ASQ Section 0511 Newsletter

April 2003

Volume 19, Issue 3

List of Contents:

Contents:

1. Board Members, Committee Chairs, and Special Interest Groups

Board Members for the 2002-2003 Membership Year

Chair:	Bill Eastman
Chair-elect:	Bob Zimman
Immediate Past Chair:	D.J. Law
Secretary:	Yvonne Fernandez
Treasurer:	Jeff Parnes

Committee Chairs

Arrangements:	Marie Rondot
Auditing Committee:	Bill Casti, D.J. Law, Hilary Benoit
Authorized CQManager Trainer:	Frank Hutchison
Certifications Chair:	D.J. Law
Contacts:	Bill Eastham
Database/Electronic Media:	Bill Casti
Education Chair:	Dennis Lasley
Examining & Recertification:	D.J. Law
Finance Committee:	Jeff Parnes & Je Tullington
Historian:	Walter Mendus
Internet Liaison:	Bill Casti
Koalaty Kid Program:	Christine Kurowski
Membership:	Bill Eastham
Newsletter Editor:	Ron Marafioti
Nominating Chair:	D.J. Law
Placements Chair:	James Miller

Programs: Sue McArthur
Publicity: Ron Marafioti
Recertifications Chair: D.J. Law
Section Management Plan: VACANT

<u>Special Interest Groups (SIG)</u>

Standards SIG   Joan Dandurand, Positive Impact
                                          and
                                   Ray Crawford, Parsons Brinckerhoff (co-chairs)

2. Education Update/Certification Training

ASQ Northern Virginia Section 0511 offers education and training courses that cover a variety of quality management areas. Some of these are sponsored by the Section, others are highly recommended. The benefits of achieving ASQ certifications are:
1) Career Investment
2) National Recognition
3) Optimized Earning Potential
4) Demonstration of Proficiency in Quality

Here are the schedules for the ASQ sponsored and recommended courses for the Spring and Summer of 2003. Each instructor will announce location of classes. Section 0511 classes are usually held once per week for 3 hours per night, starting at 6:30pm. *The dates and times will be adjusted by the instructor to fit the class needs.* For the latest information about Certification: Requirements, Body of Knowledge, Study Guide, References, and *Register On-line*, go to the ASQ web page for certification at <u>www.asq.org</u>. Upon request, instructor will provide a class location map via Email.

A. ASQ Section 0511 Sponsored Education and Training Courses Spring/Summer 2003

<u>Class</u>	<u>Start Date</u>	<u>Exam Appl Deadline</u>	<u>Exam Date</u>	<u>Location</u>	Instructor
Certified Quality Auditor	TBD	April 18 Oct 3	Jun 7 Dec 6	TBD	Paul Mills, CQA, CQM, CSQE, CQA-HAACP 703-261-5121 paul.mills@dyncorp.com
Certified Quality Engineer	TBD	April 18 Oct 3	Jun 7 Dec 6	TBD	Joseph Ludford, CQE, CQA, CQMgr, CRE, CSQE 301-870-5691 jludford@radix.net
Certified Quality	Sep 6 03 Feb 7 04	Aug 22 Jan 9 '04	Oct 18 Mar 6	Shirlington	Frank Hutchison, PhD, CQMgr 703-425-5192

Class	Start Date	Exam Appl Deadline	Exam Date	Location	Sponsor/ Instructor(s)
Manager			'04		CQMgrTrainer@asq0511.org
Certified Quality Improvement Associate	May 10 Nov 1	April 18 Oct 3	Jun 7 Dec 6	Shirlington	Frank Hutchison, PhD, CQMgr 703-425-5192 CQMgrTrainer@asq0511.org
Certified Software Quality Engineer	TBD	April 18 Oct 3	Jun 7 Dec 6	TBD	TBD

Registration is formal on the first night of the class, however, preference is given to those who sign up early. Please help us ensure a timely class registration by contacting the instructor listed above or the Education Chair, Dennis Lasley at education@asq0511.org.

The cost for any course is $275.00/person + $75.00 for the book (the QCI Primer) for a total of $350.00. This does not include the fee ($180.00) assessed by ASQ to take the exam. Checks are to be made out to *ASQ Section 0511*. It is strongly recommended that you also acquire the Primer's companion *Solutions Text*. You will find it well worth the additional $40.00.

B. Additional Area Certification Training Not Sponsored by ASQ Section 0511

The following training courses, while not sponsored by Northern VA Section 0511, are highly recommended due to their continuing overall quality excellence.

