



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

Volume 8 Number 11

Newsletter

June 2010

The Apple Valley APICS Chapter offering Fundamentals of Material Handling and Warehousing in Winchester

The Apple Valley APICS Chapter is offering the Fundamentals of Material Handling and Warehousing in Winchester during the month of June. This course is designed for people working in the fields of materials and/or operations management who need to learn the basic concepts, techniques, and terminology of material handling and warehousing activities in an organization. Techniques of material control, effective warehousing, and the use of appropriate material handling equipment are covered. Completion of this course will significantly improve the participant's knowledge of material handling and warehousing and can be used in the working environment.

Who Should Attend? Industry newcomers, warehouse or logistics professionals, and those seeking to advance into managerial roles should take this course. Anyone active in daily details of material handling, warehousing, and distribution will bring home proven techniques to eliminate non-value-added activities, reduce costs and cycle times, improve operations and customer service.

Cost: This 24-hour course is being offered at the Holiday Inn Historic Gateway from 8:30AM till 4:30PM, on three consecutive Wednesdays: 6/9/10, 6/16/10, & 6/23/10. **APICS Members and Partners Cost of \$350 (\$450 non-member) includes onsite tuition and materials.**

For more information, see the flyer at the end of this newsletter or contact Wilbert Owens by email at wowens530@comcast.net or call 540-869-5874.

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.

Inquirer's Guide to the Baldrige 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 July 12-13 at Roanoke Higher Education Center, 108 Jefferson Street Roanoke, Virginia 24016.

To register for the workshop, go to:
http://quest.cvent.com/i.aspx?1Q.P1_BB1928A5-6D8F-4F15-9CD1-5330E8182130

2010 Virginia Forum for Excellence Set for September 15

The 2010 Virginia Forum for Excellence will be held **September 15th** at the Koger Conference Center, Holiday Inn Select, Richmond, VA. The theme for the 2010 conference is "*The Upside of the Downturn: Sharing Best Practices to Move Ahead.*" The conference is an opportunity to network, share ideas, and learn lessons from leaders and organizations about their journey toward performance excellence. The Forum also celebrates this year's participant organizations and volunteers.



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Reflections from ASQ World Conference

I had the opportunity to attend the ASQ World Conference in St. Louis, MO May 24-26. It was an outstanding conference with excellent keynote speakers and numerous sessions in quality basics, new applications of proven quality tools, social responsibility, making the case for quality, quality in a global economy, continual quality improvement, sustainability, and software excellence.

Alan Mulally, President and CEO, Ford Motor Company, was the keynote speaker Monday morning. Mr. Mulally described Ford's current vision and business plan to leverage its global expertise. He believes the quality professional is working to "save the soul of manufacturing around the world." Mulally also candidly answered attendee questions about Ford's financial turnaround, the near future, and the importance of quality. I was impressed by his candor, his passion for Ford and for excellence, and his personal humility. A video of his keynote is posted on the ASQ website.

Sister Mary Jean Ryan, Chair and CEO, SSM Health Care, was the featured speaker Monday afternoon. Sister Ryan shared her philosophy of success through people and SSM Health Care's Malcolm Baldrige journey. I was impressed with her drive and passion for helping people achieve excellence.

Robert Stephens, Founder and Chief Inspector, Geek Squad, was the keynote speaker Tuesday morning. Mr. Stephens told the story of the founding of Geek Squad and the things he has learned along the way. It was both an entertaining and insightful presentation.

I picked up several new ideas and approaches to solving business quality problems at the sessions, networked with fellow quality professionals, and saw demonstrations of new software tools.

I have attended several ASQ national/world conferences over the years and always find them to be one of the best, if not the best organized conferences that I attend. I strongly encourage you to attend a future conference. The ASQ World Conference will be in Pittsburgh, PA in 2011 – just a few hours drive away!

- Susan Schall

Incoming ASQ President Pledges to Build on Recent Momentum and Work for Improvements in ASQ Governance

In his acceptance speech as incoming ASQ President, E. David Spong pledged to maintain the momentum generated by recent ASQ initiatives. He indicated that improving ASQ governance would be one of his primary interests.

Spong told his audience that the quality movement has greater potential than has yet been realized, and he said, "I firmly believe that we, the ASQ membership, have the talent and capabilities to shape the future and make the world a better place for all of us."

The speech was presented at the ASQ annual business meeting in St. Louis, MO, held in conjunction with the ASQ World Conference on Quality and Improvement.

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:

[Lean for Service](#)

June 8-9

The challenge for service providers is to be faster, cheaper, and better while providing more value to customers, thus making the 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.

