QualityMatters March 2000

American Society for Quality   Northern Virginia Section 0511   Volume 16 Issue 5

American Society for Quality

Section 0511

VIRGINIA

Chair's Corner by Don Burke

It's about…..

I am presently engaged in the planning and coordination for a trip to Indianapolis for my son's high school band. The band has been invited to participate in the prestigious National Concert Band Festival, sponsored by the Bands of America organization. Hotels, airplane reservations, local transportation, local activities have all been considered.

I have recently prepared a notice to the families regarding the status of the planning and addressed the issues identified above, along with dress code, church service availability, spending money requirements, and band meeting schedules on the road.

As I reviewed the report it occurred to me that something was missing!

I considered the essence of the trip and observed that the band would be exposed to Master Classes, Clinics, extensive audience participation for bands that have been judged to be among the best in the nation, and of course, the band's own concert.

My revision to the report focused on these aspects and with necessary emphasis boldly suggested that the **trip is about music.**

Sometimes I think we need to consider ASQ's purpose for being! It is easy to get caught up in the meetings, the factory field trips, enticements for members to participate in events, the publicity cups, etc. ASQ's raison d'être is educationally based.

I recently received the Philadelphia Section's Newsletter entitled Quality Review. I was enchanted with the listing of the course schedule that is associated with the Section – a total of 30 offerings between now and June 6. The selections were varied, dealing with various certification refreshers, facilitation techniques, calibration basics, statistical methods, ISO 9000 Auditor training and others.

Our section provides opportunities for education, particularly relating to the certification refresher genre. Our Education committee is consistently recruiting trainers for the certification classes and they encourage members to bring ideas for other course subjects that relate to quality to them. Such subjects, when finalized as course offerings can be sponsored and promoted by ASQ 0511. Contact our education chair for additional dialogue on these issues at Education@asq0511.org

I join the chorus that encourages your participation in the educational efforts of our organization. You may be a teacher. You may be a student. You may be the person who pins the ASQ 0511 course listings on the bulletin board at work. Whatever your level of participation, remember **ASQ is about education**. –QM

American Society for Quality

ASQ™

Northern Virginia Section 0511

From the Editor…

If you have any contributions of quality - related news in the Northern Virginia area or just comments in general, they would be greatly welcomed and appreciated. Please feel free to e-mail them to me at: Newsletter@asq0511.org or fax to my attention at (703)208-1214.

ASQ Section 0511 1999/2000 Organization

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Publicity@asq0511.org

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Volunteers always needed!!!

Additional volunteers are also needed for varying numbers of hours each month as committee-members of all standing section committees. Contact the Chair of the committee you'd like to volunteer some time with. **–QM**

WHAT IS INFO LINE?
703-359-5411

INFO LINE was started by section 0511 as a publicity outreach activity. INFO LINE is not only intended for our members but for anyone interested in quality principles, methods, and techniques. The section's board of directors decided to set up a local phone number to publicize the different activities sponsored by the section.

INFO LINE is one of three methods employed by the section to get the word out on quality activities. We also have a Newsletter and a Website. INFO LINE changes monthly to coincide with our monthly dinner/speaker meetings. INFO LINE also posts information on training and educational activities such as refresher courses for ASQ certification exams, the ISO 9000 users group, and the Measuring Organizational Performance group. We are constantly adding additional information to INFO LINE to increase its value to our members and other interested persons. INFO LINE is maintained by our Publicity Chair, Tim Gavagan. He may be reached at 202-268-3050 for any suggestions to improve INFO LINE or to review and accept your quality-related materials for publication. What are you waiting for? Call INFO LINE now and stay smart

Annual Meeting and Elections in April

Visit us online at: http://www.asq0511.org

During its last meeting, the Executive Board of ASQ 0511 determined that April 12, 2000 would be designated as the organization's Annual Meeting. The Annual Meeting is hereby advertised as the time when elections to positions on the Executive Board will be held for fiscal year 2000/01. These actions by the board are supportive of the Section's by-laws.

"It is the intent of the election procedure that officers for each ensuing fiscal year shall be elected by early April of the immediately preceding fiscal year, so that by working with the current officers for the balance of that year they may gain experience and guidance prior to their assumption of office on July 1."

Section Elections

Section elections for the Executive Board will be held at the April 12th dinner meeting. Note that the sitting Chair-elect, Jim Coley, will assume the position of Section Chair, commencing July 1, 2000.

The positions for which balloting may occur are:

Chair-elect   Secretary   Treasurer

As of right now, there are candidates for each position, as follows:

Chair-elect   No Candidate
Secretary   Yvonne Fernandez (current Secretary)
Treasurer   Bill Casti (current E-media chair)*

(*Treasurer is permitted two consecutive terms under the Section Bylaws.)

