



# 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.**

## THIS JUST IN...

In the last newsletter, the ASQ Section Management Process (SMP) was described in Ruminations. The section had received ASQ's Total Quality (TQ) Award for 2006-7, and was eligible for the higher-level Section Excellence awards (bronze, silver, or gold). We said that we were "going for the Gold". Well...

**The Section was awarded the Bronze level of Section (management) Excellence for 2006-7.**

Congrats and thanks to all! Now, let's do *even better!*

## Ruminations from the Chair Eric Whichard

I have the pleasure and privilege to continue as Section Chair for the 2008-09 member year. Thank you for the opportunity. FYI, I am also continuing as one of the several Region 5 Deputy Regional Directors. The DRDs, along with our Regional Director **Rick Litts**, are your representatives on the Section Affairs Council (SAC). Also continuing are **Joan Richter** as Vice-Chair and **Eric Finegan** as Secretary. **Mark Berron** will be replacing **Aron Brall** as treasurer. The Treasurer is limited to two terms and this was Aron's second year. The complete Board roster, including committee Chairs, will be finalized and made available shortly.

By the time you read this, this fiscal year's activities (meetings, etc.) will be pretty much concluded. Section leadership is already planning for the upcoming year. For that reason, this is a time when your input is especially valuable, and I invite everyone to

participate in a "PLUS/DELTA" regarding 2007-08.

**PLUS:** What do / did you especially like? What should we continue and perhaps do more of? And not only "what", but also who, when, where, how? Why were these particularly successful, valuable, etc. in your mind?

**DELTA:** What would you especially change? What needs to be improved, eliminated, etc? And again, why?

Send your thoughts to us at [info@asqbaltimore.org](mailto:info@asqbaltimore.org) or 410-347-1453. Some of the things we are considering are:

- Membership meetings on different days of the week (this year we alternated Tuesday and Thursday)
- Membership meetings at different locations (e.g., North, East, West Baltimore Beltway, and further to the West).
- Leadership (Board) meeting conducted instead of Tutorial at membership dinner meeting once or twice during the year.
- Alternate distribution of meeting announcements, the newsletter, and other communication to members (all electronic i.e., email, post card with brief summary / essentials plus link to full text on web site, other)
- Continued / expanded partnership with the Maryland Performance Excellence Awards (MPEA, see Ruminations, last newsletter and related article among these pages). Other quality related organizations?

Thanks very much for your constructive feedback.

### ***Newly Certified Members***

The following members successfully passed an ASQ certification examination in the most recent set of examinations. We congratulate each of them on their success.

#### **Certified HACCP Auditor**

Janet Graab-Miller	McCormick & Co.
Christina Petrlik-Siegel	McCormick & Co.

#### **Manager of Quality / Organizational Excellence**

Hoshang Anklesaria	HAC Enterprises
Sophia Rouse	DSR Quality Consulting

### ***Comments on the Certification Process***

#### **Sophia Rouse, CMQ/OE -**

##### **The Process:**

I had always wanted to obtain certification through ASQ, but never really knew which certification was right for me. I am an ISO 9001 Lead Auditor, ISO 13485 Auditor; an Examiner for the Maryland State Quality Awards Program, and a SCAMPI appraiser; so I knew it was time for me to pursue an ASQ certification. I was not seeking a salary increase, but was seeking self-gratification in knowing I am an experienced quality professional. My goal for 2008 was to obtain my PMP; however, in reviewing the CMQ/OE it was apparent to me that this certification would yield me more benefit than a PMP. I submitted my application, paid, and ordered the certification book. This entire process was very easy and efficient. The next step was to determine if I wanted to do self-study or take the prep-class, being offered through a local community college. Because of work assignments and travel, I decided self-study was best for me. I copied the BOK into a Word document; converting it into a grid; and started "answering" every, single part of the BOK. I devoted at least 4 hours each weeknight and about a total of 15 hours on the weekend to complete this grid (hence, active learning works best for me). Two & a half months later (late-February), I had my study guide as well as my test material.

