



# THE SCIOTO VALLEY VOICE

## AMERICAN SOCIETY FOR QUALITY SCIOTO VALLEY SECTION 0815

*"ASQ's First Section of the New Millennium"*

June 2004

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Editor – Mike MacCrae (maccraem@ettp.net)

### **IN THIS ISSUE:**

- MESSAGE FROM THE CHAIR ELECT – JUNE 2004
- JUNE MEETING – DINNER PROGRAM AND TOUR
- ASQ CERTIFICATION EXAMS
- EMPLOYMENT OPPORTUNITIES
- PROGRAM SCHEDULE FOR 2004
- PROFESSIONAL IMPROVEMENT OPPORTUNITIES

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### **MESSAGE FROM THE CHAIR ELECT**

In a month's time I will become the Scioto Valley Section Chair. As I indicated in the newsletter a few months ago, it will be a challenge to represent you as your section chair and somewhat scary. I have some very big footsteps to follow. To maintain the high standards for the section, the SVS and I need your help.

First, the SVS needs your input on speakers, tours, presentations and classes that you would like to be placed on the section-meeting schedule. This section functions as a service for all its members—that's you. Therefore, the section would like you to think about what is important to you and in your life that would make a good presentation/tour. Quality Assurance and Quality Control affect all aspects of our life. Is there a subject that you would like to see how the processes are controlled? Subject ideas can be from an aspect of your professional life or be from an interest of yours. Sometimes it is a good idea to think of where your money is spent—the SVS met with the manager of a large Kroger store who discussed several aspects of quality control in the grocery market field. Groceries are a big part of my budget. Your idea can be from an area that you find fun. Remember the SVS tour of the winery? Too bad there weren't free samples. So put those thinking caps on and let us know what programs you would like. Just send an email to me as your chair/chair elect with your idea and I will do my best to include your idea on the schedule.

Have you ever noticed that the more you become active in an association the more you get out of the membership? I have. That is why when Bob Rinderman first asked me to be a committee chairman I said yes. Now is your chance to say yes to the SVS. There are several committee positions that have not been filled for the ASQ year starting in July 2004. The committee positions not only assist the SVS, they also earn those credits for recertification. So if you have a certification you want to keep and need points, now is the time to act. You will do the SVS a big favor by taking part in the workings of the section at the same time you earn those precious recertification points. Interested? Drop me an email to let me know how you would like to help the SVS.

The last way the SVS would like your input is in the area of continuing education. Is there an area in the quality arena that you would like to see presented in a short course? Or are you interested in a specific certification? The SVS can help prepare you for the exam by providing a short course covering the body of knowledge for the certification. However, to help you with an educational need, the SVS has to know what your needs are.

Remember, ASQ SVS is a professional organization made up of quality professionals for quality professionals. The main purpose of the executive committee of the SVS is to guide the section to serve you. Communicate and participate, make a difference in your section.

Pamela A. Sperling  
2003-2004 Chair Elect  
Pamela.Sperling@wastren.com

## **JUNE MEETING – DINNER PROGRAM AND TOUR**

DATE: Thursday, June 17, 2004

LOCATION: The new Waverly School Campus; 7397 State Route 220; Waverly, Ohio.

OVERVIEW: The theme for this meeting is **QUALITY IN EDUCATION**.

Local members and guests of the Scioto Valley Section (SVS) of the American Society for Quality (ASQ) are invited to a buffet dinner and presentations focusing on Quality in Education. Attendees will have the opportunity to meet and talk with the speakers during registration and networking and during dinner. The presentations are designed to allow attendees to hear from two practicing academic professionals who are using quality tools, processes and programs to improve their school systems.

### PROGRAM:

Linda G. Schwarzbach, Ph.D.; Assistant Superintendent - Program & Organizational Development; Polaris Career Center; Middleburg Heights, Ohio. Dr. Schwarzbach will present the "Polaris story" and will describe her experiences on the quality journey of the Polaris Center using the framework of the Baldrige National Quality Award process.

Roger Ramsey; Assistant Superintendent - Waverly Ohio City Schools. Mr. Ramsey will describe the District report card and will outline the areas for assessments to determine effectiveness. He will also discuss the relationship between the State and Local community to obtain funding for the building programs.

At the conclusion of the presentations, Mr. Ramsey and members of his staff will conduct a short tour of the new Waverly school campus with a focus on the new 650 seat auditorium and gym areas.

