ASQ Section 0511 Newsletter
Please visit us at http://www.asq0511.org/

December 2004

Volume 21, Issue 2

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

Board Members for the 2004-2005 Membership Year

Executive Board Officers		
Chair	Robert Zimman	2004Chair@asq0511.org
Chair-Elect	Ron Marafioti	Chair-elect@asq0511.org
Secretary	Yvonne Fernandez	Secretary@asq0511.org
Treasurer	Joe Tullington	Treasurer@asq0511.org
Immediate Past Chair	Bill Eastham	PastChair@asq0511.org
Committee Chairs		
Arrangements	Marie Rondot	Arrangements@asq0511.org
Auditing	Christine Kurowski	Auditing@asq0511.org
Authorized CQManager Trainer	Frank Hutchison	Education@asq0511.org
Certifications/Recertifications	Bill Casti, CQA	Certifications@asq0511.org
Database/Electronic Media	Bill Casti, CQA	E-media@asq0511.org
Education Chair	Frank Hutchison	Education@asq0511.org
Examining	Bill Casti, CQA	Examining@asq0511.org

Finance	Jeff Parnes & Joe Tullington	Finance@asq0511.org
Historian	Walter Mendus	Historian@asq0511.org
Membership	Bill Eastham	Membership@asq0511.org
Newsletter Editor	Ron Marafioti	Newsletter@asq0511.org
Nominating	Bill Eastham	Nominating@asq0511.org
Placements	Christine Kurowski	Placements@asq0511.org
Programs	Sue McArthur	Programs@asq0511.org
Publicity	Ron Marafioti	Publicity@asq0511.org
Section Management Plan	Roger Watts	SMP@asq0511.org
Special Interest Group (SIG)		
Standards (ISO9001 / BS7799)	Bill Casti, CQA	StandardsSIG@asq0511.org

2. Message from our Chair - Year-End Notes
By Robert Zimman
Chair, Northern Virginia Section

As we approach the end of the year I'd like to take this opportunity to thank all those who have worked so hard during the past twelve months to make our section as successful and vibrant as it is. I'd also like to highlight several opportunities for our members in the coming year.

We have the opportunity this year to nominate someone to be the Regional Director for Region 5, which is our region of ASQ. If you think you might be interested in serving as a Regional Director for ASQ please check out the requirements at http://www.asq.org/news/news_releases/docs/s-8.pdf. Regional Directors sit on the ASQ Board of Directors and act as the voice of the sections for the Society. In addition, they direct section policy on the Section Affairs Council and provide assistance, mentoring, and training to section volunteers. If you are interested please contact me as soon as possible.

The second opportunity is to serve as an examiner for the 2005 U.S. Senate Productivity and Quality Awards for Virginia (SPQA-VA). This is a wonderful opportunity for anyone interested in quality to learn more about the field and to make a contribution at the same time. Examiners participate in four days of training, work together in teams to evaluate award applications, and make award recommendations to the SPQA-VA Board of Directors. Information about applying to be an examiner is on our website at http://www.asq0511.org/SPQA/. Additional information about the SPQA-VA is at http://www.spqa-va.org/quality/index.html.

Finally, now is the time to start thinking about how you would like to contribute to our section next year. Our Nominating Committee will start meeting soon to identify nominees for the Board of Directors to take office on 1 July 2005. Although this is six months away, now is the time to make your interests known. If you are interested in serving as a section officer, as a section committee chair, or as a member of a section committee please contact either me at 2004Chair@asq0511.org or Bill Eastham at Nominating@asq0511.org, the chair of the Nominating Committee.

I hope you all have a happy and healthy holiday season and new year.

Robert Zimman
Chair, Northern Virginia Section

3. 2005 Certification Exam Preparation Courses by Frank Hutchison

ASQ members rate certification as the single most important benefit of the American Society for Quality. How you taken advantage of this benefit? ASQ Section 0511 sponsors several certification preparation courses, usually scheduled adjacent to an upcoming local certification exam.

