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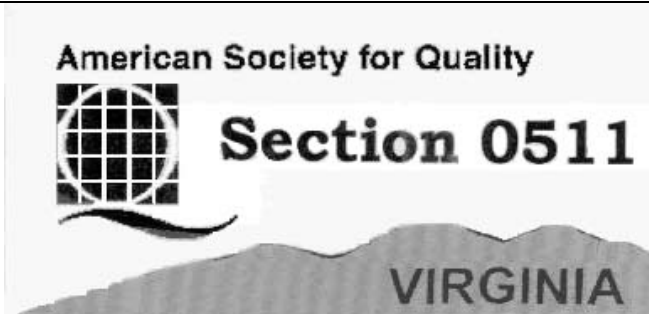
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QualityMatters

May 1999

American Society for Quality Northern Virginia Section 0511 Volume 15 Issue

6



It's Election Time !!!

by Bill Casti

Section elections for the Executive Board will be held at the May 12th dinner meeting. The positions for which balloting may occur are:

Chair	Chair-elect	Secretary	Treasurer
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As of right now, there are experienced candidates for each position, as follows:

Chair	Don Burke (current Vice-chair)
Chair-elect	Jim Coley (current Newsletter Chair)
Secretary	Wanda Davis (current Secretary [appointed 4/99])
Treasurer	Greg Donovan (current Treasurer)*

(*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 May 12th meeting. If there are any further valid nominations (see below) for any of the above open positions by the nominations closing date of 5pm on Friday, April 30th, 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 June meeting, if possible.

All members are encouraged to read and become familiar with the Section Bylaws. They are available online at: http://www.quality.org/ASQC_Sections/Section_0511/bylaws.0511.html

NOTE: "valid nomination" means that the person nominated for the position is aware that the nomination is going to be made, has agreed to stand for nomination and for balloting, and has agreed to serve should s/he be elected to the position. Any nominations of any person other than the person submitting the nomination should be accompanied by a signed statement acknowledging the above-referenced points. We do not want to go through the formal balloting process for someone who does not want the job.)-QM

CUSTOMER-SUPPLIER COMMITTEE PROPOSED FOR SECTION 0511

Bob Coy, Manager, Source Acceptance, in Orbital Science Corporation's Space Systems Group, headquartered at Dulles, has agreed to serve as interim chair and take a leadership role within the Section in establishing a committee to mirror those of ASQ's Customer-Supplier Division. Orbital is an ASQ Sustaining Member.

Bob is preparing a briefing for the May meeting of the Board that will be presented by Don Burke. Bob is assisted in this effort by his associate, Chuck Craig, who recently transferred his membership from San Diego; Chuck had retired from Federal service at The Pentagon in 1995. Bob can be reached via e-mail at RobertCoy@OSCSsystems.com; Chuck can be reached at Craig.Charles@Orbital.com. Both Bob and Chuck would welcome your thoughts and comments.

Additionally, please share your reactions, thoughts, or comments with the Executive Board at Brd-0511@asq0511.org

American Society for Quality



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 1998/1999 Organization

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Bill Eastham
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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**

Meet Don Burke...

Don Burke is a candidate for ASQ Section 0511 Chair. Don has spent 25 years in the Quality field and has been an ASQ member for 10 years. He started his career in quality with the Department of Defense. From DOD, he transferred to the Department of Treasury at the Bureau of Engraving and Printing – he says he made a lot of money on that job. For the last fifteen years, he has been with the U.S. Postal Service; he works in the Engineering Department as a Quality Program Manager. His current role deals with the deployment of Postal automation equipment.

Don began participation in ASQ during the early days of his career. Like many members, he was attracted to the organization in order to pursue continuing education. He became interested in the certifications offered by ASQ. Don has gained recognition from ASQ as Certified Quality Manager, Certified Quality Engineer, Certified Quality Auditor, and Certified Software Quality Engineer. He has consistently recommended certification to his professional colleagues, as well.

His level of participation within ASQ was diminished for a couple years as he pursued a Master's Program at American University. This year, when the section searched for a secretary, he volunteered and he subsequently filled the Vice-Chair post, due to the Chair-Elect's transfer from the area. Don's interest in the objectives of ASQ has motivated him to run for chair of the section.

As chair, he will promote a system of Resource Management. The expectation is that each committee chairperson will develop a plan that outlines the objectives, the path and the measurements relating to the "resource" they manage. Periodic status reports on progress will be prepared for the Executive Committee. The overriding objective will be to "practice what we preach" in terms of customer relationships, strategic direction, self-measurement and analysis, and results orientation.

