



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

Volume 8 Number 3

Newsletter

October 2009

October Dinner Meeting: Quality in Public Education

The October meeting of the Northern Shenandoah Valley ASQ Section will be held Monday, October 12th. Dr. Rick Leonard, Superintendent of the Winchester Public Schools, will speak on Quality in Public Education.

Dr. Leonard has served in public education in the City of Winchester for over two decades, first as a biology teacher and then moving through the ranks as Assistant Principal, Principal, and Assistant Superintendent. Dr. Leonard received his Bachelor of Science degree from James Madison University, Master of Education from George Mason University, and doctor of Education from Virginia Polytechnic Institute and State University. Dr. Leonard is a member of National and State Associations of School Administrators and Superintendents, the Association for supervision and Curriculum Development, and National and State School Board Associations. Dr. Leonard currently services on the Boards of John Handley High School Museum and Archives, Mountain Vista Governors School, Youth Development Center, and Kids Voting – Northern Shenandoah Valley as well as the Clear Channel Advisory Board and is a member of the Winchester Rotary Club and first United Methodist Church.

Plan to join us **Monday, October 12th** at 6 pm and learn more about quality in public education.

Monday, October 12th

Registration: 5:30 – 6:00 pm

Dinner & 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.

Registration is due by 12 noon, Friday, October 9th. To register go to:

<https://www.acteva.com/go/asq1131>

November NSV ASQ Meeting:

Date: Monday, November 16th

Topic: Best Practices for Work Instructions

Speaker: Dr. Lisa Ross, Incisive Learning Designs

Look for more information in the November newsletter.

NSV ASQ to Offer Quality Statistics Classes

The Northern Shenandoah Valley ASQ Section is offering 7 classes on quality statistics during September and October. The classes are held Wednesday evenings from **7 – 9 pm** at Lord Fairfax Community College, 173 Skirmisher Lane, Middletown. A live online format is available for those who cannot attend in person. The classes can be used to prepare for several ASQ certification exams or to learn basic statistics knowledge and skills for a new job or expanded responsibilities. Three classes remain:

Each session will cover one module of material:

Oct 7th, Module 5: Process Capability & Sampling – non-destructive testing, sampling, process & machine capability, Pre-Control

Oct 14th, Module 6: Data Analysis – regression, multivariate tools, multi-vari studies

Oct 21st, Module 7: Data Analysis – hypothesis testing (t-test, ANOVA, nonparametric tests)

Instructors: Susan Schall, PhD, CQE, or Josh Tinelli, CQE, CSSBB

Cost: \$50 for each class.

Registration: 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

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.



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Virginia SPQA Forum for Excellence

Mark your calendar for the Virginia SPQA Forum for Excellence: **October 6-7, 2009** at the Kroger Conference Center, Richmond, Virginia.

The Virginia Forum for Excellence is a great networking opportunity for performance excellence advocates. Visit with professionals from the education, government, service, manufacturing, health care, and non-profit communities about their performance improvement challenges.

Pre-Forum workshops include:

- An Explorer's Guide to the SPQA Criteria – one-day overview of the SPQA programs and a detailed overview of the Organization Profile and the seven Baldrige Criteria for Performance Excellence
- So You Got the Feedback Report – Now What? – half-day workshop to help organization make the most from the VA SPQA feedback report.
- Unraveling the Mysteries of Category Seven – half-day workshop on the relationships between Categories 1-6 and Category 7 "Results"

The Welcome and Recognition Reception will feature Dr. Harry Hertz, Director of the Malcolm Baldrige National Quality Program. The Recognition Reception is included in conference registration.

The Opening Keynote will feature author Gary Harpst, founder of Six Disciplines, a strategy execution coaching program designed to revolutionize the strategy execution management of small and mid-sized businesses.

The Keynote Luncheon will feature RADM Mark Hugel, retired Deputy Commander, Naval Seal Systems Command for Logistics, Maintenance and Industrial Operations speaking on "Charting the Course to Deep Calm Waters."

Other speakers Include: Carol Robinson, Fairfax County Public Schools; Eric Malloy, Veteran's Administration; Dennis Means & Marcia Hubble, Carillion New River Valley Medical Center; Dona Whitten Transformation Systems; Julie Johnson, VBEC/Julie Johnson & Associates; Susan Schall, SOS Consulting; Marjorie Carkhuff & Joanne Paynter, CMH; Mike Novak, Center for Public-Private Enterprise & Terrir Rollins, Booz Allen Hamilton;

David Crawford, Boehringer Ingelheim; Kathy Ralson, Albermarle Dept of Social Services & Lori Strumpf, Strumpf Associates; Cheryl Eyer mann, Raytheon Company.

The Award Recognition Ceremony will be held at 2:30 pm. Dessert will be provided.

To learn more about the Forum, visit the [SPQA website](http://www.spqa-va.org/) at <http://www.spqa-va.org/>.

Operational Excellence Conference St. Louis, October 26-29

In trying economic times, it is more important than ever to continue to build your skills, develop new products and stay on top of the latest developments in quality and operational excellence. This is the ideal conference to move your career and your organization upward and onward.

The atmosphere at the Operational Excellence Conference promotes exceptional networking interaction. You'll spend your time among seasoned professionals who will tell you what has worked for them and what has not. And you'll have ample opportunity to share your opinions and experiences and get answers to your questions.

Post-conference sessions offer skill-building and application-based workshops to make every minute you spend here even more worthwhile.

Educational Tracks include:

- Continuous Improvement
 - Design
 - Lean Services
 - Lean Tools
 - Measurements
 - Quality Engineering
 - Six Sigma
- Corporate Culture and Customer Value
- Lean and Quality
- Methodologies and Case Studies
- Quality and Lean Systems Management

For more information, go to:

<http://www.iinet2.org/OperationalExcellence/default.aspx>.



