



Hampton Roads Section

American Society for Quality (ASQ) Section 1114
SPRING NEWSLETTER
March 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.



We Are Here For You - Talk To Us! ASQ Section 1114 Executive Committee:

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Immediate Past Chair: Jean Tolley
(850) 883.5553; jean.tolley.ctn@eglin.af.mil

CERTIFIED QUALITY AUDITOR (CQA) Training

Join us every Saturday, 9 a.m.-1 p.m., through May 19 (except April 7)

Training material: Quality Council of Indiana (QCI) CQA Primer - easy to order from the QCI for \$65.00; go to www.qualitycouncil.com. Tuition payment - check for \$35.00 made to ASQ Hampton Roads Section 1128.

Training Place:
Eggleston Services, Ltd., 1161 Ingleside Rd
Norfolk, VA 23502

CERTIFIED QUALITY ENGINEER (CQE) Study Group

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Group will start meeting as soon as possible. If you are interested, please contact Kathy Betz at betzk1@hotmail.com or (757) 303-2515.

ASQ Fact:

Certified Quality Auditor (CQA) certification was given for the first time in 1987.

APRIL 26TH, 2007, THURSDAY, 5:30-7 P.M. – COME JOIN US, GET INVOLVED!

Meet, Greet, Have Something to Eat - Food Will Be Just \$5 Per Person...

You are cordially invited to a social event with the ASQ 1114 Section. Great opportunity to socialize with your fellow ASQ section members! Participating in your local ASQ chapter will benefit you because you will be able to:

- Network with fellow peers throughout the Hampton Roads community.
- Earn recertification credits toward your ASQ certification through various activities.
- Attend training events, workshops and conferences.

Where:

Crabbers Restaurant & Lounge
2000 W. Mercury Ave.
Hampton, VA 23666
757-826-6441

SEE YOU THERE!

**ASQ's 60th Anniversary Celebration During the World Quality Conference, 2006
By Sheila Bragg**

The opportunity to celebrate the American Society for Quality (ASQ) 60th anniversary with other quality professionals and practitioners from around the world was the highlight of last year. The conference was held May 1 – 3, 2006, in Milwaukee, WI, home of the ASQ headquarters. The conference theme was "Transforming the Face of Quality".

A pre-conference Member Value Interchange and Community Leadership Institute kicked off conference activities. The Institute celebrated ASQ's past but focused on its future. The café-style breakfast held on Friday gave Member Leaders an opportunity to network with other leaders, exchanging information from the Member Leader Summit held earlier in October 2005. The café dialogue was defined as friends, colleagues, and traveling strangers collectively engaged in lively small group conversations about compelling issues. During the summit Member Leaders made a commitment to enhance member value through a shared vision of the future. The café dialog led to high-energy engagement, which resulted in significant contributions from members. Through this interaction, members concluded that relationships among the ASQ family could be improved with better communication between Section, Division, Headquarters, and Board members. Discussions included a review of what ASQ is and what it wants to become. There was a shared realization that

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what we are is what we collectively know.

During the Institute, Member Leaders affirmed that ASQ's vision is solid. The engaging discussions helped to raise the overall level of hopefulness about ASQ's future. Participants made commitments to get to know each other better. The following improvements to bring about member satisfaction were mentioned as follows: (1) offer low cost/no cost training, (2) call new members, (3) offer coupons for free dinners, (4) push past comfort zone to get to know members, (5) make monthly telephone contacts, (6) encourage certification (7) reach out to the community.

Workshops held during the conference were informative and interesting. ASQ Community Outreach Program – Community Good Works offered a workshop to heighten awareness of the power of quality for improving the community. ASQ information kits were given out that any new member would find enlightening and useful. Great examples of treasurer guidelines, responsibilities and records to maintain were shared.

There was an excellent rostrum of speakers at the conference making it difficult to decide which session to attend. The following is a brief sample of speakers and their topics:

- Sister Mary Jean Ryan, President and CEO of SSM Health Care – Through the implementation of the Malcolm Baldrige program, Sister Ryan concluded the following: Transforming an organization takes unwavering faith, incredible endurance, and a solid vision of what the organization can become. But most of all, it takes recognition of the leadership that resides within people at all levels of the organization.
- Dean Newber, Corning, Inc. – Presented a statistical process control approach to managing glass production and producing mixture designs that customers want.
- Robert Lawton, International Management Technology, Inc. – Hearing Customer Voices in 4-Part Harmony. Mr. Lawton discussed the need to identify who your customers really are and determine satisfaction through the following: (1) Performance expectations – objectives and directly measurable; (2) Perception expectations – subjective, indirectly measurable; (3) Outcome expectations – ultimate results the customer wants to achieve.
- John Jones, Executive Vice President, Chief Operations Officer, Green Bay Packers. Mr. Jones gave an exciting and lively presentation that made everyone in the audience a Green Bay Packer's fan. In his speech he mentioned that quality requires deep detail, creativity, and work. Also, quality is never achieved by accident.

