

Location: Amphora Restaurant, Herndon, VA

16 May 2012

- A. Call to Order (1730Hrs)
 - a. Expected absences: Bob Orkin
- B. Reading & Approval of Minutes ([minutes201204draft.pdf](#))
- C. Officer Reports/Announcements
 - a. Chair – Jeff Parnes -
Board Terms (see Attachment 1 on page 3)
 - b. Chair Elect – Melissa Butler
 - c. Treasurer – Michael W. Coleman
 - d. Secretary – Yvonne Fernandez
- D. Old Business - Items from last month's meeting
 - a. Section Management Plan – Secretary (See separately furnished handout [agenda201205 AttachmentA-QualityManagementPlan.pdf](#) - copies to be furnished)
 - b. Awards Program – Historian and Membership Chair
 - c. Special Membership function – Membership committee
 - d. Automating Recertification Process – Recertification Chair
 - e. Newsletter – Newsletter/Publicity Chair (Next issue due in May; submissions are past due)
- E. New Business
 - a. Responding to speaker offers (see Attachment 2 on Page 4)
 - b. Joint Meeting with International Council for Systems Engineering, Wash Metro Area chapter (See Attachment 3 on page 6)
 - c. Instructor validation – Michael Coleman (see ASQ National webpage - <http://asq.org/member-leader-community/initiatives/education-training/instructor-validation>)
 - d. Organizational matters – Past Chair
- F. Committee Reports/Announcements
 - a. Arrangements – Marie Rondot
 - b. Audit – Paul Mills
 - c. Education – Gregg Monaco
 - d. Examining/Certification – Kathleen Eaves
 - e. Finance – Jeff Parnes
 - f. Historian – Rick Wells
 - g. Lean Six Sigma SIG Chair – Sion Weaver/ Norma Myers
 - h. Membership – Bill Eastham
 - i. Newsletter/Publicity – Christine Kurowski
 - j. Nominating – Bill Eastham
 - k. Placements – Sion Weaver
 - l. Programs – John Mullins
 - m. Recertification – Robert Zimman
 - n. Section Management Plan – Yvonne Fernandez
 - o. Voice of the Customer – Bob Orkin/Arnold Pachtman
 - p. Webmaster/Electronic Media – Jeff Parnes

G. Adjournment

Attachment 1 Board Terms

"Eric Whichard" <eric.whichard@verizon.net> wrote on 23-04-2012 09:26:16:

Jeff, Thanks for that feedback.

As you know, we have not made this change yet. Until we do... if we do... all sections must continue to operate on the Jul-Jun year.

A couple of sections have come back and said "We're for the change... and we're gonna just do it now." by extending current leadership another 6 mos, or by extending incoming leadership's term to 18 mos.

Needless to say, I'm sure, that we have to play by the old rules until new ones are adopted and rolled out in an orderly fashion.

Good to hear from you. All the best!

Eric

-----Original Message-----

From: Jeffrey M. Parnes [mailto:jparnes@cox.net]

Sent: Sunday, April 22, 2012 1:47 PM

To: Eric Whichard Cc: chair12@asq0511.org

Subject: RE: Section Operating / Governance Year -- section leadership consensus needed

Eric,

Northern Virginia section 0511 voted at our April meeting to support switching to a calendar year with the terms of the board elected this July to extend eighteen months to December 2013.

Hope this answer satisfies your query.

Enjoy,

Jeff Parnes

Chair

Northern Virginia Section 0511

Attachment 2 Responding to speaker offers

Example A:

Jeff Parnes <jparnes@cox.net> wrote on 08-05-2012 15:10:36:

> John, Have you had the opportunity to respond to Rachel? I'm pretty certain that I forwarded messages containing her offer to your attention twice in April. We should, as a matter of course, acknowledge offers made by our members to speak before our section, and either turn them down flat or arrange for them to speak at a future date. I would appreciate a courtesy copy of any response you send to Rachel. Thanks, Jeff 703.424.2956
chair12@asq0511.org <http://www.awayfind.com/jeff> This email uses only recycled electrons

> ----- Begin forwarded message ----- Subject: FW: Speaker / Site Proposal Date: 5/8/12 1:29:23 PM From: "Strother, Rachel S" To: invalid-address Cc: "Goodman, John"

> I have not heard anything from anyone. Should I just assume that this will not work and move on? thanks, Rachel Rachel Strother, MT(ASCP), CQM/OE(ASQ), CSSBB(ASQ) , CQA(ASQ) Quest Diagnostics Nichols Institute | Director, Quality Assurance | 14225 Newbrook Drive | Chantilly , VA 20153 USA | phone +1.703 802.6900 x67840 | fax +1.703.802.7202 | Rachel.S.Strother@QuestDiagnostics.com | www.NicholsInstitute.com

From: Strother, Rachel S Sent: Friday, April 27, 2012 7:29 AM To: Subject: FW: Speaker / Site Proposal Importance: High

> Hi folks, Any word on whether this is acceptable or not? I would like to be sure we have the calendar secured. thanks, Rachel Rachel Strother, MT(ASCP), CQM/OE(ASQ), CSSBB(ASQ) , CQA(ASQ) Quest Diagnostics Nichols Institute | Director, Quality Assurance | 14225 Newbrook Drive | Chantilly , VA 20153 USA | phone +1.703 802.6900 x67840 | fax +1.703.802.7202 | Rachel.S.Strother@QuestDiagnostics.com | www.NicholsInstitute.com