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Proctors Needed

Proctors are needed for the ASQ certification exams held December 5, 2009 and 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.

ASQ Certification: Your Competitive Advantage

As an employee with an ASQ certification, you will have firsthand knowledge of the most advanced quality tools and techniques. ASQ certification shows your commitment to continuing education and life-long learning. ASQ has certified nearly 150,000 individuals. There is still time to get certified in these skills:

Certified Quality Improvement Associate (CQIA)

The Certified Quality Improvement Associate has a basic knowledge of quality tools and their uses and is involved in quality improvement projects, but doesn't necessarily come from a traditional quality area.

Certified Quality Process Analyst (CQPA)

The CQPA is a paraprofessional who analyzes and solves quality problems and is involved in quality improvement projects. A CQPA may be a recent graduate or someone with work experience who wants to demonstrate his or her knowledge of quality tools and processes.

Certified Quality Auditor (CQA)

The Certified Quality Auditor is a professional who works in any field and understands the standards and principles of auditing and the auditing techniques.

Certified Quality Engineering (CQE)

The Certified Quality Engineer is a professional who understands the principles of product and service quality evaluation and control.

Certified Six Sigma Green Belt (CSSGB)

The Six Sigma Green Belt operates in support of a Six Sigma Black Belt. On a project team, the Green Belt analyzes and solves quality problems and is involved in managing quality improvement projects.

The next ASQ Certification exams will be held **December 5, 2009. Registration is due October 16, 2009.** Visit the ASQ website at www.asq.org for more information on ASQ certifications, body of knowledge, and exams.

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 the next couple of months include:

Guide to Process Improvement and Change

October 12-15

This course is designed to provide students with the topics, direction, mentoring and case studies necessary to realize the advantages of process improvement. Process improvement initiatives are not new to organizations. However, the application of a systematic approach to change is revolutionizing even the most established companies around the world. The quality techniques associated with managing business processes have virtually changed overnight. Added to that momentum for quality is the parameter of technology driving innovation, global competition and outsourcing. The most successful organizations are those that proactively harness technology, processes and opportunities toward developing relationships that add tangible benefits to both customer and company.

Quality Fundamentals for Service


October 6

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.

Developing High Performance Supplier and Partner Relationships

November 4-5

Here are the methods, tools, and suggestions you need for managing and forming strategic partnership relationships. Finding and building strategic partnerships is key to service sustainability. It provides a way to substantially supplement your organization's core competencies. 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.

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Six Sigma Green Belt

Self-paced

Developed by ASQ subject-matter experts, this program is developed directly from ASQ's body of knowledge for the CSSGB exam. The course provides an outline of topics determined by ASQ to be vital to your success in becoming Six Sigma Green Belt certified. It was designed not only to prepare you for the certification exam, but to go beyond the minimum requirements for a passing grade and provide you with the tools necessary to effect change in your career and your organization. This program is part of ASQ's Foundations in Quality Learning Series. You will have 365 days to access this course.

Design for Six Sigma – Product

Self-paced

On-Line Six Sigma DFSS training using the D-C-D-O-V roadmap. This course is integrated with an innovative simulation-based practice project using the Roller Coaster Tycoon video game. The advanced Design of Experiments module uses Design-Expert software from Stat-Ease, a user-friendly alternative for the design and analysis of experiments (included in the course price). This instructor-supported course covers the complete DFSS body of knowledge, including both product and process design. All content available online in a self-paced, asynchronous format. With a heavy practice orientation, as much as 1/2 of your time will be spent working through interactive practice exercises and online assessments. Participants in this course should have previously mastered the Six Sigma Black Belt body of knowledge, specifically including Measurement System Analysis, Multiple Regression Analysis, and basic Design of Experiments. If you have not mastered this body of knowledge, MoreSteam.com provides a Six Sigma Black Belt course, which would provide appropriate preparation. You will have 270 days to access this course.

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

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

Local Meetings

ASQ Section 1108 (Blue Ridge): Tuesday, October 6, 2009

Topic: Introduction to Statistical Analysis Software - MINITAB

Speaker: Tammy Serensits, Minitab

Location: Holiday Inn Monticello, Charlottesville, VA

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

Cost: \$25.

Reservations required. Contact Ray Schumin at rschumin@specialtyblades.com or by phone at (540) 290-2797 by Wednesday, September 9th.

ASQ Section 0511 (Northern VA): Wednesday, October 21, 2009

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; \$40 non-members.

To make a reservation for the "dinner and program" or "program only", please email Programs08@asq0511.org and specify which. Reservations due by Friday, September 11th.

Cost: \$25; \$40 non-members.

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

Topic: Tour – The Virginia Lottery

Speakers: Cy Coleman and Laura Stecher


The meeting will be held at 900 East Main Street, Pocahontas Building. Please arrive between 5:30 and 5:55 pm for the tour; no dinner will be served. For reservations, contact Luisa White at 804-274-1912.

Upcoming National Conferences

18th Annual ASQ Audit Division Conference
October 15-16, 2009, Tucson, AZ

17th National Quality Education Conference
October 25-27, 2009, Jacksonville, FL

22nd Annual Quality Management Conference

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March 4-5, 2010, New Orleans, LA

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
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Volume 8 Number 2

September 2009

October 2009 Dinner Meeting

Quality in Public Education

Dr. Rick Leonard
Superintendent of Winchester Public Schools

Monday, October 12, 2009

6:00 pm – 7:30 pm

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, Friday, October 9th. To register go to: <https://www.acteva.com/go/asq1131>