



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

Volume 8 Number 6

Newsletter

January 2010

January Meeting: Winchester-Frederick County Economy and New Business Development

Your next opportunity to network and share with fellow ASQ members and others in the community is January 20th. The January meeting will be a joint meeting with APICS. The meeting will be a presentation by Patrick Barker of the Frederick County Planning Commission.

Come join us for an interesting presentation and networking!

Wednesday, January 20th

Registration: 5:30 – 6:00 pm

Dinner & Networking: 6:00 – 7:00 pm

Presentation: 7:00 – 8:00 pm

Cost: \$22

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

**Registration is due by close of business, Monday,
January 18th. To register, please RSVP to Carmen
Bordogna at 540-542-8382 or email
carmen.bordogna@rubbermaidcommercial.com.**

Spring Meeting Schedule

Mark these dates on your calendar!

February 15, Tour of Thermo Fisher Scientific
Diagnostics Contract Manufacturing, 8365 Valley
Pike, Middletown, VA

March 15, "The Story of Kaplan's Success," Shannon
Cianelli, Director Career Services at Kaplan
University, location TBA

April 19, "The Business of Quality Chocolates," Anne
Brown, Owner Shenandoah Fine Chocolates,
location 3111 Valley Ave #110, Creekside Shopping
Center Winchester

Quality Statistics Classes

The Northern Shenandoah Valley ASQ Section will offer 7 classes on basic quality statistics and tools during January and February. The classes will be held once a week from **January 20th to March 3rd** from **7 – 9 pm** at the Mt. Saint Mary's University, 5350 Spectrum Dr # A, Frederick, MD 21703. The classes will also be available via the web.

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: 7 QC Tools – cause-and-effect diagram, checksheet, histogram, run chart, Pareto chart, scatter diagram, flowchart

Module 3: Statistical Process Control – variable and attribute control charts, interpretation rules, sub-grouping

Module 4: Process Capability & Sampling – non-destructive testing, sampling, process & machine capability, Pre-Control

Module 5: Data Analysis – hypothesis testing (t-test, ANOVA, nonparametric tests)

Module 6: Measurement – types of measurements, variable and attribute Gage R&R

Module 7: Data Analysis – regression, multi-vari studies

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>

Registration for each module closes one week prior to the session.

For Info: Josh Tinelli, Education Chair, Phone: 614-307-4661, email: jstinelli@hotmail.com

Proctors Needed

Proctors are needed for the ASQ certification exams held March 6, 2010. Proctors must hold at least one ASQ certification. Proctors will earn 0.5 RUs toward recertification. If interested, please contact Josh Tinelli, Education Chair, 614-307-4661, or via email at jstinelli@hotmail.com.

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2010-11 Candidates for ASQ Office

The American Society for Quality (ASQ) Nominating Committee has announced the 2010-11 membership year candidates for the positions of ASQ president-elect, treasurer, and two directors. (The president and chair are also listed though previously selected.)

- Chairman:** **Peter L. (Pete) Andres**, Quality Engineer
Integrated Defense Systems
The Boeing Company, California
- President:** **E. David Spong**, Consultant
President of Aerospace Support
(Retired) for Boeing Integrated Defense Systems, Missouri
- President-elect:** **James J. (Jim) Rooney**, Director,
Department of Energy Services;
Director, Quality Management and Lean Six Sigma Services
ABS Consulting, Public Sector Division, Tennessee
- Treasurer:** **William B. (Bo) McBee, III**, Vice President, Enterprise Business,
Total Customer Experience and Quality
Hewlett-Packard Company, Texas
- Director:** **Michael (Mike) Adams**, Vice President, Quality (Retired) for Allegheny Energy, Inc. / [Microsoft / FPL Group], Pennsylvania
- Director:** **Alexis Goncalves**, Senior Manager, Master Black Belt
Pfizer, Inc. – Worldwide Technologies, New York

These candidates will be officially announced and ratified at the Annual Business Meeting on May 23, 2010, at the World Conference on Quality and Improvement in St. Louis, Missouri, unless a nomination by petition is received by ASQ's secretary by February 12, 2010. If a petition is received, proxies and position statements for each candidate running for a contested office will be sent to all Regular members by postal mail, postmarked by March 19, 2010, or by electronic means, in accordance with ASQ's Bylaws. ASQ's election rules preclude candidates from campaigning or having others campaign for them. Any campaign activities should be reported to ASQ Headquarters.

Inquirer's Guide to the Criteria for Performance Excellence

The Malcolm Baldrige Criteria for Performance Excellence is the nation's premier assessment method for 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.

Administered by the U.S. Department of Commerce, 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 United States Senate Productivity and Quality Award Program for Virginia is the Commonwealth's non-profit affiliate of the Baldrige program and is proud to offer this workshop to help your organization achieve its goals.