##### **The Exam:**

To me, the exam was NOTHING like the BOK...either you knew the material in the exam or you did not. I did not use the test material allowed when taking the exam, as it would have taken too much time to locate the correct response. Therefore, I had to rely on my 23 years of Quality experience (talk about the power of prayer). When I left the exam site, I went home and went to bed, as my brain was total on shutdown. I knew I had blown the exam and was already convincing myself to prepare to take it again.

##### **Exam Results:**

I will never forget the day I received the email...I was afraid to click on the link; as to "know" you blew it

is different than "seeing" that you blew it. When I saw that I had passed, I took the remainder of the day off and went home to tell my 17-year old daughter that I had passed. I continued, over the next week, to review the email again, just to make sure I had read it correctly.

##### **My Thoughts:**

The exam was challenging and I think it could have been more aligned with the BOK; other than that, the experience was, and continues to be, very rewarding. If anyone is thinking about seeking this certification, one must be fully committed, as it took tremendous time away from "home"; but my family and friends were very supportive and understanding. My daughter even walked the dog a few times. Of course, as soon as I told her I had passed, she discontinued walking the dog---I do not think she understands the concept of "continuous improvement!"

#### **Hoshang Anklesaria, CMQ/OE -**

##### **The Process:**

My paradigm shift; "When it comes to continual improvement, I am talking the talk but not walking the walk if I do not apply this principle to myself". Am I progressing or am I regressing was and is the question. My decision to obtain ASQ certification was based solely on the principles of Continual Improvement and not job related.

Being a strong advocate for balancing load and capacity and a commitment to excellence not perfection, I tend to spend time planning "things" out but not to the point of paralysis.

Having already been certified as a CQE, for quite some time I had been drifting between SSBB and CMQ/OE certification. Then an email comes offering a refresher course, which nudged me over to commit for the CMQ/OE certification. The refresher course drew from me a study and prepare schedule (160 hrs). Having blocked out the time on the family calendar and reviewed part of the primer material, I was now ready for the classes to begin. I was looking forward with anticipation to meeting nine other professionals with similar objectives. To say the least, I was honored to be with the group with such a broad spectrum of professional diversity and knowledge. The classes are underway and the honeymoon is over. Yes there were days when the classes seemed long and they got longer with each reading/home work assignment.

I enlisted my 14 year old to help prepare my "open book exam binder. I leveraged technology, generated audio files (mp3), and listened to them during travel, yard work, son's basketball games, church picnic and the list could go on. Needless to say, it was flu season and yes I was on antibiotics. I was committed. The exam day came and went and regardless of the

outcome I knew, I knew I had learned and had taken the necessary step towards continual improvement.

### The Emotions

For me, the excitement began with the commitment and grew as I got to know the people and the mind being refreshed as past experience and knowledge was being integrated with new techniques and knowledge.

The long awaited communiqué came. At first glance gleaning through the email my eyes fixated on the line "Regrettably you have not passed the exam" and my heart sank. I then read the email for the second time and felt much better. For a brief moment, I enjoyed typing fast, followed the instructions and went to the website and then there was my certification number and then came this gush of exuberance.

Then in the mail came the certificate package exceeding my expectation. The expense no let me rephrase the **INVESTMENT** of time and resource has been worth it.

### **Howard Community College Winner of U.S. Senate Productivity Award**

#### *7 More Organizations Receive MD Quality Awards*

U.S. Senators **Barbara Mikulski** and **Benjamin Cardin** announced that Howard Community College as the recipient of the prestigious U.S. Senate Productivity Award.

The award, part of the Maryland Performance Excellence Awards Program, honors role model organizations for successfully implementing systematic processes for continuous improvement and achieving outstanding results. Award recipients are evaluated rigorously by an independent Board of Examiners using the Baldrige Criteria for Performance Excellence, which measures an organization in seven areas: leadership; strategic planning; customer and market focus; measurement, analysis and knowledge management; workforce focus; process management; and results.

"Howard Community College is an incredible institution—but an institution is only bricks and building. What makes it great is determined students, powerhouse faculty and consistent leadership," said Sen. Mikulski. "Community colleges are the gateway to the future. Howard Community College is an example of everything we want for our higher education facilities in Maryland."