Some challenges for ASQ Section 0511, Don believes, relate to the following issues:

1. Increase membership and its participation in the Section activities
2. Expand ASQ involvement in the regional business community - in reciprocal relationships
3. Maintain current initiatives
4. Focus on Resource Planning and its implementation.

Don encourages each and every reader to introspect and to discover what he/she has to offer the Quality community and through it, the community, at large. The discovery may be teaching certification classes, leading a committee, working on a committee, or simply speaking well of the organization in an evangelical spirit – the revelation will be individualistic. Contributions will be appreciated.

Don lives in Annandale, VA with his wife, Kate, and their three children.

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>

POWERS AND DUTIES OF SECTION 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, or shall appoint an alternate. In the absence of the Section Treasurer, the Section Chair shall sign any duly authorized checks or other drafts upon the funds of the Section.

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.



Loudoun County members to more fully participate in the section.

- Entrees - London Broil served with a mushroom cabernet sauce; potato and vegetable de jour
 - Lemon Chicken sauteed with lemon and herbs; served with rice and vegetable de jour

Each dinner also includes: Red Fox House Salad, Rolls and Sweet Butter, Bourbon Pecan Pie, Coffee or Tea. A cash bar will also be available.

Because of the special arrangements for this dinner, your choices of entrees (Lemon Chicken or London Broil) will need to be given no later than COB on Friday, May 7th. So, the online form at: www.quality.org/asq0511.htm, asks you for your entree choice, and Intertek will need to know, too, if you reserve by phone.

Wednesday, May 12, 1999

Presentation: "QuEST and TL9000" Speaker: Gary Reams

Gary Reams is Director, Quality Programs Department, for NEC America, Inc.'s Public Networks Group. He has been with NEC since 1983 and was project manager for their successful ISO 9001 certification. He also represented NEC as a team member on NEC's successful and early effort to obtain CSQP recognition. NEC was one of four companies to pilot Bellcore's CSQP program.

In 1999, NEC will pilot the newly developed TL9000 standards as developed by the QuEST Forum. G. Reams has recently joined the QuEST Forum's Overview Working Group and will have responsibility disseminating TL9000 information throughout the NEC organization.

Gary Reams will provide an overview of Quality Excellence for Suppliers of Telecommunications and TL9000. The overview will include a brief history of the QuEST Forum, participants, organizational structure and unique qualities as compared to ISO 9000 and QS9000. The QuEST Forum and TL9000 should be of great interest to all involved in the telecommunications industry since major service providers and suppliers are driving it. It should also be of interest to non-telecommunication organizations since it's requirement of reporting metrics to a third party is a large and innovative step to ensuring continuous quality improvement.

June Dinner Meeting Location/Speaker/Date: To be determined !

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

Jim Kasab, Independent Consultant

Subject: Quality Improvement Programs in the Federal Government, Past, Present, and Future.

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.

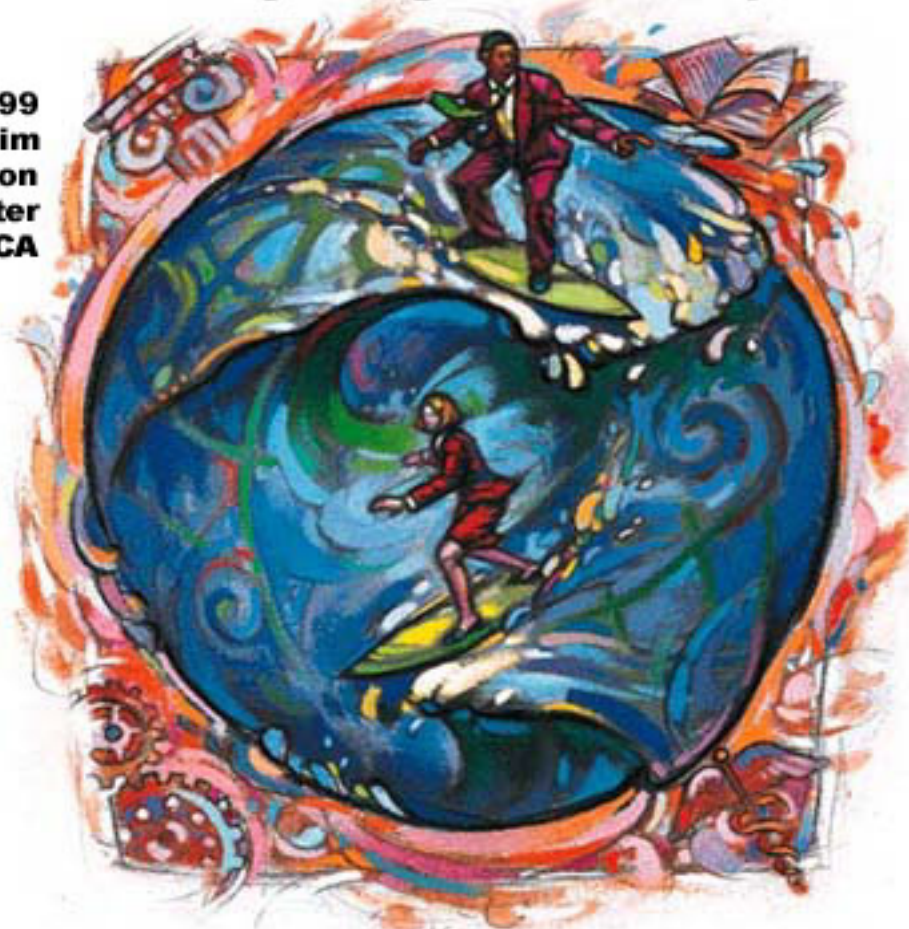
Our May Dinner Meeting, **Wednesday, May 12, 1999** will be held from 6:30 to 9:00pm at **The Red Fox Inn**, 2 E. Washington Street, Middleburg, VA (540) 687-6301, in order to encourage our