Class	Start Date	Exam Appl Deadline	Exam Date	Location	Sponsor/ Instructor(s)
CQIA	TBD	See Above	See Above	ANSER Shirlington VA	Frank Hutchison, PhD, CQMgr 703-425-5192 Frank.Hutchison@bellatlantic.coml
CSQE, CQA, QAI-CQA	(5 Days)	See Above	See Above	Sterling VA	QPSE, LLC Sue McArthur & Marie Rondot 701-327-3299, www.qpse.com qpsetraining@qpse.com

"Basics of Quality": *Continuing Professional Education and ASQ Certified Quality Improvement Associate (CQIA) Examination Preparation* (Sep 29 & Oct 6). Instructors: Frank E. Hutchinson, PhD, CQMgr and Bruce D. Wyman, MS, CQMgr. 2-day course covers all aspects of ASQ's Body of Knowledge for the CQIA certification exam. Course fee: $400.00; Textbook, QCI's CQIA Primer: $75.00. Early bird discount:

$20.00 for registration payments made 3 weeks prior to start of first class. <u>Contact:</u> Dr. Frank Hutchison, 5108 Richardson Dr., Fairfax, VA 22032-2808, Ph: 703-425-5192.

"QPSE LLC": Two FREE, one-day CQIA Training classes will be offered on Sept. 27 and Nov. 1, 2002. The one-day course covers all aspects of ASQ's Body of Knowledge for the CQIA certification exam, and will be based on the QPSE CQIA Study Guide (available from QPSE for $49.50 + S&H). Instructors are Sue McArthur, CQMgr, CSQE, CSQA, CQIA and Marie Rondot, CSQE, CSQA, CQIA. QPSE also offers training for ASQ's CSQE and QAI's CSQA exams. For more information, contact Sue or Marie at QPSE LLC, P.O. Box 221343, Chantilly VA 20153, Ph: 703-327-3299, email: **qpsetraining@qpse.com** or go on-line at **www.qpse.com**.

3. Standards SIG

The co-chairs of the Stanadrds SIG are Joan Dandurand of Positive Impact, and Ray Crawford from Parsons Brinckerhoff.

The topics sponsored by the Standards SIG are getting favorable reviews. In addition to members of ASQ0511, we are also drawing attendance from the DC and Baltimore chapters as well as other quality-oriented organizations by placing our listing with the BWPLC (Baltimore–Washington Partnership for Learning and Cooperation). We had record attendance at the January meeting which featured Craig Heier who shared an overview and facilitated follow-up discussion on ISO17799: An Information Security Management System. February's meeting was the first time we offered the 'supplemental' meeting format whereby Doron Becker, the Section presenter for February, facilitated a 'putting the ideas into action' SIG session. His SIG session put practical meaning to the use of metrics for measuring your organization within the ISO9001 management system. In March Dennis Lasley provided an overview of how CMM and ITIL (2 IT support mechanisms) can be used together to improve efforts in IT.

Upcoming meetings include: April 22, "Finding Ways to Meaningfully Measure Customer Satisfaction to Meet the Requirements of ISO9001:2000," presented by Sandra Baxter, Applied Research Analysts and May 27 will feature a member of the TAG committee focusing on the latest updates towards creating compatibility of ISO9001 and 14001.   These meetings are held at Parsons Brinckerhoff, 475 Spring Park Place, Herndon from 6:30 to 8:30 p.m.

Our goal is to offer a variety of topics to meet the varying needs of quality professionals in the DC area. We need your help in providing us topics for which you can either serve as an expert by sharing information with others during one of our monthly meetings or a topic about which you would like to learn more.

We hope to have you participate in our SIG. Please contact Joan Dandurand at Jdandurand@choosepositive.com or 703-971-6850 for more information.

4. Baltimore/Washington Partnership for Learning and Cooperation (BWPLC).

Section 0511 is a member of the Baltimore/Washington Partnership for Learning and Cooperation (BWPLC). Since 1996 BWPLC member organizations have shared calendars with each other, partnered on several events and offered each others members opportunities to network with people who have like interests. This has created a Win-Win situation for everyone. By agreeing to participate in the BWPLC, association leaders instantly expand, by 10 fold, the services offered to their members.

Over the past 2 years the BWPLC leaders have not met and in some cases the leaders for member organizations have changed. Earlier last month several members got together to reconstitute the group which meets at least semi-annually. To enable the BWPLC to continue our work between meetings, a leaders e-mail list has been established. Joan Dandurand and Ron Marafioti currently represent ASQ0511 on this important partner organization.

The next meeting of the BWPLC will be held on 7 June (Saturday). ASQ0511 will be hosting this meeting. Tentatively, the location of this meeting will be at Windwalker Corporation in the McLean, VA.

5. Koalaty Kid Overview

A child taking responsibility for his or her own learning is powerful. Giving the child the tools to do so is Koalaty Kid's mission. These tools, used with students and educators, create lasting improvement in schools. This in turn helps create individuals who are better prepared for work and community life.

ASQ Koalaty Kid, an educator-led continuous improvement approach, has been strongly involved with quality in education for more than 10 years. It is the only approach fortunate enough to receive direct support from an organization comprising more than 117,000 quality professionals. ASQ section volunteers assist in carrying out the ASQ Koalaty Kid mission by working with their local schools as team members, tutors, and/or mentors.

The goal is simple: Making today's learners tomorrow's leaders. The ASQ Koalaty Kid training process provides instruction in quality improvement and scientific problem-solving methodologies to members of the education community. It integrates the theory (why we want to do things differently), the process (what we do), and the tools (how we make the process work). As teachers, administrators, and others in the school community learn to implement this approach, they transfer the understanding and philosophy of quality and continuous improvement to students who use it to improve their own learning.

