



Hampton Roads Section

American Society for Quality (ASQ), Section 1114
WINTER NEWSLETTER, DECEMBER 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 at chair@hamptonroadsasq.org

or

Use our individual contact information:

Chair : William Blackwell
820.4036; wblackwell@icelandic.com

Vice Chair: Keith Bertsch
414.3546; keith.bertsch@liebherr.com

Secretary: Mike La Dolcetta
secretary@hamptonroadsasq.org

Treasurer: Sheila Bragg
788.4836; Sheila.Bragg@dcma.mil

Arrangements and Internet Liaison: Ann Hannan
766.4232; ann.hannan@meas.spec.com

Audit Chair and Newsletter Editor: Tanya Jeliaskova
858.6000, ext. 697; tjeliask@wrsystems.com

Certification Chair: George Archer
455.8930; gfa474@verizon.net

Database Chair: Jeff McCurry
688.1763; Jeffrey.McCurry@ngc.com

Education Chair: Scott Rutherford
218-9627; srlean6@gmail.com

Internet Liaison: Aston Tsang
757-404-2356; ati898@aol.com

Membership/Examining/Recertification Chair:
Alan Campbell, 928-2501; alan.campbell@liebherr.com

SMP Chair: Pete Johnson
757) 638-0092; www.hamptonroadsasq.org

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

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Lean/Six Sigma, 24 January, 2008, Thursday

Quality Management Conference,
February 21-22, 2008, Orlando, FL

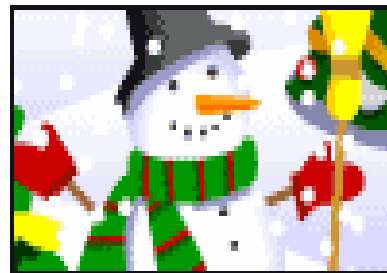
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**“Thank You!” to All Our Members and Volunteer
Member Leaders! Happy Holidays!**



A Letter from the Editor

Friends, hello to all from the good old Europe, with some food for thought!

As any American with strong European roots can testify, traveling to the old country causes curiosity - and even some trepidation...Your editor's curiosity encompasses everything and is particularly keen on the state of Quality in this tiny, Legoland-like continent. Doesn't *everything* – even our most personal life experiences - boil down to Quality, actually? To me, life is a total Quality experience...

Turns out, Quality is alive and kicking in Brussels, the Belgian cum European Union capital, and also in my native city of Sofia, Bulgaria. Every material and non-material item/product/service is consciously or subconsciously judged by the customer based not only on its price, on what it does, and on how well it does what it is supposed to do for this price, but also on what it looks like - and especially on what it feels like to use this item.

Here, as in the United States, people like shopping – literally and figuratively. Yet, they buy fewer items at a time and seem to take longer to decide on purchases. An intriguing phenomenon has been going on for quite some time in Bulgaria. Most people want Bulgarian-grown/made produce, foods, and consumer goods - practically everything except electronics and cars. Bulgarians perceive the majority of their goods - and raw materials, too - as higher-quality ones, actively look for them, ask for them, and purchase them at prices higher than competing Chinese and Turkish goods, among many other imports.

Do we do the same in the United States for US-made items? It would be great to see that happen. In no way am I suggesting we should pay more if we can pay less for an item of the same or comparable Quality, of course.

Still, I jump for joy when I see “Made in the US” (and “Made in Bulgaria”) labels and tags as they almost always guarantee quality higher than that of analogous imported goods. Quality can be this wonderful patriotic thing, without being protectionist and isolationist, don't you think?

Sincerely yours,

Tanya Jeliazkova, ASQ CQA, CMQ/OE, CQIA

MARK YOUR CALENDARS!

**ASQ Section 1128 Dinner Meeting:
24 January, 2008, Thursday; Topic: Lean/Six Sigma**
Visit <http://www.asqtidewater.org> for more information.

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 for more information.

WELCOME! -

To Our New Member Olaf Kampschmidt

Olaf has recently moved from mG miniGears NA to NGK-Locke Polymer Insulators, Inc. as a Quality Manager. It's great to have you as our section member, Olaf!

