



THE SCIOTO VALLEY VOICE

AMERICAN SOCIETY FOR QUALITY SCIOTO VALLEY SECTION 0815

"ASQ's First Section of the New Millennium"

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MESSAGE FROM THE CHAIR

Hello to all ASQ Members and Friends,

The Holiday Season is rapidly approaching and three excellent programs have already been presented by ASQ/Scioto Valley Section 815.

September: Medical Emergency Transport – MedFlight/Portsmouth, Ohio

October: Tour of Riverside Methodist Hospital – RMH Training Center

November: Quality in Training – OSU South Centers/Piketon, Ohio

For those of you who missed the November session, we have special thanks going out to Tom Houk (Arrangements Chair), Bob Rinderman (DRD, Founding Chair), Connie Lang (Section Healthcare Chair), Rus Barnes (Newsletter Chair) and to our Program Speaker: Robert R. Bouts, Plant Training and Procedures Manager at USEC, Piketon, Ohio facility. Bob discussed the various categories of training that are used in his organization (SAT, PBT, ISD) and use of Quality systems, programs and regulations required within his industry. Quality Improvement includes use of the ADDIE Model for: "Analysis, Design, Development, Implementation and Evaluation". His conversation included a review of the DIF Process which provides analysis of job types based on: Difficulty, Importance and Frequency.

So as 2007 draws to a close, we all realize the time constraints, busy holiday schedules, family, friends and job responsibilities that keep us multi-tasking and running in ten different directions (at the same time). That being said, we need to collectively send out a big thanks to the Section core group that helps us keeps our collective focus remain on time and under budget (well...sometimes). Stand up and take a bow Leadership Committee! With effective use of the SMP, and established ASQ tools and guidelines, we are able to move through the fiscal year with relative ease. Thus, the ability to shift to "Plan B" when a

program venue may change, personal or professional responsibilities preclude attending a meeting or as the Nationwide Insurance TV commercials remind us... "Life comes at you fast".

As stated in past Letter from the Chair, our Section Newsletter and ASQ website continues to be a great venue for information within the world of Quality, notices of upcoming events, and educational endeavors. Please take the time to peruse, read, comment and support the efforts of all that give so generously of their time.

Our next LC meeting is scheduled for 12/06/07. Location: OSU South Centers. Time: 5:30 PM

Best wishes to all for a safe and happy holiday season. Travel well out there.

Cindy Davis, DRD, Scioto Valley Section Chair, 2007-2008

DECEMBER PROGRAM

Due to a scheduling conflict with our Department of Transportation Bridge speaker, this topic has been rescheduled for a later date. The new topic will be announced with details by the Section Chair via email. We apologize for any inconvenience this may cause.

LEADERSHIP COMMITTEE

The Leadership Committee meeting dates for program year 2007-2008 are listed below. Meeting times are 5:30 pm on each date. All members are welcome to attend the Leadership Committee meetings.

Officers and Chairs with reports due for review/approval at monthly meetings, please consider sending advance draft copy to the LC. Also, please consider calling in to the established bridge line in lieu of being on site for the meeting, if your schedule does not allow attendance at this time. We understand the busy holiday season, work schedules and family priorities sometimes preclude participation.

Special thanks to Barbara Brackman, OSU Endeavor Center Admin., for always scheduling the Endeavor Center meeting room for our use (as well as making sure the conference room and AV's were in place for us for the November meeting), and to Wanda Brown, from HRTwentyFour.com, for making sure the ASQ Bridge line/conference call unit and speaker gifts are available.

12/06/07 - OSU Piketon	04/03/08 - OSU Piketon
01/03/08 - OSU Piketon	05/01/08 - OSU Piketon
02/07/08 - OSU Piketon	06/05/08 - OSU Piketon
03/06/08 - OSU Piketon	

2007-2008 PROGRAM YEAR

Meeting Date	Location	Theme	Topic/Speaker
December 11, 2007	To be announced	To be announced	To be announced
January 17, 2008	Piketon OSU	Annual Meeting & Fruit Growth Quality	Speaker - TBD OSU South Centers
February 21, 2008	Chillicothe	Telephone/ Internet Quality	Speaker – TBD
March 20, 2008	Jackson	Piping Fabrication & Design Quality	Speaker – TBD
April 17, 2008	Manchester Moyer's Winery	Quality Excellence Award	Kentucky Excellence Award - Speaker -TBD
May 17, 2008	Ironton	Railroad Quality	CSX Quality Program – Speaker - TBD
June 21, 2008	Chillicothe	Golf Outing	Second Annual SVS Golf Outing

Please note that some locations/topics may change due to availability of speakers.

THE QUALITY SYSTEMS CORNER - Column by Bob Rinderman

Last month we briefly reviewed the International Organization for Standardization (ISO) <http://www.iso.org/iso/home.htm> and the major headings of their ISO-9001-2000 quality management standard. In this column I have included all of the elements of the standard.

The ISO9001-2000 standard is comprised of 5 major headings and multiple subparts, as follows:

4.0 Quality Management System

- 4.1 General requirements
- 4.2 General documentation Rqmt's.

