



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

Volume 8 Number 8

Newsletter

March 2010

March Meeting: The Student Revolution and What It Means to Kaplan University

Your next opportunity to network and share with fellow ASQ members and others in the community is March 15th.

Shannon Cianelli, Director of Career Services, Kaplan University will speak on *The Student Revolution and What it means to Kaplan University*. She will share Kaplan's timeline – how Kaplan evolved from Test Prep Centers to various educational products and institutions today, and accountability and quality within a for-profit university – Kaplan standards and expectations regarding enrollment, retention, and placement.

Once a small test prep company, Kaplan has pioneered new territory in online higher education, K12 services and professional training with innovation and imagination. Kaplan has campuses in both Frederick and Hagerstown, MD.

Come join us for an interesting presentation!

Monday, March 15th

Registration: 5:30 – 6:00 pm

Dinner & Networking: 6:00 – 6:30 pm

Presentation & Tour: 6:30 – 7:30 pm

Cost: \$22

Meeting Location: Martinsburg Holiday Inn, 301 Foxcroft Avenue, Martinsburg, WV (Exit 13 of I-81).

Registration is due by close of business, Friday, March 12th. To register, go to:
<https://www.acteva.com/go/asq1131>.

Spring Meeting Schedule

Mark these dates on your calendar!

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

Section 2010-11 Elections

It is that time of the year to elect the officers for the Northern Shenandoah Valley Section of the American Society for Quality for the coming year. Per the ASQ policy and procedures, the elected officers of the Northern Shenandoah Valley Section shall be Chair, Chair-Elect, Secretary, and Treasurer. The officers shall be elected by the Section membership in March and shall serve a one-year term beginning July 1 and ending June 30 of the following year.

Chair-Elect

The Chair-Elect is elected in the year preceding his or her term as Chair and is expected to develop strategic direction while preparing for the next year. This is a two-year commitment; 1 year as chair-elect and the following as Chair

Treasurer

Oversee section funds; maintain accurate section financial records; and report on the financial condition of the section at times directed by the bylaws and policies and procedures.

Secretary

Document section business, maintain records of the section and serve as the official correspondent of the section

Elections will occur at the March dinner meeting, March 15th. A ballot is attached to this newsletter and will be sent to all active Northern Shenandoah Valley ASQ members via email. Please bring the ballot with you to the meeting. If you are a member and unable to attend the meeting, please send in your vote by noon, Friday, March 12th.

Welcome New Members!

The Northern Shenandoah Valley ASQ section welcomes the following new members:

Rich Gaudette
Crystal Tumer-Pritts

We look forward to meeting you at an upcoming meeting.



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Apple Valley Chapter of APICS to Host Top Management Night

Apple Valley Chapter of APICS will host its Top Management Night at the Holiday Inn Historic Gateway on Rt. 522 South (333 Front Royal Pike), Winchester, VA on Wednesday, March 24th. The guest speaker for the evening is **Harry Smith, CEO & Director, First Bank**. The topic for Top Management night is SERVICE = SUCCESS. Please join APICS and bring along a guest. Non members are always welcome. Registration begins at 5:30 p.m. with dinner at 6:00 p.m. and the program begins promptly at 7:00 p.m. Cost for the event is \$22.

RSVP to Carmen Bordogna at 540-542-8382 or email Carmen.Bordogna@rubbermaidcommercial.com by noon Monday, March 22nd.

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 3-4 in Roanoke, VA.

To register for the workshop, go to: <http://quest.cvent.com/i.aspx?1Q,P1,BB1928A5-6D8F-4F15-9CD1-5330E8182130>

ASQ World Conference May 24-26, St. Louis, MO

Join ASQ in St. Louis May 24-26 to meet today's challenges and build tomorrow's confidence.

- Learn new and classic quality tools, methodologies, and techniques.
- Network with more than 1,500 attendees and exhibitors.
- Benchmark best practices in the International Team Excellence Award Process.

Think about it. Mandatory quality practices and methodologies could:

- Prevent food recalls by requiring HACCP certifications and ISO standards.
- Save lives by reducing patient errors.
- Save jobs by reducing waste and the costs associated with it.
- Increase student achievement by implementing continuous improvement tools.