If there are no contested positions, there will be no mailed ballots; voting will be by acclamation at the April 12th meeting. If there are any further valid nominations for any of the above open positions by the nominations closing date of 5pm on Friday, March 31st, then ballots will have to be printed and mailed to each section member, along with a self-addressed stamped envelope for ballot return. The returned ballots will be tallied and the results announced at the May meeting, if possible.

Duties of the Elected Officers

The Section Chair shall be the chief executive officer of the Section, and shall preside at all meetings of the Section and of the Section Executive Committee. He/she shall appoint all standing and additional committees, and shall be an ex-officio member of all committees of the Section. The Chair shall represent the Section in all matters involving meetings or other contacts with other local, regional or national groups.
The Section Vice Chair/Chair-elect shall develop short-range plans for the year and develop the organization to implement the plan. In the absence of the Section Chair, the Section Vice Chair /Chair-elect shall perform all the duties and shall be vested with all of the powers of the Section Chair.

The Section Secretary may receive applications and initial dues from applicants for admission to membership in the Society, and applications for advancement to the grade of Member or Senior Member of the Society. The Section Secretary shall maintain a complete and accurate roster of the names, addresses, and grades of membership of all members of the Society affiliated with this Section and of all enrolled Students in this Section. This responsibility may be delegated to the Electronic Media Committee Chair, as appropriate. The Section Secretary shall keep a complete, accurate, and up-to-date record of all Executive Committee meetings and the location of official Section documents, Section owned equipment, and Section owned educational resource materials. The Section Secretary shall prepare and submit portions of the Annual Report specified in the Bylaws. The Section Secretary shall serve as official correspondent between the Section and the Executive Secretary of the Society.

The Section Treasurer shall maintain records of all remittances for Section operating expenses under the provisions of the Bylaws. He/she shall have custody of all other monies and securities belonging to the Section. He/she shall deposit all such monies to the credit of the Section in such depositories as may be approved by the Section Executive Committee, and shall disburse the same as authorized by said Committee. The Section Treasurer shall sign all duly authorized checks or other drafts upon Section funds, in accordance with the provisions of the Bylaws. The Section Treasurer shall be bonded in an amount fixed by the Society Constitution. The Section Treasurer shall keep accurate and complete records of all receipts and disbursements of the Section. He/she shall make all his/her books and all supporting papers available, upon request of duly sanctioned authorities. The Section Treasurer shall prepare and submit those portions of the Annual Report specified in the Bylaws.

Bylaws Reference

All members are encouraged to read and become familiar with the Section Bylaws. They are available online at:
http://www.asq0511.org/bylaws.0511.html

Nomination Process

Any member wishing to propose a nomination for any of the elected positions on ASQ Section 0511 Executive Board are encouraged to contact Don Burke at Chair@asq0511.org or 703.280.7770 (D) 703.256.1419 (E). Don is fulfilling the role as Chairperson of the Nominating Committee. Nominations will be accepted from the floor at our March 9, 2000 Dinner Meeting at JR's Stockyard Inn, Tysons Corner, VA.

Visit us online at: http://

Monster.com via ASQNet - list job openings on Monster.com at ASQ rates. Maximize your candidate search through our partnership with Monster.com. With over 250,000 visitors each day, you can reach ASQ members who access the database through ASQNet, our members-only internet community, and nonmembers who visit the Monster.com site.

PLS - list job openings in the Personnel Listing Service (PLS), our members-only job opportunities bulletin. PLS is mailed the second and fourth weeks of each month. The Recruitment Firm Directory, a listing of participating recruiters' contact information and current job titles, is available in Issue II each month.
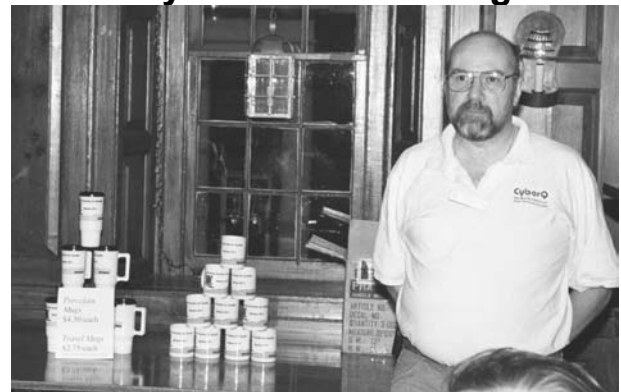
Search ASQ Member Resume Database

Resume-Link Resume Matching Service - request a single database search or subscribe to the database with or without updates. For information and a fee schedule, contact Resume-Link, our service provider.

Call Resume-Link at: 800-299-7494, X329
E-mail Resume-Link at: socsales@resume-link.com **–QM**

Have you seen these mugs ?

