



# THE SCIOTO VALLEY VOICE

AMERICAN SOCIETY FOR QUALITY  
SCIOTO VALLEY SECTION 0815

"ASQ's First Section of the New Millennium"



September 2006  
Volume 9, Number 8

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## MESSAGE FROM THE CHAIR

Hello Everyone!

I hope the summer has been enjoyable for you. September represents the beginning of our program year. We have an excellent schedule of educational and enjoyable program events this Fall.

September 14th - we visit Miedema Dairy in Circleville to learning about food safety and environmental management at a large dairy operation.

October 19th – Our section will have an opportunity for a facility tour at the GE Engine operation in Peebles.

November 14th – This will be our opportunity to meet the ASQ Regional Director, Marc Kelemen, and hear about developments in nanotechnology.

December 5th – We will travel to Shawnee State to hear about quality in education from David Todt.

Save these dates!! And stay tuned for details. I hope you are able to join us for these meetings to network and learn about quality in various sectors of our region's economy.

I also welcome your input and suggestions for the upcoming year. I encourage you to join the leadership committee and help provide direction for the section. These meetings take place 5:30 at the OSU South Centers in Piketon on the following dates this Autumn: September 7<sup>th</sup>, October 5<sup>th</sup>, November 2<sup>nd</sup> and December 7<sup>th</sup>.

If you are unable to make the drive, we have a voice bridge so you can call in and participate. The number for the Voice Bridge is 800-508-1298 PIN 2142. Call during the meeting and be a part. Finally, feel free to email ([boulay.1@osu.edu](mailto:boulay.1@osu.edu)) or call me 740-289-2071 x228 and give your input. This is your section – make your voice heard!

I look forward to seeing you at our first program event on September 14th.

David Boulay, Scioto Valley Section Chair, 2006-2007

SEPTEMBER PROGRAM – “FOOD SAFETY AND ENVIRONMENTAL QUALITY”

DATE & LOCATION: Thursday, September 14, 2006, at Miedema Dairy, 24376 St. Rt. 104

SPEAKER: Andy Miedema

AGENDA: 6:00 pm: Registration & Networking  
 6:15 pm: Dinner at Ponderosa Steak House in Circleville  
 7:00 pm. Drive to Miedema Dairy  
 7:15 pm: Arrive at Miedema Dairy  
 7:30 pm. Begin Miedema Dairy tour  
 8:30 pm. Complete tour and depart

MENU & COST: Ponderosa buffet. The charge for the dinner buffet is \$7.99. You may attend the program only, without dinner, at no cost. However, pre-registration is still required.

RESERVATIONS: Pre-registration is required by Monday, September 11, 2006. Please contact Tom Houk ([houki@tpmcllc.com](mailto:houki@tpmcllc.com); 740-897-6502), Dave Boulay ([boulay.1@osu.edu](mailto:boulay.1@osu.edu); (740) 289-2071 x228), or Doug Scott ([dscott@lports.com](mailto:dscott@lports.com); 740-897-4771) for reservations.

RECERTIFICATION: Individuals holding ASQ certifications can earn 0.3 re-certification units (RUs) for attending the training session.

DIRECTIONS TO PONDEROSA: Ponderosa Steak House is located on US Rt. 23 in Circleville, Ohio. The address is 23401 U.S. Rt. 23 South.

DIRECTIONS FROM PONDEROSA TO MIEDEMA DAIRY: Depart Ponderosa heading north on U.S. Rt. 23, turn left (west) on U.S. Rt. 22, turn left (south) on St. Rt. 104. Dairy is located at 24376 St. Rt. 104, approximately 0.5 miles south of the intersection of U.S. Rt. 22 and St. Rt. 104.

SVS MEETING SCHEDULE FOR 2006-2007

Meeting Date	Location	Theme	Topic/Speaker
September 14, 2006	Circleville	Food safety; environmental	Miedema Dairy
October 19, 2006	Peebles	Facility tour	GE Engine facility tour
November 14, 2006	Piketon	Technology	Nanotechnology - Director Region 8; Marc Kelemen
December 05, 2006	Portsmouth	Education	David Todt; Shawnee State - Tentative
January 18, 2007	Chillicothe	Quality Improvement	Steve Hummel; Army Reserve facility
February 15, 2007	TBD	Healthcare	TBD
March 15, 2007	Gallipolis	Tour	Army Corp of Engineers
April 19, 2007	Chillicothe	Tour	Quality in veterinary science - clinic tour
May 17, 2007	Catlettsburg	Tour	Catlettsburg Refinery
June 14, 2007	TBD	TBD	Golf Outing

