



Northern Shenandoah Valley Section 1131
P. O. Box 4132
Winchester, VA 22604
www.asqnsv.org

Volume 8 Number 1

Newsletter

August 2009

Next NSV ASQ Meeting: Wine Tasting September 14th

The Northern Shenandoah Valley Section of the American Society for Quality (NSV ASQ) will not hold meetings during the summer months of June, July and August.

Our first meeting of the 2009-2010 year will be September 14th. It will be a wine tasting at Notaviva Vineyards in Purcellville, VA. The event will be **free** and will recognize recently certified members and new members.

Notaviva Vineyards was conceived September 28, 2002 by the husband and wife team of Stephen and Shannon Mackey. Stephen and Shannon were brought together by their love of music, which prompted early careers in professional audio and emerging media technologies.

Notaviva is the intrinsic effect of music upon human emotion. From the Italian: *nota* - music note; *viva* - with life. For instance, how would you describe the rush experienced when your favorite song comes on the radio and the reflex as you reach for the volume? What causes the sadness when a love song brings back the memories of a long-lost romance? Explain the tingle on your skin during the finale of Beethoven's 9th Symphony, or the tear in your eye during Puccini's "Nessun Dorma." That connection, that feeling is Notaviva.

The goal at Notaviva Vineyard is to capture that feeling and put it in wines. Notaviva Vineyard's winemaking principles are based on the philosophies of being a true "Artisan" winery, in particular: attention and dedication to detail; focus on quality; and honest craftsmanship.

Plan to join us **Monday, September 14th** at 6 pm and learn more about Notaviva Vineyards and taste their wines.

Notaviva is only 45 minutes from Winchester, 45 minutes from Martinsburg, and 35 minutes from Frederick, MD. Directions from Winchester: US 7 East to US 340 East at Berryville. US 340 East to Harpers Ferry Road/VA 671, 1.9 miles east of Harpers Ferry; turn right. Continue 4.3 miles. Turn right onto Sagle Road/VA 687. Continue 1.4 miles; winery on left.

For more information on Notaviva Vineyards, go to www.notavivavineyards.com.

To register go to:
<https://www.acteva.com/go/asq1131>

NSV ASQ to Offer Basic Quality Statistics Classes

The Northern Shenandoah Valley ASQ Section will offer 7 classes on basic quality statistics during September and October. The classes will be held once a week from **September 9th to October 21st** from **7 – 9 pm** at Lord Fairfax Community College, Middletown. Each session will cover one module of material:

- Module 1: Basic Statistics** – terminology, frequency distributions, measures of central tendency & dispersion, probability, Z values, Students t, confidence intervals
- Module 2: Statistical Process Control** – variable and attribute control charts, interpretation rules, sub-grouping
- Module 3: 7 QC Tools** – cause-and-effect diagram, checksheet, histogram, run chart, Pareto chart, scatter diagram, flowchart
- Module 4: Inspection** – types of measurements, Gage R&R, product traceability, COC and COA
- Module 5: Process Capability & Sampling** – non-destructive testing, sampling, process & machine capability, Pre-Control
- Module 6: Data Analysis** – regression, multivariate tools, multi-vari studies
- Module 7: Data Analysis** – hypothesis testing (t-test, ANOVA, nonparametric tests)

The classes can be used to prepare for several ASQ certification exams (i.e., CQT, CQE, CLSSBB, CLSSGB) or to learn basic statistics knowledge and skills for a new job or expanded responsibilities.

Cost: \$50 for each class; \$295 for all 7.

To register, go to:
<https://www.acteva.com/go/asq1131>

2009-2010 Meetings and Educational Events

The officers of the Northern Shenandoah Valley ASQ are seeking input / suggestions for monthly meeting and educational events during 2009-2010. We need to hear from **YOU!** What topics do you need/want to learn about? Do you have ideas for speakers? Do you have a success story you would like to share with others in the community? Would you be willing to open your facility to others for a tour? Please contact one of the officers (list at back of newsletter).



Northern Shenandoah Valley Section 1131

P. O. Box 4132

Winchester, VA 22604

Newsletter

Volume 8 Number 1

August 2009

Virginia SPQA Forum for Excellence

Mark your calendar for the Virginia SPQA Forum for Excellence: **October 6-7, 2009** at the Kroger Conference Center, Richmond, Virginia.

The Virginia Forum for Excellence is a great networking opportunity for performance excellence advocates. Visit with professionals from the education, government, service, manufacturing, health care, and non-profit communities about their performance improvement challenges.