For Certification Exam Dates and Registration Deadlines, check www.asq.org!

CONGRATULATIONS!

To Our Newly Certified and Recertified Members!

(In Alphabetical Order by First Name)

CQA (Certified Quality Auditor): Brian K. Williams Charles A. Rossi Christian Dawson Dayna R. Dority J. C. Allen Mark A. Johnson Peter D. Campbell	CQIA (Certified Quality Improvement Associate): Denise E. Benson Judy Neary Lafon L. Dean Mohamad Itami Thomas M. Codrick	CSSBB (Certified Six Sigma Black Belt): Dana M. Bowen Johnny G. Johnson Khiari K. Tyler
CQE (Certified Quality Engineer): Christian Dawson Manuel Miranda	CQI (Certified Quality Inspector): Norman P. Coggeshall	CSSGB (Certified Six Sigma Green Belt): Patricia A. Cox

ASQ ADVOCACY ON CAPITOL HILL

House Subcommittee Accepts ASQ Comments on Food Safety

WASHINGTON, D.C. — In October this year, a statement on various food safety issues that ASQ submitted to a subcommittee of the U.S. House of Representatives was accepted. It will appear in the written record of the subcommittee's hearings.

ASQ urged lawmakers to focus less on inspection and more on preventive approaches to ensuring food safety.

The comments were sent to the Subcommittee on Oversight and Investigations of the House Committee on Energy Commerce, chaired by Rep. Bart Stupak (D-MI). Rep. Stupak's subcommittee held investigative hearings at which invited witnesses testified on the capacity of the FDA to ensure the safety of the nation's food supply. Sellery Associates, ASQ's Washington consultants, worked on ASQ's behalf to have the statement accepted into the hearing record.

ASQ staff wrote the statement based on the ideas of ASQ food safety experts John Surak and Steve Wilson. Wilson is a member of ASQ's new Public Policy Advisory Council. The council will work on food safety and other issues as part of its charge to coordinate ASQ activity on issues and public policy.

ARTICLES

Don't Skip Close-Out Meetings - Future Projects Will Benefit

By Michael Stanleigh

As Read in: **Quality Digest** at <http://www.qualitydigest.com>

People in an organization usually move from one project to another, repeating the same mistakes, dealing with similar crises, despairing over underperforming team members, and more. Over and over. Some people learn informally what made one project successful and another unsuccessful, but knowledge is seldom formally captured.

The project management office research conducted by Business Improvement Architects of more than 750 global organizations reveals that two-thirds of the respondents are responsible for archiving documentation, although few

organizations actually do so.

Archiving documentation at the completion of a project is the primary method of knowledge retention and transfer. More active approaches include knowledge-management systems and knowledge-sharing sessions.

How to retain lessons learned

BIA's research found that organizations value passing along what worked and didn't work on a project. This process begins with capturing lessons learned at the close of each project and retaining this information in a database. Two methods commonly used to retain the information and share it with future project teams include storage on an intranet site or on shared network drives in an organization's database.

The close-out meeting

Knowledge retention contributes to continuous learning and helps to avoid repeated mistakes. To retain project knowledge for future project teams, a project close-out meeting, which should have been included in the project management's deliverables, must be held as soon as possible, while the knowledge about the management of the entire project is still fresh in everyone's mind. The meeting's purpose is to review the project and decide what the organization can learn from it. This meeting isn't a blame session. The product of the close-out meeting is an archived document—lessons learned—that is available to future projects, managers, and teams.

Who should attend the close-out meeting?

The project manager and team should attend the close-out meeting. It may also be useful to invite resources or stakeholders who can contribute. In some situations, it can be advantageous to have an outside facilitator lead the meeting. This helps to ensure that the discussions are objective and that everyone's input is captured.

What happens at the close-out meeting?

The facilitator of the meeting introduces the session and explains its purpose. A series of open-ended questions ensure that the discussion is focused.

Here are some suggested questions:

What were the major project successes?

What were the major challenges?