Conference trips to local venues such as the Milwaukee Public Museum and the Kohler Factory were well-planned, enjoyable, and unforgettable. Kohler Company, founded in 1973, is one of America's oldest and largest privately-held companies. The Milwaukee Public Museum was packed with exciting exhibits. The city is rich with cultural tradition and diversity.

The interaction with Quality professionals from around the world was priceless. Conference facilities at the Hyatt Hotel and Midwest Airlines Center were excellent. The conference presented many opportunities for self-assessment and improvement, and created a desire to participate in other annual conferences and celebrations.

**NEXT WORLD QUALITY CONFERENCE, 30 APRIL – 2 MAY 2007:
COMING UP IN ORLANDO, FLORIDA.**

Go to www.asq.org for details.

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Is Your Factory At Risk Of Being Off-Shored? By Patricia Stansbury

Patricia is an ASQ member in the Middle Tennessee section, a Manufacturing Quality Engineer, Square D Company. She recently came across an idea that is new but potentially interesting to other engineers in manufacturing. Her contact information is: Patricia S. G. Stansbury, Manufacturing Process Engineer, psgriffi@umich.edu.



Has your plant manager mentioned moving your facility to Mexico? Are you experiencing cost pressures from overseas competitors? Do you fear this year's Lean Manufacturing and Six Sigma projects aren't going to hit the cost targets management has set for you? Are you now doing 3 people's amount of work because of downsizing and cost-cutting?

As a manufacturing engineer, I have lived this every day. I hear top management entertaining the thought of closing my factory and shipping it to China. I have more Six Sigma project ideas than I have time to start, let alone complete, but can't get to them because I'm in constant fire-fighting mode. Morale is decreasing, turnover is rising, and I fight against bitter cynicism each day. I don't want to stop caring, but what alternative do I have?

I found a possible alternative last month. It was a new idea to me and my management, yet it's been around long enough for other Fortune 500 companies to have implemented. And I think it's likely to be the next cost-cutting innovation among manufacturing companies. For lack of a standard industry term, I'll call it Manufacturing Process Outsourcing. Instead of shutting down the factory and moving it abroad, the semi-skilled jobs remain in-house (thus oversee-able) but are contracted to a third party. The third party assumes responsibility and risk for on-site supervision, continuous improvements, production yields, quality, and worker safety all at a fixed price. They pay penalties for late deliveries or out-of-spec products and share cost-savings from their continuous improvement efforts. It provides management with the desired cost reduction from off-shoring without the hassle, loss of continuity or reduced quality that off-shoring can create. It's virtually a no-brainer.

Although it seems like common sense to me, there are hurdles to overcome. How will the hourly workforce react to this idea, especially if they are unionized? Where do the displaced employees go? What happens when management comes around asking for another 10% cost savings next year? These questions depend on your individual situation, but no hurdle ever stopped me from getting more information. So if you want to get more information too, visit www.hollandgroup.com and click on Manufacturing Process Outsourcing.

Check www.asq.org for the Latest **Certification Exam and Registration Dates!**

CONGRATULATIONS for Passing Their Certification Exams To:

Certified Manager of Quality/Organizational Excellence (CMQ/OE): Tatiana Jeliaskova

Certified Quality Auditor (CQA): Darrell Williams and Nancy Noblitt

Certified Quality Improvement Associate (CQIA): Charmaine Vassar

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CONGRATULATIONS for Becoming Senior ASQ Members To:

Keith Bertsch and Thomas FitzGerald

Senior members represent the upper echelon of the quality profession, and serve as the backbone of the Society. Senior membership recognizes members who:

- Have been an individual member for at least one year;
- Have at least 10 years of professional experience;
- Meet one of four professional criteria as outlined by ASQ.

WELCOME To Our New Members!