Featured Speakers Include: Gary Harpst Author: ***Six Disciplines Execution Revolution***; RADM Mark Hugal, Deputy Commander Naval Sea Systems Command; and Dr. Harry Hertz, Director, the National Baldrige Program.

To learn more about the Forum, visit the [SPQA website](http://www.spqa-va.org/) at <http://www.spqa-va.org/>.

Webinar: Prediction for Production and the Arts of Charts

The Quality and Productivity (Q&P) Section of the American Statistical Association (ASA) are sponsoring a webinar.

PRESENTER: J. Stuart Hunter, Princeton University

DATE AND TIME: Tuesday, September 8, 12:00 p.m. - 2:00 p.m. Eastern time

The Shewhart chart for variables data assumes a fixed mean, variance and stochastic independence and monitors a process for departures from these assumptions (y-bar and R charts, the Western Electric rules). Most data sequentially recorded do not obey these assumptions. We often find the mean is in motion, the variance unstable and adjacent observations are not independent. This webinar will discuss the EWMA (exponentially weighted moving average) as a graphical tool to be used simultaneously with the Shewhart chart when the assumptions are relaxed. Using the EWMA as a forecast we find that real time process control is possible using simple graphical tools. Further, we will find that the EWMA is only one of the ARIMA (autoregressive integrated moving average) times-series models. Other models drawn from the ARIMA group can also be used for process monitoring and

control. The contributions of George Box and co-workers will be referenced throughout the webinar.

REGISTRATION FEES

Q&P Members	\$75
ASA Members	\$90
Nonmembers	\$105

FOR MORE INFORMATION AND TO SIGN UP

<http://www.amstat.org/sections/qp/webinar.cfm>

Operational Excellence Conference St. Louis, October 26-29

In trying economic times, it is more important than ever to continue to build your skills, develop new products and stay on top of the latest developments in quality and operational excellence. This is the ideal conference to move your career and your organization upward and onward.

The atmosphere at the Operational Excellence Conference promotes exceptional networking interaction. You'll spend your time among seasoned professionals who will tell you what has worked for them and what has not. And you'll have ample opportunity to share your opinions and experiences and get answers to your questions.


Post-conference sessions offer skill-building and application-based workshops to make every minute you spend here even more worthwhile.

Educational Tracks include:

- Continuous Improvement
 - Design
 - Lean Services
 - Lean Tools
 - Measurements
 - Quality Engineering
 - Six Sigma
- Corporate Culture and Customer Value
- Lean and Quality
- Methodologies and Case Studies
- Quality and Lean Systems Management

For more information, go to:

<http://www.iinet2.org/OperationalExcellence/default.aspx>.

	Northern Shenandoah Valley Section 1131
	P. O. Box 4132
	Winchester, VA 22604
	Newsletter Volume 8 Number 1 August 2009

New ASQ Learning Institute™ Unveiled

ASQ has launched the ASQ Learning Institute™ to help quality professionals obtain the education and training needed to stay competitive in a struggling economy and beyond. The ASQ Learning Institute is a comprehensive professional-development resource that provides users with the quality concepts, technologies, and tools to improve themselves, their organizations, and their world. For more about the ASQ Learning Institute, visit www.asq.org/learninginstitute.

The ASQ Learning Institute will house all of ASQ's learning offerings in one convenient location and will be the seamless integration of training resources between ASQ headquarters, member communities, education professionals, and members.

Encompassing all learning events throughout the Society, the system will ensure consistent course delivery and empower users to coordinate and track their learning progress. As an added benefit, ASQ members (Full, Senior, Fellow, and Honorary) will have free access to system features that include:

- **Competency Assessment:** Provides a structured list of knowledge, skills, and abilities that serves as a foundation for users to map the level of competencies needed for various job functions.
- **Career Planner:** With multiple learning activities available, the career planner can help learners develop a curriculum roadmap for professional development.
- **Learning Plan:** This personalized plan that provides a detailed description of user activities to help learners achieve their education goals.
- **ASQ Learning Institute Calendar:** Provides a clear view of all the professional development opportunities over an 18-month period.

"The ASQ Learning Institute represents a great change in the way that the Society approaches education and training," said Roberto Saco, president of ASQ. "The system empowers members to obtain training when and where they need it."

A centerpiece of the system is the learning management system, which will allow members to create a learner profile, learning plan, and track their learning history. Both members and nonmembers will be able to access features such as the learning catalog and the ASQ Learning Institute Calendar.

ASQ Web site Features "Performance Excellence USA" Radio Show


Performance Excellence USA, a radio show dedicated to advancing U.S. quality competitiveness using the Baldrige framework, has agreed to contribute audio broadcasts to ASQ. The weekly broadcasts will be accessible in the Knowledge Center of the ASQ website, <http://www.asq.org/knowledge-center/>.