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 Comittee Member *Subject: ISO 9000:2000 in the New Millennium*

53rd Annual Quality Congress and Exposition

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



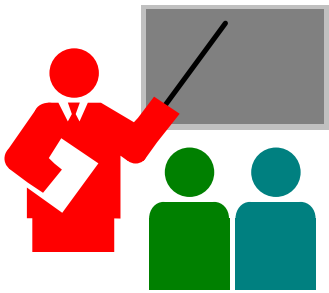
Surfin' into the next millennium

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 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.

March 16, 1999: Fifth Anniversary Party

This meeting was devoted to the single task of celebrating the fact that the MOP Study Group was five years old this month. At our meeting, amidst the balloons on the ceiling and the confetti on the floor, we consumed pizzas and birthday cake, sang happy birthday to ourselves, and approved the new MOP Group fight song composed especially for the occasion by MOP Poet in Residence, Gerard Fehy. With apologies to Notre Dame, here is the MOP Fight Song:

Cheer, cheer, the MOP Group is five.
We have endured, we are alive.
Sink and Tuttle were our guide
And with Carl Thor, we did thrive.
Quentin Conroy, he is the best.
He has provided space without rest.
MOP Group members never fail
Though some are often off the scale.

Cheer, cheer our MOP Group's the best.
We measure up, we pass the test.
Raise your Balanced Scorecards high
And Activity-Based Cost 'till you die.
We never falter, we never rest.
We measure outcomes with elan and zest.
While our loyal leader, Bob,
Keeps doing a damn fine job.

We presented Jim Knowlton, the President of the VSE Corporation (recently registered to ISO 9001), with a plaque suitably inscribed with our appreciation for being a gracious host these five years.

We recognized 12 "Frequent MOPers" in two categories: Five Year Frequent MOPers who attended more than half of the 56 meetings and One Year Frequent MOPers who attended more than half of the last 12 meetings). Next, we recognized the 10 "MOP Producers" who either presented a topic or found a speaker for a meeting. Data on meeting topics and speakers shows that 59% of all meetings have been managed by MOP members themselves which means we really are a study group!

After the Recognition Time, we walked down memory lane by reviewing the list of the great variety of topics that we have studied in the last five years. Individuals shared what they learned and how they benefited from MOP Group participation.

April 21, 1999: Cost of Quality

Roger Mercier, Director of Product Assurance for Quest Communications (the fourth largest long distance telephone company in the nation), gave a very

insightful talk on the components of the costs of quality and added his personal observations on why few companies implement a cost of quality approach. Roger said that the cost of quality should really be called the "cost of poor quality" because it addresses the question of the amount of dollars at stake when things are not done right the first time. Roger also said that quality is not free and that, in fact, it is costly; however, a successful cost of quality system will pay for itself.

Most of the costs of poor quality are hidden, meaning they are not measured and they are not visible in budget allocations. Scrap, rework, and warranty costs are the components of poor quality that are typically visible. Often hidden from view are such things as down time, excessive inventory, decreased capacity, delivery problems, lost orders, and management time taken to correct problems.

