



**American Society for Quality (ASQ)
Certified Six Sigma Black Belt Exam
Preparation Course
Led by Susan Schall**

What is Six Sigma?

Six Sigma is a highly disciplined methodology that focuses on processes to improve growth and productivity. It is also a change initiative that aligns actions to strategy, drives operational discipline, and develops leaders.

What is a Certified Six Sigma Black Belt?

A Certified Six Sigma Black Belt is a professional who can use the Six Sigma philosophies and principles, including supporting systems and tools, to obtain business results. A Black Belt also demonstrates team leadership, understands team dynamics and assigns team member roles and responsibilities. Black Belts have a thorough understanding of all aspects of the DMAIC model in accordance with Six Sigma principles.

Who Should Attend

Green Belts, Black Belts, and individuals leading a Six Sigma project, and/or individuals looking to achieve their ASQ certification as a Certified Six Sigma Black Belt (CSSBB).

Do I need to be an ASQ Certified Six Sigma Green Belt to take the exam or the course?

You do NOT need to be an ASQ Certified Six Sigma Green Belt. Green Belt knowledge, however, is a pre-requisite to attend the course. This includes knowledge of the fundamentals of Six Sigma (business value, roles and DMAIC roadmap), process characterization (process mapping), data collection, basic statistics and graphs, process capability, measurement systems, measuring and modeling relationships between variables, experimentation, and process control. The ASQ Six Sigma Green Belt Body of Knowledge may be found at: <http://asq.org/certification/six-sigma-green-belt/bok.html>.

If you have specific questions about your knowledge and experience that the above does not answer, please contact Susan Schall at susan@soschall.com or 540-636-1418.

Course Topics

The primary objective of the CSSBB Refresher course is to prepare individuals to pass the ASQ Certified Six Sigma Black Belt exam. The course will cover the nine main domains in the CSSBB Body of Knowledge:

- I. Enterprise-wide deployment
- II. Organizational process management and measures Team management
- III. Define
- IV. Measure
- V. Analyze
- VI. Improve
- VII. Control
- VIII. Design for Six Sigma

Each topic will be reviewed through lecture and/or exercise, and practice exam questions. The course will NOT teach all the details of each of the major topics in the ASQ CSSBB Body of Knowledge.

How will I know I am prepared to take the ASQ Certified Six Sigma Black Belt exam?

The last session of the course will include a practice exam and opportunity to review and discuss the results with the instructor and rest of the class.

Instructor: Susan O. Schall, Ph.D., President, SOS Consulting, LLC has over 20 years of experience delivering improved process performance through strategic process improvement. Susan has broad experience in engineering, statistical and business process improvement methodologies including Six Sigma, team-based problem-solving, Lean, quality management systems, operations assessment and strategic planning. Susan is a Lean Six Sigma Master Black Belt.

Class Information

\$1,995 (includes books valued at \$110) - you may apply for grant funding reimbursement up to 50%
Five Thursdays & Fridays, Sep 29-30, Oct 13-14, 27-28, Nov 10-11, and Dec 1-2, 8:30 am – 4:30 pm;
Blue Ridge Community College Harrisonburg Center.

To register go to: <http://www.brcc.edu/wsce/asq-cssbbepc/>

Deadline to register: September 15!!



**2012 ASQ World Conference on Quality and Improvement
May 21-23, 2012 – Anaheim, California**

Call for Presentations

ASQ invites you to share in our efforts to demonstrate the impact that quality can have on our businesses, our communities, and our world. We are developing the 2012 World Conference on Quality and Improvement and are looking specifically for presentations that can integrate the conference theme with one or more of the focus areas outlined below. We invite you to share your best practices, successes, and proven techniques to an audience representing an array of countries, backgrounds, and industries.

The submission deadline is **August 5, 2011**.