[Measuring Process and Organizational Performance](#)

June 15

The recession has limited organizational resources and is challenging organizations to credibly measure performance. An organization should not only do the



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right things, but do those things right. Without valid performance measures, how can you judge whether you are meeting your operational objectives and whether they are truly conducive toward meeting your financial goals? This course will teach you to measure the right things and provide true measures of progress toward your objectives. It is important to relate your plans and activities to the organization's strategy. Rather than simply copying competitors' benchmarks, learn how to incorporate your own company's competencies, resources, and cultures.

Effective Communication Skills for Consultants

June 23

This virtual course is part of our **series designed for new consultants and consultants-to-be**. It helps you develop and leverage the communication skills you need to succeed.

The Case for Quality: Taking it to Management

August 19

The language of quality is not always the same as the language of business. But it is certainly important for quality professionals and company management to speak the same language for getting support for, and implementing, quality programs. The objective of this course is to teach attendees how to effectively communicate the tools and benefits of quality to upper-level management and non-technical decision-makers. This will result in enhanced communication of quality tools and benefits via the language of finance, organizational objectives, and other benefits that can make you more valuable to your organization. It will also lead to:

- More effective management of projects through better understanding by team members and project champions.
- Executive management of your projects' contributions to the enterprise strategy.
- Addressing financial concerns of top management.

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

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

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

Local Meetings

ASQ Section 0511 (Northern VA): Wed, June 16th

Topic: Interactive Restaurant Experience

Speaker: Great American Restaurant staff

Location: Sweet Water Tavern, Merrifield, VA

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, June 11th.

ASQ Section 509 (Washington): Thurs, June 17th

Topic: Globalization, Quality and ASQ

Speaker: Geoffrey Withnell

Location: Sir Walter Raleigh Restaurant, 6323 Greenbelt Rd, Berwyn Heights, MD 20740

Time: 6:00- 7:00 pm registration & social; 7:00-8:00 dinner; 8:00-9:15 program.

Cost: \$15 members; \$25 non-members.

To make a reservation, please email Arrangements@asq509.org or call 301-461-2469. Reservations due by Tues June 15th.

Upcoming National Conferences

19th Annual Service Quality Conference,
September 13-14, Las Vegas, NV


19th Annual Audit Division Conference
October 7-8, 2010, Orlando, FL

Education Leadership Summit for Superintendents, November 6-7, Chicago, IL

National Education Conference, November 7-9, Chicago, IL

World Conference on Quality and Improvement
May 16-18, 2011, Pittsburgh, PA

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

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Join the NSV ASQ Section on Facebook

The NSV ASQ Section now has a Facebook page.

To register, go to:

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

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

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	jerryvpmp@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: Lisa Ross	Incisive Learning Designs	Ed.psych.doc@comcast.net	304-596-0973
Recertification: Richard Phillips	Monoflo International	rphillips@miworldwide.com	540-771-3060
Newsletter / Internet : Susan Schall	SOS Consulting	susan.sosconsult@comcast.net	540-636-1418

New Newsletter Editor

Effective with the July 2010 Northern Shenandoah Valley ASQ newsletter, Heather Boyce will assume the role of newsletter editor. Please send all future items for inclusion in the newsletter to Heather at boyce.heather@kendle.com.

It has been my pleasure to serve as newsletter editor for the last 8 years. I look forward to seeing you at future NSV ASQ dinner meetings and events.

Susan Schall



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Scope: This course is designed for people working in the fields of materials and/or operations management who need to learn the basic concepts, techniques, and terminology of material handling and warehousing activities in an organization. Techniques of material control, effective warehousing, and the use of appropriate material handling equipment are covered. Completion of this course will significantly improve the participant's knowledge of material handling and warehousing and can be used in the working environment.

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12th Edition of APICS Dictionary, #01102
Fundamentals of Materials Handling and Warehousing Participant Guide #01189

Curriculum: Classes are highly interactive, with a combination of group discussions, handouts, exercises, case studies, Midterm, and Final tests. Classroom sessions include:

1. Warehousing Overview
2. Warehouse Design
3. Material Handling Equipment
4. Automated Material Handling Equipment
5. Packaging and Unitization
6. Material Control
7. Distribution and Order Processing Control
8. Warehouse Management Systems
9. Industrial Health and Safety
10. Principles of Transportation
11. Logistics Information Systems

Your instructor for this course will be Ms. Maryanne Ross, CFPIM, CIRM, CSCP. Maryanne is a recognized APICS CPIM and CSCP Master Instructor. For more details or to register, please contact Wilbert Owens by email at wowens530@comcast.net or call 540-869-5874.

See you in class!