This is the latest schedule for the Certification Refresher courses offered by our section in 2005:

Class	Start Date	Application Deadline	Exam Date	Location	Instructor
CQManager	Jan 29	Jan 7	Mar 5	Shirlington	Hutchison
	Sep 10	Aug 19	Oct 22	Shirlington	Hutchison
CQA	TBA	April 1	Jun 4	TBA	Mills
	TBA	Oct 7	Dec 3	TBA	Mills
CQSE	TBA	April 1	Jun 4	TBA	Klipp
	TBA	Oct 7	Dec 3	TBA	Klipp

TBA will be announced as the information becomes available. Other classes will be held as interest and instructor availability dictates.

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.

Pre-register: Contact: Frank Hutchison at 703-425-5192 or Education@asq0511.org To request to be contacted about current or future education training opportunities, please contact our education chair at education@asq0511.org

Cost: The cost for any course is $275.00. In addition, if you don't have the Quality Council of Indiana primer, it is an additional $75.00. Please note that 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**. To pay by credit card, please contact the Education Chair or instructor.

Exam Fee: The course fee does **NOT include the exam fee**! The registration for the exam must be completed through ASQ Headquarters. Register online at www.asq.org or 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.
<div align="center">

ASQ Certification Rates Going Up January 1, 2005
On January 1, 2005, the following new certification exam fees will go into effect:
CQA, CSQE
$210 ASQ Member Fee / $360 Non-Member Fee / $160 Retake Fee
Certified Quality Manager
$270 ASQ Member Fee / $420 Non-Member Fee / $220 Retake Fee
ASQ's current certification exam fees *remain in effect* at this time.
Sign up for exams before the end of the year to save money!

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Location: To be announced by each instructor as details are worked out. The Certified Quality Manager course is held in Shirlington at the ANSER Conference Center, 2900 S. Quincy St., Arlington, VA 22206.

Hours: CQA and CSQE class times are once per week 3 hours a night usually starting at 6:30pm for eight to ten weeks. The Quality Management class is on three Saturdays from 8:00 to 5:00 pm.

For the latest information about Certification: Requirements, Body of Knowledge, Study Guide, References, and Register On-line, for each of the ASQ certifications listed below, visit the ASQ web page (www.asq.org) under Certification.

Certified Quality Auditor: Designed for those who understand the standards and principles of auditing and the auditing techniques of examining, questioning, evaluating, and reporting to determine quality systems adequacy.

Certified Quality Manager: Designed for those who understand quality principles and standards in relation to organization and human resource management.

Certified Software Quality Engineer: Designed for those who have a comprehensive understanding of software quality development and implementation; have a thorough understanding of software inspection and testing, verification, and validation; and can implement software development and maintenance processes and methods.

For other certifications, see the ASQ web page (www.asq.org).

ASQ National also provides numerous education and training courses. The ASQ Training web page contains public courses provided nationwide as well as computer based training.

Frank E. Hutchison, Ph.D., holds both the ASQ Certified Quality Manger and Certified Quality Improvement Associate certifications. He is the Education Chair for Section 0511 as well as the ASQ Authorized Certified Quality Manager Trainer. He is currently employed as the Quality Manager of the Homeland Security Institute, a Federally Funded Research and Development Center for the Department of Homeland Security. Frank can be reached at 703-425-5192 or education@asq0511.org.

4. **Volunteer Excellence Award Submissions Due March 31, 2005**

Our Section has the opportunity to present a Volunteer Excellence Award this year and you can help. If you would like to nominate a person who has volunteered for the Section and is your selection for someone who should be recognized in the Honors and Awards brochure for the ASQ World Conference 2005, submit your award nominations and order forms to Leta Thrasher by March 31, 2005. The "VEA Nomination Form" and "VEA order form" are now available.

5. **Quality Costs Study Help Needed**

Participants are being solicited to contribute to a study looking at quality costs and organization size in the manufacturing environment. Indiana State University is sponsoring this study for research in its Quality Management Systems program. In return, the researchers will provide the findings to participants upon request. You can fill out the questionnaire or refer members to http://faculty.cmsu.edu/qcsurvey/. If you have any questions contact Sue Rodchua at mailto:rodchua@cmsu1.cmsu.edu.

