



# 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**

Welcome to the start of the 2005-2006 program year for the Scioto Valley Section #815 of the American Society for Quality. First let me thank you for the opportunity to serve as Section Chair for the year. Your Leadership Committee has been busy over the summer working to get our Section ready to start this year off with a program designed to benefit as many of you as possible. You are our customer and we aim to be of service to you. We have some new members working on committees and some people who are serving in different capacities than they have in the past so that we have a great lineup of dedicated people to serve you. There are plenty of additional opportunities for others to serve in many different capacities so if you would like to volunteer, please contact me or any other member of the Leadership Committee to express interest and we will find an opening. You will find the 2005-2006 Leadership Committee Roster later in this Newsletter and on our website at [www.asqsvs.org](http://www.asqsvs.org).

Our first meeting for the year will be a tour of the Superior Kraft Homes Plant in Waverly, Ohio on September 15. More details on this meeting are covered later in this publication. An additional September event for our members will be a Job Fair at the OSU South Centers, Endeavor Center in Piketon, Ohio, on Wednesday September 21 from 11:00 to 2:00. There have been many job affecting changes in local business and industries within the last several months with contract changes, down sizing, restructuring, buy-outs etc. all having impact on our jobs and our families' and friends' jobs. While the Scioto Valley Section does not have jobs to offer, we will have a presence at the job fair to assist our members as we are able.

The program for the entire year has not been totally confirmed but tentatively we will have meetings in Waverly, Chillicothe, Portsmouth, Jackson, Manchester, and at Deer Creek Dam all in Ohio and tentatively two meetings in West Virginia or Kentucky. Our topics will include quality in plant tours, Healthcare, Airport Operation/Security, Education, Service Industry (Banking), Automotive, and Lean Manufacturing. Our meetings will be on Thursday or Tuesday evenings as these are the preferred evenings by our membership. We, your Leadership Committee have worked to provide you our

members with a diverse selection of meeting topics and we are scheduling our meeting over a broad geographical area in an attempt to reach as many of you as we can over the course of the year. Last year we had 97 different people attend one or more of our meetings with an average 21 attendees per meeting. That is pretty good for a Section that currently has 110 members on the roster.

Please try to make as many of our meetings as you can and remember we welcome guests. We are always looking for new ideas for meetings so if you have a suggestion, please contact me or any member of the Leadership Committee. We look forward to serving you our members in this upcoming year.

Doug Scott  
Scioto Valley Section Chair – 2005-06

### **SVS SECTION 815 LEADERSHIP COMMITTEE ROSTER FOR 2005-2006**

<b>Officers</b>		<b>Phone</b>	<b>Ext</b>	<b>E-mail</b>
Chair	Doug Scott	740 897 4771		<a href="mailto:dscott@lpports.com">dscott@lpports.com</a>
Chair Elect	Dave Boulay	740 289 2071		<a href="mailto:boulay1@osu.edu">boulay1@osu.edu</a>
Vice Chair	Wade Midkiff	740 775 1120		<a href="mailto:midkiff@ieee.org">midkiff@ieee.org</a>
Treasurer	Tim Matchett	740 772 8673		<a href="mailto:tim.matchett@ipcswirelessinc.com">tim.matchett@ipcswirelessinc.com</a>
Secretary	Oscar Phillips	304 675 1150	217	<a href="mailto:oscar.phillips@supresta.com">oscar.phillips@supresta.com</a>
Immediate Past Chair	Pamela Sperling	740 897 3603		<a href="mailto:psperling@lpports.com">psperling@lpports.com</a>
Regional Director	Bob Rinderman	740 897 2440		<a href="mailto:rindermanrr@ports.usec.com">rindermanrr@ports.usec.com</a>
Section Director (08)*	Rich Biehle	606 836 3455		<a href="mailto:rbiehle@ezwv.com">rbiehle@ezwv.com</a>
Section Director (06)*	Cindy Zollo-Davis	800 556 2551		<a href="mailto:d2associates@earthlink.net">d2associates@earthlink.net</a>
Section Director (07)*	Tim Matchett	740 772 8673		<a href="mailto:tim.matchett@ipcswirelessinc.com">tim.matchett@ipcswirelessinc.com</a>
Section Director (07)*	Bob Rinderman	740 897 2440		<a href="mailto:rindermanrr@ports.usec.com">rindermanrr@ports.usec.com</a>
Section Director (07)*	John Shewbrooks	740 897 3587		<a href="mailto:shewbrooksjb@ports.usec.com">shewbrooksjb@ports.usec.com</a>