Keynote speakers include:

- Alan Mulally, President and CEO, Ford Motor Company
- Robert Stephen, Founder and Chief Inspector, Geek Squad
- Terry Jones, Founder and Former CEO, Travelocity

Featured speakers include:

- Brian Joiner, Co-founder and President of Sustain Dane
- Bob Langer, VP of Corporate Social Responsibility, McDonald's Corporation

To find out more and how you can participate, go to: <http://wcqi.asq.org/index.html>.

Congratulations to Newly Certified Members!

The Northern Shenandoah Valley ASQ section congratulates the following members for successfully passing the exam and receiving certification:

Certified Quality Engineer	Steve M. Bell
Certified Quality Improvement Associate	Rex Norris
Certified Quality Improvement Associate	Gary Rice
Certified Quality Process Analyst	Michael E. Burt
Certified Six Sigma Green Belt	Rahul Sangwan



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March 2010

Quest for Excellence XXII April 12-14, Washington, DC

The 22nd Quest for Excellence conference, the official conference of the Malcolm Baldrige National Quality Award, will be held April 12-14 at the Hilton Washington, Washington, DC.

As a conference participant, you will:

- Learn best management practices from the 2009 Baldrige Award recipients
- Gain knowledge of the Baldrige Criteria
- Engage in dynamic networking opportunities
- Take away practices to apply to your organization to improve performance and get results
- Be inspired as part of a movement that is making America better by making organizations better.

The conference will include presentations by:

- Honeywell Federal Manufacturing & Technology, a management and operating contractor specializing in electrical, mechanical, and engineered material components.
- MidwayUSA, a family-owned, catalog/internet-based retail merchant that offers hunting, gunsmithing, shooting, and reloading products.
- AtlantiCare, a nonprofit health system with seven locations in southeastern New Jersey.
- Heartland Health, an integrated, no-for-profit, community-based health care delivery system that serves a 22-county market in four states.
- VA Cooperative Studies Program Clinical Research Pharmacy Coordinating Center, a federal agency that supports clinical trials for current veteran health issues.

For more information, go to www.nist.gov/baldrige.

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.

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:

Integrated Quality Management

March 16–17, 2010

Apply quality management concepts and practices to create value at your organization. In this course, you'll review advanced quality management principles, best practice techniques, tools, and skills. You'll find these concepts useful in a wide range of businesses and organizations including manufacturing, service, government, education, and healthcare.

Lean Six Sigma Champion

March 17–18, 2010

Lean Six Sigma Champion training focuses on providing you with the managerial and technical knowledge to facilitate the leadership and deployment of the Six Sigma strategy. The two-day virtual Lean Six Sigma Champion training agenda focuses on providing the managerial and technical knowledge necessary to facilitate the leadership and deployment of the Six Sigma Strategy without a significant investment of time away from the office.

Measuring Process and Organizational Performance

March 24–25, 2010

Organizational performance management requires you to identify, monitor, and respond to performance metrics. This two-day course presents a process for selecting what to measure and specifying the "what" and "how" in order to create the appropriate metric. The process also details how to report, review, and act on your measures and metrics. You'll explore the basics such as differences between leading and lagging indicators, outcomes vs. controls, and efficiency vs. effectiveness. You'll also discuss more difficult issues such as aligning metrics and identifying gaps and conflict.

After the Audit: Benefiting from the Audit Process

March 30, 2010

Learn the methods and techniques that can be used to optimize audit program benefits for your organization. The course will take you through the after-the-audit process for improving audit reports,



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analyzing financial impact of findings, determining effectiveness of corrective actions, and aligning the audit program with organization goals. Identify potential causes of ineffective corrective actions that came out of an audit—and learn how to eliminate them. Organizations looking to improve will benefit from effective corrective actions.

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

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

Upcoming National Conferences

SHS/ASQ Conference & Expo 2010

February 25-28, 2010, Atlanta, GA

22nd Annual Quality Management Conference

March 4-5, 2010, New Orleans, LA

2010 Lean Six Sigma Conference

March 8-9, 2010, Phoenix, AZ

18th Annual Conference on Quality in the Space & Defense Industries

March 15-16, 2010, Cape Canaveral, FL

The Quest for Excellence XXII

April 12-14, Washington, DC

World Conference on Quality and Improvement

May 24-26, 2010, St. Louis, MO

19th Annual Service Quality Conference

September 13-14, Las Vegas, NV

Education Leadership Summit for

Superintendents November 6-7, Chicago, IL

National Education Conference

November 7-9, Chicago, IL

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

Local Meetings

ASQ Section 1108 (Blue Ridge): Thursday, March 11, 2010

Topic: Quality at Rosetta Stone

Speaker: Rob Vance, VP, Rosetta Stone

Location: Mrs. Rowes Country Buffet, 6187 South Valley Pike, Mount Crawford, VA 22841

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

Cost: \$10

Reservations required by March 8th. Contact Ray Schumin at rschumin@specialtyblades.com or by phone at (540) 290-2797.

