



April Meeting: “Winchester City Schools – Overview of John Handley High School” and Tour

The final membership meeting of the season is already upon us! Please join us on Monday, April 15th at John Handley High School for an overview of the school and a tour.

Registration information located at the end of the newsletter.

ASQ NSV Elections

A ballot is attached to the end of the newsletter for you to submit your vote for the elected officers. Please bring your ballot to the April meeting, or send to Josh Tinelli at joshua.tinelli@volvo.com



ASQ QUALITY INSTITUTE: THE FUNDAMENTALS

July 15–17, 2013 in Milwaukee, Wisconsin

ASQ Quality Institute: The Fundamentals is a collection of introductory quality courses being held in Milwaukee, Wisconsin from July 15–17, 2013. The Quality Institute features training normally unavailable in the classroom setting. This provides a rare opportunity to gain fundamental quality knowledge to enhance your career opportunities. July is the most popular time of year for Milwaukee tourism. So, it’s an ideal time for your business trip to double as a vacation. In this case, there’s nothing wrong with “mixing business and pleasure.”

OFFER: Register for any TWO of these Milwaukee courses before June 28 and **save \$75**. You can register by calling **800-246-1946** and using promo code **JMKDK23**.

OFFER: Register for a course before June 28, 2013 and **get a \$25 Starbucks gift card**. The gift card will be provided to you on your first day of class.

COURSES FEATURED AT THE ASQ QUALITY INSTITUTE

Failure Mode and Effects Analysis – Design

July 15

You will gain a working knowledge of the FMEA process as it is applied to products, processes, or systems. Referencing ISO 9001 and TS 16949 standards, this course teaches you the basics of FMEA—a critical step in the development or modification of products, processes, or systems.

ASQ's Quality 101

July 15–16

Quality tools enable you to accomplish change and manage improvement across your organization. This course teaches concepts like the seven basic quality tools to improve processes and increase your organization’s operational efficiency.

Integrated Quality Management

July 15–16

Learn how to integrate quality management into your organization’s processes. You’ll leave this course with a draft action plan customized to fit the needs of your business. These concepts are applicable to a wide range of industries including manufacturing, service, education, and healthcare.

Auditing for Improvement

July 15–16

Auditing can immediately improve your business operations. Learn to evaluate and enhance your management systems so you can improve quality, safety, environment and security within your organization. Leave the course with an audit report to use on your job.

Failure Mode and Effects Analysis – Process

July 16

You will gain a working knowledge of the FMEA process as it is applied to products, processes, or systems. Referencing ISO 9001 and TS 16949 standards, this course teaches you the basics of FMEA—a critical step in the development or modification of products, processes, or systems.



The Case for Quality: Taking it to Management

July 17

This course teaches you to effectively communicate the tools and benefits of quality to upper-level management. You will understand the major areas of interest for top managers so you can effectively sell your ideas and proposed projects. This enhances your career growth opportunities.

Cost of Quality (COQ) Implementation

July 17

The cost of quality is the price of the wasted resources your company suffers when it is not operating at top efficiency. Sometimes the amount of unnecessary expenses can cost as much as 25 percent of your sales. Learn to use cost of quality concepts to manage business improvement and maximize the bottom line.

Corrective and Preventive Action

July 17

Many companies do not get the benefit of proper and thorough corrective & preventive action (CA/PA) as staff time, skill, tools and an in-depth understanding of a CA/PA system are often lacking internally. Learn how to leverage this key component for improvement in a quality management system to benefit your organization.

2013 World Conference on Quality & Improvement

May 6-8, 2013 in Indianapolis, Indiana

Managing Change

The accessibility, volume, and variety of information that is available today far exceeds that of any other time in history. This fact, coupled with the ever-increasing influence of the global marketplace, has brought about many changes to today's businesses. It has changed how we work, increased the number of places we're able to work, and expanded the number of people we're able to work with. This evolution has changed the dynamic between businesses and their customers, increased the amount of work we are able to do, and created new

opportunities and new challenges.

Change is ever-present, unpredictable, and occurring at an ever-increasing pace. In the face of this change, the 2013 World Conference on Quality and Improvement offers both respite and guidance in the navigation of today's changing world. The conference offers a forum of ideas and an international network of thought leaders, experts, and peers eager to share the proven results achieved through quality.

