

Where Quality Meets!

Mission

To create value for our members and business professionals at large by providing opportunities for professional development, and serving as a resource for managing quality in the Maryland community.



Vision

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



ASQ Member Benefits

- World's largest organization dedicated to promoting Quality
- A community of professionals
- Access to local and national learning events



ASQ Member Benefits

- Networking opportunities
- Professional development
 - 17 Certifications recognized around the world
- Includes all sectors (manufacturing, service, healthcare, government, education)





For your convenience,

There are pens and index cards available for you to use to assist with notes, information, networking or writing down information that you see on this slideshow or tonight's presentation.

Science Fair

The ASQ Baltimore Section has once again been invited to participate in the 56th Annual Baltimore Science Fair to be held at Towson University (Mar 26-27th).



As in past years, the Baltimore Section will provide volunteer judges and awards to students participating in the Baltimore Science Fair.

The Section has been continuously supporting the Science Fair for about 20 years.

If you are able to assist, please contact:

sciencefair@asqbaltimore.org

Upcoming Meetings

- April 2011 Dinner Meeting
 - Thursday, April 7, 2011
 - Quality in Blood Banking

- ASQ Baltimore Board Meetings
 - March 15, 2011; April 12, 2011
 - Heatherfield Community Center (Columbia MD) – ask a Board member or see the website for detailed directions. Come participate.



See the website Calendar of Events for further details

Upcoming Meetings

- May 2011 Event
 - Tuesday, May 3, 2011
 - Snyders, agenda to be determined

- June 2011 Event
 - Date, agenda to be determined



See the website Calendar of Events for further details

Upcoming Events

On the Calendar of Events website, we have information on a number of events coming up in the next few months:

- Lean Workshops and Seminars
- MAFN DMAIC Process Event
- Lean Six Sigma Belt training
- BSI ISO Auditor and QMS training
- AAMI Quality System training
- various Special Interest Groups
- Quest for Excellence® Conference
- World Conference on Quality and Improvement
- DC-SPIN
- Baltimore Science Fair
- Cause Mapping Workshop



See the website Calendar of Events for further details

Lean Six Sigma SIG

The Lean Six Sigma SIG's objective is to provide a forum to promote the business values of Lean Six Sigma concepts through professional development, sharing business successes and providing problem resolution resources.



To contact the Lean Six Sigma SIG, please email **leansixsigma@asqbaltimore.org**, or use the LSS-SIG Contact form on the website.

Lean Six Sigma SIG

The Lean-Six Sigma SIG is planning for its next meeting to be held in March.



Watch for information on upcoming events on the ASQ Baltimore website.

Please contact us if you are interested in

- Speaking at a Lean-SixSigma SIG event
- You or your company can sponsor a Lean-SixSigma SIG event
- You have a topic for a future Lean-SixSigma SIG event

Upcoming Dinner Meeting

**AABB – Who are we and what do we do?
Regulation and Quality in the Blood Industry**

Thursday, April 7, 2011, 5:30p – 8:30p

**Join your fellow Quality colleagues at
Snyder's (Linthicum) for an evening of learning, networking,
dining, catching up and other related goings on.**

See the Section Website for details and reservations.

Event Planning

ASQ Baltimore is always looking for new ideas and assistance in planning/holding events, including:

Speakers

Venues

Breakfast Meetings

Sponsors

Special Interest Groups

Lean/Six Sigma

Social Events

Professional Development

If you are able to help, or have ideas, please give us your contact information at the back table. Thank you.



Education / Training

If you are interested in upcoming Certification training or other types of Quality training, or would be interested in teaching an upcoming course, please let us know.



A sign-up sheet for suggestions or information is available at the back of the room.

Social Event

For next year's social, the Section Board is asking you to suggest a location and activity for next year's social event.

We would like an event/location that spouses and/or guests could attend to broaden their knowledge of your colleagues and their dedication to Quality.

Please email **info@asqbaltimore.org** with your ideas.



Outreach Mailing List

ASQ Baltimore keeps its members informed through the website and email to its members.

If you are not an ASQ Baltimore Member, then you can request to be added to the Section Outreach e-mail list, where we will keep you informed on news and events going on within the Section.

