QualityMatters January 2000

American Society for Quality   Northern Virginia Section 0511   Volume 17 Issue 3

American Society for Quality

Section 0511

VIRGINIA

Chair's Corner by Don Burke

On Certification

There are probably a significant number of ASQ members who became interested in the organization for its training and/or certification programs. I, for one was exposed to ASQ's training offerings when I first started in the Quality profession. In fact, I still occasionally refer to the Inspection and Gaging textbook that was part of my first ASQ sponsored training.

My continued interest in ASQ to a large degree lay in the opportunities for Certification, for myself and the staff that reported to me at various times. First there was the Certified Quality Engineer, for which I prepared through the auspices of Section 0511. I contracted for a vendor to provide preparation training for the Certified Auditor examination, for about 20 employees, including myself. I passed the test. I next sat for the Certified Reliability Exam in 1993 and failed miserably. My preparation was with ASQ Section 509, but it was rather disjointed in that no specific text was available to the small study group that convened on a weekly basis. Section 0511's Prep course for Quality Manager served me well and I succeeded on qualifying under that test. Qwest's lunchtime training course to prepare for the Certified Software Quality Engineer helped me achieve that certification.

When I failed the CRE, I swore to myself that someday I would qualify by successfully passing that exam. Prep courses for that examination are hard to find due to the limited audience it attracts. So I began to self-study. Bottom line is I passed the test at the last cycle and now I am happy to be an ASQ Certified Reliability Engineer. ASQ statistics reveal that collectively the five certifications that I possess should account for a $57,500 difference in salary. I guess it's about time I pose the Jerry McGuire refrain to my employer and say "show me the money".

What was the difference between the two sittings for the Reliability examination? The Quality Council of Indiana published a CRE primer, which I found to be a useful study aide. Additionally, my children had matured and were capable in teaching me the ins and outs of using the high powered Texas Instruments calculators that they had used in school. Remembering the statistical and mathematical focus of this particular Body of Knowledge, the facile use of the calculator tool was essential.

Recently while reviewing some contract proposals, I noted a claim by a bidder that one of their primary people was one of 323 individuals who had attained a certain set of three ASQ certifications. This assertion caused me to investigate how many people earned the 5 certifications that I possess. The answer, according to ASQ, is 22. This finding was satisfying.

Obviously, I carry a strong interest in the professional certifications offered by ASQ. They are proven to enhance your marketability for jobs. They can also provide a high degree of self-satisfaction in knowing that you have mastered the associated Body of Knowledge. Section 0511 is offering an array of preparatory courses for these examinations. Visit our web site for details on schedules and locations. My belief is that you will be happy with your accomplishments after your have successfully pursued these professional recognitions. **–QM**

American Society for Quality

ASQ™

Northern Virginia Section 0511

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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 1999/2000 Organization

Executive Board Officers

Chair: Don Burke
Bus. Phone: 703-280-7770   Bus. Fax: 703-280-8418
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Publicity: Tim Gavagan
Voice: 202-268-3050   Fax: 202-268-4555
Section Email: Publicity@asq0511.org

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Volunteers always 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**

WHAT IS INFO LINE?
703-359-5411

INFO LINE was started by section 0511 as a publicity outreach activity. INFO LINE is not only intended for our members but for anyone interested in quality principles, methods, and techniques. The section's board of directors decided to set up a local phone number to publicize the different activities sponsored by the section.

INFO LINE is one of three methods employed by the section to get the word out on quality activities. We also have a Newsletter and a Website. INFO LINE changes monthly to coincide with our monthly dinner/speaker meetings. INFO LINE also posts information on training and educational activities such as refresher courses for ASQ certification exams, the ISO 9000 users group, and the Measuring Organizational Performance group. We are constantly adding additional information to INFO LINE to increase its value to our members and other interested persons. INFO LINE is maintained by our Publicity Chair, Tim Gavagan. He may be reached at 202-268-3050 for any suggestions to improve INFO LINE or to review and accept your quality-related materials for publication. What are you waiting for? Call INFO LINE now and stay smart

WHAT IS INFO LINE?
703-359-5411
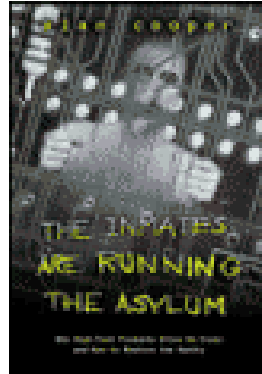
ASQ CAREER SERVICES
Your Link to Quality Professionals

ASQ offers a variety of career services to employers and recruiters looking to fill quality positions. All services are available to ASQ members and nonmembers though different rates apply.

