

## Highlights

- **Section Logo Contest Winner**
- **Baldrige Winners at the Quest for Excellence**
- **MOP Group Report**

## Inside

- **Area Meetings and Events Listing**
- **Dinner Meeting Information**
- **ASQ Certification and Training News**

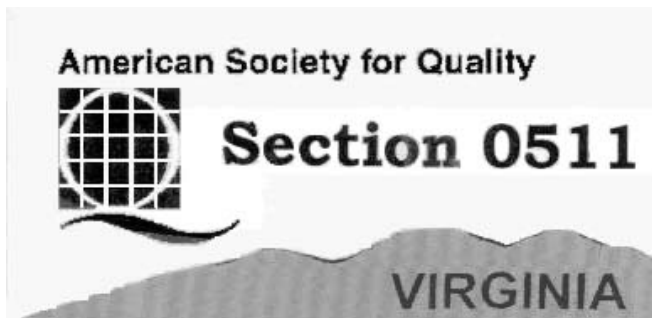
# QualityMatters

March 1999

**American Society for Quality Northern Virginia Section 0511 Volume 15 Issue**

**5**

## SECTION LOGO WINNER !!!



### Contest for the Section 0511 Logo

In order to provide recognition for our membership we held a design contest for a Section Logo – like the ASQ logo/pins. This Section Logo will be used for pins, letterhead, flyers, ads, and posters, all of the materials produced by the Section.

A dozen fine entries were received and the ASQ board had quite a tough decision to make. In the end, our own Bill Casti was selected as the hands-down winner.

For his effort, Bill will receive one hundred dollars (\$100.00). The logo design will be the property of the Section for use on its' promotional materials and letterhead. The logo will be provided to the membership with the new membership handbook currently under development for the Section. If you have any questions please call or e-mail Bill Eastham, the Membership Chair (H: 703-323-5803, W: 703-921-6558, eastham@ix.netcom.com)–QM

### Section Notice

Bill Casti announces that he will run for another consecutive term as 1999-2000 Section Chair, as is permitted under the Section Bylaws. Elections for the Section Executive Committee positions will be held as usual at the Section Members Meeting in May.

## - - - Dinner Meeting Changes - - -

The ASQ 0511 April dinner meeting will be held at JR's Stockyards Inn, located in Tyson's Corner, Virginia on Thursday, April 15, 1999 (Please note the change of day).

This special dinner features your choice of the following entrees: 9oz Prime Rib, Grilled Marinated Chicken Breast, or Vegetarian Plate -w- Rice Pilaf. These entrees also include: a tossed salad-w-ranch dressing, chef's choice of potato/vegetable of the day, fresh baked bread and choice of coffee/tea.

The usual networking happy hour will take place from 6:30 to 7:00, followed by dinner. The cost will be \$20.00, if you wish to partake from the dessert menu, you may do so for an additional \$4.00. We will need an exact number of reservations by the close of business Thursday, April 8, 1999. You may use our online reservation system or call Intertek as always. Look inside for more information and directions. Hope to see everyone there!!!

ASQ on the road continues in May. On Wednesday, May 12th, the dinner meeting will be held in the Jeb Room at **The Red Fox Inn** in Middleburg, VA. More information to come in the next issue.

American Society for Quality



Northern Virginia Section 0511



### From the Editor...

April 15th is coming!!! I'm not talking about tax day; you already have that done right? Be sure to mark your calendar for the special dinner meeting at JR's in Tyson's. 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 1998/1999 Organization

### Executive Board Officers

Chair: Bill Casti  
Home Phone: 703-834-8210  
Fax: 703-834-8209  
Section Email: Chair@asq0511.org

Vice Chair: Don Burke  
Bus. Phone: 703-256-1419  
Section Email: Chair-elect@asq0511.org

Immediate Past Chair: Bill Eastham  
Home Phone: 703-323-5803  
Section Email: PastChair@asq0511.org

Secretary: Don Burke  
Bus. Phone: 703-256-1419  
Section Email: Secretary@asq0511.org

Treasurer: Greg Donovan  
Bus. Phone: 703-415-1011  
Section Email: Treasurer@asq0511.org

### Committee Chairs

Community Quality Council (CQC) Chair: Mark Jones  
Bus. Phone: 703-620-8267  
Section Email: CQC@asq0511.org

Corporate Liaison: Yvonne Fernandez  
Bus. Phone: 703-934-3027  
Section Email: Liaison@asq0511.org