From: Strother, Rachel S Sent: Monday, April 16, 2012 4:50 PM To: 'Chair12@asq0511.org'; 'arrangements12@asq0511.org'; 'programs12@asq0511.org' Cc: 'Goodman, John' Subject: Speaker / Site Proposal

> Hi Jeff, Thanks for discussing the possibility of Quest Diagnostics Nichols Institute hosting an ASQ Chapter monthly meeting. Below is a proposal for July. I don't think we can pull it off earlier but August also fits into the schedule. This is a proposal for the July Monthly Meeting of ASQ Chapter 0511. Location: Quest Diagnostics Nichols Institute, Chantilly 14225 Newbrook Drive Chantilly , VA 20151 Accommodations: Conference room with internet access. Will provide projector for speaker's presentation Room will seat ~60 classroom style at tables - which can be used for dinner Board Meeting at the regular time Dinner at the regular time (either catered by Sodexo - our lunch room vendor, or by an ASQ chapter vendor) - should be buffet style if possible for best use of space Speaker at the regular time - 8:00 PM with additional audience from

> Quest employees who will not participate in the dinner portion of the evening but who may be candidates for ASQ chapter membership. Suggested Speaker : John Goodman author of Strategic Customer Service and vice chairman of TARP, has agreed to speak to us about "Driving the Customer Experience Using Quality." John is a member of ASQ 0509 and has friends in 0511, and I believe he has spoken to our chapter previously. He also had a major article in the February 2012 Quality Progress (attached) on how Quality should expand its purview to cover the whole customer experience. Founded in 1971, TARP has international offices including Washington DC and London . TARP is credited with developing the approach for quantifying the impact of quality on revenue, cost &WOM for companies like Neiman Marcus, Toyota/Lexus, USAA, Cisco Systems and others. He will share his knowledge about how building and applying an enhanced Voice of the Customer to manage the Customer Experience can lead to increased loyalty and maximized profits. I would also suggest that we open this to chapter 0509 since we should have plenty of room - given the current attendance practice. More information can be provided if needed to aid in the decision making process when the board discusses the proposal. Just let me know either at the email below or at my home email -

Strotox@verizon.net - which is my preferred contact. Thanks for your consideration, regards, Rachel Strother, MT(ASCP), CQM/OE(ASQ), CSSBB(ASQ), CQA(ASQ) Quest Diagnostics Nichols Institute | Director, Quality Assurance | 14225 Newbrook Drive | Chantilly, VA 20153 USA | phone +1.703.802.6900 x67840 | fax +1.703.802.7202 | Rachel.S.Strother@QuestDiagnostics.com | www.NicholsInstitute.com

John Goodman Vice Chairman TARP Worldwide P: 703.284.9253 | F: 703.524.6374 | E: jgoodman@tarp.com | www.tarp.com

Now Available from the American Management Association Strategic Customer Service The first book summarizing 35 years of TARP's work measuring and managing the customer experience!

[attachment "Take the Lead on Customer Experience Qual Prog Feb 2012 .pdf" deleted by Jeffrey M Parnes/MAXIMUS] [image removed]

Example B:

"Stauffer, Ralph" <Rstauffer@WBBINC.COM> wrote on 02-05-2012 10:09:42:

> Hello, I'd be happy to speak at any future meetings. I have spoken at least once per year at my old section in Minnesota, and at a couple of conferences each year, on many topics. Some of my past presentations included:

- Basic Process Analysis
- Capability Explained
- Rational Subgrouping (from Wheeler's Ball-Socket Data)
- Deming's Red Bead Experiment
- Deming video and discussion of the Funnel Experiment and Tampering
- "Stats Primer—Shape, Center, Spread and Why People Don't Like Statistics"
- "An Update to DMAIC" (Based on my article in QP Dec 2010)
- "Let's Lose the 1.5-Sigma Shift"
- "Your World is Not Red and Green--Your Dashboards Shouldn't be, Either!"

Best regards,

Rip Stauffer Manager, Quantitative Analysis and Improvement Whitney, Bradley and Brown, Inc. 11790 Sunrise Drive Reston, VA 20191 Office (703) 448-6081 xtn 237 Cell: (612) 916-0197 Fax: (703) 822-6955

Attachment 3 Joint Meeting with International Council for Systems Engineering, Wash Metro Area chapter

----- Begin forwarded message -----

Subject: Re: Conflicting meeting - INCOSE WMA has priority
Date: 4/13/12 12:22:57 AM
From: "LAURIE N."
To: chair12@asq0511.org

Jeff

I would be interested in hearing your experience with the CIT facility. While we have been very happy with Amphora, we do have an issue with some of our remaining regularly scheduled meetings for the remainder of the year. I am very familiar with the CIT facility but have not been there in YEARS!!

Also, maybe there might be some meetings of joint interest between our chapters...who knows?

Thanks for your prompt response.

LAURIE NASTA
nastal@aol.com
703-509-7139