An Inquirer's Guide to the Criteria for Performance Excellence is a two-day in depth review of the Baldrige Criteria. Workshops will be held:

- May 2010, Roanoke, VA

To register for the workshop, go to:

<http://guest.cvent.com/i.aspx?1Q,P1,BB1928A5-6D8F-4F15-9CD1-5330E8182130>

2009 Malcolm Baldrige National Quality Award Recipients Named

December 7th President Barack Obama and Commerce Secretary Gary Locke announced that five organizations are the recipients of the 2009 Malcolm Baldrige National Quality Award, the nation's highest Presidential honor for innovation and performance excellence.

The 2009 Baldrige Award recipients—listed with their category—are:

- Honeywell Federal Manufacturing & Technologies, Kansas City, Mo. (manufacturing)
- MidwayUSA, Columbia, Mo. (small business)
- AtlantiCare, Egg Harbor Township, N.J. (health care)
- Heartland Health, St. Joseph, Mo. (health care)



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- VA Cooperative Studies Program Clinical Research Pharmacy Coordinating Center, Albuquerque, N.M. (nonprofit)

“The road to greatness in America has been, and always will be, traveled by those who embrace change and work hard every day to be the best; the organizations we honor today with the Baldrige National Quality Award exemplify that spirit,” President Obama said. “This year’s recipients have shown how quality, innovation, and an unending quest for excellence help strengthen our nation and brighten the future of all Americans.”

“We are thrilled to congratulate the five outstanding organizations that have been named to receive this year’s Baldrige Award,” added Secretary Locke. “They inspire other organizations to be more accessible, more efficient, more customer-focused and more financially sound. They have raised the bar for innovation and organizational excellence and, in the process, help to improve our economy and quality of life.”

The 2009 Baldrige Award recipients were selected from a field of 70 applicants. All of the applicants were evaluated rigorously by an independent board of examiners in seven areas: leadership; strategic planning; customer focus; measurement, analysis and knowledge management; workforce focus; process management; and results. The evaluation process for each of the recipients included about 1,000 hours of review and an on-site visit by a team of examiners to clarify questions and verify information in the applications. The 2009 Baldrige Award recipients are expected to be presented with their awards in a ceremony in Washington, D.C., next year.

Named after Malcolm Baldrige, the 26th Secretary of Commerce, the Baldrige Award was established by Congress in 1987 to enhance the competitiveness and performance of U.S. businesses. Originally, three types of organizations were eligible: manufacturers, service companies and small businesses. Congress expanded the program in 1999 to include education and health care organizations, and again in 2007 to include nonprofit organizations (including charities, trade and professional associations, and government agencies). The award promotes excellence in organizational performance, recognizes the achievements and results of U.S. organizations, and

publicizes successful performance strategies. The award is not given for specific products or services. Since 1988, 80 organizations have received Baldrige Awards.

The BNQP is managed by the Commerce Department’s National Institute of Standards and Technology (NIST) in conjunction with the private sector.

ASQ Advocacy Efforts Lead to Creation of Healthcare Reform Task Force

ASQ’s continued advocacy efforts have ensured that quality fundamentals will play a key role in overhauling healthcare in the United States. ASQ has created a healthcare reform task force to provide information requested by Dr. David Blumenthal at the ONC (Office of the National Coordinator for Health Information Technology). Dr. Blumenthal has reached out to ASQ to assist him in his work of transforming healthcare in the United States using advances in information.

Training at Your Fingertips

ASQ web-based training saves money on travel and gives you flexibility to make it work for you. Available courses include:

[Service Excellence Through Quality Practices](#)

January 20-21

Learn about the quality practices that drive continuous improvement and operational/process effectiveness in the service sector. More and more of the U.S. economy has a service focus. 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. This program covers quality management system elements, tools, and process improvement approaches that successful companies use, with a particular emphasis on how to apply them in a service environment.

[Lean for Service](#)

February 16-17

The challenge for service providers is to be faster,



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cheaper, and better while providing more value to your customers, and thus making your company more competitive. This is the major reason why the quality professional today is more important than ever. Lean is an approach to reduce waste and streamline operations. It provides companies with the tools to survive the demand for higher quality, faster production time, and lower prices in a global market. This course provides valuable practical knowledge and skills for applying lean methods to the special challenges of service and transaction-oriented businesses.

[Defining and Analyzing the ROI of Quality in Service](#)

February 2

You achieve strategic organizational goals and results through quality best practices. And you need a way to communicate this relationship to senior leaders who are not immersed in the quality profession.