SVS SECTION 815 LEADERSHIP COMMITTEE ROSTER FOR 2006-2007

Officers		Phone	E-mail
Chair	Dave Boulay	740 289 2071	<a href="mailto:boulay1@osu.edu">boulay1@osu.edu</a>
Chair Elect	Cindy Zollo-Davis	800 556 2551	<a href="mailto:d2associates@earthlink.net">d2associates@earthlink.net</a>
Vice Chair	Rich Biehle	606 836 3455	<a href="mailto:rbiehle@ezwv.com">rbiehle@ezwv.com</a>
Vice Chair	Jim Brown	740 636 3038	<a href="mailto:jbrown@yusa-oh.com">jbrown@yusa-oh.com</a>
Vice Chair	Scott Foll	740 941 2319	<a href="mailto:scottfoll@millspride.com">scottfoll@millspride.com</a>
Vice Chair	John Hobensack	740 897 2253	<a href="mailto:hobensackje@ports.usec.com">hobensackje@ports.usec.com</a>
Treasurer	Tim Matchett	740 286 1621	<a href="mailto:cqp53@hotmail.com">cqp53@hotmail.com</a>
Secretary	Oscar Phillips	304 675 1150 ext. 217	<a href="mailto:oscar.phillips@supresta.com">oscar.phillips@supresta.com</a>
Immediate Past Chair	Doug Scott	740 897 4771	<a href="mailto:dscott@lpports.com">dscott@lpports.com</a>
Reg. 8 Deputy Director	Bob Rinderman	740 897 2440	<a href="mailto:rindermanrr@ports.usec.com">rindermanrr@ports.usec.com</a>
Reg. 8 Deputy Director	Cindy Zollo-Davis	800 556 2551	<a href="mailto:d2associates@earthlink.net">d2associates@earthlink.net</a>
Section Director (09)*	Pamela Sperling	740 897 3603	<a href="mailto:psperling@lpports.com">psperling@lpports.com</a>
Section Director (09)*	Cindy Zollo-Davis	800 556 2551	<a href="mailto:d2associates@earthlink.net">d2associates@earthlink.net</a>
Section Director (08)*	Rich Biehle	606-836-3455	<a href="mailto:rbiehle@ezwv.com">rbiehle@ezwv.com</a>
Section Director (07)*	Tim Matchett	740 286 1621	<a href="mailto:cqp53@hotmail.com">cqp53@hotmail.com</a>
Section Director (07)*	Bob Rinderman	740 897 2440	<a href="mailto:rindermanrr@ports.usec.com">rindermanrr@ports.usec.com</a>
Section Director (07)*	John Shewbrooks	740 897 3587	<a href="mailto:shewbrooksjb@ports.usec.com">shewbrooksjb@ports.usec.com</a>

\* The number in parentheses is year ending a three year appointment in June

Committee Chairs		Phone	E-mail
Arrangements	Tom Houk	740 897 6502	<a href="mailto:houkt@tpmcllc.com">houkt@tpmcllc.com</a>
Auditing	Pamela Sperling	740 897 3603	<a href="mailto:psperling@lpports.com">psperling@lpports.com</a>
Certification	Jim Thompson	740 897 5246	<a href="mailto:thompsonjf@ports.usec.com">thompsonjf@ports.usec.com</a>
Database	Wade Midkiff	740 775 1120	<a href="mailto:midkiff@ieee.org">midkiff@ieee.org</a>
Education	Cindy Zollo-Davis	800 556 2551	<a href="mailto:d2associates@earthlink.net">d2associates@earthlink.net</a>
Examining	Brian Lanning	740 897 2084	<a href="mailto:lanningbm@ports.usec.com">lanningbm@ports.usec.com</a>
Healthcare	Connie Lang	740 356 8228	<a href="mailto:langc@somc.org">langc@somc.org</a>
Historian	Doug Scott	740 897 4771	<a href="mailto:dscott@lpports.com">dscott@lpports.com</a>
Internet Liaison	Wade Midkiff	740 775 1120	<a href="mailto:midkiff@ieee.org">midkiff@ieee.org</a>
Koalaty Kid	Doug Scott	740 897 4771	<a href="mailto:dscott@lpports.com">dscott@lpports.com</a>
Membership	Bob Ervin	740 384 3479	<a href="mailto:boberv@copper.net">boberv@copper.net</a>
Newsletter	Rus Barnes	740 897 2809	<a href="mailto:rbarnes@lpports.com">rbarnes@lpports.com</a>
Nominating	Dan Longpre	740 897 5747	<a href="mailto:longpred@tpmcllc.com">longpred@tpmcllc.com</a>
Placement	Craig Gray	740 335 0335	<a href="mailto:cgray@yusa-oh.com">cgray@yusa-oh.com</a>
Program	Rich Biehle	606 836 3455	<a href="mailto:rbiehle@ezwv.com">rbiehle@ezwv.com</a>
Publicity	John Hobensack	740 897 2253	<a href="mailto:hobensackje@ports.usec.com">hobensackje@ports.usec.com</a>
Re-certification	Jim Brown	740 636 3038	<a href="mailto:jbrown@yusa-oh.com">jbrown@yusa-oh.com</a>
Six Sigma	Brian Lanning	740 897 2084	<a href="mailto:lanningbm@ports.usec.com">lanningbm@ports.usec.com</a>
SMP	Cindy Zollo-Davis	800 556 2551	<a href="mailto:d2associates@earthlink.net">d2associates@earthlink.net</a>

