



## October Dinner Meeting

### ***The American Public University System Story and the Role of Quality***

American Public University is a leader in providing affordable, quality online education. Acknowledged by The Sloan Consortium for best practices in online education, they have earned their reputation by never forgetting that their students are priority one.

Today, American Public University System (APUS), through its member universities American Military University and American Public University, provides relevant and affordable distance learning to more than 50,000 working adults worldwide. More than 100 degree and certificate programs are offered in disciplines such as education, technology, business administration, liberal arts, national security, military studies, intelligence, homeland security, and criminal justice. APUS is one of the nation's largest providers of higher education to the armed forces.

Our speaker will be Dr. Karan Powell, the Executive Vice President and Provost of American Public University System. Dr. Powell leads the academics department to ensure academic quality and online teaching effectiveness, focusing on student success, advocating for the faculty, and collaborating in the advancement of online instructional strategies and technology.

Additional registration information is located on the end of this newsletter.

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## November Dinner Meeting

### ***Minitab Presentation – Nov 14, 2011***

Brad Smith is a member of the Minitab Commercial Sales Team. She is actively involved in developing new and managing existing Minitab customer relationships. Previously, Brad worked as a Project Manager and Regional Sales Manager for a local software company that provided HR related packages for the Academic market.

### **Introduction to Quality Trainer – 20 min**

Minitab's web based e-learning product that teaches you statistics and how to analyze your data with Minitab.

### **Minitab Assistant Menu– 25min**

Minitab's Assistant Menu – "Your GPS for data analysis". Let Minitab's Assistant lead you through your analysis and help you interpret your results with confidence.

Additional registration information to follow in next month's newsletter.

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## Foundation to Continue to Pursue Support for Baldrige Program

***Public-private business excellence program creates job growth, and increases U.S. competitiveness***

**Wilmington, Delaware, Sept. 19, 2011** — The [Foundation for the Malcolm Baldrige National Quality Award](#) will continue to pursue federal funding for the Baldrige Performance Excellence Program (BPEP).

Last Wednesday, the Senate Appropriations Subcommittee on Commerce, Justice and Science voted to deny funding for the program for fiscal year 2012. Historically, federal funding has been joined by funds from the Foundation, along with application fees and the service of nearly 1,000 volunteers. The federal funding is a small portion of the total amount of hours, funds and value contributed to the Baldrige Program. The Program's \$9.6 million federal budget represents a little less than 19% of the Baldrige Enterprise's \$51 million total annual resources.

The Baldrige Program provides improvement practices, principles and methodologies to strengthen U.S. organizations, enhancing their competitiveness, quality and productivity.

"The Baldrige program is a model public-private partnership, it is not just an award program as it has been represented," said Debbie J. Collard, chair of the Foundation for the Malcolm Baldrige National Quality Award. "Indeed, this is the only U.S. public-private partnership dedicated to improving U.S.



organizations so they can compete globally. Baldrige helps American companies increase job growth, innovation, and organizational excellence in business, education, healthcare, and nonprofit organizations. In short, this program helps America stay competitive.”

Adds Collard: “The Foundation is amazed that the Subcommittee is preparing to withdraw its support of a program that stimulates exactly what the government says is needed to strengthen our nation, especially jobs. We face significant challenges in managing healthcare costs and improving school performance. Every National Baldrige Award recipient and State Award recipient stands as a remarkable example of performance and a cause for national emulation and celebration. The Baldrige program provides a proven, tested, and scalable model of performance excellence. This program deserves more recognition--not less.”

The Baldrige Program was created, during a recession, in 1987 when the U.S. was faced with economic challenges similar to current ones. In 1998, Congress expanded the program to include healthcare and education, providing the remarkable success stories such as [Poudre Valley Health System](#) in Colorado, and [Montgomery County Public Schools](#) in Maryland. In 2004, Congress expanded the program to include the not-for-profit sector so that government agencies, such as VA Cooperative Studies Program Clinical Research Pharmacy Coordinating Center in New Mexico, and the U.S. Army Armament Research, Development and Engineering Center (ARDEC) in New Jersey, plus state and local governments, such as Coral Springs, Florida, could themselves benefit from the program.

An independent economic study of the Baldrige program conservatively estimated a 207-to-1 return on the government’s investment, providing nearly \$25 billion in benefits to the economy.

