



# Hampton Roads Section



American Society for Quality (ASQ), Section 1114  
SPRING NEWSLETTER, MARCH 2008  
<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 at [chair@hamptonroadsasq.org](mailto:chair@hamptonroadsasq.org)

or

Use our individual contact information:

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**Immediate Past Chair: Jean Grieve (formerly Tolley)**  
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## Joseph M. Juran (1904-2008)

The quality community lost a giant. Dr. Joseph Juran passed away at the age of 103 on February 28, 2008. He was active right up until his death and will always be remembered as the father of modern-day quality management. His many contributions changed not only the world of quality, but the world itself.

Read more about Dr. Joseph Juran on the ASQ Remembers page at <http://www.asq.org/juran/> and at <http://www.juran.com>.

***Whatever you do, make sure it improves society. Don't just do it for the sake of profit. A true leader is not just there to lead a company. They must have a purpose.***

***Dr. Joseph M. Juran***

**To Section 1128: Check out our newsletter and Web site for events. You are welcome to attend!**

**To our Members and Volunteer Member Leaders: Thank You!**

**MARK YOUR CALENDARS!**  
**APRIL 10, 2008, Starting at 6:00 p.m.**

**ASQ SECTION 1114 GUEST SPEAKER AND SECTION ELECTIONS MEETING:**

**Holiday Inn Hotel and Suites,  
Barclays Bistro  
943 J. Clyde Morris Blvd.  
Newport News, VA 23601  
757-596-6417**

<b>Section Elections</b>	<b>6-6:30 p.m.</b>
<b>Eat and Meet</b>	<b>6:30-7:15 p.m.</b>
<b>Presentation</b>	<b>7:15 p.m.</b>

**Presentation:**

**Team Sigma: A Foundation for Breakthrough Improvement**

**Six Sigma** projects are often hampered by a lack of process standardization and stability. Ill-defined metrics and inconsistent work practices make it difficult to define and measure the problem, analyze for root cause, conduct valid experiments, and sustain improvements long-term. Team Sigma is a team-based approach to improve process performance and provide the foundation for breakthrough improvement using Six Sigma. This presentation will share the fundamental principles on which Team Sigma is based, the Team Sigma roadmap, and the experiences of implementing Team Sigma in over 500 manufacturing and transactional processes at a major US corporation.

**Susan O. Schall, PhD.**, is President/Owner of SOS Consulting, LLC. Susan has over 20 years of experience delivering improved performance using engineering, statistical, and business process improvement methodologies, including Six Sigma, team-based problem-solving, lean manufacturing techniques, process assessment, and strategic planning. Prior to consulting, Susan held a variety of process improvement and leadership roles at RR Donnelley, GE Lighting, DuPont and Eastman Kodak.

Event is **FREE** for section 1114 and 1128 members. **RSVP** to [secretary@hamptonroadsasq.org](mailto:secretary@hamptonroadsasq.org) by 4/7/08.

**Section Elections:**

**ASQ SECTION 1114  
2008 – 2009 CALL FOR NOMINATIONS**

The following members were approved by the nominating board as nominees for re-election for the upcoming 2008-2009 fiscal year:

**CHAIR:** William Blackwell  
**SECRETARY:** Mike La Dolcetta

The following members have been selected by the Chair and approved by the Leadership Committee as nominees:

**VICE CHAIR:** Sheila Bragg  
Jean Grieve  
**TREASURER:** Tanya Jeliaskova

The Leadership Committee is soliciting nominees from the general section membership for all positions listed above. This is your chance to get involved (or get someone involved) in section management. Nominate yourself, or someone you know. Did you know if you petition for a nominee with 10 approving members, your nominee has a guaranteed a place on the ballot!

Please forward all **petitions and nominations** to [secretary@hamptonroadsasq.org](mailto:secretary@hamptonroadsasq.org) by 4/7/08 (extended).