Yes, Section 0511 now has Travel Mugs ($2.75) and Coffee Cups ($4.50) for sale. You can purchase them at the dinner meetings or online at the address below. They make great gifts for the holidays! *Get yours today!*

Free Rental ! ! !   ASQ Section 0511 would like to make available to it's members, free rental of a Sharp LCD Projector, Overhead Projector and Projection Screen. A nominal damage deposit is required. Non-members can also rent for a daily fee. Contact Bill Casti

Expansion of CQA   by Dan Zrymiak

This article is for the benefit of those members who have already obtained their ASQ Certification as a Quality Auditor, or are considering this designation as a means to enhance their capabilities and expand their opportunities in the Quality profession. In the last few years, the role of an internal auditor has been expanded beyond compliance to ISO 9001 standards to cover internal processes and external expectations.

ASQ CAREER SERVICES
Your Link to Quality Professionals

ASQ offers a variety of career services to employers and recruiters looking to fill quality positions. All services are available to ASQ members and nonmembers though different rates apply.

Submit a Job Posting

As an evolving professional support organization, ASQ has recognized the importance of these external expectations, and the need to train and qualify professionals to audit to these particular requirements. The ASQ Certified Quality Auditor program is being expanded to address two essential areas.

One area of expansion is intended to accommodate auditors of companies involved in HACCP (Hazard Analysis and Critical Control Points). As a pilot program, ASQ will allow members with a CQA designation, and 2 years of experience with the HACCP standards, to write an exam which specifically addresses a customized Body of Knowledge. The HACCP material includes a HACCP overview, Prerequisite Programs, HACCP Plan Development, and the Implementation and Maintenance of HACCP systems. HACCP is relevant to quality and auditing professionals in the Food, Drug, or Medical Device industries, as well as to those professionals involved in an integrated Quality, Environmental, Health, and Safety management system.

Another area of expansion is intended to accommodate auditors of quality management systems in the medical industries. According to the Biomedical Division of the American Society for Quality, preliminary preparations are being made for a Certified Biomedical Quality Auditor (CBQA). Presently, the Biomedical Division is in the process of defining the job description of a Biomedical Quality Auditor, and the required Body of Knowledge for such a designation.

These are just two examples of the possibilities which are available to those members who hold ASQ certifications. It is reasonable to expect that other certifications, designations, or educational programs will be derived from the core certifications. The CQA has progressed to being a necessary first step towards a continual path of education and professional development. I encourage all members to seriously consider the acquisition of the CQA, and obtain peer recognition as a quality auditor.

If you'd like to join the ASQ Section 0511 email distribution list for announcements of interest to local quality professionals, send an email to: asq0511@asq0511.org and ask to the added to the list. Be sure to also let us know when your email address changes, or when you need to leave the list. We want to be one of your key "informed sources" for this area!

Quest for Excellence XII

March 12-15, 2000
Marriott Wardman Park
Hotel, Washington, DC

Visit us online at: http://www.asq0511.org

The Malcolm Baldrige National Quality Award Upcoming Conferences for 2000

The Baldrige National Quality Program (BNQP) has announced its upcoming conferences for 2000. The events include the Quest for Excellence XII Conference and the tenth annual Malcolm Baldrige National Quality Award Regional Conferences. These conferences will showcase the 1999 Award recipients: STMicroelectronics, Inc - Region Americas (manufacturing); BI (service); The Ritz-Carlton Hotel Company, L.L.C. (service); and Sunny Fresh Foods (small business/manufacturing).

The Baldrige Awards are given annually to organizations that demonstrate excellence in several key areas, including leadership, strategic planning, and performance results. At the conferences, executives from the Award-recipient organizations share their world-class strategies and practices. The executives are also available for networking opportunities.

Quest for Excellence XII will be held March 12-15, 2000, at the Marriott Wardman Park Hotel in Washington, DC.

The Baldrige Regional Conferences will be held in the following locations throughout the United States:

May 16, 2000, The Swissotel, Chicago, IL
June 6, 2000, The Le Meridien Hotel, Boston, MA
June 21, 2000, The Mark Hopkins Inter-Continental, San Francisco, CA
June 27, 2000, The Waldorf-Astoria Hotel, New York, NY

Advance registration for QE XII is $845 through February 11. After that date, registration is $945. Advance registration for the Regional Conferences is $750 through December 12, 1999, and $850 after that date. Special team and education discounts are available for both events.

To register for QE XII, contact the Association for Quality and Participation at 800-733-3310, or register on-line at www.aqp.org. To register for the Regional Conferences, contact The Conference Board at 212-339-0345 or register on-line at www.conference-board.org/baldrige.htm.

For advance flyers on both conferences, contact the Baldrige National Quality Program at phone: 301-975-2036, fax: 301-948-3716, or e-mail: nqp@nist.gov. Information is also available on the BNQP Web site at www.quality.nist.gov.

AQC returns to America's Heartland in 2000! ASQ's premier conference attracts over 3,000 individuals and 200 exhibitors from more than 50 countries worldwide who are interested in discovering the latest trends in quality and performance excellence.