6. **Tools to Use** - **Best Practices Area on the Section Volunteer Community**

For students and members in search of best practices, the Best Practice Library on the Section Volunteer Community has more than 100 best practices from sections and student branches all around the country. Topics include Communication, Community Outreach, Recruitment, and Section Operations. Visit it soon to benchmark another section, or submit your own best practice! A submission form is available in the Library.

7. **Is Your Resume Lost in the Great Internet Void?**
By Deborah Walker

With the advent of email and online job services, job hunting suddenly became much easier. Or did it? Sometimes it's hard to know if your resume is actually reaching someone's desk-or is lost somewhere in the great void of cyberspace.

If you want to be sure that your resume is being seen by a real person who can offer you a real job, here are three rules to get stronger response.

1. **Use the Right Key Words**

   More than ever, resumes are stored in a database and queried for key words to indicate candidate match. If you aren't using the right words to describe your employment experiences, then your resume might be rejected before it's ever seen. Review key words your resume uses to:

   - **Describe your dream job.** Do your qualifications match the job description? Look closely at areas listing your technical skills, job responsibilities and core competencies.

   - **Attract your desired industry.** Are you using industry buzzwords? In other words, does your resume talk their talk?

   - **Attract your occupational field.** Do the phrases you use prove your level of experience in your field?

2. **Use the Correct Electronic Version**

   If your resume can't be opened as an attachment, then it can't be seen. Because of the threat of computer viruses many companies only accept resumes through their own online forms which ask you to cut and paste (rather than attach) your resume. Make sure you are sending your resume in a format that will work for the employer.

   - **If a resume attachment is requested:** Save your resume as a Word document (.doc or .rtf). This is the standard most companies use, and it should retain the formatting that you used for your resume. But just in case they use a different word processing program than yours, you should still avoid using too many fancy formatting options, such as columns, boxes and tables.

   - **If an email or online form is used:** Use ASCII, plain text, or text only. This removes formatting, but the information is preserved. Be sure to review your resume before sending it so that it is still easy to read and user friendly.

3. **Differentiate Your Resume from the Crowd**

   There are dozens of fast food restaurants that sell hamburgers and fries. How do you choose which one you want? Chances are, one of those restaurants has a differentiating edge, something that you like better than all the others. The job market is the same way; it's flooded with choices, so you have to make your resume stand out from all the competition.

The best way to differentiate your resume from others is with accomplishments. And those accomplishments really stand out when:

- **They are measurable.** Can you define how much you accomplished in dollars saved, contracts won, or percent changed?

- **They support your transferable skills.** Can your skills be used by this company, even if your job experience is in a different industry? What skills will transfer from one job to another?

- **They connect to corporate bottom-line objectives.** How can you help them save *time*, save *money*, increase their *profit margin*, improve *sales*, or increase *revenue*?

While the Internet is still a great tool for job seekers to connect quickly with employers, take steps to insure your resume won't get lost in the void. Before you send your resume off to the Great Cyber Beyond, use these three tips to make sure your resume gets the attention it deserves!

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Deborah Walker, CCMC
Resume Writer ~ Career Coach
To see resume format samples and read more job-search tips visit
www.AlphaAdvantage.com
Email: Deb@AlphaAdvantage.com
Phone: 888-828-0814
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8. Job Openings

A. Quality Process Specialist 11/05/2004
- 5+ years experience with performing process engineering. Complete knowledge and experience with SEI CMMI best practices, to include ISO 9000.
- Responsible for understanding, developing, reviewing, and implementing processes to support the system development lifecycle.
- Will develop and deliver process training programs to project staff.
- Participate in process development activities to identify new processes and refine existing ones.
- Prepare and conduct independent process and product audits to ensure conformance with established processes and product quality standards.
- Record and track all process and product nonconformance, perform troubleshooting to correct non-conformance, and ensure processes and work products meet all requirements. Report all findings of work tasks to project management.