Submit a Job Posting

Monster.com via ASQNet - list job openings on Monster.com at ASQ rates. Maximize your candidate search through our partnership with Monster.com. With over 250,000 visitors each day, you can reach ASQ members who access the database through ASQNet, our members-only internet community, and nonmembers who visit the Monster.com site.

PLS - list job openings in the Personnel Listing Service (PLS), our members-only job opportunities bulletin. PLS is mailed the second and fourth weeks of each month. The Recruitment Firm Directory, a listing of participating recruiters' contact information and current job titles, is available in Issue II each month.

Search ASQ Member Resume Database

Resume-Link Resume Matching Service - request a single database search or subscribe to the database with or without updates. For information and a fee schedule, contact Resume-Link, our service provider.

Call Resume-Link at: 800-299-7494, X329
E-mail Resume-Link at: socsales@resume-link.com **–QM**

The Inmates are Running the Asylum   *By Alan Cooper*

I have recently begun reading the above subject book. I am only a couple chapters through its 246 pages; but it is very interesting so far. The book gives an explanation for why everyday "convenience items", e.g., microwaves, alarm clocks, keyless remote car lock openers, are so often frustrating to use. Basically, it is a software design issue. Cooper contends that designers focus on features instead of what he calls interactive design. The promise of the book is to offer alternative approaches to design which intend to restore sanity to the process. Such a development would obviously represent a victory for the world's quality camp.

Again, I am enthusiastic at the early stages of the read and vow to share a more thorough review in the next issue of Quality Matters.

Don Burke **–QM**

Have you seen these mugs ?

Yes, Section 0511 now has Travel Mugs ($2.75) and Coffee Cups ($4.50) for sale. You can purchase them at the dinner meetings or online at the address below. They make great gifts for the holidays! *Get yours today!*

American Society for Quality and Manpower Professional Collaborate on New Staffing Venture

QualityPower Alliance Makes Manpower Professional the First in the Staffing Industry to Offer a Specific "Quality" Niche

MILWAUKEE (Nov. 15, 1999) - The largest quality organization in the United States and the pre-eminent staffing solutions provider have announced an alliance that will leverage the knowledge of more than 133,000 quality professionals to provide workforce solutions to corporations.

The alliance, QualityPower, combines resources of the American Society for Quality (ASQ), administrator of the prestigious Malcolm Baldrige National Quality Award, with the resources of Manpower Professional, the professional services operating unit of worldwide staffing industry leader Manpower Inc.

"The alliance between ASQ and Manpower Professional is a natural," said Ron Asbury, president of ASQ. "This alliance offers career/workforce solutions to both our individual and corporate members in an ever-changing job market. The opportunities and resources brought forth by QualityPower are very exciting for our members."

This alliance makes Manpower Professional the first staffing provider to form a specific niche for quality professionals. "We believe there is a great opportunity to meet an unfulfilled need for our corporate customers as well as the needs of thousands of quality professionals, and to provide staffing solutions that will benefit both parties," said Jeff Joerres, president and CEO of Manpower Inc. "QualityPower blends the strengths of Manpower Professional and ASQ to benefit the quality segment."

QualityPower will be a separate organization with separate employees dedicated to bringing the talents and resources of individual ASQ members to companies who need quality professionals, ranging from quality managers to quality technicians to Six Sigma project managers, for short-term projects and transitions from project work to permanent employment.

"The role of the corporate quality department is evolving as quality becomes integrated throughout the organization," said Asbury.

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 and ask to the 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 traditional quality department is becoming smaller and the need for quality professionals is becoming more project oriented, which provides a great opportunity for the short-term employment solutions offered through QualityPower."

Recent ASQ research shows that 47 percent of Fortune 500 companies have used short-term employees in the quality area in the past two years while another 28 percent sought or hired quality consultants to work on quality projects, according to Asbury. At the same time, ASQ identified a growing interest in flexible, project-based employment among its individual members.