What could have been done to have increased the successes and decreased the number of difficulties on the project?

Can this information be passed to other projects? If so, what would they be?

What were the actual project deliverables vs. the original plan?

How close to the schedule was the project actually completed?

What was learned about scheduling that will help future projects?

What was learned about the scheduling of activities and tasks?

What unanticipated project benefits were derived?

What was learned about the scheduling of resources that will help future projects?

How close to budget was the final project cost?

What did the project team learn about budgeting that will help them on future projects?

Were the right people included in the project team?

Were the team roles and responsibilities clear?

To what extent did the stakeholder positively or negatively affect the project?

Upon completion, did the project output meet the stakeholders' requirements without additional work?

If additional work was required, why was it necessary?

How was change managed through the project?

What risks occurred on the project that weren't anticipated?

What could have been done to anticipate these risks?

What was learned about risk management that will help future projects?

To what extent did you manage the project by following the established quality criteria?

The results of the discussions are summarized in a close-out report. This report includes the project's successes, failures, lessons learned, recommendations for future projects, and other items that future project teams can benefit from.

What happens after the close-out meeting?

The project manager reviews and distributes the close-out report to the project team, project sponsor, and others.

The report is archived with the other project documentation.

What documentation should be archived?

Key project documents should be retained so that the lessons learned can be easily passed to future projects, including:

- Project scope
- Project team structure
- Project plan (originally baselined and all subsequent re-baselined plans)
- Issue-management logs
- Change requests and change logs
- Risk-management report
- Budget (original vs. actual)
- Close-out project evaluation
- Close-out project team evaluation
- Final reports and recommendations
- Transfer of best practices

An important responsibility for the project management office is to capture and retain a database of lessons learned from all projects, especially for new project management offices. Bring project managers together to discuss projects undertaken over the last six to 12 months. Hold discussions about what should be repeated, what should be avoided, and any other suggestions for project teams.

Lessons learned can be accessed through intranet storage or via shared network drives, both of which can be easily searched.

Developing an intranet storage system requires that the project management office set up keywords in the project's lessons learned document. Many search tools will even search text in documents so the project management office may not need to convert lesson learned documents to an HTML format.

Almost every organization has shared network drives that are used to keep files so that employees can easily access the documents. The project management office may store all documents in a single folder or in subfolders within the project folder. Project managers can then search that folder for specific terms. The resulting list of documents that contain those terms just selects those that contain the requested phrase, but doesn't rank them. While this method involves more work to sift through the documents, it is usually easier to start using because it rarely involves the system support staff to set it up.

Summary

The project management office's goal is to help their organization manage projects. Managing projects across departments, locations, and countries is best managed when project knowledge is passed on from one project to the next, reducing repeated, costly mistakes. The project management office is responsible for ensuring consistency in the management of all elements of all projects. The successful management of these projects has a direct effect on the organization, and the organization's customers and resources. The transfer of best practices from one project to the next helps to ensure that this effect is positive.

About the author

Michael Stanleigh is president of Business Improvement Architects, a consulting firm that guides organizations to align their business strategy with their culture, performance systems, and projects to reduce waste and increase profitability. Stanleigh is the author of *From Crisis to Control: A New Era in Strategic Project Management*.

European Quality Award Winners

European Foundation for Quality Management (EFQM), Brussels:

Amongst the impressive surroundings of the Athens Arena, the results of the 2007 EFQM Excellence Award were announced during EFQM's annual Gala Celebration. The excellence award is Europe's most prestigious recognition for organizational excellence given to Europe's best performing companies and not-for-profit organizations.

The EFQM excellence model is used by thousands of organizations across Europe and beyond. Each award applicant is assessed by an international team of assessors from a variety of industries and regions. Each team provides detailed feedback to each applicant, allowing the organization to continue to improve their performance and sustain their results. This year, 18 organizations reached the final stage of the award.

