



# Hampton Roads Section



**American Society for Quality (ASQ), Section 1114  
FALL NEWSLETTER, OCTOBER 2007**  
<http://www.hamptonroadsasq.org>

## Mission Statement

The mission of the Hampton Roads Section of the American Society for Quality is to promote interest in the quality profession within the local community and support the continued professional development of our members through education, networking and sharing of resources.

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## We Are Here for You!

Talk to Us at [chair@hamptonroadsasq.org](mailto:chair@hamptonroadsasq.org) or Use  
Our Individual Contact Information:

Below: Front row - Jean, Scott, Sheila, Pete; Back row - Mike, William, Tanya, Keith



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*\* ASQ Section 1114 provides this publication for the benefit of its members by offering information which it believes to be helpful. We make every effort to verify this information but do not in any way guarantee its absolute correctness. The section reserves the right to place ads as it sees fit, and is the sole judge of the acceptability and placement of advertisements in its publications. Please note we are not affiliated with any entities outside ASQ, and do not endorse any persons, companies, products or services.*

*\*\* Advertising rates: \$50 per page; \$25 per half a page.*

**MESSAGE FROM PAST SECTION CHAIR JEAN M. GRIEVE**  
**(Formerly Tolley)**

My, how time flies! It's hard to imagine that I left my life of 40+ years in Virginia and made the move to the Emerald Coast of Florida just 15 months ago. We call it "living in paradise"! So much was happening at the time – packing up 40+ years of my life, ending a job, starting a new job, tending to an ill father, wrapping up all of my volunteer activities, and attempting to say good-bye to all of my family and friends ... all in the span of 3 weeks! So much has happened since then – I sold my house in VA in November, got engaged and bought a new house in December, got married in May of this year, joined a new church, and have been working hard at my new position here at Eglin AFB. I'm also gradually getting involved in volunteer activities again. My husband, Lee, and I have joined the Emerald Coast Parrot Head Club whose theme is "Party with a Purpose". The club supports dozens of local and national charitable causes, and we have a good time doing it. We recently had a "Poker Walk" to support the Wildlife Refuge and raised \$1,500.



We're also involved in the annual American Heart Association's Heart Walk. This will be my 3<sup>rd</sup> year participating. Lee and my father, Don, are both heart patients, so this cause is very near and dear to my heart.



During my most recent visit to Virginia (over Labor Day) the Section was kind enough to schedule their Executive Committee meeting while I was in town so that I could attend. I was quite impressed with the progress the Section has made since my departure. I never had any doubts that the new leadership would do well. Section membership remains steady and more members are getting involved. Our partnership with our sister Section – Tidewater continues to grow as well. Are you involved? If not, perhaps you should be! I look forward to the Section's continued progress and successes, and will do what I can from afar in Florida. In fact, I have contemplated the idea of creating a new Section here in the panhandle. The closest one to where I live is well over an hour away in Pensacola. So, stay tuned.

If you're ever in the Fort Walton Beach area, please let me know! You can reach me via email: [jean.grieve@yahoo.com](mailto:jean.grieve@yahoo.com).

Best Wishes to the Section for a productive year and their continued success!

Jean M. Grieve  
Past Section Chair



Jean and her husband Lee



## **Bouquets of Thanks to All Our Members and Volunteer Member Leaders!**

### **MARK YOUR CALENDARS!**

#### **Quality Management Conference, February 21-22, Orlando, FL**

Join ASQ's Quality Management Division at the 2008 conference in sunny Orlando, where keynote speakers, courses, and papers will help you 'Attain Excellence' within your organization.

Learn how to provide exceptional customer service, improve product quality, and operate more effectively—key elements of every successful organization. Pre- and post-conference sessions offer a combination of basic introductory quality concepts, intermediate, and advanced courses designed for every level of quality professional.

Visit [www.asq.org/conferences/quality-management](http://www.asq.org/conferences/quality-management) for more information.

### **WELCOME to Our New Members!** (in alphabetical order by first name)

Bernard E. Abey, Candy L. Bolles, Chris A. Fontaine, Deborah M. Meeks, Diane M. Byrd, James B. Graham, James H. Kirkpatrick, Jessica E. Estienne, Jim Smith, John C. Willis, Joseph C. Maggiore, Kevin J. Airington, Kirk Good, Linda M. Shifflette, Marc Dalby, Natasha J. Mungal, Rafequi M. Rozier, Roberto F. Martinez, Sandra Tomblin, Sharad K. Maheshwari, Sid Lanier, Sybil E. Perry, Tralonda N. Woods, and William R. Doebler

It's Great to Have You, Friends!