2012 Theme- Producing Results: Proven Solutions in Today's Challenging World

Focus Areas:

- Basic Quality
- Best Practices in Supply Chain Management
- Changing Technology
- Globalization
- Managing Risk

For more information, please visit
<http://wcqi.asq.org/call-for-presentations/>

WELCOME NEW MEMBERS!!!!!!

We welcome the following new members to the ASQ Northern Shenandoah Valley Section 1131:



29th Annual Virginia Forum for Excellence – Creating a Culture of Engagement

On September 7-8, 2011 come to Richmond, Virginia and learn how to increase “engagement” in your organization.

The 29th Annual Virginia Forum for Excellence includes...

Pre-Forum Workshops topics

- An Explorers Guide to the Nation’s Criteria for Performance Excellence
- The Do’s and Don’ts of Preparing a Discovery Self-Assessment
- Strategy Development & Deployment – A Change Management Tool

Networking Reception with special guest Dr. Harry Hertz, Director of the National Baldrige Performance Excellence Program. Keynote address by Jim Asplund, Chief Scientist, Strengths-Based Development and Principal, Performance Impact Consulting for Gallup, Inc.

Forum Workshop topics

- Creating Raving Fans
- Senior Leader Engagement: Move past Square One
- Creating a Customer Focused Organization
- Baldrige and SPQA: More Than an Award
- Creating a Culture for Learning and Agility
- Building DreamTeam Cultures, Engagement: the 5th Metric
- Engagement Trust – Ethics, Integrity, Character
- Transform Strategy into Daily Employee Engagement
- Internal Customers Matter – How VOC Methods Help
- Creating a Sustainable Culture of Engagement
- Developing Lean Leaders
- Use Social Media to Engage at all Levels

Lunch address by Ken Schiller, Co-owner of K&N Management and a 2010 Baldrige Award recipient for Small Business Awards Ceremony with Lt. Governor Bill Bolling (invited), to recognize the US Dept. of Veteran’s Affairs National Cemetery Administration,



Northern Shenandoah Valley
Section
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Newsletter

Volume 10 Number 2

August 2011

the Albemarle County Department of Social Services, Virginia SPQA Discovery Participants and the "12 to Watch" Small Business Discovery Participants.

ASQ members receive a \$50 discount on registration (use discount code ASQ2011). For registration & additional information go to <http://www.spqa-va.org/> or call 571.215.8881



Online Certified Quality Auditor Course

The **Certified Quality Auditor (CQA)** is a professional who understands the standards and principles of auditing and the auditing techniques of examining, questioning, evaluating, and reporting to determine a quality system's adequacy and deficiencies. The CQA analyzes all elements of a quality system and judges its degree of adherence to the criteria of industrial management and quality evaluation and control systems.

If you are interested in becoming a Certified Quality Auditor, the next exam date is Saturday December 3, 2011. To help you pass the exam on the first try, ASQ Olde Colony Section 0111 is offering a virtual Certified Quality Auditor Course, starting **Tuesday, September 20th**.

Our experienced instructor, **Anthony DeMarinis**, is a Certified Manager of Quality/Organizational Excellence and a Certified Quality Auditor-Biomedical with over 15 years experience using Quality Management techniques and value added auditing, including direct involvement with FDA and ISO audits.

Instructor –led, online (virtual) course. All sessions are recorded, archived and available for students until the exam date. Begins **Tuesday, September 20th**, and conducted for ten, 1.5 hour sessions, on Tuesday evenings from 5:00-6:30 pm EDT.

The Certified Quality Auditor Primer is the primary test and may be ordered from the Quality Council of Indiana (www.qualitycouncil.com). Handouts will be

sent via e-mail. You must successfully complete the entire course to receive Recertification Credits and a Certificate of Completion.

ASQ Olde Colony Section 0111 discounted member price is \$300. We invite ASQ members outside of the Olde Colony Section 0111 to take advantage of this discount as well. For registration and payment information contact our Education Chair, Rochelle Jones at education@asqoldecolony.org



Recertification Reminder: If your ASQ certification expires in June, don't forget to submit your recertification journal to Richard Phillips. It is due by 30 June, but you have a 6 month grace period, if needed.