Councilor to the Board (Position 1): Patricia McMahon  
Voice: 703-771-4859  
Section Email: Councilor1@asq0511.org

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Section Email: Councilor3@asq0511.org

Councilor to the Board (Position 4): Harvey Shaw  
Home Phone: 703-385-4471  
Section Email: Councilor4@asq0511.org

Councilor to the Board (Position 5): Roger Semplak  
Home Phone: 703-491-8227  
Section Email: Councilor5@asq0511.org

Education Chair: Don Hendrix  
Home Phone: 703-803-3554  
Section Email: Education@asq0511.org

Electronic Media Chair: Bill Casti  
Pager: 800-604-6149  
8210  
Phone: 703-834-8209  
Fax: E-media@asq0511.org  
Section Email:

Examining: Roger Schaffer  
Bus. Phone: 703-413-3739  
Section Email: Examining@asq0511.org

Finance: Yvonne Fernandez  
Bus. Phone: 703-934-3027  
Section Email: Finance2@asq0511.org

Health Care: David A. Simmons  
Home Phone: 703-938-5227  
Section Email: HealthCare@asq0511.org

Historian: Walter Mendus  
Home Phone: 703-354-5932  
Section Email: Historian@asq0511.org

ISO 9000 Chair: Quentin H. Conroy  
Home Phone: 703-329-4455  
Section Email: ISO9000@asq0511.org

Membership Chair: Bill Eastham  
Home Phone: 703-323-5803  
Section Email: Membership@asq0511.org

Measuring Organizational Performance (MOP) Chair: Robert I. Wise  
Phone: 202-237-5268  
Section Email: MOP@asq0511.org

National Quality Month (NQM): Bill Eastham  
Home Phone: 703-323-5803  
Section Email: Chair@asq0511.org

Newsletter Editor: Jim Coley  
Home Phone: 703-645-8795  
Section Email: Newsletter@asq0511.org

Programs: Sue McArthur  
Business Phone: 703-363-4860  
Section Email: Programs@asq0511.org

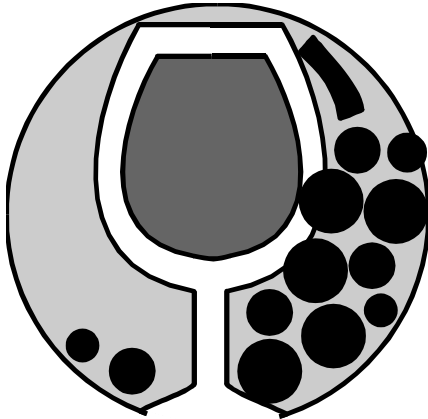
Publicity Chair: Tim Gavagan  
Voice: 202-268-3050  
Section Email: Publicity@asq0511.org

Section Management Plan (SMP) Chair: Bill Eastham  
Home Phone: 703-323-5803  
Section Email: SMP@asq0511.org

Student Activities: Mark Jones  
Bus. Phone: 703-620-8267  
Section Email: Students@asq0511.org

## Volunteers still 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



# Join us !

ASQ Section 0511 holds monthly dinner meetings with guest speakers

The cost for the dinner is \$20.00 and reservations must be made. You may call Intertek at (703) 818-8500 ext. 0., or visit our website at <http://www.quality.org/webdebit/ASQckcc.htm>  
You do not have to come to the dinner to hear the speaker.

## ASQ SECTION 0511 DINNER MEETING SCHEDULE

### Wednesday, March 10, 1999

Presentation: "The Renaissance Leader." Speaker: Dr. Joan Cassidy

from 6:30 to 9:00pm at the **MARCO POLO RESTAURANT**, 245 Maple Ave. West, Vienna, VA 22180.

Dr. Cassidy is an executive, author, consultant, speaker, seminar leader, and talk show host. She has helped thousands of managers in the private, public, and non-profit industries learn and implement the secrets of high performance from both an organizational and personal perspective. She will explain why many current leaders are floundering and describe her leadership skills for the 21<sup>st</sup> century. In this highly entertaining, fast moving session you will learn what it takes to be a "renaissance leader." Take away tips, tools, and techniques to survive and thrive in the 21<sup>st</sup> century! Join us!

