



April Dinner Meeting

April 14, 2014

"Quality Tools: They're Not Just for Solving Problems"

By Norval Johnston

Most Quality professionals are familiar with the basic Quality tools. In this interactive presentation, we will illustrate how these tools can be used, not just to solve "quality" issues, but also how to use them in our daily living activities outside of work.

About the presenter:

Norval Johnston is a Quality Engineer at Cadence, Inc. in Staunton. Norval has a B.S. degree in Chemistry from Virginia Tech and an MBA degree from James Madison University. He has more than twenty years of experience in the food, medical device, automotive, and aerospace industries, beginning as an analytical chemist and working for the last twelve years in Quality Engineering. Norval is a Senior Member of the American Society for Quality and has been certified by ASQ as a CQE, CQA, CSSGB, CQT, CMI, and CQIA. He is the current Blue Ridge Section Chair and has held numerous leadership roles within other ASQ sections during the last decade: Voice of the Customer Chair (Blue Ridge, 2012-13); Section Chair (Greater Savannah, 2011-12; Middle Georgia, 2007-09); Membership Chair (Greater Savannah, 2010-11); Treasurer (Northern Shenandoah Valley, 2005-06); and Program & Arrangements Chair (North Central Pennsylvania, 2003-04).

Registration: 5:30 – 6:00 pm
Dinner : 6:00 – 7:00 pm
Presentation: 7:00 – 8:00 pm
Cost: *Order from Menu*

See registration details at the end of the newsletter.

ASQ NSV 2013-2014 Program Calendar

April 14th Quality Tools
May 19th Quality at the Byrd School

2014 World Conference on Quality & Improvement

"The Global Impact of Quality"

May 5-7, 2014 in Dallas, TX

Globalization connects us all, and through it, we see the growing influence of quality reach beyond individual organizations, industries, countries, or regions. International markets continue to influence each other, supply chains continue to grow increasingly international in scope, and more and more businesses are required to consider and align to the standards of multiple countries. Today's global climate brings both challenge and opportunity, and in the face of both, we look to bring structure and stability to organizations and management systems that touch and are touched by multiple countries and varying cultures.

The influence quality has today is broader than in any other time and history, and the potential it brings is without limit. Within this setting, the 2014 World Conference on Quality and Improvement offers a forum of ideas and an international network of thought leaders, experts, and peers eager to share the best practices, tested solutions, and proven results.

Focus areas include:

- Customer Relationships
- Risk Management
- Building and Sustaining a Culture of Quality
- Making the Case for Quality
- Quality Fundamentals

The 2014 conference is located at the Hilton Anatole, 2201 N. Stemmons Freeway, Dallas, Texas. Rates (Code: DFWAN) are \$189 / night.

Registration Rates are \$1195 for Non-Members, \$995 for Members. .

There are additional training courses and certification refresher classes being held over the weekend prior to the conference. Check it out at <http://wcqi.asq.org>!

**Got Challenges? Make the Baldrige
 Criteria Work for You:
 An Inquirer's Guide to the Criteria for
 Performance Excellence - Staunton**
June 10-11, 2014
Blue Ridge Community College
Weyers Cave, VA

Come learn how the 2013-14 Baldrige Criteria for Performance Excellence can help you and your organization address your challenges.

Used by organizations and performance improvement professionals around the globe, the Baldrige Criteria for Performance Excellence offers an opportunity to evaluate your current level of performance maturity based on 25 years of the Department of Commerce's National Institute of Standard's research across six categories relative to the results ultimately achieved.

This two-day workshop will enable you to bring a new perspective to your organization including a new standard in how to evaluate performance at the micro and macro levels. You will learn how mature performance in six Process oriented categories drive measurably mature Results.

Who should attend?

- Process Improvement professionals including those looking at risk, planning, efficiency and quality in search of better ways to evaluate current performance and needing to network with others of similar interests.
- Leaders, Coaches and Workforce Development professionals in search of new performance improvement methods and practices.
- Representatives of organizations and businesses looking to apply for the US Senate Productivity and Quality Award for Virginia and perhaps the national Baldrige Award for Performance Excellence.
- Individuals looking to become a Virginia SPQA Examiner.
- Executives and senior leaders interested in enhancing their knowledge of performance improvement models for their organizations.

