

Chair's Corner *by Jim Coley*

Membership Night

ASQ Section 0511 held its Membership Night, Thursday, June 22, 2000 at the Hilton Hotel in Arlington, Virginia. Board Members were present to acquaint new and old members to the section and answer questions concerning section and committee volunteer activities. This event provided an excellent opportunity for the general membership to participate in the section's future.



left. Bill Eastman - Membership Chair
right. Jim Coley - Chair

In This Issue...

2000-2001 Board Officers Listing

**Dennis Arter
 Seminar 9/11/00**

Chair's Corner

Dinner Meeting Schedule

Section 0511 Education Schedule

left to right

Lolita Harris - *Member*

Water Mendus - *Historian*

Carmen Cojocariu - *Guest*

Tim Gavagan - *Publicity*



left. Don Burke - *Immediate Past Chair*
right. D.J. Law - *Chair Elect*

Volunteers always needed!!!

Additional volunteers are always 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.

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!

ASQ Section 0511 2000/2001 Organization

Executive Board Officers

Chair:	Jim Coley
Bus. Phone:	703-560-5000 x4041
Section Email:	Chair@asq0511.org
Chair-elect:	D.J. Law
Home Phone:	301-206-5200
Section Email:	Chair-elect@asq0511.org
Immediate Past Chair:	Don Burke
Bus. Phone:	703-280-7770
Section Email:	PastChair@asq0511.org
Secretary:	Yvonne Fernandez
Bus. Phone:	703-917-2230
Section Email:	Secretary@asq0511.org
Treasurer:	Bill Casti
Home Phone:	703-834-8210
Fax:	703-834-8209
Section Email:	Treasurer@asq0511.org

Committee Chairs

Corporate Liaison/Finance:	Yvonne Fernandez
Bus. Phone:	703-917-2230
Section Email:	Liaison@asq0511.org
Education :	Roger Mercier
Home Phone:	
Section Email:	Education@asq0511.org
Electronic Media:	Bill Casti
Pager:	800-560-2189
Fax:	703-834-8209
Section Email:	E-media@asq0511.org
Examining/Recertification:	Roger Schaffer
Bus. Phone:	(703) 933-8052
Section Email:	Examining@asq0511.org
Historian:	Walter Mendus
Home Phone:	703-354-5932
Email:	Historian@asq0511.org
ISO 9000:	Brooks L'Allier
Bus. Phone:	202-338-4365
Section Email:	ISO9000@asq0511.org
Membership:	Bill Eastham
Home Phone:	703-323-5803
Section Email:	Membership@asq0511.org
Measuring Organizational Performance (MOP):	
Phone:	
Email:	MOP@asq0511.org
Newsletter:	David Trumbo
Bus. Phone:	703-815-5974
Section Email:	Newsletter@asq0511.org
Programs:	Sue McArthur
Bus. Phone:	703-796-2400
Section Email:	Programs@asq0511.org
Publicity:	Tim Gavagan
Bus. Phone:	202-268-3050
Section Email:	Publicity@asq0511.org

2 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)815-5207.

QualityMatters is published six times a year beginning in January. Deadlines for submissions will be the 2nd Friday of the preceding month.

We accept advertising submissions and are priced per issue.

Please contact Davida Trumbo at (703) 815-5974 for details or e-mail at Newsletter@asq0511.org

The next issue
of
QualityMatters
will be
November
2000.
The deadline
for
submissions
is
October 13.

Do you know someone who would like to speak about the subject of QUALITY?

Contact the Programs Chair Sue McArthur at 703-796-2400 or by e-mail: Programs@asq0511.org

It's a great way to communicate your message and receive a free dinner in the process!

ASQ 0511 Dinner Meetings are held on the 2nd Wednesday at either the Marco Polo or Red Fox Inn and on the 2nd Thursday at JR's Stockyards Inn.

MARCO POLO RESTAURANT
245 Maple Ave.
West Vienna, VA

RED FOX INN
2 E. Washington St.
Middleburg, VA

JR'S STOCK-YARDS INN
8130 Watson Street
Tyson's Corner, VA

JOIN US FOR DINNER!

ASQ Section 0511 holds monthly dinner meetings with guest speakers at locations throughout Northern Virginia from 6:30 to 9:00pm. The cost for the dinner is \$20.00 and **reservations must be made**. Reservations MUST be received by us 5 days before the dinner meeting. Visit our website at <http://www.asq0511.org>, or fax your reservation to 1-703-834-8209, or email to: asq0511@asq0511.org, or leave a message on our InfoLine. You do not have to come to the dinner to hear the speaker.