### AGENDA:

Registration and networking will take place in the new Waverly Elementary School at 5:30 p.m. with dinner being served at 6:00 p.m. The charge for the dinner is \$15.00. The program follows a brief Section business meeting after dinner. Dinner selections will

consist of stuffed baked chicken breast, potato cheese casserole, green beans, tossed salad, bread, tea/lemonade, and surprise dessert.

|                |                           |
|----------------|---------------------------|
| 5:30 to 6:00pm | Registration & Networking |
| 6:00 to 6:45pm | Buffet Dinner/PC Treats   |
| 6:45 to 6:55pm | SVS Business Meeting      |
| 6:55 to 7:30pm | Dr. Schwarzbach           |
| 7:30 to 8:00pm | Mr. Roger Ramsey          |
| 8:00 to 8:20pm | School Campus Tour        |

All Scioto Valley Section affiliates, other local ASQ members and anyone interested in the Society or the subjects of quality, education or continuous improvement are encouraged to attend. ASQ members holding certification earn 0.3 re-certification units (RUs) for attending the program.

**REGISTRATION:**

Registration is required by 4:00 p.m. on Tuesday, June 15. You may attend the program only, without dinner, at no cost. However, registration is still required.

Telephone, E-mail, and postal mail reservations are acceptable. Please contact Bob Rinderman, Program Chair, via E-mail at rindermanrr@ports.usec.com or by phone at 740-897-2440. You may mail in your reservation to the ASQ Scioto Valley Section, PO Box 1947, Chillicothe, OH. 45601. You can also make a reservation with any ASQ Scioto Valley Section Officer or Committee Chairperson.

**DIRECTIONS:**

From the North:

- Enter Waverly on Route 23;
- Turn Right (west) on N. Market St. (Emmitt House intersection);
- Turn Left on W. North St. - go 1.2 mile;
- Continue on State Route 220;
- Arrive at 7397 STATE ROUTE 220, WAVERLY - Schools are on the right.

From the South:

- Enter Waverly on Route 23;
- Turn Left (west) on N. Market St. (Emmitt House intersection);
- Turn Left on W. North St. and follow directions above.

**ASQ CERTIFICATION EXAMS**

The following table lists the various certifications offered by ASQ, the exam dates, the application deadlines, and costs:

| <b>Cert.</b> | <b>Exam Date</b> | <b>Application Deadline</b> | <b>Cost</b> |
|--------------|------------------|-----------------------------|-------------|
| CHA          | 10/16/04         | 08/20/04                    | \$180       |
| CMI          | 10/16/04         | 08/20/04                    | \$155       |
| CQM          | 10/16/04         | 08/20/04                    | \$235       |
| CQT          | 10/16/04         | 08/20/04                    | \$155       |
| CRE          | 10/16/04         | 08/20/04                    | \$180       |
| SSBB         | 10/16/04         | 08/20/04                    | \$180       |

Certification examinations will be held at The Ohio State University, Research and Development Center in Piketon, since this site is at the approximate geographical center of the area served by section 815.

## **CERTIFICATION PREPARATION**

The following link on the ASQNet.org web page provides valuable information on resources to help you prepare for the various certifications that ASQ offers:

[http://www.asq.org/portal/page?\\_pageid=33,39211,33\\_39258&\\_dad=portal&\\_schema=PORTAL&in\\_url=/career/index.html](http://www.asq.org/portal/page?_pageid=33,39211,33_39258&_dad=portal&_schema=PORTAL&in_url=/career/index.html)

## **EMPLOYMENT OPPORTUNITIES**

Check out the following link on the ASQNet.org web page for career opportunities:

[http://www.asq.org/portal/page?\\_pageid=33,39211,33\\_39258&\\_dad=portal&\\_schema=PORTAL&in\\_url=/career/index.html](http://www.asq.org/portal/page?_pageid=33,39211,33_39258&_dad=portal&_schema=PORTAL&in_url=/career/index.html)

Even if you are not looking for a job right now, just reviewing the postings from time to time will help you keep abreast of the kinds of qualifications and experience employers are looking for in the quality career market.

### **QC Manager Position**

KLA Industries has posted a position for a QC Manager in the Dayton-Columbus area.

A Tier one automotive parts manufacturer, supplying a number of products such as water pumps, oil pumps, drive shafts, steering columns, crankshafts to a number of customers including Honda, Mitsubishi, and Subaru-Isuzu, has an immediate opening for a Quality Control Manager at the Dayton-Columbus, Ohio location.

The Quality Control Manager will report directly to the Plant Manager and be responsible for 4 staff engineers within the quality department. They are also indirectly responsible for 16 other employees in the quality department. This position requires the manager to be a root cause analysis expert-TQM. They will be involved in negotiations, customer claims & index point. They will track customer claims and warranty claims-PQCS-PQCT-or Honda quality control equivalent (5P & 5Y).