Roger's presentation walked the MOP Group through a comprehensive cost of quality model that contained all cost of quality components. His model shows total process cost to be composed of Cost of Quality and Cost of Production. Cost of Quality is composed of Cost of Conformance and Cost of Nonconformance. Cost of Conformance is composed of Prevention and Appraisal. Cost of Nonconformance is composed of the visible and hidden costs of failure and poor quality.

Roger suggested that barriers to implementing a Cost of Quality system include: (1) accounting systems that cannot provide the needed cost data, (2) "buried costs" that are not reported, and (3) traditional attitudes that say, "That's just the way we do things here."

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

April Dinner Meeting Report by Jim Coley

On April 15, ASQ Section 0511 held its monthly dinner meeting at J.R.'s Stockyards Inn at Tysons Corner, VA. 46 quality-minded folks enjoyed a great dinner by JR's and presentation by Bob Scanlon of the USPS. Bob presented the Postal Service "Customer Perfect" quality initiative based upon the Malcolm Baldrige award criteria. If you were unable to attend, you can review the presentation at our section website: <http://www.quality.org/asq0511.htm> under the "Old News & Dinner Presentations Archive" heading.

In addition, our special guest winners from the Northern Virginia Regional Science & Engineering Fair held on Saturday morning, 13 March 1999, at Wakefield High School in Arlington VA. were on-hand to present their projects. 0511 Board members Bill Casti, Tim Gavagan, and Sue McArthur were volunteer judges for the event. Each winner was presented \$300.00 for their efforts. The categories, winners and their project titles were:

BEHAVIORAL & SOCIAL SCIENCES

Emily Anthes from Yorktown HS

"Effects of Indicated Ability on Egocentricity in Self-Concept"

(Note: Ms. Anthes is a previous 0511 SF winner, in 1997)

ENGINEERING

Caitlin Gray from Yorktown HS

If you would like to suggest a location for a future dinner meeting, please contact any Board member.

"Computer Model of the Acoustical Quality of An Auditorium"

TEAM

Michael Garcia & Woodrow Henderson from Washington-Lee HS
"Best Battery to Buy"

Next month's dinner will be held at the Red Fox Inn in Middleburg, VA. Check page 4 for details. Look forward to seeing everyone there!

Telecommunications Industry Develops ISO 9000-based Requirements and Metrics

MILWAUKEE – The telecommunications industry has launched a worldwide initiative to develop TL 9000, a standardized set of quality requirements incorporating ISO 9001 language. As many as 10,000 companies will find this requirement applicable to their business.

The Quality Excellence for Suppliers of Telecommunications Leadership Forum (QuEST), developer of TL 9000, is a partnership of telecommunications suppliers and service providers. QuEST Forum is striving for measurable, industry-wide, quality improvement through the implementation of quality system requirements and leading-edge metrics. The global nature of the telecommunications industry is a key driver behind the development of TL 9000. It is estimated that improved quality in this sector could result in savings as great as \$10-15 billion per year.

The American Society for Quality (ASQ) has been chosen as administrator for the QuEST Forum. "This is an exciting challenge for ASQ that is well aligned with ASQ's strategic plan. Our goals are to perform as a strategic partner, implement the Forum's vision, and establish business processes," Brian LeHouillier, ASQ's director of programs and operations said.

The inclusion of metrics is the most significant added feature of TL 9000. The Forum expects they will provide a new driver for process improvement, and are vital for success. "The metrics to be included in TL 9000 are intended to link quality improvement to business issues and help senior corporate executives appreciate the value of quality management systems. ASQ wanted to be part of that initiative," said LeHouillier.

TL 9000 is expected to be published in 1999. For more information, please see the QuEST Forum web site at <http://www.questforum.org>.

Registered Companies Asked to Comment on Proposed Changes to ISO 9000 Standards

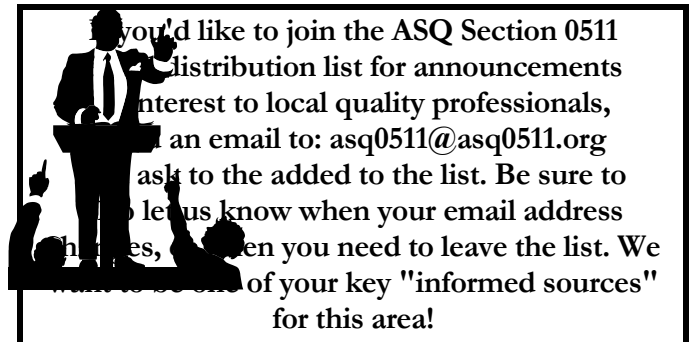
MILWAUKEE – The 25-30,000 US companies registered to the ISO 9000 quality management system standards have the opportunity to comment on the significant changes and revisions being planned for release late next year, according to the American Society for Quality (ASQ).

