



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

Hello Everyone!

I always enjoy reading Quality Progress. It's a great opportunity to benchmark and to learn about new developments. In the September edition, a few phrases caught my eye perhaps for a different reason. These phrases, “An ISO certificate isn't the goal.... Improving your Business is” and “All Training is Not the Same” spark an interesting thought for the Scioto Valley section.

On October 18th, our section will present “Improving Your Quality System”. This will be the latest example of our section's expertise invested for members and potential members alike to benefit and “improve their business”. I think we can agree that quality is no longer an option for businesses to survive – it's a necessity. More and more quality is assumed to be exceeding our standards as consumers. Training can serve a vital role to help businesses implement strategies for quality that exceed consumers' expectations. What a wonderful opportunity to see our section's expertise help leaders to integrate and continuously improve quality systems.

I applaud the efforts of our section and hope this will be the beginning of many more training opportunities.

Please join us for the upcoming program events – these will be great!!!

October 19th – Our section will have an opportunity for a facility tour at the GE Engine operation in Peebles.

November 14th – This will be our opportunity to meet the ASQ Regional Director, Marc Kelemen, and hear about developments in nanotechnology.

December 5th – We will travel to Shawnee State to hear about quality in education from David Todt.

Save these dates!! And stay tuned for details. I hope you are able to join us for these meetings to network and learn about quality in various sectors of our region's economy.

I also welcome your input and suggestions for the upcoming year. I encourage you to join the leadership committee and help provide direction for the section. These meetings take place 5:30 at the OSU South Centers in Piketon this Autumn on November 2nd and December 7th.

If you are unable to make the drive, we have a voice bridge so you can call in and participate. The number for the Voice Bridge is 800-508-1298 PIN 2142. Call during the meeting and be a part. Finally, feel free to email (boulay.1@osu.edu) or call me 740-289-2071 x228 and give your input. This is your section – make your voice heard!

David Boulay, Scioto Valley Section Chair, 2006-2007

SVS SECTION 815 LEADERSHIP COMMITTEE ROSTER FOR 2006-2007

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OCTOBER PROGRAM – “GE AIRCRAFT ENGINE FACILITY”

DATE & LOCATION: Thursday, October 19, 2006, at GE Aircraft Engine Test Facility, 1200 Jay Bird Road, Peebles, OH

SPEAKER: TBD

AGENDA: 5:30 pm: Registration & Networking
 6:00 pm: Box Dinner in the Transient Housing Dining Room/Video Presentation
 6:45 pm. Facility Tour
 8:00 pm. Adjourn

MENU & COST: Turkey club and ham and cheese sandwiches, potato salad, vegetable soup, drink, dessert. The charge for the dinner buffet is \$15.00. You may attend the program only, without dinner, at no cost. However, pre-registration is still required.

RESERVATIONS: Pre-registration is required by Monday, October 16, 2006. Please contact Tom Houk (houkt@tpmcllc.com; 740-897-6502), Dave Boulay (boulay.1@osu.edu; (740) 289-2071 x228), or Doug Scott (dscott@lpports.com; 740-897-4771) for reservations.

RECERTIFICATION: Individuals holding ASQ certifications can **earn 0.3 re-certification units (RUs)** for attending the training session.

DIRECTIONS: Heading west on Ohio St. Rt. 32 turn left (east) on St. Rt. 73. Proceed approx. 2.7 miles and turn right on Jay Bird Road. Jay Bird road ends at GE Security Headquarters. GE security personnel will provide directions to the Transient Housing Dining Room.

Note: Foreign nationals must be identified prior to the tour. Please note when making reservations if you are a foreign national.

SVS MEETING SCHEDULE FOR 2006-2007

Meeting Date	Location	Theme	Topic/Speaker
October 19, 2006	Peebles	Facility tour	GE Engine facility tour
November 14, 2006	Piketon	Technology	Nanotechnology - Director Region 8; Marc Kelemen
December 05, 2006	Portsmouth	Education	David Todt; Shawnee State - Tentative
January 18, 2007	Chillicothe	Quality Improvement	Steve Hummel; Army Reserve facility
February 15, 2007	TBD	Healthcare	TBD
March 15, 2007	Gallipolis	Tour	Army Corp of Engineers
April 19, 2007	Chillicothe	Tour	Quality in veterinary science - clinic tour
May 17, 2007	Catlettsburg	Tour	Catlettsburg Refinery
June 14, 2007	TBD	TBD	Golf Outing

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.