### **MEET OUR MEMBERS: MARGERY COX**

Margery, we would love to see you at our gatherings whenever you can make it to Hampton Roads!

Margery wrote to us:

I am an ASQ Senior Member of Section 1114, and have been a member since 1999. I earned my Certification for Software Quality Engineer in 2000 and am the only CSQE in our section. I'm a Managing Consultant with IBM Global Business Services and usually work with clients on quality improvement, process improvement, and technology management projects. Before going into consulting, I spent 13 years at Newport News Shipbuilding, working in IT on a number of **different** assignments -- one of which was leading the NNS IT project that developed supplemental code for the graphics exchange of our SEAWOLF submarine design transfers between NNS, Electric Boat, and the Navy. I left the shipyard in 1996 to become a consultant. I'm currently working in Biloxi, MS, on a Katrina Recovery project

Using my ASQ membership, I've participated with the Board that updated the Software Quality Engineer Body of Knowledge at the ASQ main office in Milwaukee in 2001, so have had an opportunity to meet ASQ staff at headquarters. I'm currently in my fourth year as a member of the ASQ Quality Press Standing Review Board, where I evaluate book manuscripts submitted to the Quality Press for publishing. Because I usually have travel client assignments, it's difficult for me to attend section ASQ meetings -- that's why you don't often see me at meetings.

I'm married and have a 28 year old son who is an Air Traffic Controller in Queens, NY. My husband has a dojo for teaching Japanese (Shotokan) karate. My hobbies include reading, mostly history, biographies, science and theology, and I also do needlework, including crocheting and traditional Japanese embroidery.

I very much appreciate the effort you all do with the newsletter and emails to help keep me feeling like I am part of the section, even though I don't often get to see everyone.

Margery Cox is a Managing Consultant, IBM Global Business Services. You can reach her at her cell phone: (757) 513-0097 or at [margery.cox@us.ibm.com](mailto:margery.cox@us.ibm.com).

## CONGRATULATIONS

To everybody who became an ASQ Senior Member recently!  
Currently, we have information only on Tanya Jeliaskova, our Audit Chair and Newsletter Editor.

## CONGRATULATIONS

To our Database Chair Jeffrey McCurry for getting his Certified Quality Auditor (CQA) recertification!

Check [www.asq.org](http://www.asq.org) for Certification Exams Dates and Registration Deadlines!

## BUSINESS TIPS from ASQ

### Build Your Profile Online

Building online communities is now the main marketing game. You need to give customers a reason to come to your site and even let them contribute.

[Read the article on news.com.au](http://news.com.au)

## QUALITY TOOLS from ASQ

### Balanced Scorecard

The Balanced Scorecard (BSC) is a strategic management tool that views the organization from different perspectives, usually the following:

- **Financial:** The perspective of your shareholders
- **Customer:** What your customers experience and perceive
- **Business Process:** The key processes you use to meet and exceed customer and shareholder requirements
- **Learning and Growth:** How you foster ongoing change and continuous improvement

[Read more...](#)

**ASQ'S QUALITY INFORMATION CENTER:** <http://www.asq.org/qic/index.html>

### Search article abstracts

Members may contact ASQ's Quality Information Center (QIC) to request research services. The QIC also can refer you to members in ASQ Divisions or Forums to answer industry-specific questions.

All ASQ Regular and Associate members receive free internal information searches, specially reduced member rates for article purchases, and special rates for external searches, should they be necessary.

Contact the QIC: Voice: 800-248-1946 (United States and Canada only), ext. 8693; E-mail: [qic@asq.org](mailto:qic@asq.org)

## **A Strategic Quality Assessment: Identifying the Key Strategies for Growth** **By Dr. Susan O. Schall, SOS Consulting, LLC**



**This article is based on the presentation Dr. Schall delivered at the VA Forum for Excellence on September 19, 2007, in Arlington, VA. Dr. Schall is a Senior Member of ASQ, as well as former Chair and current Newsletter Editor for the Northern Shenandoah Valley Section 1131.**

A strategic business unit (SBU) of a global chemical company realized that quality issues were impacting its ability to deliver revenue and grow but unsure of the strategies it should pursue to ensure long-term sustainability. The SBU leadership team chartered a small team to lead a strategic quality assessment of the business and to identify key strategies to deliver revenue, improve growth, and to prepare for the future through quality.