ASQ is accredited by the American National Standards Institute (ANSI) to develop generic quality and environmental management systems, quality assurance and control, dependability and applied statistical methods standards.

The review process, repeated every five years, has resulted in substantive changes, according ASQ. Companies are urged to provide comment before July 31, 1999 by securing a draft copy of ASQ paper T1400, the recommended new standards. Instructions for comments are contained within the summary. Cost of the document is \$30 and can be obtained through ASQ at 800-248-1946.

Companies currently registered to the standards are asked to review the new guidelines against their current systems. These companies can then work with their system registrars on a transition plan.

The next issue of
QualityMatters will be
July 1999.



Upcoming Professional Meetings and Events in the Baltimore-Washington 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; and the Maryland Center for Quality and Productivity. For more information about the BWPLC, contact any member organization.

** Strategic Leadership Forum, Washington Metro Chapter

For reservations or more information, please contact the chapter administrator at 202-244-6045 or email summs@ix.netcom.com

** Association for Quality and Participation Capital Chapter

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

Capital Chapter meetings are generally conducted on the first Wednesday of odd months.

Upcoming Meetings and Events

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

October 6 Chapter Conference

** Association for Quality and Participation, Cumberland Valley Chapter

Upcoming Meetings of the Chapter

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

**Chesapeake Bay Organizational Development Network

For information call Marilyn Weinstein at 301-530-4668 or MarilynWeinstein@juno.com or contact Bill Tilles at 301-468-4835 or WRTilles@aol.com

Chesapeake Human Resource Association

For more information contact Jennifer Chapman 410-752-3318.

SkillPath Seminars

Seminar: "Overcoming Workplace Negativity: How to Conquer Negativity in Your Organization, In Your People, and In Yourself"

Cost : \$149 per person, discounts available

Where: May 17 Washington, DC
 May 18 Dulles
 May 19 Baltimore
 May 21 King of Prussia, PA
 June 14 King of Prussia, PA

For more information call 1-800-873-7545.

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, Steve Leydorf 410-573-7286, or Brad Schwartz 703-205-3230 or email dryer@bdcmail.nrl.navy.mil or visit www.ssq.org

Upcoming SSQ Meetings>>>

May 11 "IEEE/EIA 12207 as the Foundation for Enterprise Software Processes", James Moore

June 8 "Software Cost Reduction", Constance Heitmeyer, SPC, Herndon

July 27 "Knowledge Management", Douglas Weidner

September 14 TBA

October 12 "Software Capability Maturity Model Level 4 and 5", Al Florence

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.

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.

American Society for Quality, Northern Virginia, Section 511

May 12 "Quality Excellence for Suppliers of Telecommunications and TL9000 - Overview", Gary Reams of NEC America Inc.,

The Red Fox Inn, 2 E Washington St, Middleburg, VA 540-687-6301

Cost: \$20 includes dinner. To register or for more information contact Sue McArthur at 703-363-4860 or Programs@asq0511.org or visit www.quality.org/ASQC_Sections/Section_0511

Northern Virginia ISO 9000 User's Group -- ASQ Section 511, 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

Upcoming WEDI Events>>>

October 16 - 17 Fall WEDI Conference, Georgetown University
 Conference Center, Washington, DC

October 18 - 21 Four-Day Video Seminar, Georgetown University
 Conference Center, Washington, DC

Quality Assurance Association of Maryland

Upcoming QAAM Meetings >>>

May 18 "Using the Software CMM with Judgement", Mark Paulk, Software Engineering Institute, Carnegie Mellon University

For more information contact Eve Firmani at 301-352-6442, Susan Burgess at 301-352-6449, or visit the QAAM home page at www.iti-inc.com, click on the QAAM icon.

American Society for Quality, Baltimore, Section 502

May 12 "360° Performance", Henry Michel.
 Tutorial: "Reliability", Dr. Stacy Hill, Applied Physics Laboratory

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

**American Society for Quality, Washington, Section 509

Upcoming Washington Section Meetings>>>

May 20 Tour: Microelectronics and Spacecraft Integration Facilities,
 Johns Hopkins University Applied Physics Laboratory, 3 p.m.