Focus Areas:

- **Today's Technology Landscape**
- **Customer Awareness**
- **Sustaining Results**
- **Globalization**
- **Quality Fundamentals**

Over 100 sessions: <http://wcqi.asq.org/program.html>

Keynote Speakers:

- **Daniel H. Pink**, *New York Times* best-selling Author (*A Whole New Mind* and *Drive*)
- **Karen Martin**, Shingo-Prize winning Author *The Outstanding Organization*
- **Jamais Cascio**, *Foreign Policy* magazine Top 100 Global Thinkers
- **James Melton**, Nationally Renowned Professional Speaker & Trainer
- **Sally Hogshead**, Speaker, international author, and a leading expert on fascination

Pricing available for 1-3 days. Including group rates. On-Site Certification Exams will be held on Sunday, May 5th.

REGISTER TODAY!

Join the NSV ASQ Section on Facebook

The NSV ASQ Section is on Facebook!
To register, click here:



If you are already a member of Facebook, add ASQ – Northern Shenandoah Valley Section 1131.

WELCOME NEW MEMBERS!!!!!!



We welcome the following new members to the ASQ Northern Shenandoah Valley Section 1131:

Michael K. Hess, Keystone I.A.S.
Shelley L. Rice, Allegany Techsystems Operations
Scott E. Wisinski
Christopher C. Utz, American Woodmark Corp.

The Baldrige Collaborative Assessment

Imagine what it would be like to have a team of national Baldrige examiners come to your organization and collaboratively work with your leadership and staff to assess your organization and identify areas of strength and opportunities for improvement based on the Baldrige Criteria.

This assessment against the [Baldrige Criteria for Performance Excellence](#) gives you timely, actionable feedback that you can begin using right away to improve your organization.

Here's how the assessment works:

- You receive a 4 1/2-day site visit from a team of four experienced national Baldrige examiners.
- They work collaboratively with your leadership and staff to identify key strengths and opportunities across the six process categories of the Baldrige Criteria, using results to support the findings.
- The end product is immediate feedback on your organization's areas of strength and

opportunities for improvement, followed by a written feedback report.

Unlike the Malcolm Baldrige National Quality Award process, you don't need to write a 50-page application and you don't compete for an award. Baldrige Collaborative Assessments are offered within the United States throughout the year, with the exception of mid-April through the end of May, September, and October. The fee for this on-site assessment, including all preparation work, is \$20,000 plus reasonable hotel accommodations for small organizations (500 or less employees) and \$30,000 plus reasonable hotel accommodations for all others.

The number of Baldrige Collaborative Assessments available in 2013 is limited, so contact Baldrige Customer Service (301-975-2036, baldrige@nist.gov) now to schedule your assessment.

Recertification Reminder: If your ASQ certification expires in June, don't forget to submit your recertification journal to Richard Phillips. It is due by 30 June, but you have a 6 month grace period, if needed.

Member Reminder: If you have moved or changed your email address, please update your profile with ASQ on the member website. The Northern Shenandoah Valley ASQ Section receives contact information from National HQ and uses it to distribute announcements and the link to this newsletter.



Let's keep "U" in "Quality"!



Training at Your Fingertips

ASQ Learning Institute offers a multitude of training opportunities in several formats, including web-based and onsite events. Here are a few topics being offered:

- Management of Supply and Demand
- Failure Mode & Effects Analysis (FMEA)
- SPC Comprehensive
- Root Cause Analysis: Solve Problems by Eliminating Causes

Proctors Needed

Proctors are needed for the ASQ certification exams held June 1, 2013. Proctors must hold at least one ASQ certification. Proctors will earn 0.5 RUs toward recertification. If interested, please contact Firoz Kabir, Chair, via email at firkabir@gmail.com

Upcoming Certification Exams

Invest in your career and your future with an ASQ certification exam. Certification is a mark of excellence. It demonstrates that the certified individual has the knowledge to assure quality of products and services.

The following ASQ exams will be held June 1, 2013. To apply, go to www.asq.org/certification/apply.html.

Applications are due April 12, 2013.