### Thursday, April 15, 1999 (Yes, Tax Day !)

Presentation: "Customer Perfect" Speaker: Bob Scanlon

from 6:30 to 9:00pm at **J.R.'S STOCKYARDS INN** 8130 Watson Street in Tyson's Corner, Virginia. Directions from the Beltway (495): Take Route 7 West exit. Go to the 2nd traffic light on Route 7. Turn right on International Drive. Go to the first traffic light, turn left onto Fletcher Street. J.R.'s Stockyards Inn is on the right. Across the street from Bloomingdales and Tyson's Corner Center.

Bob is the Manager of Quality Applications for the US Postal Service. He is responsible for providing support to senior executives of the Postal Service in constructing and implementing *Customer Perfect!*, the Postal Service's Baldrige based management system. He is also responsible for developing national approaches for Process Management and Quality Improvement toolsets and supports their implementation. Come and listen to Bob and learn what he's doing to guide quality improvement initiatives through an organization that has \$60 Billion in revenues and 850,000 employees.

This is going to be a night to remember!

### Other Speakers for the upcoming months and their topics are as follows:

Gary Reams, Director, Quality Programs, Public Networks Group, NEC  
Subject: Telecommunications

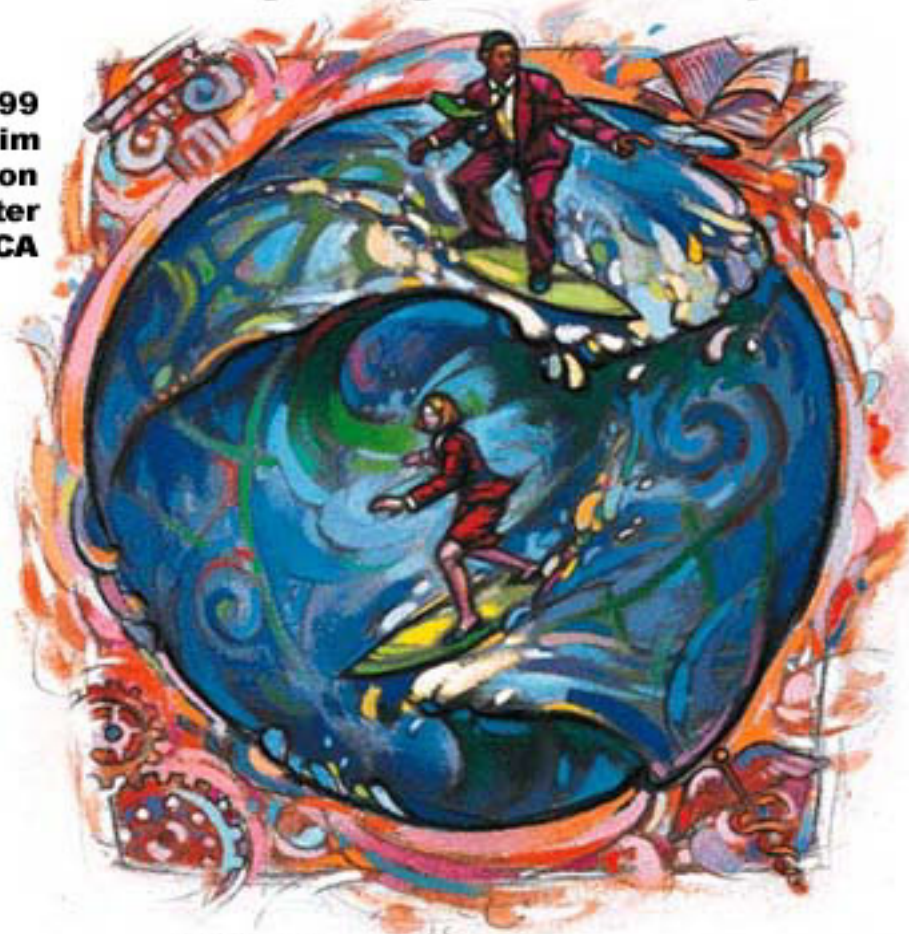
Jim Kasab, Independent Consultant  
Subject: Quality Improvement Programs in the Federal Government, Past, Present, and Future.

