



**American Society for Quality (ASQ)
Certified Six Sigma Black Belt Exam
Preparation Course
Led by Susan Schall**

What is Six Sigma?

Six Sigma is a highly disciplined methodology that focuses on processes to improve growth and productivity. It is also a change initiative that aligns actions to strategy, drives operational discipline, and develops leaders.

What is a Certified Six Sigma Black Belt?

A Certified Six Sigma Black Belt is a professional who can use the Six Sigma philosophies and principles, including supporting systems and tools, to obtain business results. A Black Belt also demonstrates team leadership, understands team dynamics and assigns team member roles and responsibilities. Black Belts have a thorough understanding of all aspects of the DMAIC model in accordance with Six Sigma principles.

Who Should Attend

Green Belts, Black Belts, and individuals leading a Six Sigma project, and/or individuals looking to achieve their ASQ certification as a Certified Six Sigma Black Belt (CSSBB).

Do I need to be an ASQ Certified Six Sigma Green Belt to take the exam or the course?

You do NOT need to be an ASQ Certified Six Sigma Green Belt. Green Belt knowledge, however, is a pre-requisite to attend the course. This includes knowledge of the fundamentals of Six Sigma (business value, roles and DMAIC roadmap), process characterization (process mapping), data collection, basic statistics and graphs, process capability, measurement systems, measuring and modeling relationships between variables, experimentation, and process control. The ASQ Six Sigma Green Belt Body of Knowledge may be found at: <http://asq.org/certification/six-sigma-green-belt/bok.html>.

If you have specific questions about your knowledge and experience that the above does not answer, please contact Susan Schall at susan@soschall.com or 540-636-1418.

Course Topics

The primary objective of the CSSBB Refresher course is to prepare individuals to pass the ASQ Certified Six Sigma Black Belt exam. The course will cover the nine main domains in the CSSBB Body of Knowledge:

- I. Enterprise-wide deployment
- II. Organizational process management and measures Team management
- III. Define
- IV. Measure
- V. Analyze
- VI. Improve
- VII. Control
- VIII. Design for Six Sigma

Each topic will be reviewed through lecture and/or exercise, and practice exam questions. The course will NOT teach all the details of each of the major topics in the ASQ CSSBB Body of Knowledge.

How will I know I am prepared to take the ASQ Certified Six Sigma Black Belt exam?

The last session of the course will include a practice exam and opportunity to review and discuss the results with the instructor and rest of the class.

Instructor: Susan O. Schall, Ph.D., President, SOS Consulting, LLC has over 20 years of experience delivering improved process performance through strategic process improvement. Susan has broad experience in engineering, statistical and business process improvement methodologies including Six Sigma, team-based problem-solving, Lean, quality management systems, operations assessment and strategic planning. Susan is a Lean Six Sigma Master Black Belt.

Class Information

\$1,995 (includes books valued at \$110) - you may apply for grant funding reimbursement up to 50%
Five Thursdays & Fridays, Sep 29-30, Oct 13-14, 27-28, Nov 10-11, and Dec 1-2, 8:30 am – 4:30 pm;
Blue Ridge Community College Harrisonburg Center.

To register go to: <http://www.brcc.edu/wsce/asq-cssbbepc/>

Deadline to register: September 15!!



**2012 ASQ World Conference on Quality and Improvement
May 21-23, 2012 – Anaheim, California**

Call for Presentations

ASQ invites you to share in our efforts to demonstrate the impact that quality can have on our businesses, our communities, and our world. We are developing the 2012 World Conference on Quality and Improvement and are looking specifically for presentations that can integrate the conference theme with one or more of the focus areas outlined below. We invite you to share your best practices, successes, and proven techniques to an audience representing an array of countries, backgrounds, and industries.

The submission deadline is **August 5, 2011**.

2012 Theme- Producing Results: Proven Solutions in Today's Challenging World

Focus Areas:

- Basic Quality
- Best Practices in Supply Chain Management
- Changing Technology
- Globalization
- Managing Risk

For more information, please visit
<http://wcqi.asq.org/call-for-presentations/>

WELCOME NEW MEMBERS!!!!!!!

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

Mr. Phoenix Do, QA Manager, Eaton Aeroquip Inc.,
Williamsport MD



**29th Annual Virginia Forum for Excellence –
Creating a Culture of Engagement**

On September 7-8, 2011 come to Richmond, Virginia and learn how to increase “engagement” in your organization.

The 29th Annual Virginia Forum for Excellence includes...

