



### The Results are in.....

Please join us in congratulating the newly elected ASQ NSV Section 1131 Officers!

Treasurer: Melissa Mangene

Secretary: Josh Tinelli



These individuals, along with Chair Jerry Clarke, will join the Executive Committee in their new roles effective 01-July.



### You Will Be Missed!!

We say good-bye to two long-standing members of the ASQ NSV Executive Board.

Dale Brown announced her resignation in March, effective this week. She has been a valuable member of our chapter since 2003. Dale has served our chapter in various roles on the Executive Board, including Chair-Elect, Chair, Programs Chair.

Richard Phillips will be resigning from the Executive Board effective 30-June. He joined ASQ in 1993, and has been a valuable member of our chapter since our inception as a sub-section. Richard has served our chapter as the Recertifications Chair for the majority of these 20 years. Please note that you may continue to send him your packets until 30-June.

We wish both Dale & Richard a successful and prosperous future in their new endeavours. Hopefully our paths will cross again!



### 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.

**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:

- John Tomlinson, VT Industries
- Jaclyn Shuck, VT Industries
- Kevin Mentzer, VT Industries

**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](mailto: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. After 30-June, please send your packets to the attention of Firoz Kabir.

**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](mailto: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](http://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 0502 (Baltimore):** Thu, May 16<sup>th</sup>,  
**Topic:** Quality Function Deployment **Speaker:** John Weisz **Location:** Snyder's Willow Grove Restaurant, Linthicum, MD **Time:** 5:15-6:45pm Registration; 5:45-6:15 Dinner; 6:15-8:30pm Presentation **Cost:** \$25 (members), \$30 (non-members) otherwise To make a reservation, go to <http://asqbaltimore.org/events/event-reservations/>

**ASQ Section 0511 (Northern VA):** Wed, May 15<sup>th</sup>  
**Topic:** Performance & Quality Management Working Together Thru Technology **Speaker:** Charles (Chuck) N. Brans **Location:** Amphora Inn, Herndon, 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](mailto:arrangements13@asq0511.org)

**ASQ Section 0802 (Pittsburgh PA):** Thu, May 16<sup>th</sup>,  
**Topic:** Project Stakeholder Management **Speaker:** Robin Dudash **Location:** Sigma Conference & Event Center, Pittsburgh, PA. **Time:** 5:30-8 (Dinner at 6pm, Presentation at 6:30pm) **Cost:** \$25 with dinner, \$10 Program (onsite or webinar) payment via ESWP at 412-261-4300 or email [m.gaetano@eswp.com](mailto:m.gaetano@eswp.com)

**Virginia Regional Chamber of Commerce (Winchester):** Thur, May 23<sup>rd</sup>, **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](http://www.regionalchamber.biz)

**NSV Section Officers**

Chair: Firoz Kabir		<a href="mailto:firkabir@gmail.com">firkabir@gmail.com</a>	540-869-2037
Chair-Elect: Jerry Clarke	Lean Quality Associates, LLC	<a href="mailto:auditwiz@leanquality.net">auditwiz@leanquality.net</a>	262-834-8476
Secretary: Josh Tinelli	Volvo Powertrain	<a href="mailto:joshua.tinelli@volvo.com">joshua.tinelli@volvo.com</a>	301-790-5422
Treasurer: Richard Davis	Thermo Fisher Scientific	<a href="mailto:richard.a.davis@thermofisher.com">richard.a.davis@thermofisher.com</a>	540-869-8298
Membership: Bill Saunders	Thermo Fisher Scientific	<a href="mailto:bill.saunders@thermofisher.com">bill.saunders@thermofisher.com</a>	540-869-8392
Programs: OPEN			
Recertification Richard Phillips	RE/MAX Roots and Wings	<a href="mailto:rphillips921@verizon.net">rphillips921@verizon.net</a>	540-955-0911
Newsletter: Heather Boyce	Mylan Pharmaceuticals	<a href="mailto:heather.boyce@mylan.com">heather.boyce@mylan.com</a>	304-554-5191
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Auditing: Jeffrey Vaughan	Thermo Fisher Scientific	<a href="mailto:Jeffrey.vaughan@thermofisher.com">Jeffrey.vaughan@thermofisher.com</a>	540-869-8296
Nominations Chair: Josh Tinelli	Volvo Powertrain	<a href="mailto:joshua.tinelli@volvo.com">joshua.tinelli@volvo.com</a>	301-790-5422
Executive Board Members:	Don Thomas	Bob Cain	
		Charles Ernst	