ASQ Section 0511 (Northern VA): Wednesday, March 17, 2010

Topic: TBA

Speaker: TBA

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, March 12th.

ASQ Section 0502 (Baltimore): Tuesday, March 9, 2010

Topic: The Society, the Region, and the Section

Speaker: J. Eric Whichard, ASQ Region 5 Regional Director

Location: Snyder's Willow Grove Restaurant, 841 N Hammonds Ferry Rd, Linthicum, MD

Time: 5:15 – 6:45 p.m. Registration; 5:30 – 6:15 p.m. Tutorial; 6:15 – 7:00 p.m. Buffet Dinner and Networking; 7:00 – 8:30 p.m. Program

Cost: \$15.

To make a reservation go to:

<http://www.asqbaltimore.org/event-reservations/>

Winchester Area SHRM: Wednesday, March 24, 2010


Topic: HR Employment Law 101

Speaker: Cindy Soltis, LFCC Workforce Solutions

Location: Holiday Inn & Suites @ Blue Ridge Shadows, 111 Hospitality Drive, Front Royal

Cost: Free to chapter members; \$20 for guests

To make reservations, go to shrmreg@yahoo.com.

	Northern Shenandoah Valley Section 1131
	P. O. Box 4132
	Winchester, VA 22604
	Newsletter Volume 8 Number 8 March 2010

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.

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 / Examining: Susan Schall	SOS Consulting	susan.sosconsult@comcast.net	540-636-1418



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March 2010 Dinner Meeting

The Student Revolution and What It Means to Kaplan University

By

Shannon Cianelli, Director of Career Services, Kaplan
University

Monday, March 15, 2010

5:30 pm Registration
6:00 pm Dinner
7:00 pm Meeting & Presentation

Cost: \$22

Meeting Location: Martinsburg Holiday Inn, 301 Foxcroft Avenue, Martinsburg,
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register, go to: <https://www.acteva.com/go/asq1131>.**



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Election Ballot
Volume 8 Number 8 March 2010

Election of 2010-11 Northern Shenandoah Valley ASQ Officers

Elections for the 2010-11 officers of the Northern Shenandoah Valley ASQ Section will be held at the March 15th dinner meeting. Nominations have been received for each of the three positions.

Please print this ballot, select one nominee for each office, sign, add your member number, and bring to the March 15th dinner meeting. If you are unable to attend the March 15th meeting, please send your completed ballot to: Heather Boyce at boyce.Heather@kendle.com **no later than noon, Friday, March 12th**

Chair Elect:

Firoz Kabir Other (please write in name): _____
Firoz Kabir is corporate quality manager, American Woodmark, Inc., Winchester, VA. He is a senior member of ASQ and ASQ Certified Six Sigma Black Belt.

Treasurer:

Marvin Grubb Other (please write in name): _____
Marvin Grubb is laboratory supervisor at the Shenandoah Community Health Center in Martinsburg, WV. He was previously a senior technical scientist at Thermo Fisher, Middletown, VA. Marvin is a senior member of ASQ and ASQ Certified Manager of Quality/Organizational Excellence who served as the Northern Shenandoah Valley ASQ Section 1131 Chair 2007-08.

Secretary:

Jerry Clarke Other (please write in name): _____
Gerald Clarke is a senior member of ASQ and is the president of Lean Quality Associates, LLC. Jerry is a leader in implementing ISO-9000 and ISO-TS-16949 with experience in AS9100 and 17025. Jerry is a trained QMS Lead Auditor and ASQ-Certified Quality Auditor (CQA.) and a registered RABQSA Quality Management Systems Principal Auditor. Jerry has served as NSV ASQ Section Secretary for the last two years.

Name: _____ Member Number: _____

Signature: _____ Date: _____