The ideal candidate will come from the automotive industry with mass production experience and have 5-10 years experience in automotive quality control. This position provides 100% medical benefits, and a competitive base salary. If you are interested, please send a resume to Karen Akbal at [kla@fuse.net](mailto:kla@fuse.net). There are other jobs posted on their web site [www.klaindustries.com](http://www.klaindustries.com).

### **QA Manager Position**

Education: Bachelor's Degree

Experience: 5+ to 7 Years

Industry: Food

Compensation: \$55,000 to \$70,000

Location: IL

Responsibilities: Quality Assurance, Sanitation and Operations Quality

Knowledge of: FDA, EPA and regulations governing the manufacture of food. Wet Chemistry analysis (Acid value, Chloride Value, Moisture, Microbiological). Equipment (Vacuum Oven, Refractometer, Analytical Balance, PH Meter, Conductivity Meter, Viscometer, Pressure gauges, Vacuum Gauges, Calipers, Micrometers, Microscopes, Computers)

Contact: John Zaharek, Managing Partner, Zaharek & Associates, LLC  
[izaharek@searchgrouppllc.com](mailto:izaharek@searchgrouppllc.com) (203) 364-0031 Ex. 13

### **Sr. Quality Manager Position**

Education: Bachelor's Degree in a hard science (Chemistry, Math, Biology, Physics, etc.)

Experience: Minimum 12 years management/supervisory in medical devices

Industry: Medical

Compensation: \$85,000 to \$120,000+

Location: IL

Responsibilities: Quality Engineers, Quality Technicians

Knowledge: SPC, DOE, FMEA, TQM, Six Sigma, ISO9000, GMP, 21 CFR Part 820, 211, and FDA regulatory industry

Computer Skills: Windows 98XP, Word, Excel, Access, Power Point, Visio, MS Project

Certifications Desired: ASQC Auditor, ASQ Engineer, ASQ Manager

Contact: John Zaharek, Managing Partner, Zaharek & Associates, LLC  
[izaharek@searchgrouppllc.com](mailto:izaharek@searchgrouppllc.com) (203) 364-0031 Ex. 13

### **Three Things Every Recruiter Looks for in a Resume**

If you are in the middle of a job search, recruiters can be either your friend or your foe. They make the choice to keep you out of the hiring process or to introduce you to corporate hiring decision makers. The quality of your resume is a key factor in determining how recruiters will treat you in the job market.

There are three things every recruiter looks for in a resume:

- Focus
- Core competencies or transferable skills
- Accomplishments

If your resume lacks any of these crucial elements, then you are probably not capturing the attention you deserve, and you are missing out on important interview opportunities.

#### **1. Focus**

Since recruiters' time is at a premium, they must know your career focus within seconds of opening your resume. If your career focus isn't clearly stated, you can't assume the reader will take the time to search through your resume for clues. Most recruiters consider "Career Objective" statements worthless if they contain no real information about the specific position you are looking for and the industry expertise you offer. The best objective statements are concise and to the point.

## **2. Core competencies or transferable skills**

Once a recruiter understands your focus, he/she will want to know if you have the required core competencies or transferable skills to accomplish the job. A thorough research of employer job descriptions will help you identify the core competencies your resume must feature.

You'll capture and hold recruiter attention by including only those core competencies relating specifically to your focus. Be careful not to muddy up your personal marketing message by including extraneous skills. If you remember the all-important rule of relevancy, you'll go a long way toward keeping the reader's attention on your key skills.

## **3. Accomplishments**

Once your resume has made it through the initial screening for focus and skills, the recruiter will want to know how you stack up against other candidates. Remember, with record-high resume response to job openings, recruiters need good, solid reasons to recommend you for consideration over the mountain of other candidates. Clear, concisely stated accomplishments are the best way to distinguish yourself from your competition.

Whether the recruiter works for one corporation or represents many corporate clients as a third-party recruiting consultant, he or she must be able to give valid reasons for promoting you as a viable candidate. You can make their job infinitely easier by including the information they need-and bring your resume to the top of the candidate pile. When your resume sells itself, you gain advantage points, and make the recruiter look good as well.

For optimum impact, write accomplishments that illustrate the strength of your core competencies, transferable skills and focus. An accomplishment is only valuable to your resume if it promotes the skills your target employers are looking for. Remember the rule of relevancy as you craft each of your accomplishment statements.

In today's extremely competitive job market, employers rely heavily on recruiter to screen out the crowd of applicants. Allow them to present you as one of their best candidates by letting your resume present your best abilities.