ASQ chose Manpower Professional as its QualityPower partner because the staffing firm best fulfilled ASQ's criteria. ASQ cited Manpower's excellent brand name recognition; the registration of its North American offices to ISO-9002; the company's 3,200 offices worldwide, including 150 Manpower Professional offices in North America; outstanding professional staffing capabilities; and a long-standing continuous quality assurance program that includes national and local surveys of customer and employee satisfaction.

In addition, ASQ noted the extensive training that Manpower makes available to employees free of charge via its Global Learning Center web site (www.manpowernet.com). A web-based quality curriculum is now being developed which will be part of Manpower's Global Learning Center.

"The strengths that Manpower Professional brings to the leading companies in North America will be mirrored in QualityPower," said Bill Pfannenstiel, vice president of Manpower Professional. "Quality professionals will be placed in a variety of positions from quality managers and engineers to Six Sigma project managers to quality technicians and inspectors."

In addition, QualityPower will provide professionals with a range of certification programs through ASQ, including Certified Quality Engineer, Certified Quality Manager, Certified Quality Auditor, Certified Reliability Engineer, Certified Mechanical Inspector, Certified Quality Technician and Certified Software Quality Engineer. ASQ and Manpower Professional also see the potential for future collaborations of importance to the quality community.

For more information about QualityPower, companies and quality professionals can contact877-840-6838. QualityPower information also can be accessed through the Internet at www.qualitypowerinc.com.

Manpower, the world's leading staffing firm, operates more than 3,200 offices in 52 countries around the world, including Manpower Professional, the company's fastest growing operating unit. The firm annually provides employment and training to nearly two million people worldwide. Additional information about Manpower is available online at www.manpower.com.

Additional information about ASQ is available online at www.asq.org.

QualityPower, where quality conscious organizations and quality professionals connect! **–QM**

Thuot WOWS ASQ Crowd by Don Burke

Pierre Thuot told a tale of satellite repair to a group of about 50 ASQ members and friends on December 9, at JR's Stockyard Inn in Tysons Corner.

The veteran former Astronaut revealed the sequence of events leading to his selection to the NASA team, with a sprinkling of humorous anecdotes. The focus of his presentation was the narration of a film that captured him and his Endeavor buddies fixing an Intelstat satellite that had not achieved its desired orbit due to a quality/configuration management problem.

Visit us online at: http://www.quality.org/asq0511.htm

Pierre's testimony that it was all filmed in a Hollywood studio, like the moon landing, delivered a rousing laugh from the audience. The truth, of course, was that the pictures and activities portrayed in the video were nothing short of spectacular.

The combination of fine dining experience of Prime Rib and an exciting presentation by a true American hero and pathfinder made for an enjoyable evening for all those who attended. Many of the attendees left with a handsome door prize as well – one of ASQ Section 0511's coffee cups.

ASQ Section 0511 will continue to strive to attract meaningful speakers and messages for its monthly meetings, tune in to our web site and Info-line for the plans. **–QM**

Stay in touch! Call the InfoLine at 703-359-5411 for the latest meeting information !!!

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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AQP Cumberland Valley Chapter

For reservations, call Thelma Diehl at 717-267-7912, or Marian Witherow at 717-794-2600.

Upcoming Meetings of the AQP Cumberland Valley Chapter>>>

February 3	"Goldratt's Way to Productivity & Profitability", Judith Yetter of the Goldratt Institute, meeting at the Quality Inn, Chambersburg, 6 p.m.
March 2	"Schindler Elevator Company: Case Study on Evolving High Performance Teams", Doug Miller, H.R. Manager, Victor Johnson, Manufacturing Manager, meeting at the Quality Inn – Chambersburg.
April 6	"Texas Nameplate Company, Inc. - Dallas, TX" 1998 Malcolm Baldrige Quality Award Winner, meeting at the Quality Inn, Chambersburg.
May 4	"Tapping the Potential of E-Commerce", Bob Shark, Associate Director Concurrent Technology Center, Johnstown, PA, meeting at the Quality Inn, Chambersburg.

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**Chesapeake Bay Organizational Development Network

For more information about CBODN visit www.concentric.net/~cbodn. To receive job announcements via email contact Sharon Newman at cfinewman@aol.com

CBODN Special Interest Groups (SIG):

Downtown DC Lunch Bunch SIG – meets the second Tuesday of every month at 12:15 p.m. at Bertoluccis, 1218 Connecticut Ave, NW, close to the DuPont Circle metro. Contact Sharon Newman at 202-663-5802 or email cfinewman@aol.com.