Virginia SPQA Facilitators bring many years of experience using the Baldrige Criteria in organizational self-assessment, award application preparation, and/or award application evaluation. They will lead workshop participants in detailed discussions of the seven criteria categories and will help attendees learn to identify critical success factors for their organizations.

For more information and to register, visit:
<http://www.cvent.com/events/an-inquirer-s-guide-to-the-criteria-for-performance-excellence-staunton/event-summary-89e6695d50894c95a52960161e066638.aspx>

**ASQ 2014 Quality Cruise for Professional
 Development**

SPONSOR: ASQ Human Development & Leadership Division

HOST: ASQ Greater Fort Worth Section 1416

The ASQ Human Development and Leadership (HD&L) Division along with the ASQ Greater Fort Worth Section 1416 are sponsoring the ASQ 2014 Quality Cruise for Professional Development. The cruise will sail from Galveston, TX on October 26th and will tour the Caribbean (stops in Cozumel, Grand Cayman and Jamaica) for 8 days, 7 nights, returning on Nov 2nd.

The 2014 ASQ Quality Cruise:
 The perfect combination of presentations and relaxation

					
Team Building, Leadership and Profound Knowledge, Leading through Change, Employee Engagement	Cozumel, Mexico	George Town, Grand Cayman	Falmouth, Jamaica	Strategy and Strategy Execution, Change Management, Customer Satisfaction, Scorecards and Metrics	Lean, Rapid Kaizen, Big Data, Graphic Analysis, Effective Presentations to Top Management

"We are here to learn, make a difference, and have fun!" W Edwards Deming

If you would like to present on any of the conference topics, please contact HD&L Division Cruise Coordinator Marilyn Monda at mmonda@mondaconsulting.net



A cruise ship or a work of art? Not only does it sail effortlessly through the waters, it contains some of the cruise industry's most amazing features - a rock-climbing wall, a basketball court, an ice-skating rink and an in-line skating track. Dare we say there's more? What about a five-story theatre, a

casino, a miniature golf course and a spectacular three-story dining room? This 138,000-ton nautical wonder has it all!

For detailed cruise information:

http://asqhdandl.org/uploads/3/3/3/8/3338526/qcruise_fast_fact_sheet_20140402.pdf

To register: <http://tinyurl.com/ASQ-Cruise>

58th Annual Fall Technical Conference
“Quality & Statistics: Empowering Success”
October 2-3, 2014
Richmond, VA

Co-sponsored by:
ASQ and American Statistical Association

<http://asq.org/conferences/fall-technical/>

Contact David Edwards, VCU, 804.828.2936

WELCOME NEW MEMBERS!!!!!!



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

Carl Hammel

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

Recertification Reminder: If your ASQ certification expires in June, don't forget to submit your recertification journal to Firoz Kabir. 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"!



Proctors Needed

Proctors are needed for the ASQ certification exams. 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 7th, 2014 (sign-up by April 18th):

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

Additionally, all ASQ Exams (except Certified Master Black Belt) will be offered at the 2014 World Conference on Quality & Improvement on May 4, 2014. Application deadline is March 21st.

Local Meetings

ASQ Section 0502 (Baltimore, MD): Apr 12th,
Topic: Plant Tour: Knorr Brake **Speaker:** N/A
Location: Westminster, MD **Time:** 5:15pm
Registration; 5:45pm Dinner; 6:15pm Program **Cost:**
\$25 at the door (\$30 non-members); To make a
reservation, <http://asqbaltimore.org/>

ASQ Section 0503 (Harrisburg, VA): Wed, Apr 9th,
Topic: Developing Quality Professionals **Speaker:**
Benjamin Neve, Ph.D-Asst. Professor, Director of the
Institute for Quality, York College of PA **Location:**
Heritage Hills Golf Resort Hotel, York PA **Time:**

6:00pm Registration; 6:30pm Dinner; 7:15pm
Program **Cost:** \$30 at the door (\$35 non-members);
\$5 off if pre-registered. To make a reservation, email
fhammo@gmail.com

