



Quality Connection

Official Newsletter of the Baltimore Section, ASQ

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Support your local Section this year. Attend monthly Section meetings, either breakfast or dinner meetings.

Message from the Chair Eric Whichard

As I step into Jina's shoes as Section Chair, I would first echo her recognition of the contributions made by all of last year's officers, committee chairs, advisors, and others. Your Section is operated entirely by active, involved member volunteers. More are always needed.

We have several important openings at this very moment. Please approach any of the Section officers, and we'll be happy to fill you in on these rewarding opportunities. Just look for the blue and white name tag at meetings.

Or see the Section web site (www.asqbaltimore.org) for email and other contact information.

As an ASQ member, you have a relationship with the national / global organization. That relationship is cultivated and facilitated in various ways such as mailings, websites, phone contacts, divisions / forums, etc. These may even suffice in terms of your needs. But there is another resource available to you, a very special and unique one in my view. That resource is your Section.

Your ASQ Section is local, personal, immediately available, attuned to and

involved in the needs and issues of this area's quality professionals and their organizations. Your Section hosts local certification exams and training, and supports the recertification process. It organizes, announces, and hosts local meetings (including phone or web registration). It operates a local website and employment opportunity service (**Jobseekers**). It helps support other quality related programs at local, state, and national levels such as Koality Kid, science fairs, the Maryland Performance Excellence and U.S. Senate Productivity Awards. It publishes this newsletter. And it does so much more.

I encourage you to avail yourself of the benefits offered by the local Section, as well as the Society. Let the Section help you achieve your goals and make a difference as a quality professional. And help others achieve theirs by supporting and being involved in your local Section -- the Baltimore Section of the ASQ.

For the Section Board and other volunteers, we look forward to meeting and working with you and all of our members during the Section's 2007-08 program year.

From the Outgoing Chair

Jina Eckhardt

As I sit here writing my "outgoing-chair" article, a flood of memories is rushing through my mind. The volunteer leaders who took office with me in 2005 brought many talents and a vision to contribute their energy to make Baltimore a section with purpose and value to its members. How to best summarize an incredible journey filled with great opportunities and a few challenges along the way?

I became a member of ASQ in 1998, followed by my CQA and CSQE certifications also in 1998. In 1999 and 2000, I attended regular section monthly meetings and also began contributing to ASQ by becoming an assistant proctor for ASQ certification exams. In 2003, I was invited to attend a Section board meeting and by 2004, began attending board meetings on a regular basis. In 2005, I agreed to serve as Vice-Chair of the Baltimore section for the next session year (September 2005 through June 2006) with **Geoffrey Withnell** as Chair. Our goal was to provide value to our members through carefully planned monthly section meetings combined with networking opportunities.

In November of 2005, our section was privileged to host a monthly meeting at Howard Community College Gateway Center featuring the Deputy Associate Director of NASA's Hubble Space Telescope program who spoke on "The Impact of Quality and Innovation in Space". Other memorable programs included **Dr. Mario Livio** speaking in April of 2006. Dr. Livio's presentation was hosted at the Historical Electronics Museum, and focused on "The Equation that Couldn't be Solved: How Mathematical Genius Discovered the Language of Symmetry". The presentation was very well-received and enjoyed by all!

Then on Dec. 05, 2005, Geoff Withnell tendered his recognition as Section Chair due to a number of personal issues, and I became acting Chair. Thank goodness for steadfast and reliable support from our team of board members, especially our Treasurer, **Eric Whichard**. Eric did an outstanding job as Treasurer, and later agreed to serve as Vice Chair for the 2006/2007 session year. Always willing to lend a hand, in January 2007 Eric also accepted the nomination to serve the remainder of the term as Deputy Regional Director for ASQ Region 5 under **Rick Litts**.

Many thanks to Eric for all of his hard work and dedication!

Another integral member of our Section board is **Eric Finegan**, who is currently serving his second term as Section Secretary. Eric took on the challenge of updating our Section webpage, and improving online registration for Section meetings. In addition to generating board meeting minutes, Eric maintains the Section website as our Webmaster extraordinaire!