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)

## ASQ CERTIFICATION EXAMS

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
Manager of Quality/Organizational Excellence	09/22/06	10/21/06
Quality Auditor		
Quality Engineer		
Quality Improvement Associate		
Six Sigma Black Belt		
Calibration Technician	10/06/06	12/02/06
Quality Auditor		
Quality Engineer		
Quality Improvement Associate		
Quality Process Analyst		
Six Sigma Green Belt		
Software Quality Engineer	01/05/07	01/25/07
Reliability Engineer		
Six Sigma Black Belt		
Six Sigma Green Belt	01/05/07	02/11/07
Six Sigma Black Belt		
Six Sigma Green Belt	01/12/07	03/03/07
Biomedical Auditor		
HACCP Auditor		
Manager of Quality/Organizational Excellence		
Quality Inspector		
Quality Technician		
Reliability Engineer		
Six Sigma Black Belt		

## 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.

## 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](http://www.asq.org)).

ASQ's 6th Annual Six Sigma Forum Roundtable - September 14-15, 2006 • Fort Lauderdale, Florida  
<http://six-sigma-roundtable.asq.org/>

15th Annual Service Quality Conference - September 18-19, 2006 • Las Vegas, Nevada  
<http://www.asq.org/conferences/service-quality/index.html>

15th Annual Quality Audit Conference - October 19-20, 2006 • Reno, Nevada  
<http://www.asq.org/audit/conferences/index.html>

2nd Annual Sarbanes-Oxley Conference: Integrated Management Systems in Support of SOX Compliance - October 24-26, 2006 • Web-Based Event <http://www.asq.org/conferences/sarbanes-oxley/index.html>

14th National Quality Education Conference - November 12-14, 2006 • Dallas, Texas <http://nqec.asq.org/>

Six Sigma Conference February 12-13, 2007 • Phoenix, Arizona <http://sixsigma.asq.org/>

15th Annual International Conference on ISO 9000 - February 26-27, 2007 • Lake Buena Vista, Florida  
<http://www.asq.org/conferences/iso-9000/index.html>

19th Quality Management Conference - March 1-2, 2007 • Dallas, Texas  
<http://www.asq.org/conferences/quality-management/index.html>

World Conference on Quality and Improvement - April 30-May 2, 2007 • Orlando, Florida  
<http://wcqi.asq.org/>

The Case for Quality: Taking It to Management - 1-Day Virtual Course

The objective of this course is to enable attendees to relate to top management and other non-technical decision-makers and to communicate effectively with them. The course focuses on forming strong relationships with upper management, learning how to communicate the expected financial returns resulting from a quality initiative, and how to sell the benefits of quality in a strategic, consultative manner.

<http://cl.exct.net/?ffcb10-fe6013797164027d7511-fde9177776d017a7d117471-ff2f17797766>

**NEW!** Best Practices in Service Quality Measurement - 2-Day Virtual Course

Service quality is an integral part of every organization, but tracking customer happiness can be a challenge. This course will provide an overview of major trends in service quality measurement and its correlation between customer satisfaction and retention, as well as provide you with a business case for implementing a service quality measurement system in your company. <http://cl.exct.net/?ffcb10-fe5f13797164027d7512-fde9177776d017a7d117471-ff2f17797766>

## BUSINESS IMPROVEMENT OPPORTUNITIES

Hello everyone,

I have been asked (and I do support this effort - as the process does work well) to pass this along to companies I work with in Ohio. Please take a moment to review the attachment on Lean Assessments. TechSolve is willing to do this *for free through my recommendation* to help support the efforts in the region.