Representatives from the college received the award at the 2008 Maryland Performance Excellence Awards Annual Conference and Awards Ceremony, held at the University of Maryland.

"I am very impressed by Howard Community College's commitment to offering its students the

highest standards of quality, and by its continuous monitoring of student success and employee satisfaction," said Sen. Cardin.

Howard Community College is a publicly funded two-year community college serving the educational needs of the citizens and employers in Howard County since 1970. The college is located midway between Baltimore and Washington. With its slogan, "You Can Get There from Here," the college has forged a variety of partnerships to offer career and transfer programs to 25,000 students annually at its main campus in Columbia, the Ecker Business Training Center, Laurel College Center, and the historic Belmont Conference Center.

"A commitment to outcomes and assessment reveals not only the mindset of an institution, but also its heart," said **Kathleen Hetherington**, president of Howard Community College. "HCC has a passion to help students succeed and to 'discover their greatness.' That's what motivates the college's tireless pursuit of quality."

Howard Community College employs a continuous flow of information to evaluate activities that serve students and help them succeed. A multi-step process is used to select, align, collect and integrate information—including evidence of student learning—to track daily operations and overall organizational performance. Every team and unit, as well as senior leaders, use a Plan-Do-Study-Act process called "FIRE It Up!" to innovate, design and improve work systems. Information is fed into the strategic planning process to clarify objectives and direct resources.

Howard Community College ranks above its peers in indicators such as registered nurse licensure, employer training, and satisfaction of students and employees. The college also ranks high among its peers with a 50.1 percent four-year transfer rate.

"Howard Community College has a long history of using outcome measures to improve performance in the classroom," said **Dr. Patrick Huddie**, chair of the college's Board of Trustees. "The culture of the college says, 'the quest for excellence is never complete; you always try to improve.' That is the hallmark of a great institution."

Additional winners of Maryland Performance Excellence Awards this year include:

- **Asbury~Solomons, Inc.** received the Gold Maryland Quality Award. A not-for-profit 501(c)3 Continuing Care Retirement Community (CCRC) located on a 58-acre waterfront, resort-like setting on the Patuxent River in Calvert County, Asbury~Solomons' mission is "to provide continuing care and services to the aging, in a dignified Christian environment in southern Maryland." With 500 residents in Residential

Living, Assisted Living and a Skilled Nursing Facility, Asbury~Solomons' vision is "to be the first choice in senior living services and the employer of choice."

- The **College of Southern Maryland** received the Silver MD Quality Award. Celebrating 50 years of providing the residents of Calvert, Charles and St. Mary's Counties with a broad range of high-quality associate degree and certificate programs, the College of Southern Maryland also offers short-term training, workforce development, cultural enrichment and continuing education offerings. In 2007, more than 21,000 students attended the college at any of its three campuses. The mission of the College of Southern Maryland is to prepare the students and community to meet the challenges of individual, social and global changes, by offering a broad range of affordable, high-quality learning opportunities.
- **The Information Services Division (ISD) of the National Institute of Standards and Technology (NIST)** received the Silver MD Quality Award. Located in Gaithersburg, ISD is responsible for creating, maintaining, organizing, and disseminating information and a NIST knowledge base to support the research and administrative needs required to fulfill the scientific and technical mission of NIST. Through the work of its Research Library and Information Group, Electronic Information and Publications Group, and Museum and History Program, ISD provides professional scientific and technical information assistance to NIST research staff through its research and publishing cycles.
- **Queen Anne's County Public Schools** received the Silver MD Quality Award. Located at the foot of the Chesapeake Bay Bridge, Queen Anne's County is the gateway to Maryland's Eastern Shore. Within a rapidly growing rural community of 40,500 individuals, Queen Anne's County Public Schools' mission is "to educate, encourage and enable all students to become productive and contributing citizens in a diverse and changing world." The school district subscribes to this premise by providing rigorous academic, career, and technology-based education to over 7,900 students, starting at age four and continuing through adulthood.
- **Allen & Shariff Corporation** received the Bronze MD Quality Award. Headquartered in Columbia, Md., Allen & Shariff is an engineering/construction services company with a mission "to be the best by delivering outstanding engineering solutions and construction services that are innovative, efficient, practical and on-time." Founded in 1993, the company has 98 employees in four offices in Maryland and Pennsylvania and focuses its work

on its core values of integrity, quality, team spirit, pride, growth and citizenship.