The National Commission on Fiscal Responsibility and Reform report and legislative language has suggested that companies don’t need the Baldrige program to do better. The language for Baldrige comes from an old report that predates any of the category expansions (i.e. healthcare, education, non-profit) and speaks to manufacturing quality, rather than organizational quality. The Baldrige statement

was, unfortunately, not fact-based. In addition, even if the statement were true, then why aren’t they doing better?

Baldrige award recipients that used the program methodology for six continuous years showed a median growth of 57 percent, revenue growth of 93 percent, and job growth of 63 percent. (In comparison, industries from matched industries and time periods had 3.2 percent of job growth.)

Additional data about the 83 Baldrige applicants in 2010: they represented 277,700 jobs, 1,500 work locations, over \$38.5 billion in revenues/budgets, and more than 80 million customers served.

Foundation members will continue to pursue support for Baldrige, meeting with Subcommittee members, as well as House and Senate committees where the Baldrige funding levels are further considered before appropriations are legislated.

Other supporters of the Baldrige program who have called for continued federal funding include ASQ, the State Alliance for Performance Excellence, and other major associations such as American Association of Retired Persons (AARP), the American College of Healthcare Executives (ACHE), American Hospital Association (AHA), the American Association of School Administrators (AASA), the National School Boards Association (NSBA), and the American Society of Association Executives (ASAE).

**How Can You Help?**

The establishment of the Malcolm Baldrige National Quality Program represents a significant milestone as a public/private partnership. Since its inception in 1988, major activities have been sponsored through generous private donations to the Baldrige Foundation. Contributions directly support activities such as the sponsorship of national business, healthcare and educational improvement excellence seminars, Baldrige examiner training, the Baldrige Award application scoring and site visits, and publication of the highly esteemed Criteria for Performance Excellence.

Your contribution is highly valued and will be used effectively in furthering the many activities of the



Northern Shenandoah Valley  
Section  
ASQ The Global Voice of Quality™

Northern Shenandoah Valley Section 1131  
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## Newsletter

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Malcolm Baldrige National Quality Program. Over 99 percent of all contributions directly promote the mission of the foundation: To fund permanently the Malcolm Baldrige National Quality Program to improve national competitiveness.

Because the Baldrige Foundation is a recognized non-profit organization, your contribution is fully tax-deductible and will be acknowledged in the annual publications of the Foundation.

### WELCOME NEW MEMBERS!!!!!!

We welcome the following new members to the ASQ Northern Shenandoah Valley Section 1131:

Kevin Peterson, Student



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

**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.

### Join the NSV ASQ Section on Facebook

The NSV ASQ Section is on Facebook!  
To register, click here:



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

### Local Meetings

**APICS Apple Valley (Winchester):** Wed, Nov 16<sup>th</sup>,  
**Topic:** "RFD"

**Speaker:** Mike Feighery, Director of Supply Chain Services, American Woodmark

**Time:** TBA

**Location:** TBA **Cost:** TBA

R.S.V.P. at [kofalt\\_patrick@bah.com](mailto:kofalt_patrick@bah.com), or call 540-722-0429

**ASQ Section 0502 (Baltimore MD):** Wed, Oct 5<sup>th</sup>,  
**Topic:** Maryland Performance Excellence Foundation Awards Ceremony

**Speaker:** Mike Perich (Strategic Excellence and Ron Frank (Southern Management – We're on a Mission)

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

**Time:** 4:30pm Registration; 5-6:00pm 1<sup>st</sup> presentation; 6-6:45pm Dinner and Networking; 6:45-7pm Award Ceremony; 7:00-8:00pm 2<sup>nd</sup> presentation

**Cost:** \$20 (\$30 non-members). To make a reservation, visit <http://asqbaltimore.org/events/event-reservations/>

**ASQ Section 0503 (Harrisburg PA):** Wed, Oct 12<sup>th</sup>,  
**Topic:** At the end of the first decade of the 21<sup>st</sup> century, what is the role of Quality

**Speaker:** Dr. Alice Gobeille, National Graduate School of Quality Management

**Location:** Harrisburg, PA

**Time:** 6:00 – 6:30pm Registration; 6:30 – 7:15pm Dinner and Presentation; 7:15 – 9:00pm Plant Tour

**Cost:** \$20 (\$25 non-members). **At the Door:** \$25 (\$30 non-members) To make a reservation, contact Fred Hammond at [fhammo@gmail.com](mailto:fhammo@gmail.com) or fax 717-381-3256.