The winners of this year's award, placed in categories according to the organization's size and scope, are:

The Cedar Foundation, Northern Ireland, United Kingdom
Lauaxeta Ikastola Sociedad Cooperativa, Spain
Tobermore, Northern Ireland, United Kingdom
Villa Massa, Italy

In addition to the EFQM Excellence Award, EFQM awards specific prizes to organizations that demonstrate superior performance and that excel within a specific area of business excellence.

For a complete list of 2007 winners and for more information, go to:
www.efqm.org/uploads/Press/documents/PR2007EEA_Winners_Announced.pdf.

European Union Reaches Out for Stronger Safety Standards – from ASQ

South China Morning Post, December 10, 2007

What exactly goes into the ink inside the pen you write with? What are the components of the glue used in making the furniture you sit on? Are there any toxic chemicals used in dyeing the fabric of the jacket you wear?

To safety and health-conscious consumers, these are critical questions as manufacturers announce recalls of poisonous toys and contaminated food for both human and animal consumption.

Raw material suppliers, manufacturers, retailers and importers are expected to provide answers under a new regulatory regime in Europe, called "Registration, Evaluation, Authorization and Restriction of Chemicals" (REACH), which applies to all consumer goods in the European Union except food and pharmaceuticals.

The new rule is aimed at setting safety standards and protecting the environment from the use of hazardous chemicals. It was enacted in June and is scheduled to come into operation in June next year.

However, about 80% of global exporters to the EU are still ignorant of their obligations under the regime, according to Bureau Veritas, a Paris-based company that has provided quality assurance services for almost 200 years.

REACH is a broader scope of regulations replacing 47 existing rules. If Hong Kong and mainland manufacturers want to maintain their competitive edge against rivals in Thailand, Indonesia or India, they should not wait until the last minute," said David Horlock, Bureau Veritas' vice-president of new services development.

The new regime requires that all retailers and brand owners identify and control chemicals used in their products in every single location, no matter where the products are made, with the companies obliged to file relevant information by the end of next year.

REACH is about good business practices and sustainability. If producers can comply with the rule, they are good businesses. If not, they will not be able to access the EU market," Mr. Horlock said. "Many Chinese manufacturers are not aware of the implications of the rule for their business and the consequences of failing to comply with the rule."

He added that the mainland, a major manufacturing center, and the United States, the biggest consumer of mainland goods, are contemplating setting up a similar standard to REACH. Mainland manufacturers hit by a combination of unfavorable factors, including rising raw materials prices, the strengthening of the yuan, rising production costs and

uncertain economic outlooks in the United States and Europe, will face extra costs as a result of the new program.

Mr. Horlock expected a fresh round in the battle of the survival of the fittest that was looming for smaller enterprises, which account for most manufacturing on the mainland. Hong Kong Green Manufacturing Alliance chairman Sunny Chai Ngai-chiu said the new regime also meant opportunities for manufacturers of consumer products such as electronic products, textiles, garments, shoes, and furniture.

“Many producers are still unaware of the implications of the new rule for their businesses,” he said. “But it affects virtually all manufacturing industries.”

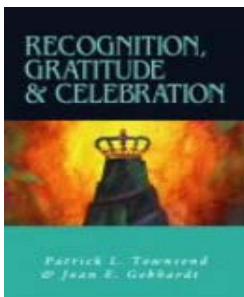
The alliance has urged manufacturers to review the new requirements.

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.



NEW BOOKS FROM ASQ

Recognition, Gratitude, and Celebration

By Townsend, Patrick L.; Gebhardt, Joan E.

Saying thank you is good business. It not only inspires recipients, it leads to personal growth on the part of the person astute enough to employ those words.

Recognizing the achievement of others, expressing gratitude, and celebrating successes are all acts—and responsibilities—of leadership. A manager cares that a job gets done; a leader cares that the job gets done and also cares about the people doing it!

Thanking employees improves their behavior, increases their satisfaction, and inspires them to do even better. This book outlines the many reasons why, and ways in which, organizations and their leaders should recognize their employees' efforts in the workplace.

Based on the authors' firsthand experience at two different organizations, the techniques described are proven to work.