- Candidate to have demonstrated knowledge of CMMI levels 2 and 3. Will participate in all corporate CMMI initiatives and activities, as directed, and will lead Paradigm's client to CMMI certification.
- Excellent customer communication skills.
- Strong written and oral communication skills.
- Demonstrated knowledge of process definition and refinement.
- Demonstrated ability to educate staff members on established and accepted processes.
- Experience conducting process and product quality audits, and addressing non-conformance.
- Full knowledge of the system development lifecycle (SDLC); familiarity with software reengineering environments.
- Demonstrated knowledge of CMMI levels 2 and 3.
- Demonstrated knowledge of Visio, Visual SourceSafe, Microsoft Office Suite.
- Bachelor degree, preferably in an Information Technology background with emphasis on business process.
- Must be clearable

Company: Paradigm Solutions Corporation
Location: 20012
Salary/Wage: 65,000.00 - 75,000.00 USD /year
Status: Full Time Employee
Job Category: Information Technology
Relevant Work Experience: 5+ to 7 Years
Career Level: Experienced (Non-Manager)
Education Level: Bachelor's Degree

Contact Information
Company: Paradigm Solutions Corporation
Email: steve@paradigmsolutionscorp.com

B. Quality Assurance Specialist

- Available now
- TSGI Division: SESG
- Location: Ft. Belvoir, VA
- Job Description and Requirements: Sytex Inc., a business unit of The Sytex Group, Inc. (TSGI), seeks a Quality Assurance Manager to support multiple production contracts and product lines managed by Product Manager (PM) Sensors and Lasers Program Office. This is a full-time position located in Fort Belvoir, Virginia and includes the complete SYTEX, Inc. benefits package (medical, dental, life insurance, and all ten paid Federal holidays). Compensation is based on qualifications, education and experience- negotiable. The Sytex Group is an Equal Opportunity Employer (M/F/V/D). This position is available now.
- Requirements: US citizen eligible for a DoD security clearance (selected applicant will be subject to a government security investigation and must meet eligibility

requirements for access to classified information). Requires minimum 15 years related experience. Defense Contract Management Agency (DCMA) QA/QC background or industry experience performing QA/QC on high volume (greater than 1000 units per month) production lines. Knowledge/experience of lean manufacturing principles, design of experiments, six sigma principles, and ISO 9000 qualification standards a plus. Education: Bachelors degree.

- Experience Required: 15 Years
- Education Required: Bachelors
- Security Clearance: Required
- Salary Range: Compensation is negotiable depending on skills, qualifications and experience
- Benefits Provided: SYTEX Benefits

Contact Person:
Marc Michaels
SYTEX, Inc.
Columbia Corporate Park 100
6021 University Boulevard, Suite 130
Ellicott City, MD 21043
(410) 461-7676   Toll Free (877) 818-7676
careers@sytexinc.com

C. Quality Control Specialist
- **Job Description:** Structure and deliver training in quality control processes and procedures. Instruct FAA groups in ISO 9000 philosophy. Support the creation and structuring of organizational groups in ISO 9000 disciplines. Perform audits of existing processes and procedures to identify the accuracy and completeness of relevant paperwork.
- **Required Qualifications**: Bachelor's Degree in a technical field. Ten years or more experience in Quality or a relevant field. Of this, at least three years must be associated with ISO 9000. Must be a US Citizen; or have lived in the US continuously for the past three years and be eligible to work in the US
- **Desired Qualifications**: Experience in a Quality organization associated with manufacturing, construction, aviation, and electronics or related fields. Background in generating, critiquing, editing, and formatting processes and procedures for various disciplines.
- Locations: Washington, District of Columbia
- Classification: Regular, full time.

Contact Person:
Larry Wheeler
lwheeler@icfconsulting.com
TPM Human Resources Manager
9300 Lee Highway
Fairfax , Virginia 22031

ASQ Delaware Section, ASQ Region 5, and the University of Delaware
Invites you to submit a proposal for
32ⁿᵈ Annual Delaware Quality Conference:
Moving from Conformance to High Performance
March 3 & 4, 2005 at the University of Delaware, Newark, DE

CALL FOR SPEAKERS

March 3, 2005: Conference Presentations
(45-60 minutes)
General Sessions to the full audience or
Breakout sessions for 25-50 participants.