Business Practices Excellence SIG – meets in Columbia, MD. Contact Betty Myers at 410-997-2052 or Kaleidosystems@erols.com

NW Breakfast Special Interest Group - contact Marylyn Weinstein at 301-530-4668 or marilynweinstein@juno.com, or contact Bill Tilles at 301-468-4835 or WRTilles@aol.com

Diversity SIG – contact Bob Greene at 301-270-1512 or bgreene@erols.com, or contact James Alexander at 301-916-9004 or halex@erols.com

New Sciences SIG – meets monthly, contact Jim White at JimW339@aol.com or Bill Smith at aic@odii.com

People of Color SIG – contact Trudy Perry at 202-483-7550 or Tkayperry@aol.com

Upcoming CBODN Conference>>>>

February 19	"The Future of Organizational Development: Inside and Out", at the George Mason Center, Fairfax, VA.

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American Society for Training and Development, Metro DC Chapter

For more information contact Joan Berkson at jberkson@csc.com or 703-208-1612 or visit www.dcastd.org for more details.
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American Society for Quality, Baltimore Section 502

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

Upcoming Section 502 Programs>>>

January 12	"Applied Statistical Applications", Kymm K. Hockmann, PhD, DuPont Research & Technical Center, at Snyder's Willow Grove.
February 16	Software Quality: Joint Meeting with IEEE, Linda Rosenberg, Goddard Space Flight Center, at Howard County Community College Gateway Center.
March 7	Spouse Night – Tour of Camden Yards.
April 12	Inspection Division topic.
May 17	"Applying Baldrige Criteria to the Manufacturing Sector", Howard Butz, AAI Corp.

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Washington, DC, Area Software Process Improvement Network (SPIN)

SPIN meetings are usually held on the first Wednesday of each month.

For information or to RSVP to attend meetings contact Kathy Ditchkus at 703-641-2141 or kditchku@cscmail.csc.com
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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.
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Visit us online at: http://www.quality.org/asq0511.htm

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

January 24   "Help for Software Estimation", SSQ Round Table at the Best Western, Oxon Hill, MD.
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Institute of Management Consultants

For more information contact Kelley Rodill at 1-800-274-9645 or 301-340-2821 or visit www.rominc.com/imcdchome.htm

Upcoming IMC Meetings>>>

February 17   "Utility Divestiture and Consulting", Susann D. Felton, VP, PEPCO
April 20   Dr. Kenneth I. Rubin, CEO, Hagler-Bailly Services, Inc.
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Association for Quality & Participation, Chesapeake Chapter

To register or for more information about the Chapter, call 410-342-4909, visit www.jhuapl.edu/aqp or write to AQPEmail@aol.com

Upcoming AQP Chesapeake Chapter meetings>>>

February 1   Hugh Tranum, National Labor Management Association.
March 7   To be announced.
June 7   Chapter Spring Event, JHU/APL Kossiakoff Center.

The AQP National Spring Conference, "Performance 2001: A Workplace Odyssey", will be March 27 – 29 in Orlando Florida. For more information about National AQP visit www.aqp.org
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Americans Communicating Electronically (ACE)

ACE meets on the third Thursday of every month. For more information call 202-720-2727 or visit www.sba.gov/ace.
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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
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**Tuesday, January 4 – Association for Quality and Participation Capital Chapter and the Washington Deming Study Group

Workshop: New Leadership Workshop Series – based on "The Leader's Handbook" by Peter Scholtes. Workshop Leader, Phil Landesberg.

Topic: "Systems Thinking: Giving Meaning and Purpose to Work"

When: 5:45 p.m. – 8 p.m.

Where: U.S. Dept. of Transportation, National Highway Traffic Safety Administration, 700 4th Street SW, Room 8236, Washington, DC.

Cost: $15 per session, discounts for multiple workshops.

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

Upcoming New Leadership Workshops>>>

March 7   "Making Things Happen, Getting Things Done"
May 2   "Performance: If You Can't Manage It, You Can't Measure It"
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Thursday, January 20 -- American Society for Quality, Washington, Section 509

Topic: "TL 9000 and Quality Excellence in the Telecommunication Industry"

Speaker: Mr. Richard J. Mascis

When: Registration   6 – 6:30 p.m.
    Dinner   6:30 – 7:30
    Presentation   7:30 – 9

Where: Phineas Restaurant, 1580 Rockville Pike, Rockville, MD 20852.