The assessment followed the Six Sigma DMAIC roadmap. The Define phase consisted of dialogs with the SBU leadership team, identification of the critical-to-quality requirements of the assessment, selection of the project team, and approval of the project charter. The Measure phase consisted of various data collection methods: a manufacturing plant self-assessment modeled after ISO 9000:2000, plant visits, face-to-face interviews with business and functional managers, and a management survey. The plant visits included ten facilities around the world and involved interviews with plant management, staff, and shop floor employees, and site quality data collection. The Analyze phase organized all this data to identify potential root causes of the quality issues. The data was organized into categories of quality leadership, planning for quality, and quality systems and processes and rated, allowing those categories with the poorest rating to be identified. This narrowed the list of categories from over 50 to 21. Based upon their strategic quality experience across and outside the corporation, the team realized that the categories were not independent of one another and needed to determine the relationships between them to identify the root causes. An interrelationship digraph was used to determine these relationships. This led to the identification of nine potential root causes:

1. Business strategy and planning lacks forward looking marketing and operations strategies.
2. The business does not fully understand the customer's processes, needs and expectations and are not able to consistently translate them into products and processes.
3. Facility planning is cost driven and reactive without defining risks and consequences.
4. New product development process is slow, does not follow best practices, and is not fully integrated into the S&OP and facilities planning processes.
5. Lack of or ineffective standard operating system.
6. Do not understand the critical process inputs and their impact on product quality.
7. Corrective action process is too slow and not driven to root cause.
8. Supplier quality management is driven by price and is isolated from quality efforts.
9. Quality is not a core value, is reactive and given low priority and visibility.

The Improve phase consisted of further data collection and analysis to validate these potential root causes and develop recommendations. In developing recommendations, the team looked to several best practice frameworks:

- ISO 9000:2000
- Malcolm Baldrige National Quality Award criteria
- Oliver Wright Class A Checklist
- Manufacturing Competitiveness Elements of Hayes, Wheelwright and Clark, and the National Academy of Engineering's 1992 report, Manufacturing Systems: Foundations of World Class Practice.

Multiple recommendations were developed for each root cause, including new metrics at three levels: SBU, business, and function. The Control phase involved development of a deployment plan that included both short-term actions to contain problems and long-term actions to implement sustainable quality planning, systems, processes and culture across the SBU.

The assessment took approximately 10 months from the initial dialog with the SBU leadership team to presentation of the recommendations and deployment plan. The leadership team initially accepted the recommendations and deployment plan with the exception of one recommendation: appointment of a SBU Quality Champion for a period of two years to guide and accelerate the change. After about six weeks of dialog with members of the assessment team, the SBU leadership team accepted this recommendation and moved to full implementation of the recommendations following the deployment plan.

Several lessons were learned through this assessment:

- Quality that delivers customer value and business growth requires leadership, strategy, planning, systems, processes, and execution. As such it can be assessed.
- Project team selection is critical. The assessment core team was led by a Master Black Belt in the SBU with experience across sales, marketing, and manufacturing. The team also consisted of a senior corporate operations quality consultant with extensive quality and operations experience across multiple SBUs, a retired manufacturing quality consultant from another SBU, and a strategic quality consultant with experience in a variety of industries. The breadth and depth of experience that the four core team members brought to the assessment was invaluable.
- A problem-solving/improvement framework such as Six Sigma assures problem definition, process ownership, data-based analysis, and control/sustain steps.
- Engage the business leadership in a dialog throughout the assessment and be prepared for a gestation period before full acceptance.

Susan O. Schall, Ph.D., President, SOS Consulting, LLC ([www.soschall.com](http://www.soschall.com)), has over 20 years experience delivering improved 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 may be reached at: 540-636-1418 or [susan.sosconsult@comcast.net](mailto:susan.sosconsult@comcast.net).