We are seeking motivational speakers who are informative and practical in their approach to presenting on these topics:
• Success stories in leading continuous improvement efforts
• Leading edge tools or techniques to improve performance
• Applying quality to Information Technology (IT)
• Management systems or methods for enhancing performance such as Six Sigma, Lean Manufacturing, Balanced Scorecard, ISO or other standards, or the MBNQA

March 4, 2005: Workshops and Tutorials
(Half-day or Full day programs)
from 15-35 participants

We are seeking skilled facilitators, with a practical bent, to conduct interactive workshops, simulations, or tutorials on such issues as:
• Technical skills—statistical analysis or tools of quality such as DOE, SPC
• Certification—body of knowledge for ASQ exams
• Conforming to Standards—how to use them to improve performance and how to integrate management systems to conform to multiple standards
• Six Sigma, Lean Manufacturing, Balanced Scorecard, ISO or other standards, or the MBNQA

We anticipate setting up tracks for these sectors or industries—Service, Financial Services, Manufacturing, Pharmaceutical and Chemical, Healthcare, and the Public Sector.

Deadline for Submissions: December 10, 2004
Speakers will be notified of selection by December 17.

Send the application to: Mica Corradin, Conference Coordinator
                                UD Downtown Center
                                13 East 8ᵗʰ Street, Wilmington, DE 19801
                                FAX 302-571-5666
                                Email corradin@udel.edu

ASQ Delaware Section, ASQ Region 5, and the University of Delaware

32nd Annual Delaware Quality Conference:
Moving from Conformance to High Performance
March 3 & 4, 2005 at the University of Delaware, Newark, DE

SPEAKER APPLICATION FORM

<u>**Contact Information**</u>

Your Name:
Your Title:
Organization:
Mailing Address:
City/State/Zip:
Phone:
FAX:
Email Address:

<u>**Proposal for:**</u>
   Conference Presentations: ___   General Session   ___Break-out Session
   Workshop: ___ Half-day (3.5 hours)   ___Full-day (7 hours)

This program would be of particular interest to (check as many as apply):
___ Manufacturing   ___Service   ___Public Sector
___Pharmaceutical or Chemical   ___Financial Services

Have you presented at a previous Delaware Quality Conference? __ Yes   __ No
If yes, when and what topic?

Please Complete the following and attached on a separate page.

Title of Program:
Objectives: *At the end of this session, participants should...*
Content: Include a short (one page maximum) description of session.
Format: Describe the instructional methods you intend to use and any special AV or space needs. Interactive programs are encouraged.
Brief Bio: Attach a short biographical sketch or VITA (1 page maximum).
References: If you are nominating yourself, please attach the name, title, company and telephone number of at least two persons who have seen you present similar programs.

Email or fax this information to: Mica Corradin, 302-571-5666 or corradin@udel.edu
By December 10. Speakers will be notified of selection by December 17.

10. December Dinner Meeting - Wednesday December 8, 2004 at the Marco Polo Restaurant in Vienna, VA

AS9100 Supplier Information by Grant O'Brien

The AS9100 standard (ISO 9000 based standard created by the leading aerospace companies of the US and World) is complicated to many organizations whose customers mandate them to follow it. The problem is that the communications between suppliers and customers is not always that effective. Thus, the suppliers of the aerospace industry are left in the dark with what they must do to meet the AS9100 standard, what value can be found in having an aerospace quality system, and what other offshoot of the AS9100 standard (AS9003, AS9110, AS9120) is right for them.

Mr. O'Brien will be discussing the background of the AS9100 standard from the necessity of its formation to the current status. Also, discussed will be the structure a registrar must follow to provide the registration, the other offshoot standards and their applicable markets, and where value can be found for a supplier.

Grant O'Brien is the North American Eastern Regional Sales Executive-Aerospace for SGS Systems & Services Certification. As an employee of SGS, Grant initially sold a certification program specifically for the Services Industry with a territory of the US and Canada. Currently he is the sales representative for Aerospace Certification in Eastern North America (including Canada). He is certified as a provisional Aerospace Auditor with concentrations in AS9100, AS9003, and AS9120. Grant has a Bachelors degree in Business with a concentration in Marketing and International Business from Indiana University.

11. January 2005 Dinner Meeting - Wednesday January 12, 2005 at the Marco Polo Restaurant in Vienna, VA.

Happy Holidays to all from the members of the Northern Virginia Section 0511 of ASQ!!