The diagnostic provides a "spider chart" of potential areas of opportunity for lean. It does provide a nice third-party assessment. It takes most of a day and requires a couple key leaders of the organization to be pretty engaged.

I look forward to speaking with you soon about this mutually beneficial opportunity.

Thank you!

Cindy Davis

Business Development Specialist/Counselor

OSU/CETE

[d2associates@earthlink.net](mailto:d2associates@earthlink.net)

740-772-9814 VM

740-703-7325 Cell

# ASSESSMENTS

beginning the process



TechSolve offers four different assessment tools for evaluating the current state of your company. These assessments, conducted at your site, will produce a detailed report highlighting areas for improvement as well as the current strengths of your processes.

The assessments are:

- Lean Enterprise Assessment
- Lean Innovation Assessment
- Lean Machining Assessment
- Procurement Assessment

## LEAN ENTERPRISE ASSESSMENT

Capitalizing on lean improvement opportunities requires broad technical skills and solid experience, and TechSolve has extensive national experience applying and integrating lean tools. The Lean Enterprise Assessment, a one-day event that is free to TechSolve members and available for purchase by non-members, provides a quick method to evaluate an enterprise's operating and functional expertise, measuring your organization's effectiveness in up to 16 critical areas, including:

- Continuous Improvement
- Customer Focus
- Environmental and Safety
- Purchasing
- Quality

Common uses for the Assessment include:

- Annual internal benchmarking
- Initial step in annual planning process
- Internal alignment/consensus around key issues
- Prioritization of improvement projects

## PROCUREMENT ASSESSMENT

The Procurement Assessment evaluates a company's purchasing function to determine its appropriateness and cost-effectiveness. By applying extensive procurement experience and a variety of proven techniques such as bundled requirements, renegotiation, competitive bidding, creative leasing, teaming, and leveraging established relationships, TechSolve helps companies implement very significant cost reductions.

FOR ADDITIONAL INFORMATION CONTACT DEB PERKINS  
513.948.2116  
800.345.4482  
PERKINS@TECHSOLVE.ORG

[WWW.TECHSOLVE.ORG](http://WWW.TECHSOLVE.ORG)

## LEAN INNOVATION ASSESSMENT

In today's global marketplace, improving your company's manufacturing and business processes is not simply an option— it's a requirement. Lean Manufacturing has revolutionized the factory floor, and now, the movement is spreading to the New Product Development (NPD) process.

From new ideas through product launch, Lean Innovation is a comprehensive program that tackles both the Discovery portion of NPD, "What do we develop to be successful?", and the Development portion of NPD, "How do we develop more efficiently?"

The assessment conducted at your company is the first step in TechSolve's Lean Innovation Program.

## LEAN MACHINING ASSESSMENT

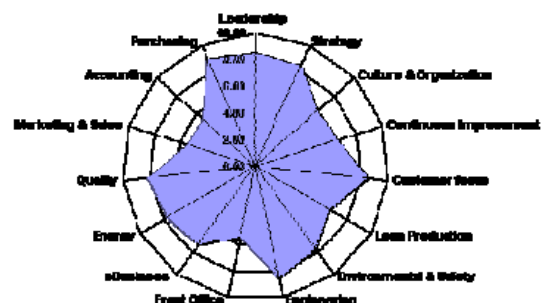
TechSolve's lean machining experts assess plant layout, work flow, and machining systems. Their expertise enables your company to reduce manufacturing costs by 30-50%, reduce inventory by 50%, and increase part throughput by 100%. The assessment process identifies activities that increase costs such as:

- Excess tooling and fluid expenses
- Poor machining parameters selections
- Non-value added activities and quality deficiencies
- Excessive set-up times
- Low machine utilization

TechSolve has more experience applying Lean principles to machining environments than any other Lean consulting organization.

## RESULTS

We map out the results of your assessment using a spider diagram like the one below. The diagram will highlight both the strengths of your company and areas that could be improved.