Sign up today and take the concepts of ROI, management relations, and effective communication to the next level. Use a system to define quality initiatives for review and approval by senior management, including defining the value proposition based on the five focus areas. Leverage the five areas to demonstrate clear value of quality systems and other best practices.

For more information on these courses and others, go to:

<http://www.asq.org/services/training/virtual-courses.html>

Join NSV ASQ Facebook Group

The NSV ASQ Section now has a Facebook page. Facebook helps you keep in touch with section events and share with other quality professionals.

To register, go to:

<http://www.facebook.com/p.php?i=1422974718&k=R6BT635442ZM5J1BRCY5RT&r>

If you are already a member of Facebook, please make please add ASQ – Northern Shenandoah Valley Section 1131 to your Facebook account.

Renewing Online Is Now Even Easier!

ASQ has improved the online Membership Renewal application-making it easier for members to stay engaged with ASQ. Members can confirm their membership type and benefits, advance immediately to payment processing, and end with their membership payment confirmation.

Changing benefits? Those steps have been improved, too. Renewing by check? Members can print the first page of the online renewal and mail it back to ASQ with their check. If your membership is up for renewal, check out the improved features.

Local Meetings

ASQ Section 1108 (Blue Ridge): January, 2010

Topic: BRCC Manufacturing Tech Program

Speaker: Jim Leach

Location: Blue Ridge Community College, Weyers Cave

Time: 6 pm social; 6:30 pm dinner; 7:00 pm program

Cost: \$25.

Reservations required. Contact Ray Schumin at rschumin@specialtyblades.com or by phone at (540) 290-2797.

ASQ Section 0511 (Northern VA): Wednesday, November 20, 2010

Topic: Future of Quality

Speaker: Paul Borawski, Exec Director, ASQ

Location: Amphora Restaurant, 1151 Elden Street Herndon, VA, 703-925-0900.

Time: 6:30-7:00 pm registration & networking; 7:00-8:00 dinner; 8:00-9:00 Section business and program

Cost: \$25 if reserve in advance; \$30 otherwise.

To make a reservation for the "dinner and program" or "program only", please email Programs08@asq0511.org. Reservations due by Friday, January 15th.


ASQ Section 0509 (Washington, DC): Thursday, January 21, 2010

Topic: Quality by Design

Speaker: Dr. Laurence X. Yu

Location: Golden Bull Restaurant, Gaithersburg, MD

Time: 6:00-7:00 pm registration & networking; 7:00-8:00 dinner; 8:00-9:00 Section business and program

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Cost: \$15 for members and students; \$25 non-members.
 To make a reservation for the "dinner and program" or "program only", please email Arrangements@asq509.org. Reservations requested by Tuesday, January 19th.

ASQ Section 1104 (Richmond): Tuesday, January 12, 2010

Topic: Customer Satisfaction
Speakers: Michael McDermott
Time: 5:30 pm social; 6 pm dinner; 7 pm program
Cost: \$20
 The meeting will be held at Italian Kitchen, 7522 Lee Davis road, Mechanicsville, VA 23111. For reservations, contact Luisa White at 804-274-1912.

ASQ Section 0502 (Baltimore): Tuesday, January 12, 2010

Tutorial: ISO 9001 and Process Management
Tutorial Speaker: Mark Berron
Program Topic: Implementing ISO 9001:2008: Process Mapping to support Process Management
Program Speaker: Kevin Gilson, Gilson Quality Services, Inc.

The meeting will be held at Snyder's Willow Grove Restaurant, 841 N Hammonds Ferry Rd, Linthicum, MD, 410.765.0230. 5:15-6:45 pm registration; 5:30 - 6:15 pm tutorial; 6:15-7:00 pm dinner and networking; 7:00-8:30 pm program. To register: <http://www.asqbaltimore.org/event-reservations/> and click link Reservations for Next Meeting.

Upcoming National Conferences

The Annual Reliability & Maintainability Symposium January 25-28, 2010, San Jose, CA

SHS/ASQ Conference & Expo 2010
 February 25-28, 2010, Atlanta, GA

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

18th Annual Conference on Quality in the Space & Defense Industries March 15-16, 2010, Cape Canaveral, FL

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	jerryvpmep@comcast.net	540-888-4592
Treasurer: Gordon Demeritt	Shepherd University	gdemerit@shepherd.edu	304-876-5350
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December 2009

January 2010 Dinner Meeting

Winchester-Frederick County Economy and New Business Development

Patrick Barker

Frederick County Planning Commission

Wednesday, January 20, 2010

5:30 pm Registration

6:00 pm Dinner

7:00 pm Program

Cost: \$22

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

Registration is due by close of business, Monday, January 18th. To register, please RSVP to Carmen Bordogna at 540-542-8382 or email carmen.bordogna@rubbermaidcommercial.com.