Performance Excellence USA, which airs weekly on 770 KKOB-AM in New Mexico, includes interviews and information on Baldrige award winners and focuses on businesses and organizations committed to performance excellence. The show's host and producer, Julia Gabaldon, interviews leaders across the nation who share best practices that can help organizations improve performance. Future and recent interviews to be included on the ASQ Website:

- **Ms. Letitia Baldrige**, sister of late U.S. Secretary of Commerce Malcolm Baldrige, discussed the importance of the Malcolm Baldrige National Quality Award.
- **Dr. Joe Alexander**, chair of the Baldrige Foundation, talked about the continuing efforts of the Baldrige foundation to promote and support the Baldrige process.
- **Mr. Paul Borawski**, president and chief executive officer of ASQ, will discuss in an upcoming broadcast why quality is important given the current economic situation.

"I am excited to work with ASQ in our joint effort to promote a culture of performance excellence," said Gabaldon. "Our discussions on Baldrige criteria will prove invaluable to ASQ members who are charged with driving performance in their own organizations."

Julia Gabaldon is founding CEO of Quality New Mexico, a nonprofit organization that administers the New Mexico Quality Awards, patterned after the Malcolm Baldrige National Quality Award. Gabaldon hosted the Quality New Mexico Radio Show for over 10 years and decided to reach out to her colleagues across the country to encourage leaders to embrace Performance Excellence and use the Baldrige Criteria for Performance Excellence to enhance U.S. quality competitiveness.

	Northern Shenandoah Valley Section 1131
	P. O. Box 4132
	Winchester, VA 22604
	Newsletter Volume 8 Number 1 August 2009

Peter R. Scholtes, 1938-2009

Peter Raymond Scholtes, co-author of *The Team Handbook*, which was named one of *The 100 Best Business Books of All Time*, and *The Leader's Handbook* died July 11 at his home in Madison, Wisconsin.

Peter wrote the hymn "They'll Know We Are Christians by Our Love" while he was a parish priest at St. Brendan's on the South Side of Chicago in the 1960s. At the time, he was leading a youth choir out of the church basement, and was looking for an appropriate song for a series of ecumenical, interracial events. When he couldn't find such a song, he wrote the now-famous hymn in a single day. His experiences at St. Brendan's, and in the Chicago Civil Rights movement, influenced him for the rest of his life.

After working in the public sector in Lynn, Massachusetts, and Madison, Wisconsin, Peter became a consultant with Joiner Associates in the 1980s, traveling the globe to help businesses engage employees' talents more fully, humanely, and effectively.

Upcoming National Conferences

18th Annual Service Quality Conference, October 5-6, 2009, Long Beach, CA

18th Annual ASQ Audit Division Conference
October 15-16, 2009, Tucson, AZ

17th National Quality Education Conference
October 25-27, 2009, Jacksonville, FL

22nd Annual Quality Management Conference
March 4-5, 2010, New Orleans, LA


2010 Lean Six Sigma Conference
March 8-9, 2010, Phoenix, AZ

World Conference on Quality and Improvement
May 24-26, 2010, St. Louis, MO

For more information, go to ASQ's website at www.asq.org and select Conferences.

NSV Section Officers

Chair: Dale Brown	Thermo Fisher Scientific	dale.brown@thermofisher.com	540-869-8262
Chair-Elect: Josh Tinelli	Volvo Powertrain	joshua.tinelli@volvo.com	301-790-5422
Secretary / Programs: Jerry Clarke	Lean Quality Assoc	jerryvmep@comcast.net	540-888-4592
Treasurer: Gordon Demeritt	Shepherd University	gdemerit@shepherd.edu	304-876-5350
Education: Josh Tinelli	Volvo Powertrain	joshua.tinelli@volvo.com	301-790-5422
Membership: Bill Saunders	Thermo Fisher Scientific	bill.saunders@thermofisher.com	540-869-8392
Programs: OPEN			
Recertification: Richard Phillips	Monoflo International	rphillips@miworldwide.com	540-771-3060
Newsletter / Internet / Examining: Susan Schall	SOS Consulting	susan.sosconsult@comcast.net	540-636-1418

	Northern Shenandoah Valley Section 1131 P. O. Box 4132 Winchester, VA 22604 www.asqnsv.org
	Newsletter Volume 7 Number 10 June 2009

Look for more details on 2009-2010 meetings and educational events in the September newsletter and the NSV website: www.asqnsv.org.

Enjoy Your Summer!