\* The number in parentheses is year ending a three year appointment in June

<b>Committee Chairs</b>		<b>Phone</b>	<b>Ext</b>	<b>E-mail</b>
Arrangements	Tom Houk	740 897 6502		<a href="mailto:houkt@tpmcllc.com">houkt@tpmcllc.com</a>
Auditing	Cindy Zollo-Davis	800 556 2551		<a href="mailto:d2associates@earthlink.net">d2associates@earthlink.net</a>
Certification	Jim Thompson	740 897 5246		<a href="mailto:thompsonjf@ports.usec.com">thompsonjf@ports.usec.com</a>
Database	Wade Midkiff	740 775 1120		<a href="mailto:midkiff@ieee.org">midkiff@ieee.org</a>
Education	John Nemeth	740 441 6288		<a href="mailto:jenemeth@ra.rockwell.com">jenemeth@ra.rockwell.com</a>
Examining	Brian Lanning	740 897 2084		<a href="mailto:lanningbm@ports.usec.com">lanningbm@ports.usec.com</a>
Historian	Doug Scott	740 897 4771		<a href="mailto:dscott@lpports.com">dscott@lpports.com</a>
Internet Liaison	Wade Midkiff	740 775 1120		<a href="mailto:midkiff@ieee.org">midkiff@ieee.org</a>
Koalaty Kid	Doug Scott	740 897 4771		<a href="mailto:dscott@lpports.com">dscott@lpports.com</a>
Membership	Pamela Sperling	740 897 3603		<a href="mailto:psperling@lpports.com">psperling@lpports.com</a>
Newsletter	Mike MacCrae	740 897 3442		<a href="mailto:maccrae@lpports.com">maccrae@lpports.com</a>
Nominating	<b>vacant</b>			
Placement	Craig Gray	740 335 0335		<a href="mailto:grayc@yusa-oh.com">grayc@yusa-oh.com</a>
Program	<b>vacant</b>			
Publicity	John Hobensack	740 897 2253		<a href="mailto:hobensackje@ports.usec.com">hobensackje@ports.usec.com</a>
Re-certification	Jim Brown	740 636 3038		<a href="mailto:jbrown@yusa-oh.com">jbrown@yusa-oh.com</a>
SMP	Pamela Sperling	740 897 3603		<a href="mailto:psperling@lpports.com">psperling@lpports.com</a>

**SEPTEMBER PROGRAM – DINNER AND TOUR OF SUPERIOR KRAFT HOMES PLANT IN WAVERLY, OHIO**

- DATE: Thursday, September 15, 2005
- TOUR: Superior Kraft Homes Plant
- TOUR INFO: Superior Kraft Homes is a local plant that manufactures homes at reduced prices. They can do this because all components of the home are built inside a climate-controlled facility and they are networked with other local vendors that manufacture key components of homes enabling them to pass on the reduced costs to the home buyer. Come and see how Superior Kraft Homes has built a lean operation that also delights the customer.
- AGENDA: 5:30 – 6:00 Registration and networking  
6:00 – 6:45 Dinner  
6:45 – 7:30 Tour
- MENU: Choice of chicken cordon bleu or lasagna (need a minimum of 12 lasagna orders), Green beans, Corn, Tossed salad, Bread, Dessert, and Beverage.
- COST: The cost of this dinner is \$15.00 per person. You may attend the tour only, without dinner, at no cost. However, pre-registration is still required.

RESERVATIONS: Pre-registration is required by COB Monday, September 12. Meal commitments made, but not honored, are subject to payment unless cancelled by phone or electronic mail before 4 p.m. Tuesday, September 13. The Scioto Valley Section must pay for all meals ordered. Therefore, there will be no refunds of paid reservations canceled after that deadline.

You can pay at the door or mail a check for \$15.00 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. Reservations can be made by contacting Doug Scott (740-897-4771; [dscott@lpports.com](mailto:dscott@lpports.com)) or Tom Houk (740-897-6502; [houkt@tpmcllc.com](mailto:houkt@tpmcllc.com)). You can also make a reservation with any other ASQ Scioto Valley Section officer or committee chairperson.

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

DIRECTIONS: From the north: Driving south on US 23 turn right on Market St. (ST. RT. 220 west). Turn left at the 1st stop sign (North Street). Proceed approx. 0.2 miles and the driveway for Superior Kraft is on the right across from the Fraternal Order of Eagles.

From the south: Driving north on US 23 turn left on Ford Ave. (between Cardos Pizza and 23 Diner). At the stop sign at the end of Ford Ave. turn left onto North Street. Superior Kraft is on the immediate right across from the Fraternal Order of Eagles.

## HURRICANE KATRINA AFFECTS ASQ MEMBERS

Following is a letter from Clay Hodges, ASQ SAC Chair, dated Friday, September 2, concerning the effects of hurricane Katrina and how we can help out:

As you consider the Labor Day holiday, please keep our neighbors in Louisiana and Mississippi in your thoughts and prayers.