Member Reminder: If you have moved or changed your email address, please update your profile with ASQ on the member website. The Northern Shenandoah Valley ASQ Section receives contact information from National HQ and uses it to distribute announcements and the link to this newsletter.

Join the NSV ASQ Section on Facebook

The NSV ASQ Section is on Facebook!
To register, click here:



If you are already a member of Facebook, add ASQ – Northern Shenandoah Valley Section 1131.



Local Meetings

Virginia Regional Chamber of Commerce (Winchester): Fri, August 19th

Topic: New Educator's Breakfast 2011
Time: 7:30 – 9:00am **Location:** Brandt Student Center, Shenandoah University, Winchester VA
Cost: TBA www.regionalchamber.biz

ASQ Section 0503 (Harrisburg PA): Wed, Sep 14th,
Topic: US Army SOCOM Vehicle: A successful application of LEAN tools at BAE Systems, Letterkenny **Speaker:** Mark Raschke, BAE Systems
Location: York, PA **Time:** 6:00 – 6:30pm Registration; 6:30 – 7:15pm Dinner and Presentation; 7:15 – 9:00pm Plant Tour **Cost:** \$20 (\$25 non-members). **At the Door:** \$25 (\$30 non-members) To make a reservation, contact Fred Hammond at fhammo@gmail.com or fax 717-381-3256.

ASQ Section 0511 (Northern VA): Wed, Aug 17th,
Topic: Social Night **Speaker:** Mark Day, Chief Technology Officer HUD **Location:** Amphora Restaurant, Herndon VA **Time:** 6:30 – 7:00pm Registration & Networking; 7:00 – 8:00pm Dinner; 8:00 – 9:00pm Section Business & Presentation
Cost: FREE To make a reservation by 15-July for the "dinner and program" or "program only", please email arrangements10@asq0511.org

ASQ Section 1104 (Richmond): Tue, Sep 13th,
Topic: TBD
Location: TBD **Time:** 5:30pm Social; 6:00pm Dinner; 7:00pm Speaker;
Cost: TBA
To make a reservation, please email Luisa.S.White@altria.com or call 804-335-2452

MARSQA (Society for Quality Assurance): Wed, Sep 7th, **Topic:** Changes in the Skill Sets Required for GLP QA Professionals; Digital Imaging-Validation Challenges in a Regulated Environment; and Challenges Validating & Implementing Global Technologies
Location: C*ck 'n Bull Restaurant, Lahaska, PA
Time: 12:00 – 4:00pm Program
Cost: \$20 (members), \$40 (nonmembers)
To make a reservation, please register by 12pm on Fri, Sep 2nd at www.sqa.org/pv/Core/Events/eventdetails.aspx?iKey=MAR090711

Upcoming National Conferences

20th Annual Service Quality Conference, October 3-4 2011, Seattle, WA

20th Annual ASQ Audit Conference "Solid Legacy...Influential Future", October 27–28, 2011, Reno, NV

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

Upcoming Certification Exams

Certification Exams in October

Take the CBA, CHA, CMQ/OE, CMBB, CQI, CQT, CRE, and CSSBB on October 1, 2011.

Application Deadline: August 12, 2011

Training at Your Fingertips

ASQ Learning Institute offers a multitude of training opportunities in several formats, including web-based and onsite events. Here are a few topics being offered:

- [Quality Audits for Improved Performance](#)
- [Risk Management for Medical Devices](#)