## A Dream Comes True at the Virginia SPQA Forum for Excellence By Tanya Jeliaskova, ASQ CMQ/OE, CQA, CQIA

**Have you attended a forum where a dream of yours came true?** I have – the Virginia Forum for Excellence organized by the VA Senate Productivity and Quality Award (SPQA), with ASQ's participation, on September 18-20, 2007, in Arlington. The event was a delight with its elegant ambience at the Crystal City Hilton, excellent organization, enthusiastic volunteer SPQA leadership and staff led by the SPQA Board Chairman Mark Smith. The free goodies, including books, provided by the exhibitors and sponsors, added a special touch!

At the reception before SPQA's 25<sup>th</sup> anniversary celebration dinner, one could meet a multitude of fascinating people, including SPQA Honorary Chairmen Senator John Warner's and Senator Jim Webb's staff. The Lt. Governor of Virginia Bill Bolling strongly emphasized Virginia's enviable position of being selected as the Best State for Business (see Forbes.com' list and other rankings). He urged the forum attendees to work to keep it that way. The 2007 SPQA Award Recipients were: High Performance Technologies, Inc. (Plaque); Albermarle County Department of Social Services (Certificate); and US Coast Guard – CAMSLANT (Certificate).

The greatest delight came from the ideas, thoughts, and experiences shared by keynote speakers and presenters, and practically everyone else...There was a constant, yet smooth, flow of non-standard advice and insights into organizational excellence from members of organizations in all industries, at various stages of their excellence journey. It was a treat to meet Quality and organizational excellence professionals from all walks of life from Washington D.C., Maryland, and Virginia.

**Back to the dream:** I had always dreamed of meeting an astronaut in person. Mine was, perhaps, a dream of reaching the stars through someone who had already been there. (I am still and will always be reaching for the stars...)

Keynote speaker and three-mission space-shuttle astronaut Pierre Thuot was the realization of my dream! He riveted the audience and literally gave me goose bumps with his meticulous and profound presentation (see picture below), and a one-of-a-kind NASA film about the maiden flight of the shuttle Endeavour in May 1992. The crew's mission was to rescue and re-boost the Intelsat 603 international communications spacecraft which had been stranded in a useless orbit. Did they accomplish the impossible mission? You bet! After two failed attempts involving Thuot's record space-walk of 8 hours and 29 minutes, and a number of extremely risky crew member maneuvers in open space, the third time was a charm. Thuot was the one who physically latched on to the Intelsat satellite, yet he never saw himself as more than a part of the team...He acted in perfect sync with the crew, with Mission Control, and Mission Control's bosses. So, there were at least three teams that were united as one in an out-of-this-world complex operation. In a team effort, one adapts and learns in the face of adversity. Brainstorming and then – total concentration and attention to detail – proved to be crucial to the mission's success as the crew had never rehearsed this on the ground. "The Power of TEAMWORK Knows no Limits," as Pierre Thuot had entitled his presentation!



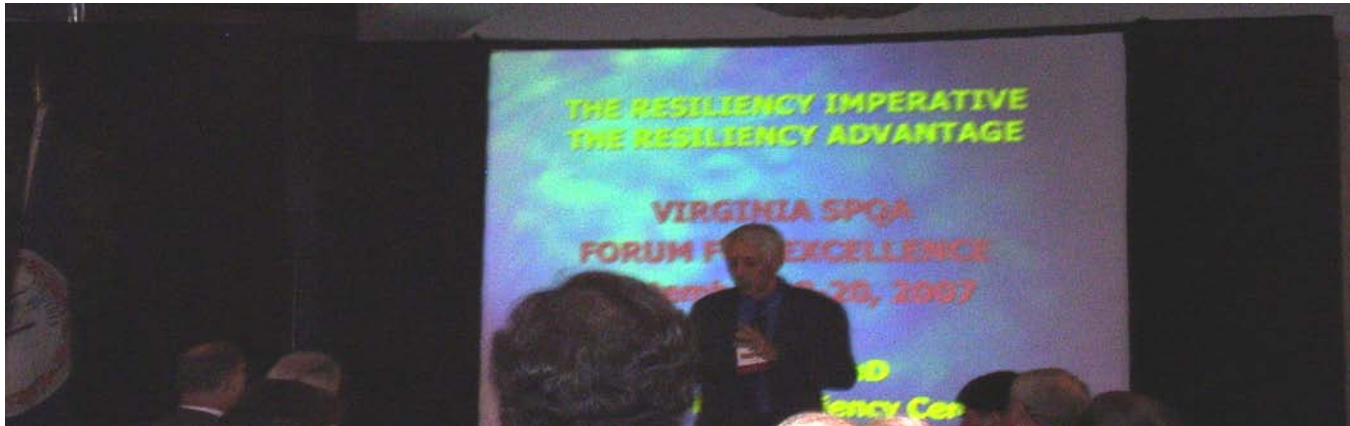
Keynote speaker Jim Larranaga, Coach of the George Mason Patriots, galvanized the audience by vividly enacting his and his players' thrilling and harrowing experiences with failure and success, failure being just part of their journey to success! During the 2005-06 season, he made sports history when his team became the first mid-major college basketball program to reach the Final Four in the NCAA Tournament since 1979 – after overcoming a series of mistakes and mishaps. How did they do it? One of the many motivating forces was their ability to visualize winning and their knowledge that a game is like life – with ups and downs...