Marie Miller-Whitehead Ph.D. Alexandria City Public Schools  
Subject: Current Quality initiative in the Alexandria City Public School System

Ira Epstein, Consultant, ISO TC 176 Committee Member Subject: ISO 9000:2000 in the New Millennium

## 53rd Annual Quality Congress and Exposition

May 24-26, 1999  
Anaheim  
Convention  
Center  
Anaheim, CA



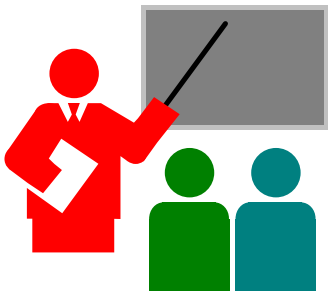
Surfin' into the next millennium

ASQ's Annual Quality Congress attracts over 3,000 individuals and 200 exhibitors from more than 50 countries worldwide who are interested in discovering the latest trends in performance excellence, quality, and career enhancement featured in over 100 concurrent sessions.

Three keynote addresses will be presented at the 53rd AQC, including Dr. E. David Spong, vice president and general manager of the Boeing Company, Airlift and Tanker Programs. Dr. Spong will address Boeing's ride on the quality wave to excellence. The A&T Program was recently named a recipient of the 1998 Malcolm Baldrige National Quality Award. Dr. Spong's opening presentation will set the tone for the conference and help define the quality wave into the next millennium. Boris Brott, symphony conductor for Symphony Nova Scotia, and Dr. Su Hua Newton, owner of Newton Vineyards in Napa Valley are the other AQC keynote speakers.

For the first time, AQC will feature industry-specific quality tracks in health care, education, and the public sector. ASQ is also administering preconference on-site exams for all seven certifications - CQE, CQA, CRE, CMI, CQT, CSQE, and Certified Quality Manager.

To receive a 53rd AQC Preliminary Program, call ASQ at 800-248-1946 and request item B0166. You can also visit ASQ's Web site at [www.asq.org](http://www.asq.org) for more information or to register on-line. The early bird conference registration deadline is April 23, 1999.



## Report from the MOP Study Group

By **Robert I. Wise, Ph.D.**  
Study Group Moderator

The MOP Study Group meets monthly to discuss the topic of Measuring Organizational Performance (MOP). We are sponsored by ASQ Section 0511 and meet at the VSE Corporation in Alexandria VA. Contact the Moderator at 202-237-5268, box 4 for the latest announcement about the meeting topic. Below is a summary of our recent meetings.

### **December 1998:** Energy Information Agency—A Performance Metric Success Story

Paul Staller, a long time MOP Group member, and Linda Carlson, both of the Energy Information Agency, presented a fascinating history of their agency's five year journey into developing a system of performance measures for the agency. The MOP Group takes some pride in their success because it was at an early meeting of the MOP Group in 1993 that Paul and another MOPer, Nancy Kirkendall, hatched what was to become this five year project. In 1994-95, the agency developed a detailed analysis of their business and obtained approval from their Quality Council to develop performance measures. By 1997-98, they had the system operating with regular reporting of some 40 measures.

They are currently installing the system on a LAN so everyone can have access and are looking to reduce the number of measures. The Agency has received several awards for this effort. Linda shared the following keys to their success: (1) Dynamic organizational leadership, (2) The pressure of GPRA, (3) Early empowerment and permission to try things, (4) A champion with a "can do" attitude, (5) The support of the agency's Quality Council.

### **January 1999:** Strengthening the Link Between HR and Strategic Planning

Tom Garin, another long time MOPer, and his boss, Roger Campbell, Director of the HR Management Group in the National Reconnaissance Office (NRO) discussed their HR balanced scorecard and how they aligned HR performance measures with the strategic priorities of the NRO. The NRO (Level 1) scorecard has 10 goals across four perspectives: Financial, Process Improvement, Employee Satisfaction, Customer Satisfaction. The three NRO Employee Satisfaction goals were then implemented by the Management Systems and Operations (MS&O) Division (Level 2) when it developed its own scorecard.

The HR unit (Level 3) of MS&O then developed its own scorecard with 11 goals across the same four perspectives used on the NRO (Level 1) scorecard. The result of this alignment process was a chart showing how each HR goal linked to Level 2 goals and Level 1 goals. Tom walked us through a process map that detailed how the HR Group manages the measurement process

that supports these linkages. Tom's "best practices" advice included: (1) Leadership is critical, (2) You need a conceptual framework, (3) Each metric needs an accountable owner, (4) Training is necessary, (5) Be positive, (6) Reward success, (7) Allow enough time.

### **February 1999:** Performance Metrics and Large Scale Organizational Transformation

The MOP Group was delighted to have last year's fourth anniversary speaker, Dr. Scott Sink, return to share his latest thinking about measuring performance in large organizations. He illustrated his remarks with his experiences in a five year project to develop and implement a performance measurement system in a large Canadian firm. The success of the project was indicated by the fact that the firm's revenue grew from \$50M to \$250M in those five years.