# A SPECIAL INVITATION...

THE GOVERNMENT DIVISION OF THE AMERICAN SOCIETY FOR QUALITY



*Presents its*

## THIRD ANNUAL LEADERSHIP DIALOGUE EVENT:

### “LEADING IN A COMPLEX WORLD”



THURSDAY, OCTOBER 19<sup>TH</sup>, 2006 • CHEVY CHASE, MARYLAND (D.C.)  
4-H YOUTH CONFERENCE CENTER, CONNECTICUT AVENUE

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# NEW PERSPECTIVES ON LEADERSHIP

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Organizations are highly complex. Each of us sees the world in our own way.

What is the source of leadership? What should leaders do?

What ideas about leadership are emerging in thought and practice?

Are you tired of the “talking head with slides, hold all questions ‘til later” sessions?  
So are we. Our Leadership Dialogue events fully engage you in the conversation.

Join distinguished panelists **Paul Davis** of the National Defense University, **Janice Calnan**, Author of “SHIFT”, noted author and consultant **T. Irene Sanders**, **Anne Kelly**, Executive Director of the government’s own Federal Consulting Group, and many others, in a day of inspired sharing and learning.

For more information please visit us on the web @

[http://www.gov.mb.ca/csc/servicemb/PSB\\_Maryland](http://www.gov.mb.ca/csc/servicemb/PSB_Maryland)

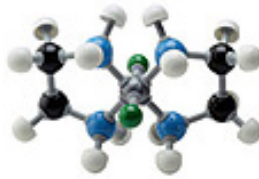
Register by calling Sharon Helman @ 204-945-7928. The cost for the day is only \$299.<sup>00</sup>



*Presents*

## The Nanotechnology Manufacturers' Forum *"Nanotechnology Applications in Manufacturing"*

*October 4, 2006*



*Spitzer Conference Center  
Lorain County Community College Campus  
Elyria, Ohio*

### Should nanotechnology be in your future?

- Manufacturing Applications: Metal Coatings, Paints, Polymers, Fibers, and NanoComposites
- Target Industries: Metal Forming, Polymers, Plastics, and Specialty Metals

The Nanotechnology Manufacturers' Forum is designed to help manufacturers understand the exciting world of nanotechnology, learn product/process improvements, and generate new market opportunities - NOW.

#### **Benefits to Manufacturers:**

- Learn about nanotechnology from companies using and selling it TODAY.
- Get an edge on your competition.
- Improve your efficiency, profitability, and product offering through nanotechnology.

#### **Benefits to Nanotechnology Developers:**

- Educate manufacturers on the benefits of nanotechnology and your products.
- Make important contacts with industry professionals and potential customers.
- Tabletop exhibit space available to showcase your technology/products.

#### **Benefits to Sponsors:**

- Show your support for technology growth in Northeast Ohio.
- Encourage manufacturers to utilize new technology to improve their businesses.

Current sponsors: Lorain County Manufacturing Council, Lorain County Community College, MAGNET, Wire-Net, JumpStart, Lorain County College Tech Prep Consortium, Nano-Network and American Society for Quality.

For more information, please contact:  
John Butkowski, President, LCMC  
Phone: (440) 463-4144 Email: [lcmc@lorainccc.edu](mailto:lcmc@lorainccc.edu)

Part of NANO Week 2006!  
[www.nano-network.org](http://www.nano-network.org)



# The Nanotechnology Manufacturers' Forum

*"Nanotechnology Applications in Manufacturing"*

October 4, 2006

## Sponsorship/Exhibitor Registration Form

### **GOLD-\$1,500**

3 complimentary registration passes; 1 table top exhibit; and logo on marketing materials.

### **SILVER-\$1,000**

2 complimentary registration pass; 1 table top exhibit; and logo on marketing materials.

### **Vendor Table-\$150**

Tabletop space for your marketing materials; 1 complimentary registration pass.

**DATE:** Thursday, October 4, 2006      **TIME:** 8:00 a.m.-5:00 p.m.

**LOCATION:** Lorain County Community College  
Spitzer Conference Center, 1005 N. Abbe Road, Elyria, OH

**REGISTER:** Make checks payable to: Lorain County Manufacturing Council

**CONTACT:** Bob Ference (440) 933-5126 or [reference@comcast.net](mailto:reference@comcast.net)

Name(s) \_\_\_\_\_  
 Title(s) \_\_\_\_\_  
 Company \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
 Phone \_\_\_\_\_ Fax \_\_\_\_\_  
 Email(s) \_\_\_\_\_

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