



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

Newsletter

Volume 7 Number 6

December 2008

January Meeting: What the New ISO-9001:2008 Version Means To Your Quality Management System.

The January meeting of the Northern Shenandoah Valley Section will be Monday, January 19, 2009. The meeting will feature a panel discussion on ISO 9001:2008 and what it means to your Quality Management System. ISO 9001:2008 was released in November to replace the 2000 version of the standard. One year after publication of ISO 9001:2008 all accredited certifications issued (new certifications or re-certifications) shall be to ISO 9001:2008. Twenty four months after publication by ISO of ISO 9001:2008, any existing certification issued to ISO 9001:2000 shall not be valid. The panel will identify the differences and what if any impact they will have on current documentation, process design and business.

The panel will consist of local certified auditors: Charles Ernst, Don Thomas, and Gerald Clarke.

Monday, January 19th
Registration: 5:30 – 6:00 pm
Buffet & Networking: 6:00 – 7:00 pm
Cost: \$22.00

Meeting Location: Jimmy's at the Quality Inn, Intersection of Rt. 50 and I-81, Winchester, VA.

Register: To register for the meeting, please contact Jerry Clarke at 540-888-4592 or jerryvpmp@comcast.net.

New ISO 9001:2008 Now Available

ASQ headquarters is now offering the latest version of the world's most widely used standard for quality management systems, ISO 9001:2008. This new standard will replace ANSI/ISO/ASQ 9001:2000 and applies to any size organization—small, medium, or large—and all types of organizations—private or public sector. ASQ is offering the standard at a discounted rate for members. The standard can be purchased at <http://www.asq.org/iso9001> or by calling 800-248-1946.

Baldrige Criteria for Performance Excellence Workshop

Do you want your organization to: a.) improve its performance? b.) increase innovation for competitive advantage? c.) foster social responsibility and ethical behavior? d.) all the above?

Then you need the tool used by business, education, health care, government, and not-for-profit leaders to evaluate and focus their efforts on performance results, leadership effectiveness, customer and employee satisfaction, and process management... The Malcolm Baldrige Criteria for Performance Excellence.

The Baldrige Criteria for Performance Excellence asks questions critical to your organization's success and sustainability in today's competitive environment and global economy. The Criteria address seven areas: leadership; strategic planning; customers and markets; measurement, analysis, and knowledge management; workforce; process management; and results. The Virginia SPQA program is proud to offer this Baldrige Criteria for Performance Excellence workshop to help your organization accomplish d) all the above!

The two-day workshop will give an in-depth introduction to performance excellence terminology, the Baldrige criteria and core values that drive high performance in organizations. Presenters will discuss the seven criteria categories in detail and help attendees learn to identify critical success factors for their organizations and the importance of aligning work and resources to achieve desired results.

WHEN Monday, January 12, 2009
 Tuesday, January 13, 2009
 8 am – 5 pm
WHERE Capital One
 15000 Capital One Drive
 Richmond, VA 23238
COST: \$249

To register, go to:
<http://quest.cvent.com/i.aspx?1Q.P1.B06A5FF7-9F23-4CD2-BCF7-064CD9239816>



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If you're unable to make this Criteria workshop, please consider joining the remaining workshop May 8 & 9 in the Roanoke Area

Training at Your Fingertips

ASQ web-based training saves money on travel and gives you flexibility to make it work for you. These self-paced online programs can be completed on your computer at your own pace, whenever it's most convenient for you! Available courses during September include:

Developing High Performance Supplier and Partner Relationships

This new virtual course gives you methods, tools and suggestions to manage suppliers and form strategic partnership relationships. With a focus on service sector organizations, you'll cover the fundamentals of supplier and partner relationship management and take away lessons you can directly and immediately apply to your business. The course will help you:

1. Understand the benefits and requirements of partnering relationships.
2. Understand the characteristics and requirements of managing supplier relationships.
3. Learn how cost and efficiency can be improved with better partnerships.

January 9 & 16, 2009, 9:00 a.m. – 1:00 p.m. Central
March 4 & 11, 2009, 9:00 a.m. – 1:00 p.m. Central

Corrective Action/Problem Solving

You've identified the problem, now how do you solve it? This course provides a clear understanding of the nature and purpose of corrective action and problem solving. You'll learn how to evaluate problem risks, research the cause of a problem, develop an action plan, deploy the plan and ensure that the plan works. You can use these methods throughout your organization to comply with regulatory and management system requirements and you'll realize improvement as well.