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Deborah Walker, CCMC  
Resume Writer ~ Career Coach  
Find resume and job-search tips in the article archive at [www.AlphaAdvantage.com](http://www.AlphaAdvantage.com)  
Email: [Deb@AlphaAdvantage.com](mailto:Deb@AlphaAdvantage.com)

## **PROGRAM SCHEDULE FOR 2004**

June 17 is our last program for the 2003-2004 program year. A new schedule will be published later this summer.

## PROFESSIONAL IMPROVEMENT OPPORTUNITIES

This message is sent on behalf of Mary Jo Mercier, Region 8 Deputy Regional Director. Please direct all responses regarding training to her at [mary.mercier@abbott.com](mailto:mary.mercier@abbott.com).

### Region 8 Volunteers

Please join us for Leadership Training on Saturday, June 12th at The Cambridge Holiday Inn. This training is recommended for all 2003-2004 volunteers. The goal is information sharing, and the exchange is designed to benefit both personal and organizational growth and productivity.

### Registration

Reservations are required. Please respond with the number of attendees from your section by Wednesday, June 9 to Mary Mercier [mary.mercier@abbott.com](mailto:mary.mercier@abbott.com). The session includes a coffee, lunch, and 1 full Recertification Unit for attendance. The cost is \$15.00 per person.

### Agenda

- 9:00 Registration - Introductions
- 9:30 Board of Directors/Annual Quality Congress Update - Fletcher Birmingham  
Section Management Plan Update & Section Operating Agreement - Fletcher Birmingham
- 10:00 Workshop - Damage Control - Section Survival under the new membership plan - Bob Rinderman
- 12:00 Lunch
- 1:00 Open Forum - Benchmarking - All sections present problems and best practices.  
Topics not limited to:
  - Recruiting volunteers
  - Retaining members
  - Education programs
  - Meetings
  - Conferences
- 2:15 Division Activities - Regional Councilors present resources and events
- 2:45 Question & Answer

### Directions To Holiday Inn, Cambridge

From Interstate 70 (east or west) Exit # 178.  
From Interstate 77 Exit Columbus - West one mile.  
The Holiday Inn is located directly off of I-70 Exit 178.  
Phone number for the Holiday Inn is 740-432-7313

### Contact Information

Mary Mercier, [mary.mercier@abbott.com](mailto:mary.mercier@abbott.com) for reservations or information.  
Please bring \$15 per person to cover the cost of the room rental and lunch and coffee.  
Checks may be made payable to the Columbus Section, ASQ)

## ***Strengthen Your Supplier Quality Toolkit!***

- **Supplier Auditing** (taught by Dennis R. Arter)
- **Supplier Certification** (taught by Richard A. Gould)

**Two 1-day seminars. July 12-15, 2004**

### **Duration and Location**

Registration and continental breakfast start at 7 a.m. Each presentation will start at 8 a.m. and finish at 5 p.m. with one hour for lunch. A certificate of completion for 0.8 ASQ Recertification Units will be provided to each participant.

### **Seminar Fee and Registration**

\$315 per participant. Deduct \$20 per registration for registrations completed by June 14<sup>th</sup> or for three or more from the same company any time! Register for both seminars and save \$50 per registrant! (*No more than one discount may be applied per registrant.*) Fee includes continental breakfast, lunch, course notes and a copy of *Quality Audits for Improved Performance* and/or *Supplier Certification*.

**Technical Questions? Contact Tom Schoenfeldt at (734) 522-0587 or [tschoenfeldt@juno.com](mailto:tschoenfeldt@juno.com).**

**Registration Questions? Contact SG Meeting Services (Erika or Susan) at (254) 776-3550.**

| <b>Location</b>       |                                                                                                      | <b>Supplier Quality Audits</b> | <b>Supplier Certification</b> |
|-----------------------|------------------------------------------------------------------------------------------------------|--------------------------------|-------------------------------|
| Detroit (Livonia), MI | Madonna University<br>University Center<br>14221 Levan Rd.<br>Livonia, MI 48150<br>(734) .522-0587   | Monday<br>July 12              | Tuesday<br>July 13            |
| Columbus, OH          | Holiday Inn - Columbus City Center<br>175 E. Town Street<br>Columbus, OH 43215<br>(614) 221-3281     | Tuesday<br>July 13             | Wednesday<br>July 14          |
| Pittsburgh, PA        | Holiday Inn Pittsburgh-Allegheny Valley<br>180 Gamma Drive<br>Pittsburgh, PA 15238<br>(412) 963-0600 | Wednesday<br>July 14           | Thursday<br>July 15           |

Offered by the **ASQ Customer-Supplier Division**

**Attend one or both. Three  
Great Lakes area locations.**

## Quality Audits For Improved Supplier Performance

Taught by Dennis R. Arter

A one-day seminar sponsored by the  
ASQ Customer-Supplier Division

Quality Audits for Improved Supplier Performance is a one-day seminar designed for management, professional and technical personnel who want to improve supplier relations. It is a basic course. No previous knowledge of auditing or quality systems is required (or even assumed). The instruction applies to any management system (ISO 9001, FDA, military, automotive, etc.). Buyers and purchasing agents will find the information quite beneficial. Those preparing for the Certified Quality Auditor exam will enjoy the review.