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Newsletter

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NSV Section Officers

Chair: Firoz Kabir	American Woodmark	fkabir@woodmark.com	540-665-9391
Chair-Elect / Secretary: Josh Tinelli	Volvo Powertrain	joshua.tinelli@volvo.com	301-790-5422
Treasurer: Richard Davis	Thermo Fisher Scientific	richard.a.davis@thermofisher.com	540-869-8298
Membership: Bill Saunders	Thermo Fisher Scientific	bill.saunders@thermofisher.com	540-869-8392
Programs: Dale Brown	Thermo Fisher Scientific	dale.brown@thermofisher.com	540-869-8262
Recertification Richard Phillips	Monoflo International	phillips524@verizon.net	540-771-3060
Newsletter: Heather Boyce	INC Research	heather.boyce@inc research.com	304-599-1197, x147
Education Chair: Don Grimley		grimleye5@aol.com	
Internet: Susan Schall	SOS Consulting	susan.sosconsult@comcast.net	540-636-1418
Auditing: Jeffrey Vaughan	Thermo Fisher Scientific	Jeffrey.vaughan@thermofisher.com	540-869-8296
Nominations Chair: Josh Tinelli	Volvo Powertrain	joshua.tinelli@volvo.com	301-790-5422
Executive Board Members:	Don Thomas	Bob Cain	Jerry Clarke
		Charles Ernst	

**See you September 19th
for Recognitions Night!**

**Holiday Inn History Gateway
Winchester, VA**

**Registration 5:30-6:00pm
Dinner 6:00-7:00pm
Business Meeting 7:00 – 8:00pm**

Cost: FREE

<http://asq1131.eventbrite.com/>



Supply-Chain Roadshow Courses

- Supplier Auditing** (taught by Dennis Arter)
- Supplier Certification** (taught by Dick Gould)
- Supplier Nonconformances** (taught by Kathryn Roberts)
- Business Continuity** (taught by Betty Kildow)

Four 1-day seminars
Attend one or two

4 locations in North Carolina
September 26-30, 2011

	Location	Supplier Auditing or Supplier Certification	Supplier Nonconform or Business Continuity
Charlotte	Hilton Garden Inn Pineville 425 Towne Centre Boulevard Pineville, NC 28134, (704) 889-3279	Monday September 26	Tuesday September 27
Greensboro	Holiday Inn – Greensboro Airport 6426 Burnt Poplar Road Greensboro, NC 27409, (336) 668-0421	Tuesday September 27	Wednesday September 28
Southern Pines	Mid Pines Inn & Golf Club 1010 Midland Road Southern Pines, NC 28387, (910) 692-2114	Wednesday September 28	Thursday September 29
Raleigh	Fairfield Inn RDU Brier Creek 10040 Sellona Street Raleigh, NC 27617, (919) 246-0107	Thursday September 29	Friday September 30

Duration and Location

Registration starts at 8:00 a.m. with coffee and tea available. Each presentation will start at 8:30 a.m. and finish at 5:00 p.m. with 30 minutes for lunch. A certificate for 0.8 ASQ Recertification Units per seminar will be provided to each participant.

Seminar Fee and Registration

Cost is \$400 per participant for a single seminar or \$650 for two. Three or more employees from the same company may attend for \$325 per participant for a single seminar or \$600 for two. Fee includes lunch, seminar notes and a textbook.

Technical Questions?

Dennis (509.783.0377) or Dick (623.546.7821) or Kathryn (919.870.7712) or Betty (765.483.9365)

Registration Questions? Contact ASQ Customer Care at 800.248.1946 (help@asq.org)



Customer-Supplier
Division

Supply-Chain Roadshow Courses

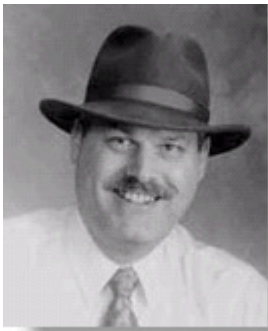
Supplier Auditing

Taught by Dennis R. Arter

A one-day seminar sponsored by the
ASQ Customer-Supplier Division

Supplier Auditing is designed for management, professional and technical personnel who want to improve supplier relations and performance. The instruction applies to any management system (ISO 9001, FDA, military, automotive, etc.). Buyers and purchasing agents will find the information quite beneficial. Those preparing for the Certified Quality Auditor exam will enjoy the review.