Aron Brall did an outstanding job with Arrangements during the 2005/2006 session year, including our unforgettable September 2006 meeting. The September meeting was held at the Historical Electronic Museum featuring Northrop Grumman VP **Liz Iverson**, who was scheduled to speak on Mission Assurance. A fire alarm followed by water from the installed sprinkler system caused an early end to the planned meeting! The meeting was eventually rescheduled in the same location with the same speaker in November of 2006, thanks to hard work and perseverance from our Arrangements Chair - we were able to offer a free dinner meeting to all section members! Aron is now serving as Section Treasurer.

Thanks also to **Susan Spurgeon**, for her unflinching and enthusiastic support at monthly meetings in registration and sign-in. We can always count on Susan to be prepared to track meeting attendance. Susan also is an integral supporter of our Section Breakfast meetings, which are scheduled to start again in October 2007 at Northrop Grumman. Together with **Jo McLaughlin**, Susan is a core supporter of our Breakfast Meeting program. Susan has also agreed to take on Membership Chair responsibility for the 2007/2008 program year.

We were sad to see **Joel Glazer** step down from his role as Section Recertification Chair as he moves closer to retiring from his job at Northrop Grumman. Joel has done a super job in managing the recertification process for our section members, and will be sorely missed! Fortunately, **Joan Richter** has stepped forward to assume Joel's recert role, in addition to becoming Education Chair and Section Vice-Chair. A full plate for Joan, and very much appreciated!

Jim Cooper has once again resumed his role as Newsletter Editor.

So now, as I step-down from the Chair position, I would like to thank you all for the opportunity to learn from serving as your leader. I will continue to serve our Section on the Nominating Committee, Awards Committee, and as an Advisor.

Warmest wishes,

Jina

Newly Certified Members

The following members successfully passed an ASQ certification examination this past June. We congratulate each of them on their success.

Certified Quality Auditor

Scott Ridgell	BD Diagnostics
Wade Atkins	National Institutes of Health
Julie Curtis	Computer Sciences
Ellen Taylor	Westat
Melody Zacharko	BD Diagnostics
Robert Silver	USPS

Certified Quality Engineer

Nasir Gulzari	Arbitron
Craig Beifus	BD Diagnostics

Certified Quality Process Analyst

Rebecca Fabyan

Certified Six Sigma Green Belt

Richard Pecone	
Jennifer Zipf	Qwest Communications
John Garrigues	Social Security Admin.
Sivakumar Chennuru	

Comments on the Certification Process

Craig Beifus, CQE - I am an old time ASQ guy and first certified 1986, recertified in 1989 and now certified in 2007. As always, you have to put the time in to pass. I took the full five hours, answered all of the questions, and only guessed on two or three. I expected to at least pass, and would have been more shocked if I did not. The CQE primer - Bill Wortman was very helpful. I did not have that in 1986, worked my butt off for that one, and was elated to hear of passing. It was a valuable refresher, and getting the correct answer out of four does not mean you fully understand the concept. (Look at as a license to learn). Therefore, the primer will be a good reference for my future work.

John Garrigues, CSSGB - I self-studied for the test. I used the ASQ online course, Tom Pyzdek's book, and experience.

Nasir Gulzari, CQE - I am glad that I passed the exam. I did not prepare much for this exam and I do not know how well I did except that I passed. Probably my recent certification for CSSGB helped me to pass this exam.

Rob Pecone, CSSGB - I believe the exam covered a lot of good process analysis tools in the processes of business management, planning, project management, basic and advanced statistics used in engineering product prototyping, project development / implementation, and manufacturing process development. The only thing that I had trouble with was real knowledge from the ASQ of the pre-requisite courses (e.g., business management, industrial statistics, quantitative business analysis, etc.) needed at either the BS or MS level to meet the body of knowledge requirements for the exam. I kind of figured out with a month to go to use the IQI Green Belt Primer in combination with the ASQ on-line Green Belt Exam refresher to study for the exam.