January 6, 2009, 8:00 a.m. – 4 p.m. Central
April 8, 2009, 8:00 a.m. – 4 p.m. Central

The Case for Quality: Taking it to Management

This *one-day* virtual course focuses on forming strong relationships with upper management, learning how to communicate the expected financial returns resulting from a quality initiative, and how to sell the benefits of quality in a strategic, consultative manner. The overarching objective of this course is to enable attendees to effectively relate to top management and other non-technical decision-makers and to communicate effectively with them.
January 20, 2009, 8:00 a.m. – 3:30 p.m. Central
February 4, 2009, 8:00 a.m. – 3:30 p.m. Central
March 3, 2009, 8:00 a.m. – 3:30 p.m. Central
May 12, 2009, 8:00 a.m. – 3:30 p.m. Central

Quality Fundamentals for Service


Build basic quality awareness and competency in your service organization. This essential course sets a foundation on which you can build more advanced quality methods and tools. Increase your knowledge and understanding of how to use quality practices and principles in service operations. This course is a half-day live, instructor-led, interactive virtual course.
January 22, 2009, 9:00 a.m. – 1:00 p.m. Central
March 10, 2009, 9:00 a.m. – 1:00 p.m. Central
June 12, 2009, 9:00 a.m. – 1:00 p.m. Central

Service Excellence Through Quality Practices

Learn about the quality practices that drive continuous improvement and operational/process effectiveness in the service sector. The U.S. economy has become increasingly service-driven. As a result, companies need to improve their service components. Quality leaders and their staffs need knowledge and skills that focus on improving transaction processes and creating a culture of continuous improvement.
January 21 & 28, 2009, 9:00 a.m. – 1:00 p.m. Central
April 21 & 28, 2009, 9:00 a.m. – 1:00 p.m. Central

"If your company is doing well, double your training budget; if your company is not doing well, quadruple it."

--Thomas J. Peters

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Upcoming National Conferences

2009 Customer-Supplier Division Symposium,
February 4-6, 2009, New Orleans, LA

2009 Lean Six Sigma Conference, March 2-3,
2009, Phoenix, AZ

17th Annual International Conference on ISO 9000,
March 9-10, 2009 Orlando, FL

**17th Annual Conference on Quality in the Space
and Defense Industries**, March 16-17, 2009, Cape
Canaveral, FL

World Conference on Quality and Improvement,
May 18-20, 2009, Minneapolis, MN

Quality Institute for Healthcare, May 18-20, 2009,
Minneapolis, MN

Institute for Software Excellence, May 18-20,
2009, Minneapolis, MN

Quality in Sustainability, May 18-20, 2009,
Minneapolis, MN

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

**There will be NO dinner meeting during
the month of December.**

The officers of the Northern
Shenandoah Valley ASQ Section
wish you and your family

Happy Holidays

Local Meetings

ASQ Section 1108 (Blue Ridge): Thursday, January
8, 2009

Topic: Strategic Quality Assessment: Identifying the
Key Strategies for Growth

Speaker: Susan Schall, SOS Consulting, LLC
The meeting will be held at Shenandoah Pizza, 19 E.
Beverly Street, Staunton, VA 24401. Registration:
6:00-6:30 pm; Dinner: 6:30; Program: 7:00 pm.
Reservations required. Ray Schumin at
rschumin@specialtyblades.com or by phone at (540)
290-2797 by Monday, January 4th. Cost \$20.

ASQ Section 0511 (Northern VA): Wednesday,
December 17, 2008

Topic: Holiday Social

Speaker: None

The meeting will be held at Amphora Restaurant,
1151 Elden Street Herndon, VA, 703-925-0900.
6:30-7:00 pm registration & networking; 7:00-8:00
dinner; 8:00-9:00 Section business and program. To
make a reservation for the "dinner and program" or
"program only", please email Programs08@asq0511.org and specify which. Cost: free.

ASQ Section 1104 (Richmond): Tuesday, January
13, 2009

Topic: Quality Leadership

Speaker: TBA


The meeting will be held at: TBA 5:30-6:00 pm
Registration; 6:00 – 7:00 pm Dinner; 7:00
Presentation. For reservations, contact Luisa White
at 804-274-1912. Cost: \$18

WASHRM Chapter 2008 (Winchester): Wednesday,
December 10, 2008

Topic: Everyday HR Heros

Speaker: David Urso, Coordinator of Student Life at
LFCC

The meeting will be held at Hilton Garden Inn,
Winchester 8:00 am – 8:30 am networking; 8:30 am –
10:00 am breakfast and meeting. Reservations
required. To register, send an email to:
shrmreg@yahoo.com by December 5th. Cost: \$20.

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NSV Section Officers

Chair: Heather Cameron	Kendle	.cameron.heather@kendle.com	304-599-1197 x147
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FOR QUALITY™

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