ASQ Section 0511 (Northern VA): Wed, Apr 9th,
Topic: The Quality & Reliability of Healthcare.gov –
What Happened?
Speaker: Gerard Dache **Location:** Amphora, Vienna
Time: 6:30pm Registration; 7pm Dinner; 8pm Section
Business & Presentation **Cost:** \$30 by deadline, \$35
otherwise To make a reservation, email
arrangements14@asq0511.org


ASQ Section 0802 (Pittsburgh): Apr 25th, **Topic:**
Spring Quality Conference – Ten Years after
Continuous Improvement **Speaker:** Various
Location: Regional Learning Alliance, Cranberry
Woods, PA **Time:** 5:30pm Registration, 6pm Dinner,
6:30pm Presentation **Cost:** \$99 To Register, call
ESWP 412.261.4300

ASQ Section 1104 (Richmond, VA): Apr 8th,
Topic: Tour VA Dept of Emergency Mgt. **Speaker:**
None **Location:** VDEM OP Center, Richmond, VA
Time: 5:30pm Registration; 6pm Dinner; 6:30pm
Presentation **Cost:** \$25 To Register, go to
<http://www.eventbrite.com/e/asq-section-1104-april-meeting-tickets-11140584789>

ASQ Section 1108 (Blue Ridge Section): Apr 8th,
Topic: Measuring Operations with Forensic Systems
Analysis **Speaker:** TBA **Location:** Shadwells
Restaurant, Charlottesville VA **Time:** 5:30pm
Registration; 6:15pm Dinner; 7:00pm Presentation
Cost: \$meal To Register, email
norvalj@hotmail.com

APICS: Apr 16th **Topic:** Joint Meeting with
Shenandoah University Student Chapter **Speaker:**
Scott Hamberger, President & CEO Integrus
Holdings **Time:** 5:30pm Registration; 6:00pm
Dinner; 7:00pm Program **Location:** Holiday Inn
Historic Gateway Winchester, VA **Cost:** TBA
Please RSVP to patkofalt@gmail.com

MARSQA: Wed, May 7th **Topic:** Using Risk
Assessment & Process Design to Improve Efficiency
and Effectiveness of Audit **Speakers:** Simbai
Mudzamba, Savant Consulting; Jane Goeke, Argus
International, Inc. and Irina Colligon, Independent

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Consultant **Time:** 12:00-1:00pm
 Registration/Social/Hot Lunch Buffet; 1:00-1:15pm
 MARSQA business; 1:15-4:30 Program **Location:**
 C*ck - N - Bull Restaurant, Peddlers Village,
 Lahaska, PA **Cost:** Member \$20, NonMember \$40
 Please register by Noon on 02-May.
<http://www.marsqa.org/events/2014/MARSQA.May2014RegForm.pdf>

NSV Section Officers

Chair: Jerry Clarke	Lean Quality Associates, LLC	auditwiz@leanquality.net	262-834-8476
Secretary: Josh Tinelli	Volvo Powertrain	joshua.tinelli@volvo.com	336-291-5609
Treasurer: Melissa Mangene	Dewberry	Melissa.mangene@gmail.com	703-208-1748
Membership: Bill Saunders	Thermo Fisher Scientific	bill.saunders@thermofisher.com	540-869-8392
Programs: OPEN			
Chair VOCustomer: Don Thomas		donthomasdupont@gmail.com	
Recertification Firoz Kabir		firkabir@gmail.com	540-869-2037
Newsletter: Heather Boyce	Mylan Pharmaceuticals	heather.boyce@mylan.com	304-554-5191
Education Chair: OPEN			
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:	Charles Ernst		

April 2014 Meeting

"Quality Tools: They're Not Just for Solving Problems"

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April 14, 2014

5:30pm Registration & Networking

6:30pm Dinner

7:00pm Presentation

Cost: *Order from menu*

Meeting Location:

Holiday Inn- Historic Gateway

Admiral Byrd Room

333 Front Royal Pike, Winchester

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

Meeting registration by close of business on Friday, April 11th.