Cost: $15 members, $20 non-members.

For reservations please call Paul Marck by noon, Monday, January 17 at 301-457-4825 or email paul.s.march@ccmail.census.gov

For information about the section contact Joe Ludford at 301-870-5691 or jludfortd@radix.net, or visit www.quality.org/ASQC_Sections/Section_0509/0509.html
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Wednesday, January 26 -- AQP Capital Chapter Facilitators Workshop Series

Workshop: "Facilitating Business Process Reengineering Mini-Series: Designing the Event"

Speaker: Charles Markert

When: 8 – 9 a.m. Networking/Continental Breakfast
    9 – Noon Program

Where: General Accounting Office, 441 G Street, NW, Room 2N30, Washington, DC.

Cost: $25 member, $30 non-member. Discounts for attending multiple sessions.

For more information, call the Chapter hotline at 703-532-9440 or Wayne Vick at 703-913-6513.

Upcoming Facilitators Workshops>>>

February 23   "Facilitating BPR Mini-Series: Facilitating Process Modeling", Lea Edwards.
March 22   "Facilitating BPR Mini-Series: Concept to Reality: Facilitating the New Design", Becky Roberts.
April 26   "'FAST' Facilitating: Driving a Fast Action Solution Team".
May 24   "Facilitating an Appreciative Inquiry", Bill Harvey.
June 21   "Creating Powerful Futures: Facilitating Future Conversations", Dr. Charles Bargerstock. Followed by Awards & Recognition Celebration Luncheon.
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Wednesday, February 2 – AQP Capital Chapter

Topic: "A CQI Success Story: Applied Deming Theory"

Speaker: Bob Myers, Ashbury Services

For more information, call the AQP Capital Chapter hotline at 703-532-9440 or Wayne Vick at 703-913-6513.

Upcoming Capital Chapter Meetings>>>

April 5   "Using Emotional Intelligence in the Workplace: A New Science of Management?", Cynthia Miller.
June 1   An Internet-based Meeting, "Being on Purpose: Creating Alignment and Power through a Personal Purpose Statement", Kevin W. McCarthy.
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Sunday – Wednesday, March 12 – 15 – National Institute of Standards and Technology

Event: "Quest for Excellence XII Conference"

Where: Marriot Wardman Park Hotel, Washington, DC

Cost: $845 if registering before February 11, $945 after February 11.

To receive conference information email nqp@nist.gov or call 800-733-3310.
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** Quality Assurance Association of Maryland

For more information about QAAM contact Eve Firmani at 301-352-6442, Susan Burgess at 301-352-6449, or visit the QAAM home page at http://www.iti-inc.com/qaam_metg.htm
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Washington Deming Study Group

For more information about the Study Group please call 301-294-8406 or email Phil Landesberg at Phil_Landesberg@prodigy.com
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The University of Maryland Center for Quality and Productivity

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.
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**Strategic Leadership Forum, Washington Metro Chapter

For information, please contact the chapter administrator at 202-244-6045 or email summs@ix.netcom.com
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The Association for Quality and Participation, Richmond Chapter

For more information contact Wes Clark at 804-383-2620.
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The W. Edwards Deming Institute

For information visit www.deming.org, call 301-294-8405, or email staff@deming.org.
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Strategic Leadership Forum, Washington, DC, Chapter

For information please call 202-244-6045 or email summs@ix.netcom.com
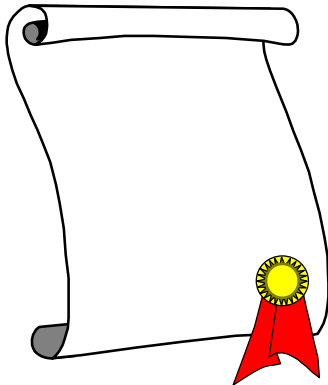**
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American Society for Training and Development, Maryland Chapter

For more information about ASTD visit www.astdmaryland.org
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Reinvention Express Calendar

Visit the reinvention express calendar for information on additional events at www.npr.gov/calendar
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> The next issue of **QualityMatters** will be March 2000.
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> The deadline for submissions is February 11.