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

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, the exam dates, and application deadlines:

Certifications	Application Deadline	Exam Date
Manager of Quality/Organizational Excellence	09/22/06	10/21/06
Quality Auditor		
Quality Engineer		
Quality Improvement Associate		
Six Sigma Black Belt		
Calibration Technician	10/06/06	12/02/06
Quality Auditor		
Quality Engineer		
Quality Improvement Associate		
Quality Process Analyst		
Six Sigma Green Belt		
Software Quality Engineer	01/05/07	01/25/07
Reliability Engineer		
Six Sigma Black Belt		
Six Sigma Green Belt	01/05/07	02/11/07
Six Sigma Black Belt		
Six Sigma Green Belt	01/12/07	03/03/07
Biomedical Auditor		
HACCP Auditor		
Manager of Quality/Organizational Excellence		
Quality Inspector		
Quality Technician		
Reliability Engineer		
Six Sigma Black Belt		

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).

15th Annual Quality Audit Conference - October 19-20, 2006 • Reno, Nevada
<http://www.asq.org/audit/conferences/index.html>

2nd Annual Sarbanes-Oxley Conference: Integrated Management Systems in Support of SOX Compliance - October 24-26, 2006 • Web-Based Event <http://www.asq.org/conferences/sarbanes-oxley/index.html>

14th National Quality Education Conference - November 12-14, 2006 • Dallas, Texas <http://nqec.asq.org/>

Six Sigma Conference February 12-13, 2007 • Phoenix, Arizona <http://sixsigma.asq.org/>

15th Annual International Conference on ISO 9000 - February 26-27, 2007 • Lake Buena Vista, Florida
<http://www.asq.org/conferences/iso-9000/index.html>

19th Quality Management Conference - March 1-2, 2007 • Dallas, Texas
<http://www.asq.org/conferences/quality-management/index.html>

World Conference on Quality and Improvement - April 30-May 2, 2007 • Orlando, Florida
<http://wcqi.asq.org/>

NEW! Best Practices in Service Quality Measurement - 2-Day Virtual Course

Service quality is an integral part of every organization, but tracking customer happiness can be a challenge. This course will provide an overview of major trends in service quality measurement and its correlation between customer satisfaction and retention, as well as provide you with a business case for implementing a service quality measurement system in your company. <http://cl.exct.net/?ffcb10-fe5f13797164027d7512-fde9177776d017a7d117471-ff2f17797766>

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 attachment 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
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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

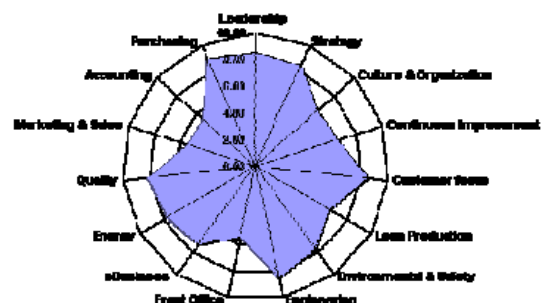
TechSolve's lean machining experts assess plant layout, work flow, and machining systems. Their expertise enables your company to reduce manufacturing costs by 30-50%, reduce inventory by 50%, and increase part throughput by 100%. The assessment process identifies activities that increase costs such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





Improving Your Quality System

Presented by ASQ Scioto Valley Section #815

Are your customers satisfied with your quality?
Is your quality program good enough?

Successful implementation and continuous improvement of a quality system provides significant opportunities for improved service and customer satisfaction, improved productivity, efficiency, and cost reduction.

Topics to be discussed:

- ◆ What is a Quality Management System? And do I need one?
- ◆ Must I scrap the Quality System I already have and start over?
- ◆ Is ISO 9001 right for you?
- ◆ How should LEAN and Six Sigma fit our system?
- ◆ What is an effective approach to Customer Relationship Management?

When: October 18 , 2006 from 1:00pm-5:00pm

Where: The Ohio State University South Centers
1864 Shyville Road, Piketon OH 45661

The cost of this event is \$99.

To Register Contact Joy Bauman at 740-289-3727 ext 111 or jbauman@ag.osu.edu

“ASQ, the American Society for Quality; is the world’s leading authority on quality with more than 100,000 individual and organizational members.”



Shawnee State University
Education for Business & Industry



U.S. Small Business Administration
SBA
Your Small Business Resource



SMALL BUSINESS
DEVELOPMENT
CENTERS
of Ohio
The Resource for Growing Business



Lawrence Economic
Development Corporation