- Calibration Technician
- Certified Pharmaceutical GMP Professional
- Quality Engineer
- Quality Improvement Associate
- Quality Process Analyst
- Six Sigma Green Belt
- Software Quality Engineer

Local Meetings

ASQ Section 0511 (Northern VA): Wed, Apr 17th
Topic: Pathways to Matrix Management Success
Speaker: Ronald Gunn **Location:** Amphora Inn, Vienna, VA **Time:** 6:30-7pm Registration; 7-8pm Dinner; 8-9pm Presentation **Cost:** \$30 by deadline, \$35 otherwise To make a reservation, email arrangements13@asq0511.org

ASQ Section 0802 (Pittsburgh PA): Fri, Apr 12th,
Topic: ASQ Spring Conference **Location:** Regional Learning Alliance in Cranberry Woods, 850 Cranberry Woods Drive. **Time:** 8:00am-5:00pm
Cost: \$99; earn 1.0 RUs (8 hours) Reservation and advanced credit card payment via ESWP at 412-261-4300 or email m.gaetano@eswp.com

Virginia Regional Chamber of Commerce (Winchester): Tue, Apr 23rd, **Topic:** Power Networking Lunch **Time:** 11:30am-1:30pm
Location: Holiday Inn Historic Gateway Winchester VA **Cost:** TBA www.regionalchamber.biz

Virginia Regional Chamber of Commerce (Winchester): Thur, May 23rd, **Topic:** Regional Business Expo **Time:** Networking Lunch 11:30am-1:00pm; Expo Opens 1:00-5pm **Location:** Shenandoah University, Brandt Student Center, Winchester VA **Cost:** TBA
www.regionalchamber.biz



Northern Shenandoah Valley
Section
The Global Voice of Quality™

Northern Shenandoah Valley Section 1131

Newsletter

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NSV Section Officers

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|-------------------------------------|------------------------------|--|--------------|
| Chair: Firoz Kabir | | firkabir@gmail.com | 540-869-2037 |
| Chair-Elect: Jerry Clarke | Lean Quality Associates, LLC | auditwiz@leanquality.net | 262-834-8476 |
| Secretary: Josh Tinelli | Volvo Powertrain | joshua.tinelli@volvo.com | 301-790-5422 |
| Treasurer: Richard Davis | Thermo Fisher Scientific | richard.a.davis@thermofisher.com | 540-869-8298 |
| Membership: Bill Saunders | Thermo Fisher Scientific | bill.saunders@thermofisher.com | 540-869-8392 |
| Programs: Dale Brown | | dalebrown@yahoo.com | 540-539-0643 |
| Recertification Richard Phillips | RE/MAX Roots and Wings | rphillips921@verizon.net | 540-955-0911 |
| Newsletter: Heather Boyce | Mylan Pharmaceuticals | heather.boyce@mylan.com | 304-554-5191 |
| Education Chair: Don Grimley | Don Grimley Consulting | grimley5@aol.com | 304-282-2149 |
| Internet: Susan Schall | SOS Consulting | susan.sosconsult@comcast.net | 540-636-1418 |
| Auditing: Jeffrey Vaughan | Thermo Fisher Scientific | Jeffrey.vaughan@thermofisher.com | 540-869-8296 |
| Nominations Chair: Josh Tinelli | Volvo Powertrain | joshua.tinelli@volvo.com | 301-790-5422 |
| Executive Board Members: | Don Thomas | Bob Cain | |
| | | Charles Ernst | |

April 2013 Meeting

“Winchester City Schools – Overview of John Handley High School” and Tour

Monday, April 15th, 2013

5:30pm Registration

6:00pm Presentation & Tour

Meeting Location:

John Handley High School

425 Handley Boulevard

Winchester, VA

To register, go to: <http://asq1131.eventbrite.com>

Meeting registration by close of business on Friday, April 12th.

**ELECTION FOR ASQ NSV SECTION 1131 OFFICERS
TERM YEAR 01-Jan-2014 through 31-Dec-2014**

Please mark your selection:

CHAIR-ELECT

(individual will serve as Chair-Elect for 1-year and as Section Chair the following year)

Write-In _____

TREASURER

(individual may serve up to 2 consecutive years)

Melissa Mangene

Write-In _____

SECRETARY

Josh Tinelli

Write-In _____

Print Name: _____ Membership No. _____

Signature: _____

Bring to John Handley Tour, or Submit to Josh Tinelli at joshua.tinelli@volvo.com by Tuesday, 16-April-2012.