As you know, New Orleans and Mississippi were hit by hurricane Katrina. The last I heard was that there were about 90,000 square miles of devastation. Presently, about 2,500 ASQ members are affected and we have not established communications with these ASQ members.

If you have not seen ASQ President Jerry Mairani's letter, you can read it [here](#). In addition, the letter contains links to the American Red Cross and the links are listed below. In addition, the list of ASQ relief agencies are listed below.

In his letter, he asks us to make a donation and I spent a large portion of the morning dialing 1-800-Help Now (Red Cross 1-800 435 7669). Since the line was busy, I went to the ASQ Web Site and selected an organization there and made my donation on-line.

ASQ is working to establish a clearing house and you may consider working through ASQ and asking your Sections to do the same.

Links:

<http://www.asq.org/asq-cares/index.html> Link to ASQ President Jerry Mairani's letter

[https://secure2.convio.net/arc/site/Donation?ACTION=SHOW\\_DONATION\\_OPTIONS&CAMPAIGN\\_ID=1161](https://secure2.convio.net/arc/site/Donation?ACTION=SHOW_DONATION_OPTIONS&CAMPAIGN_ID=1161) Link to donate money to the Red Cross

<http://www.fema.gov/> Link to the Federal Emergency Management Agency (FEMA)

[http://www.firstgov.gov/Citizen/Topics/PublicSafety/Hurricane\\_Katrina\\_Recovery.shtml#vgn-finding-loved-ones-vgn](http://www.firstgov.gov/Citizen/Topics/PublicSafety/Hurricane_Katrina_Recovery.shtml#vgn-finding-loved-ones-vgn) Link to help locate missing relatives and friends

[American Red Cross](#), 800-HELP NOW (435-7669) English, 800-257-7575 Spanish.

[America's Second Harvest](#), 800-344-8070.

[Adventist Community Services](#), 800-381-7171.

[Catholic Charities](#), USA, 800-919-9338.

[Christian Disaster Response](#), 941-956-5183 or 941-551-9554.

[Christian Reformed World Relief Committee](#), 800-848-5818.

[Church World Service](#), 800-297-1516.

[Convoy of Hope](#), 417-823-8998.

[Lutheran Disaster Response](#), 800-638-3522.

[Mennonite Disaster Service](#), 717-859-2210.

[Nazarene Disaster Response](#), 888-256-5886.

[Operation Blessing](#), 800-436-6348.

[Presbyterian Disaster Assistance](#), 800-872-3283.

[Salvation Army](#), 800-SAL-ARMY (725-2769).

[Southern Baptist Convention - Disaster Relief](#), 800-462-8657, ext. 40.

[United Methodist Committee on Relief](#), 800-554-8583.

Best Regards,  
Clay Hodges  
ASQ SAC Chair

## MEMBER MEMORABLE MOMENTS

**Wade Midkiff** our Database Committee Chair has recently relocated down south not far from the path of hurricane Katrina. Although Wade was not directly affected by the devastation caused by the storm, he has loved ones there who were. Wade emailed us to say, "Everyone that we can contact is fine. Some family was in an area where all communications are apparently down, but we expect they're fine. I'm going to load up the truck (chain saw, logging chains, ax, maul, sledge hammer, wedges, blow torch, angle grinder, etc.) and head their way this weekend. It should be quite the adventure. Thanks for your prayers! Wade"

**Bob Rinderman**, Region 8 Director, is shown in the picture below after receiving the ASQ Section Management Process (SMP) "Total Quality" award for SVS having achieved the top level of the SMP for the 2003/04 fiscal year. Bob will present the award to 2003/04 SVS Chair, Tim Matchett, at the SVS September meeting. The SMP award ceremonies took place on May 15 in Seattle, Washington, at the ASQ World Conference on Quality Improvement. Standing to Bob's left are Total Quality award recipients Jeff Pfouts (Akron-Canton Section) and John Bauer (Pittsburgh Section).



Jeff and John have just noticed that Bob has fallen asleep while standing up and are trying to act nonchalant about the whole thing. (Sorry Bob. I couldn't resist. Please forgive me. –Editor ☺)

**Mike MacCrae** has just become a proud grandfather for the first time. Olivia Paige MacCrae was born on August 17 around 2:30 PM, weighing in at 7 lb, 1 oz, and 19 ½ inches long. Everyone came through the delivery just fine – even Grandpa.