Featured at the 54th AQC are more than 100 concurrent sessions that fall into the following categories:

Leadership and Teamwork
Innovation and Breakthrough Improvement
Statistical Thinking and Methods
Quality System Criteria
Technological Innovations in Quality
Delivery of the Certification Body of Knowledge

Following a successful debut at the 53rd AQC in Anaheim, Industry-Specific Quality Tracks will be making a return at this year's conference. These three-day tracks will allow participants the opportunity to attend dedicated sessions focusing on quality in the following industries: Automotive Industries, Health Care, Education, and the Public Sector. Other highlights of the 54th AQC will include on-site certification exams, pre- and post-conference courses and tutorials, and an exciting line-up of keynote presentations lead by opening keynoter Pekka Ala-Pietila, president of Nokia.

For conference registration or more information, call 800-248-1946 and request the conference preliminary program, item B0166, e-mail your request to ASQ's Customer Service Center, or visit AQC's official web site http://aqc.asq.org/.

The next issue of
QualityMatters will be
May 2000.

The deadline for submissions is
April 7.

Join us for dinner!
Come meet your section members !

ASQ Section 0511 holds monthly dinner meetings with guest speakers at locations throughout Northern Virginia from 6:30 to 9:00pm. The cost for the dinner is $20.00 and **reservations must be made**. Reservations MUST be received by us NO LATER THAN 12 NOON, March 2nd! Visit our website at http://www.asq0511.org, or fax your reservation to 1-703-834-8209, or email to: asq0511@asq0511.org, or leave a message on our InfoLine. You do not have to come to the dinner to hear the speaker.

Note: Dinners at these venues REQUIRE pre-registration, with a specific "drop dead date" 5 days in advance; all reserved "no-shows" will be invoiced by the Section, since the Section will have to pay for the dinners they reserved but didn't show up to pay for.

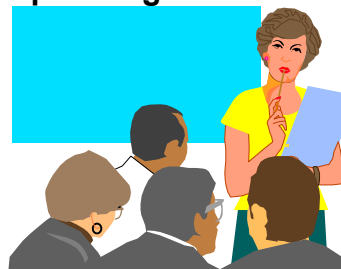**Thursday, March 9 at JR's Stockyard Inn, Tysons Corner, VA**

**Verification, Validation . . . What is this process?
by Annie Green**

Common to most organizations is the need or the want to deliver quality products/services. It is understood that before delivering a product or continuing a service, it must be determined that the product and/or service is of quality. Concomitantly, it is common knowledge in today's business world that it is very costly to complete a project and then determine that the outcome of the project is not what the customer/client ordered. With respect to this knowledge, one could question: What is quality and how does an organization ensure that quality is inherent in its processes? The answer to this question could be: the process could validate that the evolving product/service is progressing towards achieving the result that the customer/client expects- "quality; and the process could verify at the end that the outcome is what the customer/client ordered- "quality". Ms Green discusses how acceptance criteria should be defined to facilitate verification of the product/service during its evolution and validation of the product/service at its completion and who is responsible for these activities.

Annie Green is the Process Manager liaison for SRA's Health Systems (HS) Strategic Business Unit (SBU) for SRA's Process Management Group (PMG). She has 20 years of progressive information systems development and management experience, which include: software development methodologies; software engineering; requirements management, application maintenance, change control, configuration management, project management, computer operations, data communications, programming, documentation, procedural writing, system testing, system integration and user training. Ms. Green has served as adjunct faculty at two major universities (George Washington University and University of Maryland University College) and Potomac College. She teaches System Life Cycle Development and Information Systems Management.

April's meeting will be held on April 12th at the Marco Polo in Vienna, VA. Speaker to be determined.

Upcoming Professional Meetings and Events in the Baltimore-Washington-Northern Virginia Area

The following is a service of the Baltimore-Washington-Northern Virginia Partnership for Learning and Cooperation. Member organizations: Association for Quality and Participation (AQP) Capital and Chesapeake Chapters; American Society for Quality (ASQ) Sections 502/Baltimore, 509/Washington, and 511/Northern Virginia; Chesapeake Bay Organizational Development Network (CBODN); Quality Assurance Association of Maryland; the Washington Deming Study Group; the Maryland Center for Quality and Productivity; and the Society for Software Quality, Washington, DC, Area Chapter.

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Association for Quality & Participation, Chesapeake Chapter

To register or for more information about the Chapter, call 410-342-4909, visit www.bcpl.net/~pderman/aqp or write to AQPEmail@aol.com

Upcoming AQP Chesapeake Chapter meetings>>>

March 13 Jack Lindner will present a number of participative team exercises. Location to be announced.
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AQP Capital Chapter

For more information, call the AQP Capital Chapter hotline at 703-532-9440 or Wayne Vick at 703-913-6513.

Upcoming Capital Chapter Meetings>>>
April 5 "Using Emotional Intelligence in the Workplace: A New Science of Management?", Cynthia Miller.
June 1 An Internet-based Meeting, "Being on Purpose: Creating Alignment and Power through a Personal Purpose Statement", Kevin W. McCarthy.
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Washington, DC, Area Software Process Improvement Network (SPIN)

SPIN meetings are usually held on the first Wednesday of each month.