Scott emphasized throughout his discussion the fact that there are "two planning walls" that have to be addressed in any organizational transformation—the "strategy wall" which focuses on market positioning, and the "relationship wall" which focuses on learning, culture, communication and motivation. Many organizational change efforts fail because they do not pay enough attention to building the relationships and commitments needed to support strategic changes. Scott's Canadian client succeeded in part because its two top leaders complemented each other, one focusing on strategy, the other on relationships.

Concerning the strategy wall, Scott suggested that performance measurement can help to build a "model of success" for planning and managing an organizational transformation. His example was the recent research done by Sears that quantified the dynamics among employee satisfaction, customer satisfaction, and revenue growth. Such a model of success when supported by data can make the difference in convincing managers of the instrumentality of measuring and managing change.

Robert Wise is an independent consultant helping organizations develop performance measures for strategic plans and process improvement. He specializes in the Balanced Scorecard approach. He can be reached at SystemWise Consulting, 202-237-5268.—**QM**

## Stay Smart !

Call the ASQ Northern Virginia

Section 0511 *INFOLINE*

at (703)-757-1732

for the latest, up-to-date section  
activities and information

or visit us at:

<http://www.quality.org/asq0511.htm>



## Quest for Excellence XI

The official conference of  
the Malcom Baldrige  
National Quality Award

Marriott Wardman Park  
Hotel  
Washington, D.C.  
April 26-28, 1999

Organizations seeking excellence seek knowledge first.

You ask ... How do the best get that way? ... Where are we in the process? ... How high is up? ... What's that on the horizon?

Quest for Excellence – the official conference of the Malcom Baldrige National Quality Award – provides answers. Now in its eleventh year, the conference is a valuable forum for sharing, learning, and progressing with some of the nation's most respected organizations. Celebrate the award recipients' success as you learn their route to performance excellence.

Plan to attend Quest for Excellence XI, April 26-28 in Washington, DC. Get the answers you seek. Make Quest for Excellence XI part of your own improvement effort. Call ASQ at 800-248-1946 for registration. You can also visit ASQ's Web site at [www.asq.org](http://www.asq.org) for more information or to register on-line.

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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](mailto:asq0511@asq0511.org) and ask to be 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!

The next issue of  
**QualityMatters** will be  
May 1999.

The deadline for submissions is  
April 16.



## Upcoming Professional Meetings and Events in the Baltimore-Washington Area

The following is a service of the Baltimore-Washington Partnership for Learning and Cooperation (BWPLC). 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; Quality Assurance Association of Maryland; and the Washington Deming Study Group. For more information about the BWPLC, contact any member organization.

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The Association for Quality and Participation Chesapeake Chapter invites you to attend

"Theory of Constraints" presented by Mr. Bob Lating  
Senior Coordinator at Bethlehem Steel

Come hear Bethlehem Steel's amazing story, learn about their application of "The Theory of Constraints", and its affect on businesses and industry. Tuesday, March 2, at Bethlehem Steel Sparrows Point, Maryland

5:30 p.m. - Registration 6:00 - Dinner 6:30 - Presentation

You are invited to join us at 4:30 for our Leadership Team Meeting to learn more about the chapter.

Meeting Cost - \$20, includes dinner and materials To be paid at registration. Make checks payable to AQP Chesapeake Chapter. Registration should be made by February 24. If you will be unable to attend, please cancel your reservation or we may bill you.

(If you are on our mailing list, you will soon receive a flyer which includes directions. If you are not on our mailing list, please contact the chapter for more information.)

For registration, questions or additional information, call the AQP hotline at 410-342-4909 or email [AQPEmail@aol.com](mailto:AQPEmail@aol.com)

For more information about our chapter, visit our homepage at <http://www.jhuapl.edu/aqp>

>>> Upcoming Chapter meetings and events:

April 6 To be announced

May 6 Chapter Spring Conference, Johns Hopkins University Applied Physics Laboratory, Kossiakoff Center, Laurel

June 24 AQP at the Ballpark - Orioles vs. Boston Red Sox - Everyone is welcome. Tickets \$15 per person, section 312. For more information contact Jim Carlineo at 410-787-5120 or [Jim.Carlineo@bge.com](mailto:Jim.Carlineo@bge.com)

For more information, call the AQP Chesapeake Chapter Hotline at 410-342-4909, visit [www.jhuapl.edu/aqp](http://www.jhuapl.edu/aqp) or write to [AQPEmail@aol.com](mailto:AQPEmail@aol.com)

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Upcoming Meetings of the Cumberland Valley Chapter of AQP

March 4 Panel: "Managing Our Human Potential for High Performance: Area Human Resource Professionals Discuss Successful Company Practices", at the Quality Inn, Chambersburg.

