 2011
Calibration Technician	December 3, 2011	October 14, 2011	October 19, 2011
HACCP Auditor	October 1, 2011	August 12, 2011	August 17, 2011
Manager of Quality/Organizational Excellence	October 1, 2011	August 12, 2011	August 17, 2011
Master Black Belt	October 1, 2011	Portfolio Deadline: June 1, 2011 Exam Application Deadline: August 12, 2011	N/A for Portfolio August 17, 2011
Pharmaceutical GMP Professional	December 3, 2011	October 14, 2011	October 19, 2011
Quality Auditor	December 3, 2011	October 14, 2011	October 19, 2011
Quality Engineer	December 3, 2011	October 14, 2011	October 19, 2011
Quality Improvement Associate	December 3, 2011	October 14, 2011	October 19, 2011
Quality Inspector	October 1, 2011	August 12, 2011	August 17, 2011
Quality Process Analyst	December 3, 2011	October 14, 2011	October 19, 2011
Quality Technician	October 1, 2011	August 12, 2011	August 17, 2011
Reliability Engineer	October 1, 2011	August 12, 2011	August 17, 2011
Six Sigma Black Belt	October 1, 2011	August 12, 2011	August 17, 2011
Six Sigma Green Belt	December 3, 2011	October 14, 2011	October 19, 2011
Software Quality Engineer	December 3, 2011	October 14, 2011	October 19, 2011

LEADERSHIP COMMITTEE MEETINGS

The Leadership Committee meeting dates for program year 2011-2012 are listed below. Meeting times are 5:30 pm. All members are welcome to attend the Leadership Committee meetings which are held at the OSU Endeavor Center in Piketon.

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).

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|-------------------------|------------------------|
| • August 4, Thursday | • February 2, Thursday |
| • September 1, Thursday | • March 1, Thursday |
| • October 6, Thursday | • April 5, Thursday |
| • November 3, Thursday | • May 3, Thursday |
| • December 1, Thursday | • June 7, Thursday |
| • January 5, Thursday | |