Please contact a Board Member at this meeting, send an email to **info@asqbaltimore.org** or give us your contact information on the sign-up sheet at the back table, and we will get in touch with you regarding your question.



Section Mailing List

If you are a member of the Section and are not getting Section emails and you wish to, please change your e-mail settings with ASQ National. If you need assistance with this, please let the Section know.



Please contact a Board Member at this meeting, send an email to **info@asqbaltimore.org** or give us your contact information on the sign-up sheet at the back table, and we will get in touch with you regarding your questions.

Volunteer

If you are interested in volunteering for the Section, please let us know. We are always in need of assistance.

Don't know what we need ? We can provide that information. Let us know if there is anything you have a particular interest in, or can help with.

Contact a Board Member at this meeting, or give us your contact information at the back table, and we will get in touch with you regarding your questions.

Refresher Courses

Fall 2010 Courses

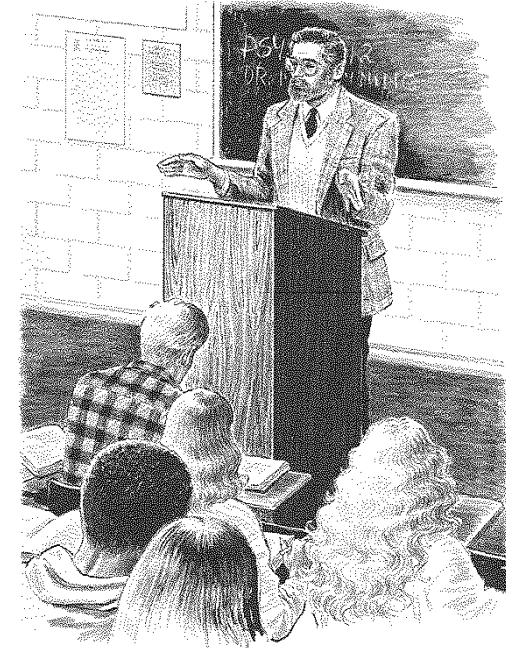
- Certified Quality Auditor Review
 - were held Wednesday evenings
- Certified Quality Engineer (CQE)
 - Cancelled due to no enrollment
- Certified Manager Organizational Quality (CMOQE)
 - Cancelled due to no enrollment



Refresher Courses

Projected Courses for Spring 2011

- Certified Quality Auditor (CQA)
 - Planned for Spring Session (Wed)
- Certified Six Sigma Green Belt (CSSGB)
 - Planned for Spring Session (Tues)
- Certified Software Quality Engineer (CSQE)
 - Planned for Spring Session (Wed)



Refresher Courses

For other local course
information, see

www.asqbaltimore.org

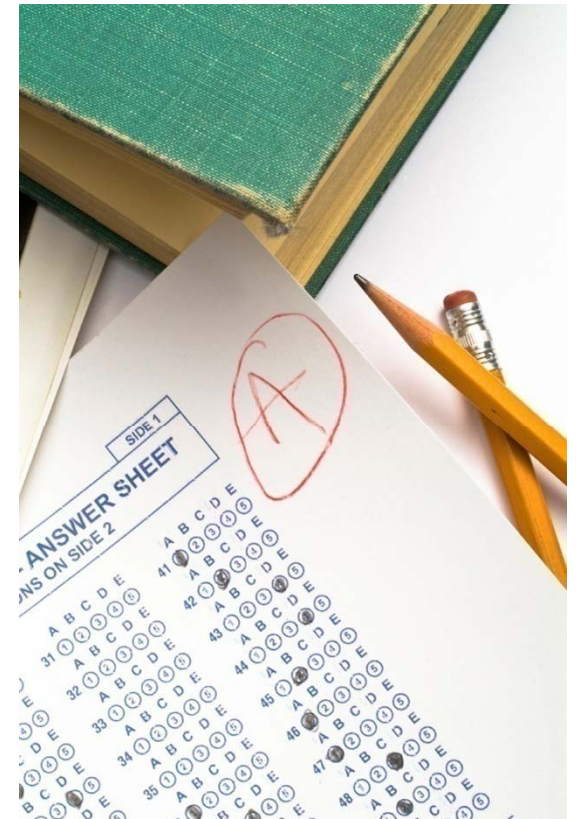
For other information on
exams/dates, see

www.asq.org



Certification Exams

- Next date for exams (local) is:
June 4, 2011 CCT CPGP CQA
 CQIA CQPA
 CSSGB CSQE CQE
- Exam schedule is listed on the ASQ Baltimore website
 - www.asqbaltimore.org
- For other exams/dates, see
 - www.asq.org