April 8 "Corporate Bridge It", Bill Weaver, Cedar Ridge Ministries, at the Quality Inn, Chambersburg.

May 6 "The Disney Approach to Quality Customer Service", Tammera Caine, VHA, Inc., at the Quality Inn, Chambersburg.

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The Quality Assurance Institute Seminars:

3/22 - 3/23 "Risk Assessment and Risk Management in the Software Development Process" Washington, DC, Member \$595/nonmember \$695

3/24 - 3/26 "Process for Quality Control Walkthroughs, Reviews, and Inspections" Washington, DC, Member \$845, nonmember \$945

For more information call 407-363-1111 or visit 222.qaiusa.com  
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Chesapeake Bay Organization Development Network

March 1 "Marketing Organizational Development (OD) Services and Providing OD Services: Strengthening the Connection in Ourselves",

Presenters Judy Vogel and David Glaser.

Columbia Hilton, Columbia MD. \$19 before 2/14, \$27 for non-members and late registration. Includes light snacks and cash bar. For information contact Gloria Henry at 410-750-3076 or g.c.henry@juno.com

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Quality Assurance Association of Maryland

For more information or to register, please visit the QAAM home page at [www.iti-inc.com](http://www.iti-inc.com), click on the QAAM icon. Or contact Eve Firmani at 301-352-6442 or Susan Burgess at 301-352-6449.

Upcoming Meetings in 1999: March 16, April 20 & May 18.  
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Americans Communicating Electronically (ACE)

When: 10 a.m. - Noon

Where: Small Business Administration, 8th Floor Conference Room 409 3rd Street, SW, Washington, DC

Cost: Free and open to everyone.

ACE meets on the third Thursday of every month. For more information call 202-720-2727 or visit [www.sba.gov/ace](http://www.sba.gov/ace).  
\*\*\*\*\*  
American Society for Quality, Washington, Section 509

please call Joe Ludford by noon, Monday, February 15, at 301-870-5691 or email [jludford@radix.net](mailto:jludford@radix.net)  
\*\*\*\*\*

Northern Virginia ISO 9000 User's Group -- ASQ Section 0511, sponsor

Meetings are held every month, on the third Thursday, from 6:30 - 8:30 p.m.

For more information contact Quentin Conroy at [ISO9000@asq0511.org](mailto:ISO9000@asq0511.org)  
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AQP Capital Chapter Facilitators Workshop

To register or for more information, call the AQP Capital Chapter hotline at 703-532-9440.

Upcoming Workshops>>>

Series 2. Government Performance and Results Act - directed by Wayne Vick

March 24 "Performance Planning & Reporting" - Peter Kant

Series 3. Delivering Exceptional Customer Service - directed by Joe Willmore

April 28 "Analyzing the Customer Service Cycle" - Lea Edwards

May 26 "Measuring Customer Service" - Dr. Robert Wise

June 23 "Designing Customer Service Systems for Service Recovery" - Joe Willmore

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Monday, March 1 - National Businesswomen's Leadership Association Seminar: "The Women's Leadership Forum"

Speaker: Kay Keller When & Where:

March 1 Hagerstown, MD	March 2 Rockville, MD
March 3 McLean, VA	March 4 Arlington, VA
March 5 Baltimore, MD	March 8 Fredericksburg, VA
March 9 Charlottesville, VA	March 15 Frederick, MD
March 16 Annapolis, MD	March 17 Fairfax, VA

Cost: \$139 includes workshop instruction and workbook.

For more information call 1-800-258-7246 or visit [www.natsem.com](http://www.natsem.com)  
\*\*\*\*\*  
Monday - Tuesday, March 1 - 2 - George Mason University

Seminar: "Process Mapping: How to Streamline and Reengineer Business Processes"

When: Registration 8:15 a.m.  
Seminar 9 a.m. - 4:30 p.m.