## MARK YOUR CALENDARS!

**ASQ World Conference on Quality and Improvement**  
**May 5-7, 2008, George R. Brown Convention Center, Houston, TX**  
<http://wcqi.asq.org/program>

### Quality Evolves With Each Generation

**Quality is no longer solely associated with manufacturing or the quality department. Instead, it is a goal sought by all industries - from the stockroom to the boardroom.**

Join ASQ in spanning borders, practices and professions to create one generation focused on quality. Come with an open mind, and gain improvement methodologies that will lead your generation to excellence.

### Why You Should Attend:

**Build Success** – Hear how you can start continuous improvement initiatives, decrease waste, improve productivity and increase operational efficiency.

**Immediate Impact** – Put these quality tools, tips, best practices and ideas to work in your company right away.

**Networking** – Create business and professional relationships with attendees from all over the world.

**Benchmarking** – Compare your company's processes and methodologies against high-performance teams during the International Team Excellence Award competition.

**Inspiration** – Energize and invigorate your commitment to quality with a fresh, positive perspective that will provide your organization with a competitive advantage.

### Attend the 2008 Career Fair

### Keynote Speakers:

Gregory S. Babe, President and Chief Executive Officer, Bayer MaterialScience LLC

Rear Adm. T.K. "Ken" Mattingly (USN, Ret.), Apollo 13 Astronaut, Former Shuttle Commander, and Accomplished Aerospace Industry Executive

Glenn Walters, Owner, GW Enterprises and Chair, ASQ Team and Workplace Excellence Forum

### International Panel

Dr. Marius J.S. Buiting, president of the European Society for Quality in Healthcare; Shoji Shiba, visiting professor at the Massachusetts Institute of Technology and professor emeritus, University of Tsukuba, Japan; and Margaret Wheatley, president emerita of The Berkana Institute

### Focus Areas:

Generational Diversity

Virtual Universe

Innovation/Application

Business Excellence

Knowledge Transfer

Teams

## Enroll in Six Sigma Training Now!

### Executive Summary

ASQ sections have a responsibility to provide training to their members. Both sections 1114 and 1128 included this responsibility as part of their Section Management Program (SMP). With that in mind the education and training they provide is required to meet the needs of the membership. Additionally, for the training to be both affordable for the membership and cost effective for the sections to provide, we have partnered together. Individually neither section has enough demand to support all the separate courses their members desire. In support of the criteria above, the following annual training plan has been developed, based on both the ASQ Six Sigma Green Belt and ASQ Six Sigma Black Belt bodies of knowledge (BoKs). Using these BoKs covers roughly 85% of elements in the other ASQ certification BoKs which allows our training to satisfy a much broader portion of the membership.

### Course Modules

The Table on the next page outlines the schedule and applicability of the various modules being offered. The schedule is aligned to prepare participants for the Six Sigma Green Belt Certification Exam on 7 Jun 2008 or the Six Sigma Black Belt Certification Exam on 18 Oct 2008.

### Location

The course modules will be offered from 8:00 a.m. to 12:00 p.m. on the dates indicated at the Old Dominion University Tri-Cities Center in Suffolk, VA.

## Cost

There are several cost options available:

- ASQ Members can buy the complete series Six Sigma Green Belt Series for \$ 400 or Six Sigma Black Belt Series for \$ 600.
- ASQ Members can buy individual course modules for \$ 75 per module.
- Non-ASQ Members can only buy individual course modules for \$ 100 per module.

Payment must be made by check payable to “ASQ Hampton Roads Section”. Please note that those opting for the complete series will have the added benefit of retaking a module during the subsequent offering at no additional charge.

## Logistics

The participants will furnish their own study materials (ASQ or other certification primer) the instructors will provide hand-out materials based on the BoK element to be covered. Participant will have opportunity during the class to ask questions and work out exercise problems from their own study materials (ASQ or other certification primer). The Old Dominion University Tri-Cities Center has a vending area for refreshments during breaks.

## Who Should Attend

Those individuals preparing for Six Sigma Green/Black Belt Certification would benefit from the respective series. Those individuals preparing for CQE, CQA, CQT, or CMQ/OE would benefit from taking specific modules as indicated in the table below.