**ASQ Section 0511 (Northern VA):** Wed, Oct 19<sup>th</sup>,  
**Topic:** TBA

**Speaker:** TBA

**Location:** Amphora Restaurant, Herndon VA

**Time:** 6:30 – 7:00pm Registration & Networking; 7:00 – 8:00pm Dinner; 8:00 – 9:00pm Section Business & Presentation

**Cost:** \$25 Dinner & Program (by 16-Sep); \$30 (after 16-Sep) To make a reservation for the "dinner and program" or "program only", please email [arrangements12@asq0511.org](mailto:arrangements12@asq0511.org)



**ASQ Section 0802 (Pittsburgh PA):** Thur, Oct 20<sup>th</sup>,  
**Topic:** Software Quality **Speaker:** Brad Ryba,  
SLDC Partners **Location:** Comfort Inn, Penn Hills  
**Time:** 5:30 – 6:00pm Registration & Networking;  
6:00-6:45pm Dinner; 6:45pm - Presentation **Cost:**  
\$25 dinner & program; program only No Cost.  
Reservation and advanced credit card payment via  
ESWP at 412-261-4300 or email  
m.gaetano@eswp.com

**ASQ Section 1104 (Richmond):** Tue, Oct 11<sup>th</sup>,  
**Topic:** ISO and Product Stewardship **Speaker:**  
Shawnee Edwards-Zollar, Afton Chemical Company  
**Location:** O'Banks Restaurant, 10392 Leadbetter  
Rd, Ashland VA **Time:** 5:30pm Social; 6:00pm  
Dinner; 7:00pm Speaker; **Cost:** \$20 member (\$25  
non-member)  
To make a reservation, please email  
[Luisa.S.White@altria.com](mailto:Luisa.S.White@altria.com) or call 804-335-2452

**ASQ Section 1108 (Blue Ridge):** Thur, Oct 13<sup>th</sup>,  
**Topic:** Quality and Graphics in Excel **Speaker:**  
John M. Cachat **Location:** Staunton, VA **Time:**  
4:00-8:00pm **Cost:** \$20 dinner & conference  
To make a reservation, please go to  
<http://www.eventbrite.com/event/2127825383>

**Virginia Regional Chamber of Commerce  
(Winchester):** Thur, Oct 13<sup>th</sup>,  
**Topic:** MYOB Series – Smart Networking **Speaker:**  
Jeff Nicely, TV3 Winchester  
**Time:** 8:00 – 10:00am **Location:** Board Room of  
Byrd School of Business, Shenandoah University,  
Winchester VA **Cost:** \$35  
[www.regionalchamber.biz](http://www.regionalchamber.biz)

### Training at Your Fingertips

ASQ Learning Institute offers a multitude of training opportunities in several formats, including web-based and onsite events. Here are a few topics being offered:

- [Quality Audits for Improved Performance](#)
- [Risk Management for Medical Devices](#)

### Upcoming Certification Exams

#### Certification Exams in December

Take the following Certification Exams on December 3, 2011:

- Calibration Technician
- Lean Certification
- Pharmaceutical GMP Professional
- CQA
- CQE
- CQIA
- Quality Process Analyst
- SS Green Belt
- CQE-Software

**Application Deadline:** October 14, 2011

### Upcoming National Conferences


**20th Annual ASQ Audit Conference "Solid Legacy...Influential Future"**, October 27–28, Reno, NV

**19th Annual National Quality Education Conference**, November 6-8, Indianapolis, IN

**2012 Lean and Six Sigma Conference**, February 27-28 2012, Pheonix, AZ

**World Conference on Quality and Improvement**, May 21-23 2012, Anaheim, CA

For more information, go to ASQ's website at [www.asq.org](http://www.asq.org) and select Conferences.

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### NSV Section Officers

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Nominations Chair: Josh Tinelli	Volvo Powertrain	<a href="mailto:joshua.tinelli@volvo.com">joshua.tinelli@volvo.com</a>	301-790-5422
Executive Board Members:	Don Thomas	Bob Cain	Jerry Clarke
		Charles Ernst	

# October 2011 Meeting

*The American Public University System Story  
and the Role of Quality*

**Monday, October 17, 2011**

Registration: 5:30 – 6:00

Dinner: 6:00 – 7:00

Presentation: 7:00 – 8:00

Cost: Attendees will order from men

**Meeting Location:**

Holiday Inn SE Winchester

Historic Gateway

333 Front Royal Pike

Winchester, VA 22602

To register, go to: <http://asq1131.eventbrite.com>

Meeting registration by 12 noon on Friday, October 14<sup>th</sup>.