Where: Center for Innovative Technology, Herndon, VA

Cost: \$795 For more information call 703-733-2800, or visit [www.gmu.edu/departments/proftrain](http://www.gmu.edu/departments/proftrain)  
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Monday-Friday, March 15-19 - QCI International Workshops:

"Basic Facilitator Skills Training," March 15-19 \$1395  
"Advanced Facilitator Skills Training," March 22-25 \$1195  
(Group discounts are available)

Where: Washington, DC

For more information, contact QCI at 530-347-1334 or write to [steve@qci-intl.com](mailto:steve@qci-intl.com)  
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Tuesday, March 16 - American Society for Quality, Baltimore, Section 502

Topic: "Statistical Thinking"

Speaker: Janice Shade

When: Registration /Networking 5:30 p.m.  
Dinner 6:30  
Seminar 7:30

Where: Snyder's Willow Grove, Baltimore, MD

Cost: Seminars are free, start time 7:30. Optional dinner starts at 6:30, dinner is \$15.

For more information call the Section's voice mail, 410-347-1453, write Asq0502@asq.org, or visit [www.quality.org/ASQC\\_Sections/Section\\_0502/index.html](http://www.quality.org/ASQC_Sections/Section_0502/index.html)

Next Baltimore Section Meeting>>>

April 22 "Software Improvement Feedback Loop: The SEL Experience", Professor Victor R. Basili, \$15. Location TBA.

Monday - Wednesday, March 29-31 - Association for Quality and Participation

Conference: "Leadership 2000: Best Practices in Organization and Team Performance"

Speakers include: Tom Peters, Peter Block, Diane McFerrin Peters, and Robert Lutz.

For more information call 800-733-3310 or visit [www.leadership2000.net](http://www.leadership2000.net)

Wednesday, April 7 - AQP Capital Chapter

Topic: "Facilitating the Focus Group Process"

Speaker: M. Kathleen Joyce

To register or for more information, please call the AQP Capital Chapter hotline at 703-532-9440. Capital Chapter meetings are conducted on the first Wednesday of odd months.

June 2 "The Human Perspective of Business Process Reengineering" - Janet Spinks

On April 20 & 21, 1999, the Quality Learning Council will conduct a two day hands on ISO 9000:2000 Workshop for those who would like to learn what will be required to comply with the proposed changes to ISO 9001.

The workshop will be held at the Radisson Hotel Philadelphia Airport. For more information or to obtain a brochure, call toll free at 888-825-4416.

The Quality Learning Council is an organization dedicated to providing practical and timely training to quality professionals and others involved in quality management. The four founders of the organization have experience in a variety of businesses, are certified

Lead Auditors, active ASQ members and experienced trainers. Bios are available on request.

Monday - Wednesday, April 25 - 28 - National Institute for Science and Technology

Event: "Quest for Excellence XI - The Official Conference of the Malcolm Baldrige Award"

Where: Marriott Wardman Park Hotel, Washington, DC

Cost: \$795 before March 25th, \$895 after March 25th. Discounts available.

For more information call 301-948-3716 or email [nqp@nist.gov](mailto:nqp@nist.gov)

Wednesday - Friday, April 28 - 30 - SMBC Incorporated

Seminar: "Management Development Training for Mid- to Upper-Level Managers"

Where: Lakeview Resort and Conference Center (just this side of Morgantown, West Virginia)

Cost: \$2,395 if paid before 2/28, \$2595 after 2/28. Price includes lodging, meals, reception and one executive coaching session in your office. Group discounts available.

For more information contact Lou Carloni at 410-721-1512 or [lou@smbinc.com](mailto:lou@smbinc.com)

ISO 9000 User's Group sponsored by American Society for Quality (ASQ) Section 509

For more information contact Carolyn Frank at [Cfrank@issinet.com](mailto:Cfrank@issinet.com)

Washington Deming Study Group

For more information contact Patricia Clark at 202-663-7585 or Kate Fenton at 703-415-1011.