Note: Dinners at these venues REQUIRE pre-registration, with a specific "drop dead date" 5 days in advance; all reserved "no-shows" will be invoiced by the Section, since the Section will have to pay for the dinners they reserved but didn't show up to pay for.

Upcoming Schedule

Thursday, September 14, 2000 JR Stockyard Inn

Making Your Words and Actions Work For You

Joan Dandurand

Communication plays a role in all that we do both personally and professionally. Communication is a process which involves a sender, a receiver, a message and an action. We, who work under the umbrella of "Quality," know that simply having a process isn't the complete answer. The deficiencies in this process can be very costly to the overall system through miscommunication (or lack of communication); team and personal frustration; and lost time, money, and effort resulting in errors and lower customer satisfaction. As a manager, an engineer, a member of a process improvement team, a sales professional, or a customer service representative, it is imperative that you contribute to keeping this process running effectively; yet, little is done to continuously improve this skill as we go through our professional lives. During this interactive, fun program, you'll develop an awareness of the many filters that get in the way of effectively communicating. Most importantly you will identify your behavioral style and learn to observe the 'traits' of the other three styles to be better able to meet their communication needs. You will learn how each style communicates-how they prefer to receive information and how they share information. By gaining an understanding of these preferences, you will learn how you can contribute to maintaining greater stability in the communication process in all areas of your life.

Joan Dandurand is the Principal at Positive Impact. Positive Impact's focus is to provide training and organizational development assistance to companies and organizations that are coping with today's business challenges. By using a systems approach to training and development, Joan assesses the current state of doing business (processes, staffing, outcome) in relation to an organization's desired outcomes. Areas providing greater effectiveness and efficiency for the organization are identified and a plan to achieve the desired outcomes as well as the tools to implement the plan are developed. The results for the organization can include improved morale, more efficient policies and procedures, the ability to attract and retain a quality workforce, a higher level of external customer satisfaction and an improved bottom line. Joan's broad-based background includes a BS and MS in Education; as well as extensive managerial, training and consulting experience in the areas of customer service, ISO9000, culture integration through merger and acquisition, and employee and organizational development across many industries. Joan's ability to partner with clients to meet their specific organizational and industry needs while helping them to improve and thrive, supports her focus to have a Positive Impact on an organization and its people.

RESERVATION DEADLINE is Thursday, September 7th!!

ASQ Section 0511 proudly presents

a seminar on

Quality Audits for Improved Supplier Performance

Monday, September 11, 2000

at the
University of Virginia
Northern Virginia Center
7054 Haycock Rd
Falls Church, VA 22043

across from the West Falls Church Metro

Quality Audits for Improved Supplier Performance is a one-day seminar designed for management, purchasing, professional and technical personnel who want to think. It is very fast paced. No previous knowledge of auditing is required (or even assumed). The instruction is applicable to any management system (ISO 9000, FDA, military, automotive, etc.). Those preparing for the Certified Quality Auditor exam will find the seminar to be exceptionally valuable.

Participants need not be members of the ASQ, or even the quality function.

The seminar begins by exploring how product and service requirements are defined and accepted. This becomes the basis for subsequent audits. Then, the process of an effective supplier audit is presented step by step. Upon completion of the seminar, participants will understand the difference between inspection, compliance audit, and management audit. This seminar emphasizes supplier partnerships and the management audit.

Instructor



Dennis R. Arter is a consultant and author of *Quality Audits for Improved Performance*. He was part of the team that developed the *Certified Quality Auditor* program way back in 1988. He is deputy chair of standards for the ASQ General Technical Council. He is also active in the Customer Supplier Division.

Topics Covered

Supplier Quality	Checklists
Concepts	Fieldwork
Need for change	Opening meeting
Purchasing Controls	Gathering facts
Your requirements	Communications
Selecting a supplier	Reporting Results
Awarding the business	Analyzing data
Monitoring performance	Cause and effect
Your Audit System	Findings
Authority	Overall analysis
The audit boss	Closing meeting
The audit team	Formal report
Scheduling audits	Follow up
Preparing to Audit	Corrective action
Purpose and scope	Response evaluation
The requirements	Audit closeout
Audit plan	Summary

Duration and Location

The presentation will start at 9 a.m. and finish at 5 p.m. with one hour for lunch. Registration and continental breakfast start at 8 a.m.