## 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, and application deadlines:

Certifications	Application Deadline	Exam Date
Certified Biomedical Auditor (CBA)	<b>09/02/05</b>	10/22/05
Certified HACCP Auditor (CHA)		
Certified Mechanical Inspector (CMI)		
Certified Quality Manager (CQM)		
Certified Quality Technician (CQT)		
Certified Reliability Engineer (CRE)		
Certified Six Sigma Black Belt (CSSBB)		
Certified Quality Auditor (CQA)	10/07/05	12/03/05
Certified Quality Improvement Associate (CQIA)		
Certified Calibration Technician (CCT)		
Certified Quality Engineer (CQE)		
Certified Software Quality Engineer (CSQE)		
Quality Process Analyst (QPA)		
Manager of Quality/Organizational Excellence (CMQ/OE) - <b>NEW</b>	01/13/06	03/04/06

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 fee and application information:

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

## 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.

## 2005-2006 SVC PROGRAM SCHEDULE

Here is the proposed program schedule for the 2005-2006 season. Dates, places, and speakers are all subject to change. The schedule will be revised each month if necessary.

Suggested Meeting Date	Suggested Location	Theme	Suggested topic/Speaker
September 9/15	Waverly	Factory Tour	Superior Kraft Homes Manufacturing
October 10/18 or 20	Chillicothe	Airport Security and Operation	Ross County Airport Security & Operations
November 11/15 or 17	Huntington	Healthcare	Quality in Healthcare - Kings Daughters Hospital
December 12/13 or 15	Portsmouth	Education	Quality in Education - Bill Lindsey
January 1/17 or 19	Jackson	Service Quality	Quality in Banking - Oak Hill Banks
February 2/16 or 21	Chillicothe	Automotive Supplier	Vitaoe Industries Automotive Supplier Quality
March 3/14 or 16	Huntington	Chemical Plant Tour	Supresta Chemical Plant
April 4/18 or 20	Deer Creek Joint Columbus	Tour of Dam	Corps of Engineers Dam Tour Joint Meeting with Columbus
May 5/16 or 18	Manchester Moyers	Lean Manufacturing	Lean Manufacturing Overview offered by the Edison Center
June 6/13 or 15	Jackson	Tour Plastics Manufacturing	Meridian Plastics Plant

## CONFERENCES/WORKSHOPS

### [ASQ's 5th Annual Six Sigma Forum Roundtable](#)

September 15-16, 2005 • Fort Lauderdale, FL

### [NY/NJ Metropolitan Section 57th Annual Ott Quality Conference](#)

September 16, 2005 • Newark, NJ

### [14th Annual Service Quality Conference](#)

October 17-18, 2005 • Atlanta, GA

### [13th National Quality Education Conference](#)

November 13-15, 2005 • Miami, FL

### [15th Annual Quality Audit Conference](#)

October 19-20, 2006

We also have some very interesting, low cost work shops coming to our area, and the best part is, they are all going to be presented at the new Endeavor Center at the OSU South Centers at Piketon. See next page for details.

# Focus on the Future—2005

## Ohio Manufacturing Partnership Series

Presented by

### The Ohio Department of Development In Conjunction with CAMP and TechSolve

#### Moving Lean from the Factory to the Office - Sept. 21, 2005

Lean Manufacturing is a philosophy of efficiency which, when implemented, shortens the time between customer order and factory shipment by eliminating waste. By implementing the concepts of Lean Manufacturing within its administrative activities, a company can create a competitive advantage by providing better financial and planning forecasts as well as improving performance with faster cycle times and fewer errors. Attendees will:

- Learn the principles of Lean
- Learn the tools of Lean and their application to the office environment
- Learn how to start a company's cultural transition
- Learn real world problem-solving techniques

*(2 hours-9:30 a.m.—11:30 a.m.) Fee: \$25.00*

#### Product Development—Engine for Growth - March 15, 2006

New Product Development is one strategy that consistently has been called on by companies to help produce sales growth and increased market share. New products can create excitement with current customers, potential customers and among internal staff members. But to maximize the probability of success, development has to be done right. Attendees will learn about a proven Product Development process that goes from Ideation through Product Launch. Exclusive tools to accelerate the ideation process, as well as tips and tricks, and pitfalls to avoid will also be presented.

*((2 hours-9:30 a.m.—11:30 a.m.) Fee: \$25.00*

#### Lean/Six Sigma Demythification - May 17, 2006

Most people believe that Lean and Six Sigma are alternative tool sets for continuous improvement. Quite the opposite is true. Lean and Six Sigma complement each other and there are many examples of where and how this works. Those attending this workshop will learn:

- The evolution of Six Sigma
- How Six Sigma and Lean complement each other
- Overview of the transformation process
- Case studies
- Best practices and cultural change

*(2 hours-9:30 a.m.—11:30 a.m.) Fee: \$25.00*

**Register for one event or sign up for the whole Series! Sign up for all four events and pay only \$75.00 for the entire Series. Register with Tomi Williams at 513-948-2076, 1-800-345-4482 or [Williams@techsolve.org](mailto:Williams@techsolve.org) . These events are scheduled at the OSU South Centers, Endeavor Center in Piketon, 1864 Shyville Rd., Piketon, Ohio 45661.**