5.0 Management Responsibility

- 5.1 Management commitment
- 5.2 Customer focus
- 5.3 Quality policy
- 5.4 Planning
- 5.5 – 5.5.5 Administration
 - 5.5.6 Control of documents.
 - 5.5.7 Control of quality records

- 5.6 Management review

6.0 Resource Management

- 6.1 Provision of resources
- 6.2 Human resources
- 6.3 Facilities
- 6.4 Work environment

7.0 Product Realization

- 7.1 Planning of realization processes
- 7.2 Customer-related processes
- 7.3 Design and/or development
- 7.4 Purchasing

7.5 Production

- 7.5.1 Operations control
- 7.5.2 Identification. & traceability
- 7.5.3 Customer property
- 7.5.4 Preservation of product
- 7.5.5 Validation of processes
- 7.6 Control of measuring & monitoring devices

8.0 Measurement, Analysis & Improvement

- 8.1 Planning
- 8.2 Measurement & monitoring
 - 8.2.1 Customer satisfaction
 - 8.2.2 Internal audit
 - 8.2.3 Measure & monitor processes
 - 8.2.4 Measure & monitor product
- 8.3 Control of nonconformity
- 8.4 Analysis of data
- 8.5 Improvement
 - 8.5.1 Planning for continual improvement
 - 8.5.2 Corrective action
 - 8.5.3 Preventive action

Review of these 5 Major headings and their applicable "Subparts" demonstrates and clarifies how the standard is constructed using the "process" approach. First (4.0) you define the Quality Management System and the associated general requirements. Then (5.0) you define the "span of control" from a Management Responsibility perspective. Then (6.0) you determine the Resources that are involved and which must be managed. Then (7.0) you consider the processes and activities that are essential to the Product(s) of your organization. Finally (8.0) you consider how to Measure, Analyze and Improve your product through the use of tools such as Planning, Measurement, Monitoring, Nonconformance Control, Analysis and Improvement techniques.

Again, the "process approach" is, in the simplest of terms, based on the Plan, Do, Check, Act (PDCA) "Improvement Cycle" of Dr. Walter A. Shewhart, the "Father of statistical quality control" http://www.asq.org/about-asq/who-we-are/bio_shewhart.html. Also, the Plan, Do, Study, Act (PDSA) "Deming Cycle" or "Deming Wheel" of Dr. W. Edwards Deming which is the "Continuous Improvement Spiral" related to Kaizen thinking http://www.12manage.com/methods_kaizen.html and the Just-in-Time manufacturing cycle http://www.12manage.com/methods_jit.html.

From my perspective, we begin to see the vibrant similarities between the two major Quality Systems that I have discussed so far in this column: The ASME NQA-1 "Nuclear Quality Assurance" standard and the ISO-9001-2000 "Quality Management System" standard.

I would be very willing to address any questions, comments, recommendations or criticisms that the readers might have. Please feel free to send me any input that you might have. I'll do my best to address your comments in a collegial and professional manner in future issues of the newsletter. My intent, with this column is to stimulate interest, input and discussion among the members of our Section centered around the subject of Quality Systems.

BOB RINDERMAN is an ASQ Member since 1966 who has developed and managed Quality Systems in a variety of industries. Bob is the Founding Chair of the Scioto Valley Section, past member of the ASQ Board of Directors and an ASQ Fellow. Bob would welcome your comments, corrections or critiques at Qualpro@roadrunner.com.

CERTIFICATION PREPARATION – A MESSAGE FROM THE CERTIFICATION CHAIR

Certification is formal recognition by ASQ that an individual has demonstrated proficiency within, and a comprehension of, a specified body of knowledge. It is peer recognition, not registration or licensure. Certification demonstrates that the certified individual has the knowledge to assure quality of products and services. Certification: 1) Is a mark of excellence; and 2) Is an investment in your career and in the future of your employer. Studying for the one of the ASQ Examination allows the individual to gain new skills and upgrade their proficiency. Maintaining your certification secures the investment you've already made in your career.

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

ASQ CERTIFICATION EXAMS

Bridget C. Eslinger and Kendra J. Hale are scheduled to take the CQA on December 1, 2007. Please wish them good luck in their pursuit of Certification.

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. The following web page provides additional information: <http://www.asq.org/certification/dates.html>.

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

Certifications	Application Deadline	Exam Date
Calibration Technician Quality Auditor Quality Engineer Quality Improvement Associate Quality Process Analyst Six Sigma Green Belt Software Quality Engineer	10/05/07	12/01/07

CONFERENCES/SEMINARS/WORKSHOPS/AWARENESS TRAINING

Below is a listing of upcoming conferences available through ASQ. More information on available conferences is available by clicking each link below or visiting the ASQ website (www.asq.org).

2008 Six Sigma Conference February 11-12, 2008 • Phoenix, Arizona
<http://www.asq.org/conferences/six-sigma/index.html>

20th Quality Management Conference February 21-22, 2008 • Orlando, Florida
<http://www.asq.org/conferences/quality-management/index.html>

16th Annual International Conference on ISO 9000 March 3-4, 2008 • Orlando, Florida
<http://www.asq.org/conferences/iso-9000/index.html>

World Conference on Quality and Improvement May 5-7, 2008 • Houston, Texas <http://wcqi.asq.org/>

Quality Institute for Healthcare May 5-7, 2008 • Houston, Texas <http://qihc.asq.org/index.html>

EMPLOYMENT OPPORTUNITIES & TOOLS

Check out the ASQ web page <http://careers.asq.org/search.cfm> for information on finding available job opportunities, job seeker support, posting a resume, and many other helpful items. Many new items are added daily to assist in your career searches.

SVS SECTION 815 LEADERSHIP COMMITTEE ROSTER FOR 2007-2008

<u>Office</u>	<u>Name</u>	<u>Phone</u>	<u>E-mail</u>
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Vice Chair	Rich Biehle	606 836 3455	rbiehle@gmail.com
Vice Chair	Jim Brown	740 636 3038	jbrown@yusa-oh.com
Treasurer	R. Douglas Scott	740 897 4771	dscott@lpports.com
Secretary	Connie Lang	740 947 6441	lang.connie@pikecommunityhospital.org
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* The number in parentheses is year ending a three year appointment in June

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