AQP Capital Chapter Facilitators Workshop

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

Upcoming Facilitators Workshops>>>

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

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

Wednesday - Friday, April 28 - 30 - SMBC Incorporated

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

Where: Lakeview Resort and Conference Center, West Virginia

Cost: \$2595 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

**

Tuesday - Wednesday, May 4 – 5 – George Mason University

Seminar: "Project Management for Process Improvement Teams: How to Implement Successful Team-Based Solutions"

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

Where: Center for Innovative Technology
2214 Rock Hill Road, Suite 400, Herndon, VA

For more information call 703-733-2800, or visit www.gmu.edu/departments/proftrain

**

Thursday, May 6 - Association for Quality and Participation, Chesapeake Chapter

Event: Chapter Spring Conference and Resource Mart

Speakers: Keynote: Harrison Owen, Developer of Open Space Technology.

Education session speakers:

Amy Conklin – "Participation and High Performance in Union Organizations"
Harrison Snow – "New Team Exercises"
Kenny Roy – "Xerox Corporation: The Story of a Two

Time Baldrige Winner"
Charlie Praether – "Bottom Line Innovation"

Where: Johns Hopkins University Applied Physics Laboratory, Kossiakoff Center, Laurel, MD

Cost: \$89, \$99 after April 6th. Fee includes chapter membership, materials, breakfast, lunch & snacks.

>>> Upcoming Chapter events:

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

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

**

Monday - Friday, May 10 – 14 – International Training Consortium, Inc.

Conference: "Aspiring Leader Conference"

Where: Silver Spring Holiday Inn, Silver Spring, MD

Cost: \$1280

For more information contact Skip Pettit at 301-428-0670.

>>>On Your Radio: "Tactical Dialogue—Success Strategies for the 21st Century", Baltimore Business Radio, 1190 AM, Wednesdays from 5 – 6 p.m., with Skip Pettit, ITC President.

**
Friday, May 14 – Clemson University

Topic: "How to Revitalize Your Organization, Your Team, and Your Career"

Speaker: James Belasco

Where: Dulles, VA

Cost: \$295, \$265 each for 3 or more from the same organization

For more information contact Kay James at 864-656-2200 or visit <http://hubcap.clemson.edu/~elliott/Management.html>

**

Sunday – Tuesday, May 23 – 25 – National Labor Management Association

Conference: "Cooperation in the Union Setting plus Creative Solutions to Rising

Health Care Costs"

Where: Sheraton City Centre, Cleveland, Ohio

Cost: \$275 member, \$395 nonmember. For information call 800-589-7469

**

Tuesday – Thursday, July 13 – 15 – National Partnership for Reinventing Government

Conference: "Excellence in Government '99: Leading at All Levels"

The Reinvention Revolution and Federal Quality Conferences have been weaved into one event.

Where: Omni Shoreham Hotel, Washington, DC

Cost: Government \$795, \$695 before 5/15
Corporate \$1,095, \$995 before 5/15

For more information visit www.excelgov.com or call 800-868-9445.

**

Thursday, October 21 -- The Maryland Center for Quality and Productivity

Event: Maryland Excellence Conference

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.

**

Wednesday – Thursday, October 27-28 – Efe Quality House

Event: "Third Annual World Customer Service Congress"

Where: Ritz-Carlton Hotel, Tysons Corner, VA

Cost: \$995, \$895 gov't rate. Other rates and discounts available.

For more information call 703-359-5969 or email jjamktg@erols.com

**

Tuesday, November, 23 – State of Maryland Center for Continuous Quality Improvement

Event: Governor's Quality Achievement and Employee Recognition Conference

To apply to serve as a Governor's Award Examiner or for information about the conference contact Tina Romanowski at 410-767-4751.

Washington Deming Study Group

For more information contact Patricia Clark at 202-663-7585 or Kate Fenton at 703-415-1011 or email Phil Landesberg at Phil_Landesberg@prodigy.com

Reinvention Express Calendar

Visit the reinvention express calendar for information on additional events at www.npr.gov/calendar

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As of March 29, 1999

SECTION NOTICE

ASQ CERTIFICATION EXAMS FOR CQA AND CQE ARE SCHEDULED FOR JUNE 5. ALL REGISTERED EXAMINEES WILL BE CONTACTED BEFORE THE EXAM WITH THE LOCATION INFORMATION. IF YOU HAVE ANY QUESTIONS PLEASE CONTACT THE EXAMINING CHAIR, ROGER SCHAFFER.

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
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American Society for Quality



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