For information or to RSVP to attend meetings contact Kathy Ditchkus at 703-641-2141 or kditchku@cscmail.csc.com

Upcoming SPIN Meetings>>>

March 3 "The CMMi", by Jack Ferguson, SEI head of the SEI team that integrated several of the SEI's CMMs.
April 7 "What We Know About Software Process Improvement by Reading the Classified Ads!", by Andrew Stevens.

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AQP Cumberland Valley Chapter

For reservations, call Thelma Diehl at 717-267-7912, or Marian Witherow at 717-794-2600.

Upcoming Meetings of the AQP Cumberland Valley Chapter>>>

March 2 "Schindler Elevator Company: Case Study on Evolving High Performance Teams", Doug Miller, H.R. Manager, Victor Johnson, Manufacturing Manager, meeting at the Quality Inn – Chambersburg.
April 6 "Texas Nameplate Company, Inc. - Dallas, TX" 1998 Malcolm Baldrige Quality Award Winner, meeting at the Quality Inn, Chambersburg.
May 4 "Tapping the Potential of E-Commerce", Bob Shark, Associate Director Concurrent Technology Center, Johnstown, PA, meeting at the Quality Inn, Chambersburg.
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Society for Software Quality, Washington, DC, Chapter

Meetings are generally on the second Tuesday of each month. All are invited. SSQ membership not required for attendance.

For further information call Chris Dryer 202-767-2894 or email dryer@bdcmail.nrl.navy.mil, Chris Jones at 410-573-7320 or cjones@iitri.org, or Alfred Kromholz at 703-883-7331 or kromholz@mitre.org, or visit www.ssq.org
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ISO 9001 User's Group sponsored by American Society for Quality (ASQ) Section 509

The ISO 9001 User's Group meets every second Wednesday of the month.

For more information contact Vinod Maheshwari 301-249-3300, Syed Ali 240-228-6130, Vinod Sarin 301-428-2786, or Norman Moreau 410-857-1383.
American Society for Quality, Baltimore Section 502

For more information to register call 410-347-1453, write Asq0502@asq.org, or visit www.quality.org/ASQC_Sections/Section_0502/index.html

Upcoming Section 502 Programs>>>

March 7 Spouse Night – Tour of Camden Yards.
April 12 Inspection Division topic.
May 17 "Applying Baldrige Criteria to the Manufacturing Sector", Howard Butz, AAI Corp.
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American Society for Quality, Washington, Section 509.

For meeting reservations please call Paul Marck at 301-457-4825 by noon, Monday, February 14, or you may register on-line at www.asq509.org/registration.htm

For information about the section contact Joe Ludford at 301-870-5691 or jludfortd@radix.net, or visit www.quality.org/ASQC_Sections/Section_0509/0509.html
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Americans Communicating Electronically (ACE)

ACE meets on the third Thursday of every month. For more information call 202-720-2727 or visit www.sba.gov/ace
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Chesapeake Bay Organizational Development Network

For more information visit www.concentric.net/~cbodn. To receive job announcements via email contact Sharon Newman at cfinewman@aol.com

Upcoming CBODN Meetings>>>

March 4 Elena Feliz, Senior OD Consultant, AT&T, will speak about "The Leader's Role In People Of Color Issues." 9:30 a.m. at the Bethesda Chevy Chase Services Center on Edgemoor at Old Georgetown Road, Bethesda, MD. For more information contact Sheila Summers at 202-363-5443, Valerie Graff at 202-966-8102, or Linda Smith at 202-726-5211.
March 23 LifeVisions mini-seminar, "See It, Believe It, Achieve It!", facilitated by Mary Beth Dye at Amherst House, Columbia, MD. 6 – 9 p.m., $25 per CBODN member, $30 non-member (after March 17 it's $30 for members, $35 for non-members), fee includes heavy hor d'oeuvres. For more information contact Betty Myers at 410-997-2052.
CBODN Special Interest Groups (SIG)>>>
Downtown DC Lunch Bunch SIG – meets the second Tuesday of every month at 12:15 p.m. at Bertoluccis, 1218 Connecticut Ave, NW, close to the DuPont Circle metro. Contact Sharon Newman at 202-663-5802 or email cfinewman@aol.com.

Business Practices Excellence SIG – meets in Columbia, MD. Contact Betty Myers at 410-997-2052 or Kaleidosystems@erols.com

NW Breakfast SIG -- contact Marylyn Weinstein at 301-530-4668 or marilynweinstein@juno.com, or contact Bill Tilles at 301-468-4835 or WRTilles@aol.com

Diversity SIG – contact Bob Greene at 301-270-1512 or bgreene@erols.com, or contact James Alexander at 301-916-9004 or halex@erols.com

New Sciences SIG – meets monthly, contact Jim White at JimW339@aol.com or Bill Smith at aic@odii.com

People of Color SIG – contact Trudy Perry at 202-483-7550 or Tkayperry@aol.com

Entrepreneur SIG--contact Mary Beth Dye at 410-867-6869 or email Info@NewVisionsConsulting.com
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AQP Capital Chapter Facilitators Workshop Series

For more information, call the Chapter hotline at 703-532-9440 or Wayne Vick at 703-913-6513.