Re-Certification

For information on Re-Certification,
turning in re-cert packets or if you
have questions, email

certification@asqbaltimore.org

For other information on the main
Certification or Recertification
process, see

www.asq.org



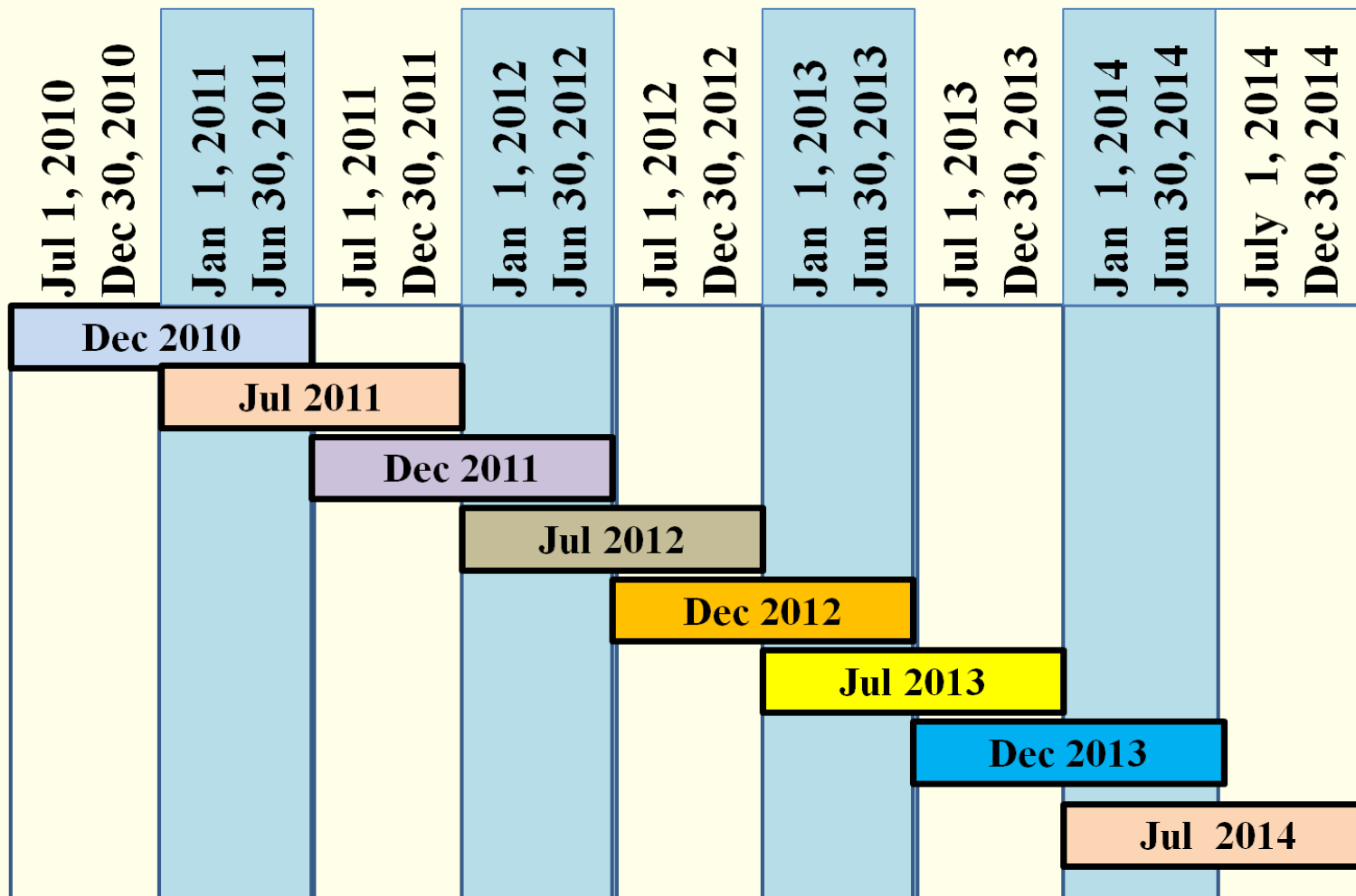
Certification Tracks

Recommended ASQ Certification Order by Career Track

Technical							
	Technician	CQI	CQT	CSSGB	CCT		
	Inspector	CQI	CQT				
	Engineer	CQT	CSSGB	CCT	CSSBB	CRE	CQE

Leadership							
	Auditor	CQIA	CQPA	CQT	CQA	CHA CBA CPGP	
	Software Engineer	CQIA	CQPA	CQA	CSQE		
	Manager	CQIA	CQPA	CQT	CQA	CHA CBA CPGP	CMQ/OE

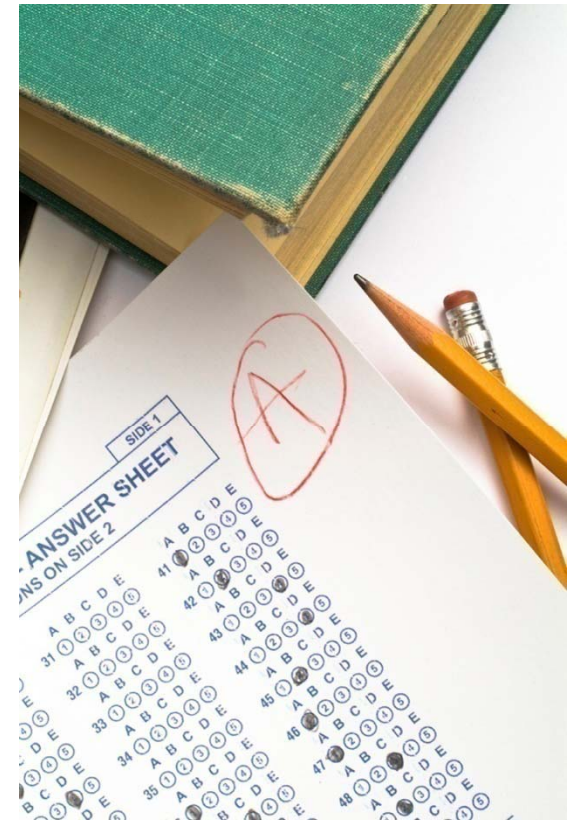
Re-Certification Timeline



Exam Proctor

If you are interested in helping to Proctor a future exam, please sign up on the forms in the back of the room, on the website, or email **proctor@asqbaltimore.org**

You will be contacted if needed by the Chief Proctor or Proctoring committee.



Visit us on the Web:

www.asqbaltimore.org

For more information on events, courses,
networking opportunities, job
opportunities, volunteer opportunities,
and contacts...and much more



For your convenience,

There are pens and index cards available for you to use to assist with notes, information, networking or writing down information that you see on this slideshow or tonight's presentation.

Website Feature

The ASQ Baltimore website has been updated to be able to be viewed easily on mobile devices.



ASQ Baltimore now supports Apple iPhone / iPod touch, Google Android, Blackberry Storm and Torch, Palm Pre and other touch-based smartphones.

All postings, most pages and RSS feeds are now easily available through your mobile devices.

Placement / JobSeekers

Visit us on the Web:

asqbaltimore.org/jobseekers

For Career Management
information, and much more.

Not just Job Postings, useful
information for anyone wishing
to manage their career.