**Cristin Begor; Jennifer Kennedy; Vicki Farwell; Michelle Rowlett;
Tarig Zain El Abdein; Johnny Johnson; Robin Laskowski; Charlie Williams**

CAREER CORNER

From Michelle Irving, Human Resources Manager:

Quality Control Supervisor

CONCOA, a world leader in the manufacturer of gas pressure flow controls, has an opportunity for a Quality Control Supervisor. The selected candidate must have knowledge of ISO 9001 requirements, be proficient in dimensional measurements, and have supervisory experience. The selected candidate will be responsible for supervision of quality inspectors; controlling the Quality Policy Manual; conducting and facilitating internal and external audits; maintaining inspection functions and sampling plans. Knowledge of 21CFR 820 is preferred. CONCOA offers an excellent compensation package. Send resume with salary requirements in confidence to resumes@concoa.com. EOE

Michelle Irving
Human Resources Manager
CONCOA
1501 Harpers Rd
Virginia Beach, VA 23454
Phone: 757-422-8330 x 205, fax: 757-422-8366
E-mail: mirving@concoa.com

From Bryantbureau:

Go to www.bryantbureau.net; (586) 772-6452, ext. 144

Looking for a Quality Engineer with a strong background in APQP/PPAP that also comes from a manufacturing environment. This position is located in the Blacksburg, VA, area and they are interviewing immediately. I have included a brief description below. If you are interested in this or in pursuing other new opportunities, please send back a WORD document resume to

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Katie@Bryantbureau.net. Feel free to pass this email on to anyone you would like to open a door for.

Quality Assurance Engineer

Category: Engineering; Department: Quality; Location(s): Blacksburg VA

Description:

Quality Assurance Engineer, reporting to the Quality Assurance Manager. Position is likely to include primary responsibility for APQP, PPAP, and Product Launch activities. May also require active participation in one or more of the following areas: Quality system improvements; analysis of part rejects and customer returns; implementation and verification of corrective actions resulting from plant and/or customer quality concerns; plant productivity and quality improvement efforts; capability studies to identify sources of process variation in new and existing equipment; internal quality audits. Occasional travel to customer facilities in support of product launch and/or quality problem-solving activities will be required.

Requirements:

4 year college degree in engineering or related field
Prior experience in handling APQP / PPAP / Product Launch
Quality background in a manufacturing environment
Excellent facilitation, people, and communication skills
Technical background preferred, but not required

Note: All resumes submitted constitute a one-year referral.

This resume is submitted on a confidential and employer-paid fee basis only, and is a trade secret service file of Bryant Bureau. The recipient of this resume shall not disclose to any third party the identity of this individual, nor any of the information contained in this resume, nor any information subsequently received from Bryant Bureau regarding this individual, without the express prior authorization of Bryant Bureau.

Check this out on www.asq.org and submit your comments, if you like:

ANSI/ISO CD1 9001:2009, ANSI/ISO CD1 9004:2009: Committee Drafts of ISO 9001 and 9004:2009

The ISO 9000:2000 family of quality management system standards is being updated with an anticipated final release date in 2009. The updated standards (ISO 9001 and ISO 9004) are being released as committee drafts and are drafts for review. The two documents are not intended to be used for quality system design purposes. As committee drafts, the two standards are offered for public review and comment only.

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Get Rid of Clutter: “So, what have you stopped doing to benefit your career? What career clutter have you accumulated? As with other kinds of clutter, this sort is an impediment that reduces efficiency, consumes resources, and keeps us focused on the past—on things that have already achieved their purpose.”

- Hank Lindborg, *Quality Progress*, February 2007

BOOKS from ASQ

Seeing David in the Stone: Find and Seize Great Opportunities Using 12 Actions Mastered by 70 Highly Successful Leaders

James B. Swartz and Joseph E. Swartz

This book answers three timeless questions:

How did some people find and seize the great opportunities of their times?

What can we learn from them to help us find and seize great opportunities?

How did great leaders help others (and organizations) to find and seize great opportunities?

The successes and failures of great leaders including Gates, Einstein, Michelangelo, Edison, Winfrey, DaVinci, Curie, Smith, and Galileo are utilized to explain the actions on the path to greatness.

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.

Members have access to a wealth of knowledge and information available through the QIC. The librarian and QIC staff are experts at conducting research.

The research is conducted in ASQ's ever-expanding library of relevant, credible quality resources, including ASQ-published journals, conference proceedings and Quality Press publications.

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

Fax: 414-765-8660

E-mail: gic@asq.org

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QUALITY LINKS:

[ASQ Section 1114 - Website of the ASQ Richmond chapter](http://www.asqrichmond.org) <http://www.asqrichmond.org>

[ASQ Section 1128 - ASQ Tidewater chapter](http://www.asqtidewater.org) <http://www.asqtidewater.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.hrgmc.com) - Network for regional professionals and resources for productivity improvement <http://www.hrgmc.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>

😊 Solution to the Quality Jumble 😊

Structured Brainstorming
Fishbone Diagram
Multivoting
Quality Engineer
Hidden Waste
Cost of Poor Quality

"Big Q, little q"

HAPPY SPRING! STAY TUNED...

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