Baltimore Section
American Society for Quality
Dinner Meeting

Tuesday, February 21, 2006

Time:  5:15 - 6:45 p.m.  Registration
      5:30 - 6:15 p.m.  Tutorial (ASQ Recertification - 0.3 RUs)
      6:15 - 7:00 p.m.  Buffet Dinner and Networking
      7:00 - 8:30 p.m.  Program (ASQ Recertification - 0.3 RUs)

Tutorial:  Introduction to Community of Practice (CoP)- Kevin Gilson, Consultant, Theseus Professional Services LLC

Program:  Further Along the Road in the Quest for Quality— Communities of Practice - Terry Collard, Chief Strategic Officer, Chimes International

Location:  Snyder’s Willow Grove Restaurant, 841 N. Hammonds Ferry Rd., Linthicum, MD
           (Just off I-695, Beltway Exit 8)

Directions:  To get to Snyder’s Restaurant:
             From Route 695, Beltway from Towson
             Take 695 [Baltimore Beltway] towards Glen Burnie to exit 8. Proceed to the light and turn right. Snyder’s is on the right side on the road.
             From Route 695, Beltway from Glen Burnie
             Take exit 8—Nursery Road—also marked “to Hammonds Ferry Road”. Proceed to first traffic light and turn right. Proceed to second traffic light and turn right. Snyder’s is just past the third light [Beltway entrance] on the right side of the road.

Cost:  $25 for Members of ASQ or organizations of the Mid-Atlantic Collaboration Network;
       $30 for non-members (with advance reservations);
       $30 at the door (space available)

RSVP:  You may now register electronically for our meetings. Please go to the ASQ-Baltimore Section web page, http://www.asqbaltimore.org/, and click on the link "Dinner Meetings". Or call the Section’s voice mail, 410-347-1453 no later than Friday, February 17th. Please cancel when you make a meeting reservation and then determine that you cannot make the meeting. You will be billed for reservations that are made but not used. Also, let us know if you only want to attend the program, so that there will be seating available for you. There is no cost for only attending the program. In the event of inclement weather, call the Section's voicemail to check meeting status.

About the Tutorial:
According to an Australian Government agency, a Community of Practice (CoP) is a group of peers with a common sense of purpose who agree to work together to share information, build knowledge, develop expertise and solve problems. Communities of practice are characterized by the willing participation of members and their ongoing interaction in developing a chosen area of practice. They are learning forums where members teach and learn from each other and use each other as a sounding board. Communities of practice may focus on problem solving, knowledge sharing and innovation. The tutorial will provide an introduction to the concept of CoP while the Program will provide a specific application of the concepts.

About the Tutorial Speaker:
Kevin Gilson is an ASQ Senior member and holds the CQ Mgr and ISO 9001:2000 Auditor certifications. He is retired and spent the past 33 years in quality management positions for several companies serving NASA and the
About the Program:
Today, with shrinking resources and increasing demands for accountability, it is no longer sufficient to merely “do good works.” Not-for-profit organizations are challenged to demonstrate that they can operate in a professional, businesslike manner. Federal and state government entities are demanding documentation of a return on investment for dollars allocated for human services. Not-for-profit corporations must produce documented results of efficiency, effectiveness and customer satisfaction. Each entity must provide an accounting of the public trust invested in the organization and demonstrate with measurable results that services of value are provided.

Chimes began exploring the concepts of “quality” and “measurable outcomes” and found a dearth of information in a literature review, especially within their industry. A connection was established with ASQ through Danny Duhan (Northrup Grumman) that resulted in the establishment of a Community of Practice (CoP) for the American Network of Community Options and Resources (ANCOR), an association of providers offering services and supports for people with disabilities of which Chimes International is a member. This CoP, sponsored by ASQ, is a collaboration with other ANCOR providers to identify metrics and initiate data collection for potential benchmarking activities. This project is part of ANCOR’s Performance Excellence initiative. ASQ is hosting ANCOR’s Performance Excellence Community of Practice to provide an electronic network platform to connect people around the world who are interested in coming together to discuss how to define measures of quality and outcomes for services for people with disabilities.

About the Program Speaker:
Terry Collard founded Intervals, a not for profit organization to offer services for medically complex people with disabilities in 1989. Due to changing funding systems, Intervals merged with Chimes in 1998. Terry Collard now serves as the Chief Strategy Officer of Chimes International, the support organization of Chimes Family of Services. Chimes Family of Services, a $140 million dollar organization, serves more than 10,000 people with disabilities throughout the Mid-Atlantic region and Israel. In addition to organizational strategy planning, Terry Collard has been responsible for developing client demographic and related applications, and a performance management system, both of which are web based. The performance management system is being used in a national data collection project to initiate benchmarking within the disabilities industry. She has coordinated the State Quality Award applications for Chimes; the most recent application resulted in receiving the Maryland Quality Award - Gold in 2004. She served as a Maryland State Quality award examiner and is a member of the ASQ Baltimore Section.

NOTE: ASQ reserves the right to bill those individuals who have registered for a program yet fail to attend. We must absorb the cost of the prepared meal for all "no-shows." If you register for a meeting and find you are unable to attend, call 410-347-1453 and leave a message of your cancellation. If the message is received early enough, you will not be charged. Thank you for your cooperation.

Wanted: Job Seekers Email Addresses

Job Seekers Employment Forwarding Service invites you to submit your email address to your Section employment function and receive these latest job openings:
- We will forward all employment opportunities directly to you.
- You may receive them at any email address you wish as a blind copy (or: bcc).
- You can cancel your membership to the email group at any time.

We have created the Job Seekers email address group for our members that are seeking new employment opportunities. Job Seekers members receive the unedited emails within hours, not weeks.

Send an email titled "Jobseekers" to Baltimore ASQ section’s website jobseekers@asqbaltimore.org.