Because Koalaty Kid is an approach, not a curriculum, each school tailors the general elements to its own particular needs whether that involves instruction, assessment, classroom management, or school development. Guidelines are purposely broad to encourage schools to make Koalaty Kid "their own."

Over and over, ASQ hears about the remarkable improvements occurring in Koalaty Kid trained schools.   Many teachers, having learned the power of the tools, identify projects to work on that affect not just their classrooms, but their schools and districts as well. Schools implementing this approach often find immediate improvement in the area chosen as a project. For long-term impact, with integration into the systems of the school, implementation and sustained improvement often take two to three years to get firmly established. Here are some examples of how schools used Koalaty Kid to improve:

Mark Twain Elementary School in Richardson, TX, was historically the lowest performing, poorest school in the district. Dallas area property values are tied to the district's standardized test results. Their results on the Texas Assessment of Academic Skills (TAAS) for school-wide achievement after one year showed the greatest gain in the district. Writing/comprehension pass rates increased from 72% to 93%. Mathematics pass rates increased from 65% to 81%. Over the course of three years, the overall rate of passing rose from 35% to 71%.

Horace Mann Elementary School in Shawnee, OK, is a Title 1 school: 98% free/reduced lunch. Before Koalaty Kid training occurred, the third graders were identified as being "at risk." The school began by addressing student behavior and attitude first; academic achievement followed. After one year of implementation, behavior and attitude that affect the learning environment improved. Bus misconduct incidents decreased from 112 to 33. Disrespect—e.g., talking back, refusing to do work—incidents decreased from 674 to 38. When Koalaty Kid was used to address academic achievement, the results from the Iowa Test of Basic Skills after one year improved. Third-graders gained 26 points in Reading, 23 points in Language Arts, 24 points in Math, and 20 points in Composition.

Local sections (such as Section 0511) help in identifying schools to participate in Koalaty Kid and provide a community resource and local support system to the schools in training. For more information about Koalaty Kid and Section 0511's involvement, contact Christine Kurowski, the Section 0511 Koalaty Kid Liaison.

6. April Dinner Meeting

The presentation for this dinner meeting on 9 April will be "7 A Security and Privacy Organization's Approach To Quality - A Practical Journey" by Daryl Eckard.

Mr. Eckard has more than 17 years of proven experience in the information technology and security industry working with multiple computing platforms and technologies in both management and technical disciplines. Currently, he is Director, Security and Privacy Professional Services (SPPS). In this role, Daryl is responsible as the overall leader of SPPS managing the processes, methods, tools and technologies that EDS uses to support its client base as the company provides comprehensive life cycle security, privacy, and information assurance services to the government and commercial markets. He is responsible for all aspects of the group's operations including client interface, financials, business development, training, staffing and resourcing. Mr. Eckard has a

practice of 200 professionals providing capabilities in the area of security architecture, assessments, policy, security engineering, training, business continuity, emergency management and managed security services.

EDS Security and Privacy Professional Services is part of an Enterprise Services organization that obtained its ISO 9001:2000 registration in 2002. The team accomplished our task through a practical and aggressive effort committed to by the entire organization. It was not without its difficulties as we used a combination of bottom up and top down approaches all with a sense of pragmatism. The team overcame challenges in the use of automation for project control, overall education of the group, definition of processes and many other issues. We are still learning as a quality organization, we still have a long journey. This is the story of a team effort through all the challenges and what SPPS learned.

Mr. Eckard is a member of the Information System Security Association (ISSA), the Computer Security Institute (CSI), and the AFCEA. Throughout his career, Daryl has held positions of responsibility in management and systems engineering ranging from developing on-line systems as an EDS engineer to directing staff efforts on significant client projects. This includes experience in supporting information assurance (IA), critical infrastructure protection (CIP), electronic commerce (EC), and systems integration. He started with EDS in 1985 as a systems engineer. Mr. Eckard has a DOD Secret clearance granted in 1994.

This dinner meeting will be held at the Marco Polo Restaurant in Vienna, VA.

7. May Dinner Meeting

The presentation for the dinner meeting on 14 May will be "Quality Systems Management: Graduate Education at the National Graduate School" by Robert Zimman

The National Graduate School is the nation's only school of business to focus exclusively on measurable systems management. Last year Mr. Zimman earned his Master's Degree in Quality Systems Management from The National Graduate School. He will discuss his experience at the school and the curriculum he followed that enabled him to earn the degree in just twelve months.

Mr. Zimman works for Anteon Corporation as a Program Manager supporting U.S. Navy research and development. He also serves as the quality manager for four ISO 9001 registered Anteon facilities in the Washington metropolitan area. Mr. Zimman has been a member of ASQ since 1999 and is an active member of our Standards SIG. He is a CQA and a CQIA and has recently been appointed to the faculty of The National Graduate School and will be teaching courses in their Quality Systems Management curriculum.

This dinner meeting will be held at the Marco Polo Restaurant in Vienna, VA.