His leadership empowered them and instilled in them his values of absolute integrity and the belief that "Destiny is not a matter of chance – it is a matter of choice!" Coach Larranaga's Patriots trusted him and believed in themselves enough to learn what they did well, and then did it consistently well...

Keynote speaker Dr. Al Siebert (see picture below), award-winning author of *The Resiliency Advantage* and *The Survivor Personality*, stirred deep reflections on the human psyche by sharing his fascinating insights on resiliency as the single most important quality of a person that helps cope with high levels of ongoing disruptive change. It is resiliency that helps us sustain good health under constant pressure, and bounce back after setbacks...Most people survive by coping and resiling. Yes, the word “resile” exists – meaning that people come back even stronger after their life experiences...Dr. Siebert explained why and how resiliency can be learned and why it cannot be taught. He facetiously reminded us of the theme song of the human race: “If only other people would change, things would be better!” and made it clear that flexibility is another crucial quality for a person to survive.

And another one – serendipity – the wisdom to convert a mistake or an accident into great fortune by asking: “Why is it good that this happened?” Now, what individual or organization doesn’t need to do that? I certainly do...

Dr. Siebert is Director of the Resiliency Center. For great insights for individuals and organizations, visit the center online at [www.resiliencycenter.com](http://www.resiliencycenter.com).



The presenters were at the top of their game, their talks brimming with good ideas, information, research data, and “nailing the nails on the head.” As it is impossible to do justice to them all in a short article, here are the contents of the four tracks and the authors’ names:

Track 1. Nuts and Bolts	Track 2. Getting Results	Track 3. Insights for Leadership	4. Journey to Performance Excellence
To Measure is to Know-- Measurement System Analysis, Cindy Glisson	Keys to Creating Meaningful Measurement Systems, Trina Willard	Communicate, Captivate, Cultivate, Ken Smith	Structured Innovation with TRIZ, Debora Nally
Building Business Excellence from the Ground Up, Chip Dollins	Team Sigma: A Foundation for Breakthrough Improvement, Dr. Susan Schall	Got Your Feedback Report... Now What? Michael Novak	Developing Human Capital in Baldrige Organizations, Tom Huberty
Strategic Quality Assessment: Identifying the Key Strategies for Growth, Dr. Susan Schall	Principles of Effective Conflict Resolution, Lee Howell	Innovation: the Critical Dimension in Business and Government, Charles McLaughlin	Getting Everyone Safely Ashore, Gordon DeMeritt
Preparing for an SPQA Site Visit, Jay Fadgen and Ron Marafioti	Competency-Based Performance: A Strategic Approach to organizational Excellence, Michael Novak	Baldrige Implementation in the US Army Installation Management Command, Douglas Borden	Enterprise Transformation: Evolving Toward Higher Levels of Maturity, Ken Harmon
Baldrige Criteria for Performance Excellence, Sandra Byrne, PhD	Leveraging the Criteria for Performance Excellence to take your LSS program to the Next Level, Trish Selcher	Quality Leadership = Quality Organizations, Stewart Robertson	Building and Sustaining High Performance Organizations, Jeffrey Parks and Ellen Gray

Finally, there was a post-conference treat as well - a full-fledged NAVSEA Lean Simulation by Scott Rutherford, ASQ Region 11 Deputy Director, ASQ Section 1114 Education Chair, and NAVSEA Lean Six Sigma College Instructor. Any time you can – attend a workshop conducted by Scott! He will demonstrate what waste is, where it is “lurking,” and how you can eliminate it to streamline and improve your processes.