The seminar begins by exploring how product and service requirements are defined and accepted. This becomes the basis for subsequent audits. Then, the process of an effective supplier audit is presented step by step. This seminar emphasizes supplier partnerships and how auditing benefits both parties.



Dennis R. Arter is a consultant and author of *Quality Audits for Improved Performance*. He was part of the team that developed the *Certified Quality Auditor* program way back in 1988. He is an ASQ Fellow and former member of the ASQ Board of Directors. Active in the Customer-Supplier Division, he was co-chair of the Third China-America Quality Conference held in Shanghai in September 2004. He may be reached at dennis@auditguy.net.

Level:

Basic – no prior knowledge of auditing quality systems required.

Topics Covered

Supplier Quality

Concepts, need for change

Purchasing Controls

Your requirements
Selecting a supplier
Awarding the business
Monitoring performance

Your Audit System

Authority
The audit boss
The audit team
Scheduling audits

Preparing to Audit

Purpose and scope
The requirements
Audit plan
Checklists

Fieldwork

Opening meeting
Gathering facts
Communications

Reporting Results

Analyzing data
Cause and effect
Findings
Overall analysis
Closing meeting
Formal report

Follow up

Corrective action
Response evaluation
Audit closeout

Summary



Customer-Supplier
Division

Supply-Chain Roadshow Courses

Supplier Certification

Taught by Dick Gould

A one-day seminar sponsored by the
ASQ Customer-Supplier Division

Supplier Certification is designed for quality, materials management, professional and technical personnel who want to improve quality and customer-supplier relationships in their companies. The instruction applies to customer-supplier relationships in any industry, large or small. Interactive exercises are used to reinforce the material being discussed.

The seminar begins by defining the supply chain and certification. It explores how product and service requirements are defined and accepted as well as the effect of risk in the supply chain. Supplier selection, certification processes, certification agreements and ongoing supplier performance measurements are covered.

Participants will learn techniques that they can put to use immediately in their company.



Richard A. Gould is an ASQ Fellow and member of the ASQ Board of Directors. He is an ASQ Certified Manager of Quality/Organizational Excellence, Quality Engineer, and Quality Auditor. He is a charter member and past-chair of the Customer-Supplier Division of ASQ. He has presented seminars and papers at local, national, and international venues.

Who should attend?

- Quality Assurance and Materials professionals
- Supply Chain Management professionals
- Procurement Quality professionals
- Purchasing planners and buyers
- Material and Inventory control planners

Level:

Basic – no prior knowledge of supplier certification required.

Topics Covered

Supplier Certification

Continuous improvement
Corrective action
Cover your assets

Introduction and Definitions

The supply chain
Supplier certification
Limits on definitions
Supplier classifications

Specifications

Importance of specifications
Specification reviews
Classification of characteristics

What about ISO & clones?

ISO 9001 clones
If not ISO, then

Choosing Suppliers

Supplier selection strategy
Data-driven choices

The Players

Customer team
Supplier team
Certification agreements

Supplier Performance Measurement

Metrics and report cards
Use and recognition

Conclusion



Customer-Supplier
Division

Supply-Chain Roadshow Courses

Handling Supplier Nonconformances

Taught by Kathryn E. Roberts

A one-day seminar sponsored by the
ASQ Customer-Supplier Division

Handling Supplier Nonconformances is for management, professional and technical personnel who want to gain an in-depth insight into the differences between short-term action (NCR) and long-term action (SCAR) when dealing with supplier issues. Participants will learn how to develop, implement and maintain an effective supplier nonconformance program in their organization. This instruction applies to any management system (ISO 9001, FDA, military, automotive, etc.).