American Society for Quality, Northern Virginia, Section 511

For more information please contact Sue McArthur at [Programs@asq0511.org](mailto:Programs@asq0511.org)

The Maryland Center for Quality and Productivity

For more information about the Senate Productivity and Maryland Quality Awards, call 301-403-4413, or visit [www.bsos.umd.edu/mcqp](http://www.bsos.umd.edu/mcqp)

Strategic Leadership Forum, Washington Metro Chapter

For more information, please contact the chapter administrator at 202-244-6045 or email [summs@ix.netcom.com](mailto:summs@ix.netcom.com)

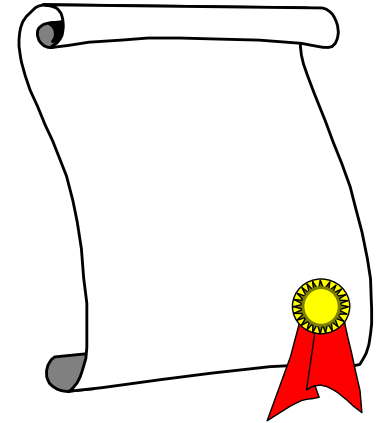
Reinvention Express Calendar

Visit the reinvention express calendar for information on additional events at [www.npr.gov/calendar-QM](http://www.npr.gov/calendar-QM)



# Why Become Certified?

In today's world, where quality competition is a fact of life and the need for a work force proficient in the principles and practices of quality control is a central concern of many companies, certification is a mark of excellence. It demonstrates that the certified individual has the knowledge to assure quality of products and services. Over 125 companies have formally recognized ASQ certification as verification of an individual's possession of this knowledge. Certification is an investment in your career and in the future of your employer.



## CERTIFICATION INFORMATION

The following information about current ASQ Certifications, is available on line from the ASQ Headquarters web page at, <http://www.asq.org/standrect/certification/>

- Requirements
- Body of Knowledge
- Study Guide
- References
- Exam Registration On-line

## REFRESHER COURSE SCHEDULE

The following is the schedule for Northern Virginia Section 0511 Refresher courses:

Class	Start Date	Application Deadline	Exam Date	Location	Instructor
CSQE/CRE/CQT/CMI	Dec 15	Jan 8	Mar 6	NEC	Hendrix
CQManager	Dec 15	Jan 8	Mar 6	NEC	Hutchison
CQA/CQE	Apr 6	Apr 9	Jun 5	NEC	Hendrix

## REFRESHER COURSE REGISTRATION

Registration occurs at the first class, however, preference is given to those who sign up ahead of time. To pre-register, contact:

Frank Hutchison  
Don Hendrix

703-425-5192  
703-803-3330

HutchisonFE@asqnet.org  
Education@asq0511.org

## CLASS LOCATION

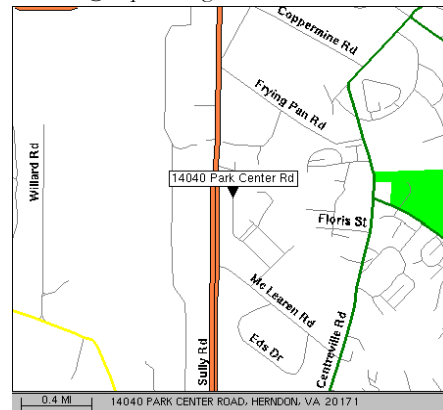
The ASQ Section 0511 classes are taught at the  
NEC America Building  
14040 Park Center Road  
Herndon, VA 20171

## COST

The cost is \$275 for the course and \$75 for the text (Quality Council of Indiana Primer) which totals to \$350.00 per student. Students are responsible for registering for the exam with ASQ Headquarters prior to the deadline.

## CLASS START-FINISH TIMES

Classes are scheduled one evening per week for 3 hours starting at 6:30pm and lasting from 8 to 12 weeks (see schedule).



## INSTRUCTORS WANTED

ASQ Section 0511 is looking for persons interested in teaching certification refresher courses. Instructors earn certification points for instructing, get to provide hands-on experience to students, and tune up their presentation skills. Compensation (monetary) will be provided, dependent on experience. Please contact Don Hendrix or Frank Hutchison if interested.

**Certification training at Qwest** - This is not the same as the ASQ Section 0511 class (although the materials are the same). The training is during the noon-hour and covers the CQManager, CSQE, and QAI's CQA (Certified Quality Analyst) exams. These are held at the Qwest office - 4250 N. Fairfax Drive, Arlington, VA, from 12:00 - 1:00 2-3 times per week from November to March 1999. The cost is to-be-determined. To register for this class, contact [sue@quality.org](mailto:sue@quality.org) or [sue.mcarthur@qwest.net](mailto:sue.mcarthur@qwest.net) or Marie Rondot ([marie.rondot@qwest.net](mailto:marie.rondot@qwest.net)).

## ATTENTION!, ATTENTION !

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. 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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