Quality Makes Money: How to Involve Every Person on the Payroll in a Complete Quality Process (CQP)

By Pat Townsend and Joan Gebhardt

This book describes a pragmatic set of steps which make it possible for an organization of any type to engage every person on their payroll in the continual effort to improve everything the company does. The authors' intention is to re-energize the “Quality Revolution” in the United States by giving organizations a realistic option for tapping into the talent already on their payrolls. The book presents not only logical theory but also a real-life, full-scale success story as a model. Paying heed to its lessons can enable organizations of all types to improve whatever it is they do and

see a positive impact on the bottom line.

The focus of the book is on the Complete Quality Process (CQP), which takes into account not only the tools available to analyze, institute, measure, and record quality practices, but also the environment in which these tools are consistently and enthusiastically applied. CQP contrasts sharply with efforts which address only one specific portion of the total range of quality challenges – and none of which come close to involving (in the sense of asking for ideas and input and sharing decision-making capabilities) 100% of the people on the payroll.

Benefits:

- The methodology allows for and encourages the appropriate use of any quality tool while underscoring the importance of having the will to use those tools.

The contents include:

- Chapter 1: A Complete Quality Process
- Chapter 2: The Economic Case for Quality
- Chapter 3: Active Commitment at the Top
- Chapter 4: Leading with Confidence
- Chapter 5: The Ins and the Outs of Participation
- Chapter 6: Investing in the Future
- Chapter 7: Progress and Possibilities
- Chapter 8: Celebrate Good Times!
- Chapter 9: As I Was Saying ...
- Chapter 10: Now What?

BUSINESS AND MANAGEMENT TIPS from ASQ

Integrate the Cost of Quality into Performance Improvement Plans

- Measure the level of client turnover against a best practice benchmark, and convert this into an excess cost of both selling and margin.
- Evaluate the levels of repurchase intentions of existing clients, based on levels of satisfaction, and identify the potential lost margin due to satisfaction levels being less than optimum (using a benchmark or other industry best practice).
- Evaluate the time breakdown of sales staff on addressing and responding to quality problems (both product/service as well as administration) and assess both the excess “non-productive” selling costs, as well as the productivity impact of lower sales growth.
- Calculate the current levels of warranty expenses, credits issued, returns, liability costs, and other “external failures” as an aspect of sales reporting.

For effective and succinct management tips, visit <http://management.about.com/cs/generalmanagement>

QUALITY TOOLS from ASQ

What Are the 5 S's?

The 5S Pillars Are: Sort, Set in order, Shine, Standardize, and Sustain. Five terms beginning with “S” are used to describe a workplace suited for visual control and lean production. In Japanese, “Seiri” means to separate needed tools, parts, and instructions from unneeded materials and to remove the latter. “Seiton” means to neatly arrange and identify parts and tools for ease of use. “Seiso” means to conduct a cleanup campaign. “Seiketsu” means to

conduct seiri, seiton, and seiso at frequent, daily, intervals to maintain a workplace in perfect condition. “Shitsuke” means to form the habit of always following the first four S’s.

How can one apply these 5S concepts?

Sort (1S)

Learn to determine what items are needed in a work area. Separate and eliminate those no longer needed. You'll create extra work space, make the workflow more visible, and improve productivity, safety, and quality.

Set In Order (2S)

Learn to keep necessary items in the correct place to allow for easy and immediate retrieval. You'll eliminate the need to search for tools and supplies, improve safety and productivity, and reduce wasted motion.

Shine (3S)

Keep work areas, all work surfaces and equipment clean and free from dirt, debris, oil, etc., which will result in a clean, more satisfying place to work, and will improve quality and minimize the number of accidents.

Standardize (4S)

Establish standard activities, procedures, schedules, and a group of persons responsible for helping keep the work place clean and organized.

Sustain (5S)

Drive the organization to be disciplined in maintaining these new standards and procedures, and to continuously improve the state of the workplace.

QUALITY STANDARDS

Series of Standards to Reduce Piracy, Fraud, and Terrorism

(ISO: Geneva) – A new suite of ISO supply chain management standards is to reduce risks of terrorism, piracy and fraud.