Pre-Forum Workshops topics

- An Explorers Guide to the Nation's Criteria for Performance Excellence
- The Do's and Don'ts of Preparing a Discovery Self-Assessment
- Strategy Development & Deployment – A Change Management Tool

Networking Reception with special guest Dr. Harry Hertz, Director of the National Baldrige Performance Excellence Program. Keynote address by Jim Asplund, Chief Scientist, Strengths-Based Development and Principal, Performance Impact Consulting for Gallup, Inc.

Forum Workshop topics

- Creating Raving Fans
- Senior Leader Engagement: Move past Square One
- Creating a Customer Focused Organization
- Baldrige and SPQA: More Than an Award
- Creating a Culture for Learning and Agility
- Building DreamTeam Cultures, Engagement: the 5th Metric
- Engagement Trust – Ethics, Integrity, Character
- Transform Strategy into Daily Employee Engagement
- Internal Customers Matter – How VOC Methods Help
- Creating a Sustainable Culture of Engagement
- Developing Lean Leaders
- Use Social Media to Engage at all Levels

Lunch address by Ken Schiller, Co-owner of K&N Management and a 2010 Baldrige Award recipient for Small Business Awards Ceremony with Lt. Governor Bill Bolling (invited), to recognize the US Dept. of Veteran's Affairs National Cemetery Administration,



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Volume 10 Number 3

September 2011

the Albemarle County Department of Social Services, Virginia SPQA Discovery Participants and the "12 to Watch" Small Business Discovery Participants.

ASQ members receive a \$50 discount on registration (use discount code ASQ2011). For registration & additional information go to <http://www.spqa-va.org/> or call 571.215.8881



Online Certified Quality Auditor Course

The **Certified Quality Auditor (CQA)** is a professional who understands the standards and principles of auditing and the auditing techniques of examining, questioning, evaluating, and reporting to determine a quality system's adequacy and deficiencies. The CQA analyzes all elements of a quality system and judges its degree of adherence to the criteria of industrial management and quality evaluation and control systems.

If you are interested in becoming a Certified Quality Auditor, the next exam date is Saturday December 3, 2011. To help you pass the exam on the first try, ASQ Olde Colony Section 0111 is offering a virtual Certified Quality Auditor Course, starting **Tuesday, September 20th**.

Our experienced instructor, **Anthony DeMarinis**, is a Certified Manager of Quality/Organizational Excellence and a Certified Quality Auditor-Biomedical with over 15 years experience using Quality Management techniques and value added auditing, including direct involvement with FDA and ISO audits.

Instructor –led, online (virtual) course. All sessions are recorded, archived and available for students until the exam date. Begins **Tuesday, September 20th**, and conducted for ten, 1.5 hour sessions, on Tuesday evenings from 5:00-6:30 pm EDT.

The Certified Quality Auditor Primer is the primary test and may be ordered from the Quality Council of Indiana (www.qualitycouncil.com). Handouts will be

sent via e-mail. You must successfully complete the entire course to receive Recertification Credits and a Certificate of Completion.

ASQ Olde Colony Section 0111 discounted member price is \$300. We invite ASQ members outside of the Olde Colony Section 0111 to take advantage of this discount as well. For registration and payment information contact our Education Chair, Rochelle Jones at education@asqoldecolony.org



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): Thur, Sep 21st,
Speaker: Mesut Yavuzm Ph.D, MBA Program
Director, Associate Professor of QM&SCM, Harry F.
Byrd, Jr. School of Business
Time: TBA **Location:** TBA **Cost:** TBA
R.S.V.P. by noon, Mon Sep 19th at
kofalt_patrick@bah.com, or call 540-722-0429

ASQ Section 0502 (Baltimore MD): Thur, Sep 8th,
Topic: Networking – Build a Powerful Network That
Gets You Job Opportunities **Speaker:** John Hadley
Location: Richlin Ballroom, Edgewood **Time:** 5:15-
6:45pm Registration; 5:30-6:15pm Tutorial, 6:15-
7:00pm Dinner and Networking; 7:00-8:00pm
Program **Cost:** \$20 (\$25 non-members). To make a
reservation, visit <http://asqbaltimore.org/events/event-reservations/>

ASQ Section 0503 (Harrisburg PA): Wed, Sep 14th,
Topic: US Army SOCOM Vehicle: A successful
application of LEAN tools at BAE Systems,
Letterkenny **Speaker:** Mark Raschke, BAE Systems
Location: York, 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 or fax 717-381-3256.