Upcoming Facilitators Workshops>>>
March 22   "Facilitating BPR Mini-Series: Concept to Reality: Facilitating the New Design", Becky Roberts.
April 26   "'FAST' Facilitating: Driving a Fast Action Solution Team".
May 24   "Facilitating an Appreciative Inquiry", Bill Harvey.
June 21   "Creating Powerful Futures: Facilitating Future Conversations", Dr. Charles Bargerstock. Followed by Awards & Recognition Celebration Luncheon.

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Tuesday, March 7 – Association for Quality and Participation Capital Chapter and the Washington Deming Study Group

Workshop: New Leadership Workshop Series – based on "The Leader's Handbook" by Peter Scholtes. Workshop Leader, Phil Landesberg.

Topic: "Making Things Happen, Getting Things Done"

When: 5:45 p.m. – 8 p.m.

Where: U.S. Dept. of Transportation, National Highway Traffic Safety Administration, 700 4th Street SW, Room 8236, Washington, DC

Cost: $15 per session, discounts for multiple workshops

For more information, please call the AQP Capital Chapter hotline at 703-532-9440.

Upcoming New Leadership Workshops>>>

May 2   "Performance: If You Can't Manage It, You Can't Measure It"

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Sunday – Wednesday, March 12 – 15 – National Institute of Standards and Technology

Event: "Quest for Excellence XII Conference: Official Conference of the Malcolm Baldrige National Quality Award"

Where: Marriott Wardman Park Hotel, Washington, DC

Cost: $845 if registering before February 11, $945 after February 11.
To receive conference information email nqp@nist.gov or call 800-733-3310.

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Monday – Friday, March 13 – 17 – QCI International

Workshop: "Basic Team Facilitator Workshop"

Instructor: Jack Lindner

Where: Near National Airport, Washington, DC

Cost: $1,395 per person.

For more information visit www.qci-intl.com or call QCI at 530-347-1334.

Upcoming QCI Workshops>>>

March 20 – 23   "Advanced Team Facilitator Workshop" with Jack Lindner.

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Saturday, March 18 – ASQ Baltimore, Section 502

Workshop: "QFD Workshop"

When: 8 a.m. (the workshop is 6 hours)

Where: Ward Machinery Co. (directions will be provided)

Cost: $100 covers materials, continental breakfast, and lunch.

To register send check made out to "Life Cycle Engineering Associates" to Lloyd Dixon, 2132 Mt. Hebron Drive, Ellicott City, MD, 21042. Note: registration is limited to the first 25 registrants. For more information write to Lloyd at lloyd_m_dixon@md.northgrum.com

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Monday – Wednesday, March 27 – 29, Association for Quality and Participation

National Conference: "Performance 2001:Best Practices in Organizations and Teams"

Where: Orlando, Florida

For information call 1-800-733-3310 or visit www.aqp.org

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Thursday, March 30 – PBS, The Business and Technology Network and the Center for the Study of Work Teams

Program: "Peak Performing Teams!"

Speaker: Ron Archer, author of "On Teams"

For more information on bringing the PBS program live via satellite to your workplace, call PBS The Business and Technology Network at 888-822-8229 or visit www.pbstbc.com For information on the Center for the Study of Work Teams call 940-565-3096 or visit www.workteams.unt.edu

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Tuesday, April 24 – The Human Resources Association of the National Capitol Area

Speaker: Daniel Goleman, Ph.D., author of several books on emotional intelligence. More information is forthcoming.

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Monday – Wednesday, May 1 – 3, International Association for Public Participation (IAP2)

Event: "IAP2 2000: The Turn-of-the-Century Event for Global Democracy"

Where: Omni Shoreham Hotel, Washington, DC

For information call 800-644-4273 or visit www.iap2.org

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**Quality Assurance Association of Maryland
For more information about QAAM contact Eve Firmani at 301-352-6442, Susan Burgess at 301-838-0104, or visit the QAAM home page at
http://www.iti-inc.com/qaam_metg.htm

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Washington Deming Study Group

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BOARD

For more information about the Study Group please call 301-294-8406 or email Phil Landesberg at Phil_Landesberg@prodigy.com

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The University of Maryland Center for Quality and Productivity

For more information about the Senate Productivity and Maryland Quality Awards call the Maryland Center at 301-403-4413, visit www.bsos.umd.edu/mcqp, or call Nellie Freeman at Senator Sarbanes' office 202-224-4524.