ISO Secretary-General, Alan Bryden, commented: “Threats in the international market-place know no borders. The ISO 28000 series provides a global solution to this global problem. With an internationally recognized security management system, stakeholders in the supply chain can ensure the safety of cargo and people, while facilitating international trade, thus contributing to the welfare of society as a whole.”

The ISO 28000 series of International Standards specifies the requirements for a security management system to ensure safety in the supply chain. Its standards can be applied by organizations of all sizes involved in manufacturing,, service, storage or transportation by air, rail, road and sea at any stage of the production or supply process. The series includes provisions to:

- Establish, implement, maintain and improve a security management system
- Assure conformity with security management policy
- Demonstrate such conformity
- Seek certification/registration of conformity by an accredited third party organization; or
- Make a self-determination and self-declaration of conformity.

The following standards have been recently published:

- ISO 28000:2007, Specification for security management systems for the supply chain;
- ISO 28001:2007, Security management systems for the supply chain – Best practices for implementing supply chain security – Assessments and plans – Requirements and guidance;

- ISO 28003:2007, Security management systems for the supply chain – Requirements for bodies providing audit and certification of supply chain security management systems;
- ISO 28004:2007, Security management systems for the supply chain – Guidelines for the implementation of ISO 28000.

The ISO 28000 series will facilitate trade and the transport of goods across borders. It will increase the ability of organizations in the supply chain to effectively implement mechanisms that address security vulnerabilities at strategic and operational levels, as well as to establish preventive actions plans. Organizations can then continually assess their security measures to protect their business interests, and ensure compliance with international regulatory requirements. By encouraging the implementation of these standards by the various actors in the supply chains, countries will be able to maximize the use of government's resources, while maintaining a level of optimal security.

The ISO 28000 series will assist in implementing governmental and international customs agency security initiatives, including the World Customs Organization's Framework of Standards to Secure and Facilitate Global Trade, the EU Authorized Economic Operators Program, the US Customs Trade Partnership against Terrorism, and the International Maritime Organization's (IMO) International Ship and Port Facility Security Code.

A report of IMO's Maritime Safety Committee acknowledged that "the ISO 28000 series were now published and numerous ports, terminals and organizations were being certified by third party independent accredited certification bodies;" while recognizing that "ISO standards could be applied to all ships, irrespective of size, type, purpose and whether operated internationally, domestically or within internal waters." The same can be said of all other transport segments in the supply chain.

The ISO 28000 series was developed by ISO/TC 8, Ships and marine technology, in cooperation with other organizations and stakeholders. Captain Charles Piersall, Chair of ISO/TC 8 explained that "in order to deliver a much needed timely aid, the standards were made available to the public as PAS, prior to publication as International Standards." ISO/TC 8 has published over 100 standards in support of international organizations.

ISO 28005, Ships and marine technology – Computer applications – Electronic port clearance (EPC) is currently being developed as the latest addition to the series.

ISO 28000, ISO 28001, ISO 28003 and ISO 28004 are available from ISO national member institutes (see the complete list with contact details) and from the ISO Central Secretariat through the ISO Store or by contacting the Marketing & Communication department (see right-hand column).

Titles of the 28000 Series of Standards:

ISO 28000:2007, "Specification for Security Management Systems for the Supply Chain"

ISO 28001:2007, "Security Management Systems for the Supply Chain – Best Practices for Implementing Supply Chain Security – Assessments and Plans – Requirements and Guidance"

ISO 28003:2007, "Security Management Systems for the Supply Chain – Requirements for Bodies Providing Audit and Certification of Supply Chain Security Management Systems"

ISO 28004:2007, "Security Management Systems for the Supply Chain – Guidelines for the Implementation of ISO 28000."

Visit www.iso.org/iso/pressrelease.htm?refid=Ref1086

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: qic@asq.org

QUALITY LINKS AND USEFUL RESOURCES:

[ASQ Section 1114](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.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>



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](#)

***WE WISH YOU A FASCINATING HOLIDAY SEASON
AND HIGH-QUALITY FUN!***

STAY TUNED...