Melody Zacharko, CQA - Since there were not any CQA classes offered this past spring, I chose to purchase and study the ASQ CQA CD-ROM in February. The modules were very helpful and the exam questions from the CD were great in preparing for the different types of questions asked on the exam. In addition to that, I purchased the CQA Handbook. One thing that I found helpful was creating my own table of contents for each module. I placed them in clear protectors and looked over them first, before flipping through pages when needing to find or confirm an answer. In most cases I could turn to the exact page that I wanted. The CD was great but it fell short on the length of the case studies. The case studies on the CD were very short in questions and in supporting documentation. The exam appeared to have case studies with 6-7 pages of supporting documents that may or may not have related to the questions being asked. Had I have known that they would have been that long, I would have paced myself to give more time on them or perhaps had tackled them first and not at the end of the exam. As a reference, I completed the exam 15 minutes prior to the end. I was very excited and pleased to hear that I had passed.

Scott Ridgell, CQA - I was pleasantly surprised when I found out that I successfully completed the ASQ QA certification exam. I was not that

confident when I left the classroom after taking the full 5 hours to complete the exam. I think the key to preparing for the exam is practice, practice, and practice. I used the Quality Auditor Primer (Wortman--"Quality Council of Indiana") to study and obtain the basic knowledge of the audit process. I then used the ASQ Quality Auditor CD with a multitude of questions (1000+) for each of the key areas (BOK) to practice, practice, and practice.

Jennifer Zipf, CSSGB - I thought that the exam closely followed the "Body of Knowledge" outline provided by the ASQ. To prepare for the exam I studied the topics in the BOK, using books and articles that I had available to me on Skillsoft, an e-learning source I had access to through work. I took several Six Sigma related courses through Skillsoft over the course of 3 months. I researched topics on the internet and purchased a general Six Sigma book.

reflects the dates through the June 2008 series of exams.

<i>March / October Exams</i>	<i>June / December Exams</i>
Quality Inspector	Software Quality Engineer
Quality Technician	Quality Auditor
Reliability Engineer	Quality Engineer
Manager of Quality Organizational Excellence	Quality Improvement Associate
HAACP Auditor	Calibration Technician
Biomedical Auditor	Quality Process Analyst
Six Sigma Black Belt	Six Sigma Green Belt

	<i>Application Date</i>	<i>Exam Date</i>
<i>December, 2007</i>	Oct. 05, 2007	Dec. 01, 2007
<i>March, 2008</i>	Jan. 11, 2008	March 01, 2008
<i>June, 2008</i>	April 04, 2008	June 07, 2008

From the Examining/Recertification Chair

Those scheduled to recertify during 2007 need to get their information together and submitted. If you are one of those whose certification expired in June 2007, you have a six month grace period to submit your recertification package. Do not wait until the last minute to submit your data. While you have the grace period to submit the recertification, you must have earned the necessary RU's prior to the end of June.

For those whose certifications expire in December, 2007, start to gather your recertification information so that it may be submitted in a timely manner.

All recertification packages should be sent to:

Joan Richter, Recertification Chair
128 Truckhouse Road
Severna Park MD 21146

Certification Exam Schedule

There are two cycles for the ASQ Certification exams - a March/October Cycle and a June/December Cycle. The schedule shown

Jobseekers Program

A Jobseekers Information Package is available to all members by going to the Jobseekers webpage (<http://www.asqbaltimore.org/jobseekers.html>). Beside job listings (currently numbering above 40), the Jobseekers Information Package also contain useful job search advice, over 45 links to resources on the web specific to those seeking jobs in the quality industry, over 30 links to recruiters and over 90 links to companies who have/have had local quality-related jobs. Members are also able, but not required, to sign up to the Jobseekers email list to receive immediate notifications.

For full information on the Jobseekers program, a Frequently Asked Question list is available at <http://www.asqbaltimore.org/jobseekers.html>. To be added or removed from the Jobseekers list, contact Eric Finegan at jobseekers@asqbaltimore.org.