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**Strategic Leadership Forum, Washington Metro Chapter

For information, please contact the chapter administrator at 202-244-6045 or email summs@ix.netcom.com
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The Association for Quality and Participation, Richmond Chapter

For more information contact Wes Clark at 804-383-2620.
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**
The W. Edwards Deming Institute

For information visit www.deming.org, call 301-294-8405, or email staff@deming.org.
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**
Strategic Leadership Forum, Washington, DC, Chapter

For information please call 202-244-6045 or email summs@ix.netcom.com
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**
American Society for Training and Development, Maryland Chapter

For more information about ASTD visit www.astdmaryland.org
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**
American Society for Training and Development, Metro DC Chapter

For more information contact Joan Berkson at jberkson@csc.com or 703-208-1612 or visit www.dcastd.org
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Reinvention Express Calendar

Visit the reinvention express calendar for information on additional events at www.npr.gov/calendar
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ISO DIS 9000:2000, 9001:2000, 9004:2000: Draft International Standard ANSI/ASQ Available

The ISO 9000 family of quality management system standards is being updated to reflect a more modern understanding of quality. With an increasing interest in these quality standards by more non-traditional organizations, the need to revise ISO 9000 in terms of presentation, terminology, format and requirements is being undertaken to ensure that users around the world are better served.
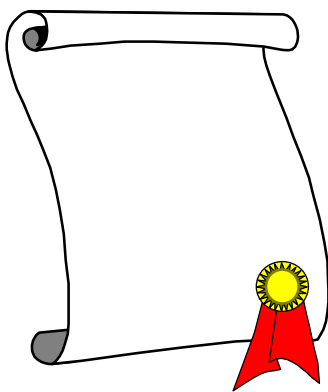
These three documents are drafts for review and are not intended to be used for quality system design purposes. Changes are expected based on the review process. Draft documents BSR/ISO/ASQ Q9000-2000, BSR/ISO/ASQ Q9001-2000, BSR/ISO/ASQ Q9004-2000 are included in one package.

Guarantee that your organization will be on the cutting edge of compliance with the new standards by ordering your copy today!

Replaces CD2 Item # T1400   117 pages. Softcover. 2000.

Item: T1600   Member Price: $40.00
Orders may be placed by calling 800-248-1946 or 414-272-8575.

ASQ's 7th Annual ISO 9000 Conference

ASQ Section 0511 Education and Training - Winter Courses 2000

Visit us online at: http://www.asq0511.org

Moving From Conformance to Performance

 March 20-21, 2000, Dallas, TX Adam's Mark Dallas Hotel

Do you implement the ISO 9000 program for your organization?
Are you concerned about what the upcoming revisions will mean to you?
This conference is designed to answer your questions.

The DIS is out, with the timeline for publishing the revised standard in late 2000. This conference is designed to give professionals who work in an ISO 9000-based quality system the tools they need to improve their competitive position in the marketplace.

In addition to practical, hands-on sessions, you will hear from representatives of the U.S. TAG 176 who are intimately involved in the ISO 9000 revisions. Learn what the transition plans are from RAB and the registrar community, understand the impact of the auditing changes that are being discussed, and hear from world-recognized experts on ISO 9000. This conference is designed to deliver in-depth, actionable information to all who are charged with the effective implementation of this powerful, evolving standard.

You'll learn about the revisions from keynote speaker Jeff Hooper, Project Leader ISO/TC 176/SC 2/WG 18, and discuss their implications.

You'll hear Melanie Holmes, senior vice president, Customer Services Group at Manpower, Inc., speak on the impact of ISO 9000 on service companies.

You'll hear case studies from real people on documentation and corrective action.

You'll gain valuable insight in expert discussion groups and workshops for improving your internal audit function, management buy-in, and customer satisfaction.

You'll participate in interactive sessions delivered by presenters from around the globe.

You'll network and compare notes with old friends and new.

Featuring Basic and Advanced Session Tracks
This year, in response to your requests, we're featuring two session tracks. You can select your sessions from either the basic or the advanced ISO 9000, depending on your level of involvement with the standard.

Who Should Attend this Conference?
- Audit program managers
- Documentation system coordinators
- Quality assurance managers
- Quality auditors
- ISO 9000 coordinators
- Quality vice presidents
- ISO 9000 program managers
- Quality coordinators
- Quality consultants
- ISO 9000 specialists

Cost   ASQ Member $895   Nonmember $995

For registration or additional information, Please call, write, or fax ASQ's Education Services Department at P.O. Box 3005, Milwaukee, WI 53201-3005, phone 800-248-1946 or 414-272-8575, fax 414-272-1734.

Registration: Registration is formal on the first night of the class, however, preference is given to those who sign up ahead of time. Please help us ensure a class is presented (minimum student number achieved) by pre-registering.