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, you will understand the difference between inspection, compliance audit, and performance audit. This seminar emphasizes supplier partnerships and the performance (value-added) audit.

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 an ASQ Fellow and former member of the ASQ Board of Directors. He is active in the Customer-Supplier Division and co-chair of the Third China-America Quality Conference which is to be held in Shanghai in September, 2004. Dennis can be reached at [dennis@auditguy.net](mailto:dennis@auditguy.net).

### Topics Covered

#### Supplier Quality

- Concepts

- Need for change

#### Purchasing Controls

- Your requirements

- Selecting a supplier

- Awarding the business

- Monitoring performance

#### Your Audit System

- Authority

- The audit boss

- The audit team

- Scheduling audits

#### Preparing to Audit

- Purpose and scope

- The requirements

- Audit plan

- Checklists

#### Fieldwork

- Opening meeting

- Gathering facts

- Communications

#### Reporting Results

- Analyzing data

- Cause and effect

- Findings

- Overall analysis

- Closing meeting

- Formal report

#### Follow up

- Corrective action

- Response evaluation

- Audit closeout

## **Supplier Certification: The Quality Link in Supply Chain Management**

Taught by Richard A. Gould

A one-day seminar sponsored by the  
ASQ Customer-Supplier Division

Supplier Certification: The Quality Link in Supply Chain Management is a one-day “hands-on” seminar designed for Quality and Materials management, professional and technical personnel who want to improve Quality and customer-supplier relationships in their companies. It is a basic course. No previous knowledge of Supplier Certification is required (or even assumed). The instruction can apply to Customer-Supplier relationships in any and all industries, large or small. Purchasing, commodity team members, and supply chain management professionals will also find the information quite beneficial and are encouraged to attend. Interactive exercises are used to reinforce the material being discussed.

The seminar begins by defining the supply chain and “certification”. It then explores how product and service requirements are defined and accepted as well as the impact of Quality Management System standards. Team members and their responsibilities in the supplier selection and certification process are discussed. Certification agreements and ongoing supplier performance measurements (supplier “report cards”) are covered.

Attendees will receive techniques that they can put to use immediately in their company. Dick Gould is a consultant and an ASQ Fellow, as well as an ASQ-Certified Quality Manager, Quality Engineer, and Quality Auditor. Dick is currently Vice-Chair of Technology for the Customer-Supplier Division of ASQ. He is a speaker and author at the international, national and local levels. Dick can be reached at [RGMSolutions@aol.com](mailto:RGMSolutions@aol.com).

### **Who Should Attend?**

Quality Assurance and Materials professionals  
Supply Chain Management professionals  
Procurement Quality professionals  
Purchasing planners and buyers  
Material and Inventory control planners

### **Topics Covered**

|                                   |                             |
|-----------------------------------|-----------------------------|
| Supplier Certification?           |                             |
| Continuous improvement?           |                             |
| Corrective action?                |                             |
| Cover your assets?                |                             |
| Introduction and Definitions      |                             |
| The Supply Chain                  |                             |
| Supplier Certification            |                             |
| Limits on definitions             |                             |
| Supplier classifications          |                             |
| Specifications                    |                             |
| Importance of specifications      |                             |
| Specification reviews             |                             |
| Classification of characteristics |                             |
| What About ISO & Clones?          |                             |
| ISO 9000:2000 Clones?             |                             |
| If not ISO, then?                 |                             |
|                                   | Choosing Suppliers          |
|                                   | Supplier Selection strategy |
|                                   | Data-driven choices         |
|                                   | The Players                 |
|                                   | Customer team               |
|                                   | Supplier team               |
|                                   | Certification Agreements    |
|                                   | Supplier Performance        |
|                                   | Measurement                 |
|                                   | Metrics and Report Cards    |
|                                   | Use and recognition         |
|                                   | Conclusion                  |

Check our website for future presentations – [www.asqcsd.org](http://www.asqcsd.org)