Open Section Positions

Presently, there are several positions open on the Section's Board. These include:

- Programs Committee
- Arrangements Committee

- Student Coordinator
- Advisor

The job descriptions for these positions are located on the Section website, www.asqbaltimore.org under Section 0502 Board. If you are interested in becoming more active in the Section, please take a look at these descriptions. Contact the Section Chair, Eric Wichard and let him know of your interest. You may also send an email to info@asqbaltimore.org

May / June Senior Members

The following advanced their membership to Senior Member during the May / June 2007 time frame.

Bert I. Colvin	Deborah L. Ford
Kristen D. Gustafson	Charles M. Hughes
Kevin W. Keller	David R. Mixon
Joyce C. Sherwood	Jamie C. Stanley
John V. Stevenson	Tracy L. Thor
John R. Yeager	

Your Inputs & Articles are Always Needed!

It seems like a never-ending hue and cry that is raised. I want and I **need** your inputs, whether it is your inspection related articles and techniques or your inputs into the new Inspection Division people column. There are many good ideas that you have or unique inspection activities that you perform that would be of interest to the Division membership. There may be articles in technical journals that I have missed that would be beneficial to the members. Provide any inputs that you come across. I would much rather deal with an excess of information and have to select the best of what was available than have a very small newsletter. Take the time to forward items of interest. Thanks.

2008 Inspector of the Year

Each year, the Inspection Division, ASQ, seeks nominees for the International Inspector of the Year Award. This award honors the contributions of an outstanding inspector within our organizations.

Purpose: To provide ASQ, Inspection Division recognition to "The Inspectors" as those who: (1) have the knowledge, qualifications, background and experience to accept or reject; (2) represent the customer in on-line or final inspection test, audit, calibration, etc.; (3) assist and or motivate other peers and workers,

supervision, departments, etc., to produce Quality Products or Services while reducing related costs of prevention, appraisal and failures; (4) train others in Inspection methodology and techniques, calibration, defect prevention, failure analysis, data recording, documentation, cost reduction, statistical applications, etc.; (5) are continuing to professionally develop themselves via Quality Certifications, technical papers, teaching, taking technical and quality courses in college, trade schools, etc., to maintain themselves as professionals worthy of recognition, rewards, awards and promotions in concert with their goals and objectives. All too often "THE INSPECTOR" receives little or no recognition in today's environment. The purpose then, is to recognize "THE INSPECTOR OF THE YEAR".

Eligibility: Any qualified individual who spends more than 50% of his or her time in inspection, test, audit, calibration, etc., functions to assure conformance to engineering, manufacturing, quality and customer standards or requirements, is eligible as a candidate to receive the award. Managers, supervisors, planners, engineers or associate engineers are not eligible for this award.

Nominations are due by February 15, 2008. The award will be presented during the 2008 World Conference on Quality in May in Houston, TX.

Time has a way of getting away from us. You may think that there is more than enough time to nominate your outstanding inspector for this recognition he or she so richly deserves. However, things occur and your good intention of nominating your outstanding inspector gets pushed to the back while you tend to more pressing issues. Suddenly, the time has past and you did not nominate your inspector.

Take the time **NOW** to nominate your inspector. Further information is available at the Inspection Division's website, www.asq.org/inspect or by contacting Jim Cooper at je.cooper@ngc.com.

Editor's Note: We often think of inspection as having to do with Commercial products or services. However, inspection is vital in more than just these areas. The following is an article of just such an inspection. Too often we forget one of the more important inspections that can impact us

Home Inspection 101

by James Quarello

[JRV Home Inspection Services, LLC](#)

The purpose of a home inspection is to inform the individual buyer of the current condition of the home. The purchase contract the buyer and seller signed is contingent on the home inspection. A buyer will generally have the option based upon the inspection to; opt out of the purchase, ask for repairs or credit towards repairs or a purchase price reduction.