ASQ Section 0511 Education and Training - Winter Courses 2000

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-registration: Can be achieved by contacting, for all: Don Hendrix 703-803-3554 Education@asq0511.org

Class	Start Date	Application Deadline	Exam Date	Location	Instructor	
CQManager	Jan 4	Jan 7	Mar 4	ANSER	Hutchison	Frank Hutchison 703-425-5192 Education@asq0511.org
CQE	April 4	April 7	Jun 3	TBA	TBA	TBA
CQSE	April 4	April 7	Jun 3	TBA	Branson	Jim Branson JLBranson@aol.com
CQA	April 4	April 7	Jun 3	TBA	Clarke	Jerry Clarke 703-257-4124 JerryVPMEP@aol.com

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NEW!!!   REGISTER AND PAY ONLINE!!!
Go to www.quality.org and you can register and pay with a credit card online same as for the monthly dinners

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Cost: The cost for just the course is $275.00 + $75.00 for the book (if you don't have the QCI Primer) for a total of $350.00. 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.

Exam Fee: The course fee does **NOT include the exam fee**! The registration for the exam must be completed through ASQ Headquarters. Call ASQ Headquarters at 1-800-248-1946, and request a certification exam **Registration** package. They will send you an exam

Visit us online at: http://www.quality.org/asq0511.htm

registration booklet that includes the application form, the exam body of knowledge, code of ethics, outline of the test, references, and sample test questions.

Location: To be announced by each instructor.   **Hours:**   Class times are once per week for 3 hours a night usually starting at 6:30pm.

Certification training at Qwest - This is not the same as the ASQ Section 0511 class (although the materials are the same). The training covers the CQManager, CSQE, and QAI's CQA exams. These are at the Qwest office - 4250 N. Fairfax Drive, Arlington, VA, from 12:00 - 1:00 2-3 times per week. To register for this class, contact (sue@quality.org or sue.mcarthur@qwest.com) or Marie Rondot (marie.rondot@qwest.com).

Certified Quality Engineer Online Review Course: Northern Illinois University will launch a review course completely online via the Internet beginning September 27, 1999. It is not a self-directed learning program but an online interactive course. The course textbook is *The Complete Guide to the CQE* by Thomas Pyzdek. Registration and more information are available at www.online.niu.edu or email mvolk@niu.edu.

Update your recertification journals and send them to:

Roger Schaffer, Examining/Recertification Chair, Section 0511, 1919 South Eads Street, Suite 201, Arlington, VA 22202

It is not necessary to send the journals via certified mail, but it is wise to keep a copy, just in case.

Remember that your ASQ certification: * enhances your career and self-esteem   * advances you within your organization
* helps you realize your salary goals   * affirms your commitment to quality   * recognizes your performance excellence

How much is my certification worth?

	Without ASQ Certification	With ASQ Certification	$$$$$ Difference	
Quality Auditor	$41,033.00	$49,429.00	$ 8,396.00	
Quality Engineer	$49,511.00	$56,367.00	$ 6,856.00	
Quality Manager	$58,295.00	$69,688.00	$11,393.00	
Reliability Engineer	$49,511.00	$69,130.00	$19,619.00	
Software Quality Engineer	$49,511.00	$60,899.00	$11,388.00	*ref: Quality Progress Salary Survey, November 1998.

SECTION 0511 ACTIVITY CALENDAR

JANUARY 2000

SUN	MON	TUE	WED	THU	FRI	SAT
						1 *New Year's Day*
2	3	4 CQMgr Class Starts	5	6 Board Meeting in Ballston	7 CRE/CQT/ CQMgr/CMI exam application deadline	8
9	10	11	12 Dinner Meeting at Marco Polo	13	14	15
16	17 *Martin Luther King, Jr. Day*	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

FEBRUARY 2000

SUN	MON	TUE	WED	THU	FRI	SAT
		1	2 *Groundhog Day*	3 Board Meeting in Ballston	4	5
6	7	8	9 Dinner Meeting at Red Fox Inn	10	11 March Newsletter Deadline	12 *Lincoln's Birthday*
13	14 *Valentine's Day*	15	16	17	18	19
20	21 *Washington's Birthday*	22	23	24	25	26
28	29					

Visit us online at: http://www.quality.org/asq0511.htm

HEY MEMBERS   !!!

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 or Thursday. 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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