What a happy ending to a Quality and Excellence event! I said “Good-bye” - until next year!

## **BOOK REVIEW**

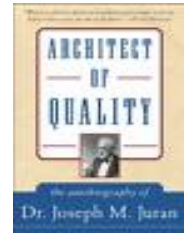
By Mike La Dolcetta, ASQ CMQ/OE, CSSGB

### **Architect of Quality: The Autobiography of Dr. Joseph M. Juran**

Published by McGraw Hill ISBN: 0-07-142610-8

Copyright © 2004, Joseph M. Juran

Hardcover, 379 pages



Joe Juran will turn 103 years young on Christmas Eve. He published this book just before his 100<sup>th</sup> birthday. It took him six years to complete. Unlike other memoirs I have read, where I could perceive a second party had done the actual writing based on notes and interviews, Dr. Juran tells us his story with warmth and personality, in his own words.

Many know Dr. Juran as the Father of Modern Quality Management. Countless quality professionals have benefited from his Quality [Control] Handbook, currently in its 5<sup>th</sup> edition. Others, still, are aware of the great contributions he has made to the economic prosperity of Japan which was rooted in high quality manufacturing. Some know of his formal theories on quality, such as the Quality Trilogy, and that he popularized Pareto's Principle of Economic Distribution to more general matters of cause and effect. All of these are monumental achievements, to be certain, but what leads one person to accomplish so much? This book helps us understand that journey.

Born in Romania in 1904, young Joe Juran and his family immigrated to the United States when he was just seven. Like many immigrants from Europe of that time, they sought America to escape poverty and oppression, and find opportunity. The immediate life they encountered in the U.S. was perhaps no easier. Family illness and tragedy befell them, and poverty continued. Juran, however, views his experience as not unique: he recognizes millions of other American immigrants went through the same thing. By the time he began high school and became socially active outside his family, he started to recognize that the poverty he had known all his life was not natural. Soon after, things slowly began to change. Formal preparation for his achievements was to begin.

The first in his family to go to college, Juran learned more than engineering: he learned self respect. It is a lesser known fact that one major catalyst for his success was his talent on the chess board. While at the University of Minnesota, he rose to all-university chess champion. This led to some social networking, and opportunities. Additionally, Juran joined the Army Reserve Officer's Training Corps (ROTC), which, besides providing a warm coat and clothes, increased his exposure and led to more opportunities. His talents went recognized, and upon earning his bachelor's degree and officer's commission, he went to work for the Signal Intelligence Division of the Army specializing in codes and ciphers.

Fast forward to Western Electric's famous Hawthorne Works manufacturing plant, and it can be no small coincidence that this is the place where Walter Shewhart (the Father of Statistical Quality Control) worked. It is here that Juran continued his education, and learned how both the corporate hierarchy system and Taylorism worked. While at Hawthorne, Juran formed an insatiable interest in managing for quality, and collaborated with some of the greatest minds in that emerging field.

Those years, and the ones that followed, are described with a level of detail and intimacy only possible by the man who lived them. If you want to find out how Juran outwitted Al Capone, why he earned his doctorate in Law, or if you're just interested in the birth of modern quality and want a first hand account, this book is for you. Juran's style of writing is so smooth and easy, you may find yourself a quarter of the way through the book before you put it down for your first break. Chock full of knowledge, history, and personal reflections on a lifetime of achievements, I highly recommend *Architect of Quality*. Find it on Amazon or eBay for a steal, and enjoy! In the meantime, get a taste of Juran from the following links to a video of Juran's 2004 speech to the University of Sweden upon receiving an honorary PhD (while they still work: [low rez](#) or [hi rez](#)). – Mike

**CAREERS IN QUALITY:** Please visit <http://careers.asq.org/search>

### **Q&A:**

**Question:** What differentiates a “good” resume — one that opens doors and gets me an interview from one that gets filed or trashed?