ASQ Section 0511 (Northern VA): Wed, Sep 21st,
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

ASQ Section 0802 (Pittsburgh PA): Thur, Sep 22nd,
Topic: Listen & Learn about Lean Certification
Speaker: Pat Wardwell **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, Sep 13th,
Topic: The Next Generation of Quality Software
Speaker: John M. Cachat **Location:** CESC
Center, 11751 Meadowville Lane, Chester VA
Time: No dinner will be served; 7:00pm Speaker;
Cost: FREE
To make a reservation, please email
Luisa.S.White@altria.com or call 804-335-2452

MARSQA (Society for Quality Assurance): Wed,
Sep 7th, **Topic:** Changes in the Skill Sets Required
for GLP QA Professionals; Digital Imaging-Validation
Challenges in a Regulated Environment; and
Challenges Validating & Implementing Global
Technologies
Location: C*ck 'n Bull Restaurant, Lahaska, PA
Time: 12:00 – 4:00pm Program
Cost: \$20 (members), \$40 (nonmembers)
To make a reservation, please register by 12pm on
Fri, Sep 2nd at
www.sqa.org/pv/Core/Events/eventdetails.aspx?iKey=MAR090711

**Virginia Regional Chamber of Commerce
(Winchester):** Thur, Sep 15th,
Topic: MYOB Series – Effective Direct Mail
Marketing **Speaker:** Ron Hottel, Winchester Printers
Time: 8:00 – 10:00am **Location:** Board Room of
Byrd School of Business, Shenandoah University,
Winchester VA **Cost:** TBA
www.regionalchamber.biz

Upcoming Certification Exams

Certification Exams in October
Take the CBA, CHA, CMQ/OE, CMBB, CQI, CQT,
CRE, and CSSBB on October 1, 2011.

Application Deadline: August 12, 2011

Upcoming National Conferences

20th Annual Service Quality Conference, October
3-4, Seattle, WA

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



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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 and select Conferences.

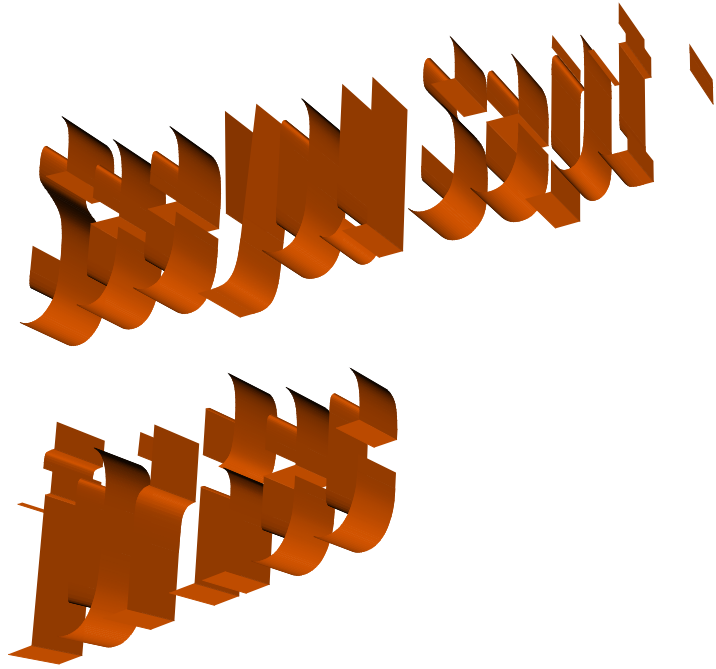
Training at Your Fingertips

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](#)

NSV Section Officers

Chair: Firoz Kabir	American Woodmark	fkabir@woodmark.com	540-665-9391
Chair-Elect / Secretary: Josh Tinelli	Volvo Powertrain	joshua.tinelli@volvo.com	301-790-5422
Treasurer: Richard Davis	Thermo Fisher Scientific	richard.a.davis@thermofisher.com	540-869-8298
Membership: Bill Saunders	Thermo Fisher Scientific	bill.saunders@thermofisher.com	540-869-8392
Programs: Dale Brown	Thermo Fisher Scientific	dale.brown@thermofisher.com	540-869-8262
Recertification Richard Phillips	Monoflo International	phillips524@verizon.net	540-771-3060
Newsletter: Heather Boyce	INC Research	heather.boyce@incresearch.com	304-599-1197, x147
Education Chair: Don Grimley		grimley5@aol.com	
Internet: Susan Schall	SOS Consulting	susan.sosconsult@comcast.net	540-636-1418
Auditing: Jeffrey Vaughan	Thermo Fisher Scientific	Jeffrey.vaughan@thermofisher.com	540-869-8296
Nominations Chair: Josh Tinelli	Volvo Powertrain	joshua.tinelli@volvo.com	301-790-5422
Executive Board Members:	Don Thomas	Bob Cain	Jerry Clarke
		Charles Ernst	



**Holiday Inn History Gateway
Winchester, VA**

**Registration 5:30-6:00pm
Dinner 6:00-7:00pm
Business Meeting 7:00 – 8:00pm**

Cost: FREE

<http://asq1131.eventbrite.com/>