Kathryn E. Roberts is a consultant and author of *Correct! Prevent! Improve! Driving Improvement Through Problem-Solving and Corrective and Preventive Action*. She has over twenty years of supplier management experience in a variety of industries. Kathryn is a past Section Chair and a past Regional Councilor for the American Society for Quality, a past Examiner for the North Carolina Performance Excellence Process, and a past Certified Quality Auditor. She is a national and international speaker on the topics of business and management. Kathryn may be reached at kroberts@thebluewatergroup.com.

Who should attend?

Quality professionals, Supply Chain Management professionals, Procurement & Purchasing professionals

Level:

Basic – no prior knowledge of handling supplier nonconformances is required.

Topics Covered

How to Identify Supplier Problems

- Typical supplier problems
- Criteria for supplier issues

Separate the Vital Few from the Trivial Many

- Nonconforming Report (NCR) basics
- Supplier Corrective Action Request (SCAR) basics
- NCR vs. SCAR
- Vital few vs. trivial many

Understanding & Implementing a NCR Process

- NCR process, forms, elevation to SCAR
- Material Review Board (MRB) process

Understanding & Implementing a SCAR Process

- SCAR process, forms and records
- Root-cause analysis
- Corrective and Preventive Action
- Verification

Monitoring, Measuring & Reporting Supplier Nonconformances

- Supplier nonconformance responses
- Supplier nonconformance metrics
- Supplier nonconformance records

Implementing an Effective Supplier Nonconformance Program

- Effective supplier management practices
- Partnering with suppliers
- Driving supplier improvement
- Key components
- Required personnel
- Key tips & traps



Customer-Supplier
Division

Supply-Chain Roadshow Courses

Supply-Chain Business Continuity

Taught by **Betty Kildow**

A one-day seminar sponsored by the
ASQ Customer-Supplier Division

Supply Chain Business Continuity is designed for quality, supply management, procurement and purchasing professionals who want to insure that their organization not only survives, but retains customers and market share following any disruption. The instruction applies equally to customers and suppliers and anyone wanting to better understand business continuity as it relates to the supply chain. Interactive exercises and group discussions will enforce the material covered.

This “nuts & bolts” workshop begins by defining business continuity. It explores the business continuity planning lifecycle and its application to the supply chain. We’ll cover supply chain continuity strategies and the importance of partnering with suppliers and other business partners. Participants will complete a basic assessment of their organization’s current business continuity capability.

Participants will learn a business continuity planning process that they can apply in their company.



Betty Kildow, CBCP, FBCI has specialized in business continuity and emergency management consulting for twenty years. An accomplished trainer, Betty developed and led business continuity training for the University of California, Berkeley and the American Management Association. She is a frequent speaker and presenter and has written articles for publications in North America and Europe. Her new book *A Supply Chain Management Guide to Business Continuity* was released in January 2011. Betty can be reached at **BettyKildow@comcast.net**.

Who should attend?

Quality professionals, Supply Chain Management professionals, Procurement & Purchasing professionals, Risk Managers, Business Continuity Managers & Planning Team Members

Level: Basic – no prior business continuity knowledge is required.

Topics Covered

Laying the Groundwork

- What is Business Continuity?
- Continuity and the supply chain
- New challenges

The Planning Process

- Who owns it; who is responsible
- Planning lifecycle
- Company-wide vs. stand-alone

Assessing Current Capabilities

- A self-assessment instrument

Hazard Assessment & Mitigation

- Continuity risk identification
- Mitigation alternatives

Business Impact Analysis (BIA)

- Continuity planning foundation
- Internal/external considerations

Technology Issues

- IT’s Disaster Recovery Plan

Business Continuity Teams

- Carrying out the plan
- Who keeps the chain unbroken?

Supply Chain Continuity Strategies

- Balancing continuity & cost
- Essential partnering

Plan Documents

- One size does NOT fit all
- Triggers for updates

Supply Chain Continuity Strategies

- Weighing the alternatives

Training, Testing, Exercises

- Making sure it works

Communication

- Maintaining contact