It would seem that the importance of a good, thorough home inspection by a qualified home inspector is obvious. Nevertheless, many home buyers do not adequately research the profession before hiring an inspector. Most people simply ask the price of the home inspection and availability of the home inspector when calling to hire an inspector. This is an **extremely poor method** in which to choose a home inspector. When buying a new car or furniture set would you merely go to the retailer and buy the lowest priced, soonest available item? What would you most likely purchase and take home? In all likelihood a poor quality item that you will probably regret hastily purchasing.

Hiring a skilled professional home inspector is absolutely no different. Just like the example, a low priced, quickly available inspector may mean the same thing; poor quality. So what should a home buyer be looking for in a home inspector?

Licensing: Some states require home inspector licensing while others do not. In states that do require licensing, ask for the inspectors' FULL license number and **write it down**. This includes any letter type distinctions in front or in back of the number. This will help tell you if he is a fully licensed home inspector or an intern or apprentice.

Insurance: Does the home inspector carry Errors & Omissions and / or liability insurance and can they provide proof of insurance upon request. Some states require insurance while others do not. Inquire as to the state insurance requirements and be sure the inspectors have the proper type and amount.

Training: Has the inspector had formal training from a recognized training school? State regulation in the home inspection profession is relatively recent (Many states still do not have licensing or regulation!), so formal training has

been mostly optional. Many "old timers" were carpenters, electricians or builders and learned to perform home inspections "on the job". **However, there is no single trade that qualifies someone to move into the field of home inspection without extensive training.**

Experience: This is can be a misleading qualification if the right questions are not asked. Years of experience *are not* as important as the total number of home inspections completed. In a 2005 national home inspection business operations study conducted by the American Society of Home Inspectors (ASHI), over 80 percent of respondents' said they were full time home inspectors. Yet almost 40 percent said they perform less than 100 home inspections a year. This discrepancy may indicate that many home inspectors are working at other jobs or are semi-retired individuals. Be sure to ask how many inspections the inspector completes a year, at least 200 or over would be a good standard. It is also still important to ask overall years of experience and total number of home inspections.

Continuing Education: Even well trained, experienced home inspectors must continually update their skills and knowledge. Licensing requires a minimal amount of continuing education for inspectors to renew their license. Look for home inspectors who go beyond the necessary minimum and spend the time and money to keep their skills current.

Association Membership: Home inspectors who have made the commitment of time, training, testing and money to belong to a reputable professional home inspection society are generally more committed to doing a high quality job for their clients. But be careful, not all home inspection organizations are equal. Some ask for little or no training, knowledge or experience to become a member, while others are very rigorous in their qualifications for membership. A membership logo means little; it's what's behind the symbol that counts. Inquire about and research this area fully, it will provide you with great insight into the home inspectors' abilities and dedication to performing a top notch home inspection.

The Inspection: How long does the home inspection take? As previously mentioned short inspection times mean poor quality. A thorough home inspection on an averaged sized home, (1500-2500 sq. ft.) should last 2-4 hours. Also

ask if the inspector would like you to attend the home inspection. If they say no, this should alert you that something is wrong with this particular company. A good home inspector should insist that you attend the home inspection if at all possible.

The Report: This is why you hire a home inspector, to provide written detailed information about the house. The first and most important question, when and how will you receive the report? On site, within 24 hours, a week, by email, regular mail or delivered by the inspector. What type of report does the inspector use, what is the approximate length of the report, are there pictures included? Be wary of short reports, 10 pages or less, and long report turn around times.

Other Qualifications: Ask if the home inspector has additional certifications or licenses in services that you may need in addition to the home inspection. For instance radon testing is a very common ancillary service provided by many home inspection companies, but many inspectors are not certified or formally trained. Some states may even require certification or licensing in these services. If you are looking to have other services done be sure to ask about the inspectors' qualifications to conduct the tests you require.

Miscellaneous Items: Some things you should confirm when calling to hire a home inspector. Be positive that the inspector that will be doing your home inspection possesses the qualifications stated by the person on the phone. This is especially important when talking with multi-inspector firms. Also will the home inspector be readily available for follow up questions.