The seminar is worth 0.8 recertification units. A certificate of completion will be provided to each participant.

Seminar Fee and Registration

\$50.00 per participant. This seminar usually runs for \$295.00 and seating is limited to the first 50 people. Registration must be received before 9/1/00. Fee includes lecture, continental breakfast, and copy of the course notes.

You can register one of three ways:

Via our web site at
<http://www.asq0511.org> with a check or credit card.

Or FAX your registration with credit card information to: Bill Casti ASQ 0511 Treasurer
(703) 834-8209.

Or you may also mail a check payable to ASQ 0511 for \$50.00 along with your Name, address, day and evening phone numbers to the address below:

Northern Virginia Section 0511
P.O. Box 1867
Herndon, VA 20172-1867

Registration fees are not refundable unless the seminar is canceled

We look forward to seeing you there!

Visit us online at: <http://www.asq0511.org>

Free Rental

ASQ Section 0511 would like to make available to it's members, free rental of a Sharp LCD Projector, Overhead Projector and Projection Screen. A nominal damage deposit is required. Non-members can also rent for a daily fee. Contact Bill Casti for details.

Upcoming Professional I Meetings and Events in the Baltimore-Washington-Northern Virginia 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) Section 502/Baltimore, 509/Washington, and 511/Northern Virginia; Chesapeake Bay Organizationals Development Network (CBODN); Quality Assurance Association of Maryland; the Washington Deming Study Group; the Maryland Center for Quality and Productivity; and the Society for Software Quality, Washington , D.C.

Thursday, September 21 - 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

Thursday, September 21 - Northern Virginia Quality Standards 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 Brooks L'Allier at ISO9000@asq0511.org

American Society for Quality, Northern Virginia, Section 511
Section 0511 meetings are usually held the second Wednesday or second Thursday each month.
For more information visit <http://cyberg.quality.org/asq0511.htm> or write to programs@asq0511.org

Software Special Interest Group (SSIG) Monthly Meeting *(ASQ Section 0509)*

**A special door prize
to be awarded!!**

Date: Thursday, September 14, 2000

Place: Food & Drug Administration
16071 Industrial Drive Conference Room
Gaithersburg, Maryland

Registration: 6:00 - 6:30 PM

Cost: Complimentary Pizza & Beverage

Dinner: 6:30 - 7:00 PM

Thank you to ASQ509 Chapter!!!

Program 7:00 - 9:00 PM

RSVP¹ by September 12th to Julie Ferron 301-261-9306 or email: ferronj@stars-smi.com

The SSIG's Learning/Information Exchange Meeting

Host: Food & Drug Administration, Gaithersburg, Maryland

¹ Your advance reservations are recommended due to the personnel restrictions at FDA. A "walk up" registration at the FDA the evening of the activity is possible but may result in a delay.

Attention all ASQ0511 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.

Qualitative Process Control

by Dan Zrymiak

This article is for the benefit of those members who are responsible for establishing and maintaining a compliant or effective form of Process Control within their organizations. In the simplest terms, Process Control refers to “how you do what you say you do.” Process Control can range from simple “to-do” lists to extravagant quantitative initiatives incorporating Six Sigma statistical controls, continual measurement and improvement, and scientific algorithms.

I propose a different approach to complement and accentuate these efforts; a qualitative approach. Qualitative Process Control focuses on determining the composition of a process, contrasted with Statistical Process Control, which addresses the numerical values or quantities of each part of the process. This qualitative approach is versatile, and can be applied to different types of management systems. Effective Qualitative Process Control demonstrates where value is added, and where risks are controlled.

1. Value-Adding (Interactions and Transitions)

- 1.1. Value is added through the interactions of raw materials, human resources, tools and equipment, capital assets, and other related entities. A qualitative process description would indicate how these interactions occur, and would specifically identify the entities involved.
- 1.2. Value is obtained through the transition of items from “Raw Materials” to “Work In Progress” to “Finished Goods.” A qualitative process description would indicate the specific steps where these transitions occur.