**Answer:** A successful resume needs to SELL you over and above your peers and create a sense of urgency for the reader to pick up the phone and call (or e-mail) you to arrange an interview.

Otherwise, the reader thinks, “Yeah, this person has a good background,” and then moves on to scan the next resume, pitching your resume in the old “circular file.”

View detailed answer in the Career Development section of the ASQ Career Center at <http://careers.asq.org/careerdev/kb/detail>

PLEASE NOTE: The ASQ Career Center requires users to register to view the Career Development section. Receive a **FREE** account at <http://careers.asq.org/careerdev/kb/detail>.

## **QUALITY STANDARDS**

**ISO 9001 and 9004 Update from ASQ:**The ISO 9001 and 9004 quality standards are to be released one month apart. The anticipated publishing dates are July 2009 for the ISO 9001 standard and August 2009 for the ISO 9004 standard.

**ISO Standard for Cosmetics** - As read in the [Quality Digest](#), 9/12/07 (ISO: Geneva): From shampoo to toothpaste to make-up and skin cream, hundreds of thousands of cosmetic products will now benefit from improved quality and safety, thanks to a new standard published by the International Organization for Standardization.

**ANSI in Global Food Safety Program** - As read in the [Quality Digest](#), 9/12/07 (ANSI: New York); Seven of the world’s leading retailers, including U.S.-based Wal-Mart, have agreed to rely upon food safety and quality management systems that have been certified as meeting rigorous standards for production, preparation, transport, storage, and handling. Agreed at a recent meeting of CIES–The Food Business Forum, the pact focuses on ensuring the continual improvement of food safety systems worldwide and driving supply-chain efficiency by reducing the duplication of audits for global importers and exporters.

Under the umbrella of the Global Food Safety Initiative, the retailers will mutually recognize certification programs such as those accredited by the American National Standards Institute under the Food Marketing Institute’s Safe Quality Food (SQF 2000) standard.

ANSI has partnered with FMI since 2004 to improve food quality and safety by providing a neutral, third-party verification that SQF certification program requirements (SQF 1000 or SQF 2000) have been met. The SQF programs encompass raw materials and ingredients of prepared and processed foods.

“Consumers want to have confidence in the quality and safety of the food they eat,” said Reinaldo Figueiredo, ANSI program director of product-certification accreditation. “Food suppliers—and the regulatory bodies that monitor them—demand an assurance that stringent food-safety standards are being followed, regardless of where in the world the food is coming from. ANSI is proud to add value to this process.”

ANSI accreditation verifies the competence of certification bodies to assess compliance with standards. It also helps to promote best industry practices while reducing the need for government agencies to individually monitor credentialing organizations, and strengthening consumer confidence in products and services.

All certification bodies that are accredited by ANSI must meet the requirements of Guide 65, “General requirements for bodies operating product certification systems,” of the International Organization for Standardization and the International Electrotechnical Commission.

## QUALITY LINKS AND USEFUL RESOURCES:

[ASQ Section 1104](http://www.asqrichmond.org) - Website of the ASQ Richmond chapter <http://www.asqrichmond.org>

[ASQ Section 1128](http://www.asqtidewater.org) – Website of the ASQ Tidewater chapter <http://www.asqtidewater.org>

[Northern Shenandoah Valley](http://www.asqnsv.org/) - Website of ASQ Section 1131 <http://www.asqnsv.org/>

[ASQ's Main Site](http://www.asq.org) - For the career quality professional <http://www.asq.org>

[ASQ's Service Quality Division](http://www.asq.org/service) - Focuses on service quality <http://www.asq.org/service>

[ASQ Six Sigma Forum](http://www.asq.org/sixsigma) - Focuses on Six Sigma practices <http://www.asq.org/sixsigma>

[Hampton Roads Quality Management Communities](http://www.hrqmc.com) - Network for regional professionals and resources for productivity improvement <http://www.hrqmc.com>

[INCOSE](http://www.hra-incose.org) - Website of the local chapter of the International Council on Systems Engineering <http://www.hra-incose.org>

[Quality Resources Online](http://www.quality.org) - Website for all things related to quality <http://www.quality.org>

[U.S. Senate Productivity and Quality Award for Virginia](http://www.spqa-va.org) - Website of the Virginia State Quality Award <http://www.spqa-va.org>

e - newsletter

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