- **Savantage Financial Services, Inc.** received the Bronze MD Quality Award. Savantage provides accounting, information technology, financial systems and e-business solutions, as well as a wide range of software products and consulting services, to government organizations. As a woman-owned, small business based in Rockville, its number one priority is customer service, and its core values of dedication, hard work and a commitment to innovation are essential to making customers successful. With a highly educated and diverse staff, its corporate culture focuses on leadership, integrity, a passion for learning, mutual respect, and a drive for initiative.
- **Naval Medical Logistics Command (NAVMEDLOGCOM)** received a Certificate of Recognition. Located at Fort Detrick in Frederick County, NAVMEDLOGCOM is responsible for handling all medical logistics needs of the United States Navy, including procurement of healthcare professionals, operational and medical logistics, production and manufacturing, and external training. With 150 military, civilian and contract workers, NAVMEDLOGCOM provides medical logistics services, supplies, and equipment to 130 military treatment facilities and over 300 naval ships and U.S. Marine Corps units located throughout the world. The organization practices its guiding principles of honor, courage and commitment in all aspects of its services.

Since 1983, Maryland's U.S. Senators and the University of Maryland have joined together to help Maryland organizations achieve excellence and world-class results using the Maryland Performance Excellence Awards process to inspire, coach and recognize role model organizations for their successful implementation of systematic processes and achievement of outstanding results. The awards program provides an opportunity for organizations to improve their performance through self-assessment, writing an application, receiving an external analysis, participating in workshops and conferences, benchmarking with other high-performing organizations, and sharing best practices.

The Baltimore Section is a Gold Sponsor of the Awards program.

#### **Asbury~Solomons Island Recognized for Performance Excellence**

Asbury~Solomons Island received the Gold Maryland Quality Award at the 23<sup>rd</sup> Annual Maryland Performance Excellence Awards Conference and Awards Ceremony at the University of Maryland. U.S. Senator Benjamin Cardin and University of Maryland President C. Daniel Mote, Jr. presented the award.

The awards are Maryland's highest distinction given for performance excellence, and applicants must complete a rigorous self-examination and application process, after which teams of examiners spend up to 1,000 hours evaluating, scoring, and providing feedback using the National Institute for Standards and Technology's Baldrige Criteria for Performance Excellence. The Baldrige Criteria evaluate an organization based upon its: leadership; strategic planning; customer and market focus; measurement analysis and knowledge management; human resource focus; process management; and results.

Given since 1983 by Maryland's U.S. Senators and the University of Maryland, the awards foster process-based, measurable, continuous improvement that drives results, creating successful organizations that strengthen the Maryland economy.

"This award recognizes that Asbury~Solomons Island continues to develop and provide outstanding services to the seniors we serve," said **Andrew Applegate**, President and Executive Director of Asbury~Solomons Island.

It is not the first time performance excellence was recognized – Asbury~Solomons received the U.S. Senate Productivity and Maryland Quality Bronze Award in 2002 and 2004. The award is the first Gold within the Asbury system, whose six communities have all received quality and performance excellence awards within the last several years.

**Asbury ~Solomons Island** received the Gold Award as a continuing care retirement community (CCRC) in Southern Maryland. The community, which is accredited through the Commission on Accreditation of Rehabilitation Facilities—Continuing Care Accreditation Commission (CARF—CCAC) provides multiple levels of care, from residential living through skilled nursing care, for nearly 500 residents.

Located on the banks of the Patuxent River, Asbury~Solomons Island employs 173 people trained with the Quality Improvement philosophy to help its residents achieve a higher quality of life. The management uses a Wellness Model to focus attention on intellectual, physical, spiritual, vocational, emotional and social needs of its residents.