2. Risk Controls (Tolerance, Contributing Factors, Control Points, Corrections)

- 1.1. For every risk, there is a level of tolerance. A qualitative approach would identify the levels of tolerance, and ensure the sources and levels were clarified and expressed. Examples of sources for risk tolerance include customers, industry associations, and the prevailing regulatory bodies. It is essential to understand the level of risk tolerance, so that risks can be properly addressed.
- 1.2. Qualitative Process Control emphasizes the contributing factors to the process. This includes the design, the components or materials, the interactions, and the activities of the process itself. Each of these contributing factors possesses inherent risks that must be identified, evaluated, and addressed in a manner reflecting their severity and frequency of occurrence.
- 1.3. Control Points are those measures (i.e., monitoring, verification, validation) taken to address identified risks, and to ensure that the process results in a positive and desirable outcome. Monitoring refers to the “real-time” activities conducted to continually evaluate items and look for indications of deficiencies or malfunctions. Verification refers to the “off-line” examination of an item against predetermined criteria. Validation is conducted to ensure that items are fit for use and acceptable for release. The effectiveness of process control points will determine the extent to which risks are addressed.
- 1.4. Corrections refer to those actions taken (e.g., immediate responses, troubleshooting, root cause analysis, long-term corrective action) when a risk is identified at a control point. Immediate responses are preplanned and approved to address known and easily correctable situations. For example, if “X” occurs, then perform “Y” to resolve. Troubleshooting requires “off-line” intervention to provide a short-term fix for the condition, and these activities should be documented for future reference. Root cause analysis examines the risks and endeavors to determine the true problem. Finally, Long-Term Corrective Action addresses the risks, the root cause, the correction, the verification of corrections, and the ongoing modification of the process to prevent recurrence.

ASQ Section 0511 Education and Training

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 non-members who visit the Monster.com site.

Personnel Listing Service

List job openings in the (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 or E-mail Resume-Link at: socsales@resume-link.com

Start Class	Application Exam		Date	Location	Instructor
	Date	Deadline			
CQE	Sep 5	Oct 13	Dec 2	TBA	TBA
CSQE	Sep 5	Oct 13	Dec 2	TBA	Branson
CQA	Sep 5	Oct 13	Dec 2	TBA	Clarke

Pre-registration: Can be achieved by contacting:					
CQA	Jerry Clarke	540-888-4592		JerryVPMEP@aol.com	
CQE	Frank Hutchison	703-425-5192		Education@asq0511.org	
CQM	Frank Hutchison	703-425-5192		Education@asq0511.org	
CSQE	Jim Branson	703-433-4840		JLBranson@aol.com	
All	Don Hendrix	703-803-3554		Education@asq0511.org	

GUESS WHAT?

WHAT: Quality Engineering

The subject matter for this training will be the American Society for Quality (ASQ) Body of Knowledge for its Certified Quality Engineer examination. Although focused on test preparation, benefit to attendees will accrue without completing the examination, which is next scheduled for December 2, 2000.

WHEN: Tuesday Evenings

Starting Tuesday 9/12 and running 10 consecutive Tuesdays (ending 11/14) 6:30PM to 9:30PM.

WHERE: USPS Engineering Building

Third Floor Conference Room, 8403 Lee Highway, Merrifield, VA 22082.

WHO: Local ASQ Section 0511

This training is organized and sponsored by the local ASQ Section 0511, Web Page can be found

COST: Total \$350

Tuition is \$275 and the Text (an excellent future reference) is \$75

CONTACT: ASQ0511 or Don Burke

Interested parties can visit the web site at www.asq0511.org or contact Don Burke at 703-280-7770.

Don will be the instructor for the course, and is a Quality Program Manager, at USPS Engineering. Don is certified by ASQ in the areas of Quality Manager, Quality Engineer, Quality Auditor, Software Quality Engineer and Reliability Engineer.

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

Visit us online at: <http://www.asq0511.org>

**IN THESE CHANGING TIMES, PARTNERSHIP WITH
YOUR REGISTRAR HAS NEVER BEEN MORE CRITICAL!**

We're QMI – a division of CSA International. If Environmental Management System registration is one of your company's goals, call us. If superior service and attention to your company's needs are important to you, talk to us. If new business opportunities here at home or around the globe are in your plans, meet with us.

The ISO 14001 series of international environmental management system standards provide organizations around the world (both large and small) with guidance on how to manage the environmental aspects of their activities, products, and services more effectively.

ISO 14001 Registration and Training Services.
For more information and a training schedule, please call:

QMI - Client Services
900 West Sproul Road, Suite 103
Springfield, PA 19064
1-800-476-9910
www.qmi.com



A Division of CSA International

American Society for Quality



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