Price: The very last question you should ask, not the first. Put quite simply, you get what you pay for. Good home inspectors demand higher prices because of experience and money invested into training to improve their skills and their business for the benefit of their clients. Remember the money you pay a good inspector is an *investment*. You will very likely receive back from the seller monies well in excess of the home inspection fee. Be certain to choose your inspector wisely.

Summary: When calling to hire a Home inspector be sure to ask about:

- **Licensing**
- **Insurance**
- **Formal Training**

- **Experience**
- **Continuing Education**
- **Association Membership**
- **The Inspection**
- **The Report**
- **Other Qualifications**
- **Does the inspector doing the inspection have the qualification stated**
- **PRICE**

Following this simple guide should aid you in finding a well qualified, professional home inspector. Having a good home inspection will provide you with valuable information on your prospective purchase and ultimately piece of mind going forward.

James Quarello is the founder of JRV Home Inspection Services in Wallingford, Connecticut. He brings to the company over 20 years in industrial equipment installation engineering and home remodeling. He is a graduate of The Home Inspection Institute of Americas' intensive State certified HI-100 Home Inspector training program. He is also a graduate of Inspection Training Associates (ITA) New Construction inspection program and has passed the National Home Inspectors Exam (NHIE). Mr. Quarello is a certified member of The American Society of Home Inspectors (ASHI) and is active in the local Southern New England Chapter (SNEC-ASHI). He is also a member of The Connecticut Association of Home Inspectors (CAHI).

ASQ - Baltimore Section 0502

THE VISION: *To be the Baltimore Metropolitan Area recognized resource on issues related to Quality.*

OUR MISSION: *To create value for our members and others by providing opportunities for development and resources for managing quality in the community.*

**This space is available for your
article or comment for the
Section. Contact the Newsletter
Editor if interested in
filling this space.**

Publishing w/ASQ — Easier Than You Think.

You don't have to write a 10,000-word article filled with data or divulge the proprietary secrets of your organization to get published by ASQ. In fact, you may not have to write anything new at all.

ASQ is looking for original stories, checklists, "cheat sheets," training materials — anything that will engage people who are new to the world of quality and help them get started.

Throughout the daily course of conducting your work, you may have authored more materials than you realize. Now it's just a matter of finding the right venue and an editor. ASQ can help!

Three Easy Steps to Publishing with ASQ

- 1. Look around your work environment** — Look for anything you or your organization has created that could help someone who is just getting started with quality.

What to look for:

- Training documents
- Cheat sheets and reminders
- Checklists
- "Top 10 tips" collections
- PowerPoint presentations
- Project charters
- Team charters
- Templates and forms
- How-to guides

Where to look:

- The top of your desk – what do you keep handy?
- The walls of your office or cubicle
- Hallway walls and bulletin boards
- Shop floors and break rooms
- Your computer desktop
- Your organization's intranet

- 2. Send what you find to ASQ's Web Editor**

E-mail a copy of your materials to ASQ Web Editor **Leon Lynn** at llynn@asq.org. Or fax or mail your submission to Leon at:

American Society for Quality
PO Box 3005
Milwaukee, WI 53201-3005
Fax: 414-298-2504

- 3. Review our edits – *Your work is done!***

ASQ's professional editors will:

- Make sure that you and your organization have the necessary legal permission to publish your submission.
- Identify the best print or Web publication venue.
- Help with editing, formatting, and layout.
- Share progress with you. We won't publish anything until you sign off on it.

Why Publish with ASQ?

When you publish with ASQ, you gain:

- Recognition for yourself and your organization.
- Points toward continuing education or recertification.
- Peer review and professional editing of your work.
- Recognition that you are helping to advance the practice of quality while increasing the amount of content available for members of your Section.

To obtain more information on publishing opportunities with ASQ, call BOK Administrator **Noel Wilson** at 414-298-8789 ext. 7304, or 800-248-1946.

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