### ***Performance Excellence Users Group***

The Performance Excellence Users Group was kicked off at the University of Maryland on May 20, 2008 with 23 individuals in attendance. **Kathy Free**, ASQ-Baltimore and former member of the MPEA Executive Guidance Board, moderated the meeting and a lively discussion was conducted about the desired meeting format, discussion topics and more. **Marty Stephens**, MPEA Manager, reported that an additional 20+ persons expressed an interest in the group, but were unable to attend the kickoff meeting.

The following decisions regarding the format of the Users Group were made by the attendees: 1) meetings will be 2 hours in length and will be held from 1 PM to 3 PM on Thursdays preferably; 2) meeting months will include July, September, November, January, March (MPEA Conference) and May; 3) location of meetings will be the University of Maryland or at group member facilities; 4) members are responsible for their own meeting expenses including parking, facility rental (if relevant) and will provide their own food and beverage, as desired; 5) a program committee was established and will develop a proposed plan for the first year incorporating input provided at the meeting; 6) Kathy Free will check with ASQ as to CEU credits for participation; and 7) Mike Novak volunteered to draft a mission and vision for the organization.

Areas of interest identified by the participants included learning about the Baldrige Criteria and the awards process, internal process improvement, networking/knowledge-sharing and benchmarking. Anticipated meeting formats include guest speakers, tours of award recipient facilities, mini-training sessions, and discussion groups.

The next meeting of the Performance Users Group is scheduled for July 10 at 1 PM at the University of Maryland in College Park. The program topic is ***Getting Started with the Baldrige Criteria and Writing the Application*** and will be presented by **Mike Perich** of Montgomery County Public Schools (2004 award recipient) and **Jan Carson** of Villa Maria Continuum (2003 award recipient). New participants are welcome to join the group at this meeting. Register by sending an email to [martys@umd.edu](mailto:martys@umd.edu).

### ***Baltimore's Quality People***

Would you like to be known as one of Baltimore's Quality people? A new feature to be included in the Newsletter will spotlight of one of our members each issue. All you need to do is describe yourself including such items as your present quality position, education, employment, certification, and ASQ activity, either at the Section or Division level. Email your information to [je.cooper@ngc.com](mailto:je.cooper@ngc.com).

### **Certification Exam Schedule**

There are two cycles for the ASQ Certification exams - a March / October Cycle and a June /December Cycle. The schedule shown reflects the dates through the March 2009 series of exams.

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

	<b>Application Date</b>	<b>Exam Date</b>
<b>October, 2008</b>	August 15, 2008	October 18, 2008
<b>December, 2008</b>	October 03, 2008	Dec. 06, 2008
<b>March, 2009</b>	January 09, 2009	March 07, 2009
<b>June, 2009</b>	April 10, 2009	June 06, 2009
<b>October, 2009</b>	August 14, 2009	October 17, 2009

#### **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.*

### **From the Education Chair**

It's time to plan the courses that will be offered in the Fall. If you are interested in any certification course, please email [education@asqbaltimore.org](mailto:education@asqbaltimore.org) with your name and course(s) that you are interested in. We are going to make an effort to offer as many courses as possible or make other arrangements to assist you in obtaining your certification.

If you are interested in teaching any certification, please email [education@asqbaltimore.org](mailto:education@asqbaltimore.org) with your name and course(s) that you are interested in teaching.

If you have any additional questions, please email [education@asqbaltimore.org](mailto:education@asqbaltimore.org).

### **From the Examining/Recertification Chair**

It's the time of the year to look at your certification to see when it is due for recertification. If your certification expired in December of 2007, you have until the end of June to renew your certification. For those certifications that expire in July of 2008, you have until the end of the year. If your certification expires in December of this year, it's time to start think about your paperwork. Please do not wait until the end of your grace period to do your recertification paperwork. For recertification instructions, consult [www.asqbaltimore.org](http://www.asqbaltimore.org) website under Recertification.

To save postage, a process is in place to submit your initial paperwork by email. If you have access to a scanner, please scan and email to [recert@asqbaltimore.org](mailto:recert@asqbaltimore.org). Otherwise, please consult the [www.asqbaltimore.org](http://www.asqbaltimore.org) website for the address to send your application.

**Next Newsletter Due Date August 01, 2008**