## Getting Started

Contact Joseph Maggiore [jmaggior@mindspring.com](mailto:jmaggior@mindspring.com) or Scott Rutherford [srlean6@gmail.com](mailto:srlean6@gmail.com) to reserve your seat or for more information.

Course	Week	Must take for BB	Good for CQE	Good for CQA	Good for CQT	Good for CMQ/OE
<b>GREEN BELT PHASE</b>						
Lean Basics I	Apr 12	Yes	No	No	No	Yes
Lean Basics II	Apr 19	No	No	No	No	No
Stats I – Descriptive	Apr 26	Yes	Yes	Yes	Yes	Yes
Stats II – Distributions	May 3	Yes	Yes	Yes	Yes	Yes
Stats III– Hypothesis Testing	May 10	Yes	No	No	No	No
Stats V – SPC & Ctrl Plans	May 17	Yes	Yes	No	Yes	Yes
Facilitation	May 24	Yes	Yes	Yes	Yes	Yes
Practice Test	May 31		Optional but strongly recommended			
<b>BLACK BELT PHASE</b>						
Strategic Planning/Project Mgmt	Jul 12	Yes	Yes	No	No	Yes
Facilitation	Jul 19	Yes	Yes	Yes	Yes	Yes
Lean Basics I	Jul 26	Yes	No	No	No	Yes
Stats I – Descriptive	Aug 2	Yes	Yes	Yes	Yes	Yes
Six Sigma Define/Measure Tools	Aug 9	Yes	Yes	Yes	Yes	Yes
StatsII – Distributions	Aug 16	Yes	Yes	Yes	Yes	Yes
StatsIII– Hypothesis Testing	Aug 23	Yes	No	No	No	No
Analyze Tools	Sep 6	Yes	No	No	No	No
StatsIV – Regression/DOE	Sep 13	Yes	Yes	No	No	No
StatsV – SPC & Ctrl Plans	Sep 20	Yes	Yes	No	Yes	Yes
Lean Basics II	Sep 27	No	No	No	No	No
Practice Test	Oct 4		Optional but strongly recommended			

## Key:

Yes – pertains to the appropriate Body of Knowledge; No – does not pertain to the appropriate Body of Knowledge.

Please note that those opting for the complete series will have the added benefit of retaking a module during the subsequent offering (not to exceed 12 months) at no additional charge.

**WELCOME TO:**

Abraham Padilla  
Bruce L. Lenzer  
Daniel A. Healey  
David Revill  
Heather Callahan  
John Salas  
Katina S. Drummond

Lawrence Peck  
Robert D. English  
Tarsha Leherr  
Theresa G. Ward  
Timothy L. Stovall  
Tommie Ellis

**Welcome to Section 1114, it's great to have you!**

**CONGRATULATIONS TO SHEILA BRAGG, OUR SECTION CURRENT TREASURER!**

She graduated with a **Bachelor of Business Administration** degree from Averett University in December 2007.  
Well done, Sheila and best of luck in your career!

**For Certification Exam Dates and Registration Deadlines, check [www.asq.org](http://www.asq.org)!**

**CAREERS IN QUALITY**

Visit the ASQ Career Center at <http://careers.asq.org/search!>

Great info and advice are available there!

PLEASE NOTE: Receive a FREE account at <http://careers.asq.org/careerdev/kb/detail>. Users need to register to view the Career Development section.

**Women In Quality**

Network



Women are employees, managers, volunteers, leaders...

The Women in Quality Network is a place where you can just be yourself. It is an opportunity to learn from others, network, and share. Gain access to current and future articles, networking opportunities, archived information, and much more at <http://www.asq.org/communities/women-in-quality>.

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

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: [gic@asq.org](mailto:gic@asq.org)

## 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>



**IMS Alerts** e-newsletter: IMS Alerts is a **free-of-charge** e-newsletter providing updates of what's being featured next in **ISO Management Systems** magazine, **plus** alerts to new ISO press releases, **plus** new information on ISO's Web site... **and more! Latest ISO press releases; New products**

**STAY TUNED... WHILE ENJOYING  
A BEAUTIFUL, HIGH-QUALITY SPRING! 😊**