Class	Start Date	Application Deadline	Exam Date	Location	Instructor	Pre-registration: Can be achieved by contacting, for all:		
						Don Hendrix	703-803-3554	Education@asq0511.org
CQManager	Jan 4	Jan 7	Mar 4	ANSER	Hutchison	Frank Hutchison	703-425-5192	Education@asq0511.org
CQE	April 4	April 7	Jun 3	TBA	TBA	TBA		
CSQE	April 4	April 7	Jun 3	TBA	Branson	Jim Branson		JLBranson@aol.com
CQA	April 4	April 7	Jun 3	TBA	Clarke	Jerry Clarke	703-257-4124	JerryVPMEP@aol.com

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NEW!!! REGISTER AND PAY ONLINE!!!

Go to www.quality.org and you can register and pay with a credit card online same as for the monthly dinners

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Cost: The cost for just the course is $275.00 + $75.00 for the book (if you don't have the QCI Primer) for a total of $350.00. This does not include the fee assessed by ASQ to take the exam (see below). Checks/invoices are to be made out to ASQ Section 0511.

Exam Fee: The course fee does **NOT include the exam fee**! The registration for the exam must be completed through ASQ Headquarters. Call ASQ Headquarters at 1-800-248-1946, and request a certification exam **Registration** package. They will send you an exam registration booklet that includes the application form, the exam body of knowledge, code of ethics, outline of the test, references, and sample test questions.

Location: To be announced by each instructor. **Hours:** Class times are once per week for 3 hours a night usually starting at 6:30pm.

Certification training at Qwest - This is not the same as the ASQ Section 0511 class (although the materials are the same). The training covers the CQManager, CSQE, and QAI's CQA exams. These are at the Qwest office - 4250 N. Fairfax Drive, Arlington, VA, from 12:00 - 1:00 2-3 times per week. To register for this class, contact (sue@quality.org or sue.mcarthur@qwest.com) or Marie Rondot (marie.rondot@qwest.com).

Certified Quality Engineer Online Review Course: Northern Illinois University has a review course completely online via the Internet. It is not a self-directed learning program but an online interactive course. The course textbook is *The Complete Guide to the CQE* by Thomas Pyzdek. Registration and more information are available at www.online.niu.edu or email mvolk@niu.edu.

Update your recertification journals and send them to:

Roger Schaffer, Examining/Recertification Chair, Section 0511, 1919 South Eads Street, Suite 201, Arlington, VA 22202

It is not necessary to send the journals via certified mail, but it is wise to keep a copy, just in case.

Remember that your ASQ certification: * enhances your career and self-esteem * advances you within your organization
* helps you realize your salary goals * affirms your commitment to quality * recognizes your performance excellence

How much is my certification worth?

	Without ASQ Certification	With ASQ Certification	$$$$$ Difference
Quality Auditor	$41,033.00	$49,429.00	$ 8,396.00
Quality Engineer	$49,511.00	$56,367.00	$ 6,856.00
Quality Manager	$58,295.00	$69,688.00	$11,393.00
Reliability Engineer	$49,511.00	$69,130.00	$19,619.00
Software Quality Engineer	$49,511.00	$60,899.00	$11,388.00

*ref: Quality Progress Salary Survey, November 1998.

SECTION 0511 ACTIVITY CALENDAR

MARCH 2000

SUN	MON	TUE	WED	THU	FRI	SAT
			1	2 Board Meeting in Ballston	3	4
5	6	7	8 *Ash Wednesday*	9 Dinner Meeting at JR's Stockyard	10	11
12	13	14	15	16	17 *St. Patrick's Day*	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

APRIL 2000

SUN	MON	TUE	WED	THU	FRI	SAT
						1 *April Fool's Day*
2 *Daylight Saving Time begins (Spring ahead...)*	3	4	5	6 Board Meeting in Ballston	7 CQA, CSQA, CQE exam application deadline	8
9	10	11	12	13 Section Annual & Dinner Meeting at Marco Polo	14	15
16 *Palm Sunday*	17	18	19	20 *Passover*	21 *Good Friday*	22
23 *Easter Sunday*	24	25	26	27	28	29
30						

Visit us online at: http://www.asq0511.org

HEY MEMBERS !!!

Members are encouraged to participate in all Section 0511 activities. This includes providing articles and information to the Newsletter, serving on committees and being Board officers. This is your opportunity to make the Newsletter informative with items you think are important. Committee chairs are always in need of new ideas and assistance. Board meetings are held on the first Thursday of the month and dinner meetings on the second Wednesday or Thursday. All members are encouraged to participate. Attendance and participation in these meetings and committees is acceptable for recertification credit. If you want to improve Section 0511, the opportunity is there. Let us hear from you! Contact any Board or Committee member.

A well deserved thank you for all of you who volunteered your time and resources to make ASQ Section 0511 activities a success. Your contributions are greatly appreciated by all section members.

A SPECIAL THANK YOU TO ADI TECHNOLOGY CORPORATION FOR PRINTING AND ASSEMBLING THIS NEWSLETTER.

American Society for Quality

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