Placement / JobSeekers

Latest information on the JobSeekers site:

Website: ASQ JobSeekers has gone mobile

LinkedIn Profiles now include Certifications

Baltimore's Best Places to Work

News: Economic Outlook

Info: ASQ Membership Benefits Info

Info: Unemployed ASQ Membership Benefits

Article: QP-I want to change industries

Feature: New Features in the ASQ Career Center



Placement / JobSeekers

Latest Job Postings on the JobSeekers site:

Senior Exam subject Matter Expert (CSC)
Senior Certification Task Analyst/Test Developer (CSC)
Quality Engineering Professional (Locke; Baltimore MD)
QA Tech (Locke; Baltimore MD)
Quality Assurance Technician (Easton MD)
QA/QC Manager (Columbia MD)
Quality Improvement Manager (APS; Columbia MD)
Multiple Postings (BD; Baltimore MD)
Director, Quality Control (Emergent; Baltimore, MD)
Process Improvement Engineer (Lumark; DC Metro)



Placement / JobSeekers

Career Events on the Web:

asqbaltimore.org/jobseekers

Watch the website for upcoming
Career-related information and
events.



Executive Committee

Chair - Joan Richter

Joan Richter, CQA, is Chair of the ASQ Baltimore section 0502. Her other duties within the Section Board include Education Chair and Certification Chair.

Vice-Chair - Bill Stevens

Bill Stevens (BS, MBA) joined the Section 0502 board in 2008 as Membership Chair. He is a senior member of ASQ with certifications including CQA, CQT, and CMI.

Treasurer - Aron Brall

Aron Brall (BS, MBA) has 30+ years experience in Reliability and Quality, currently as Reliability Services Area Team Leader for SRS Technologies at Goddard Space Flight Center. He is a Senior Member with certification in Reliability Engineering and has been an ASQ member since 1992.

Secretary – Linda Carapellucci

Linda Carapellucci, CQE, joins the Section Board this year as secretary. With sixteen years of experience in vehicle/transmission manufacturing quality, she is currently employed at General Motors Baltimore Transmission, and is a Certified General Motors Red X Problem Solving Journeyman.

Elections – Nominations

**Nominations for the Executive Committee are
being accepted for:**

Chair Vice-Chair Treasurer Secretary

**Contact info@asqbaltimore.org or a Board
member with your interest or nomination.**

Membership

If you are interested in speaking with someone, or receiving information or a phone call regarding Membership in ASQ or ASQ Baltimore, let us know.

Contact a Board Member at this meeting, or give us your contact information at the back table, and we will get in touch with you regarding your questions.



The Global Voice of Quality™



Social Media

ASQ Baltimore is now on LinkedIn®:



The Baltimore Section of the American Society for Quality (ASQ 0502) is happy to announce the creation of the LinkedIn® Group: *ASQ Baltimore Section 0502*.



LinkedIn Profiles

LinkedIn Profiles now include Certifications!

Please add your ASQ certifications in the following way:

Certification Name: ASQ CBA—Biomedical Auditor

Certification Authority: ASQ—American Society for Quality

License number: *No need to complete this line, optional.*

Dates: *Enter expiration date*

(if a certification has no expiration date, leave this line blank).



Social Media

ASQ Baltimore is now also on Twitter:



ASQ Baltimore has a Twitter feed at
<http://twitter.com/ASQBaltimore>

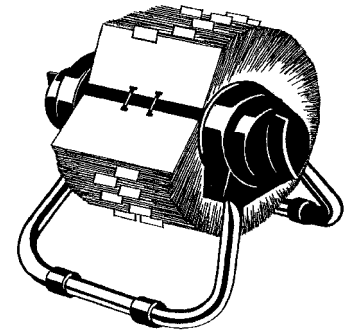
ASQ Baltimore JobSeekers also has a Twitter feed at
<http://twitter.com/ASQJobseekers>



Networking Opportunities

ASQ Meetings are a great place to network.

We are thinking of holding a future meeting to review Career Management and Networking if there is enough interest by the membership.

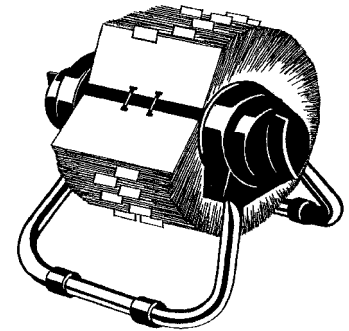


If you are interested, please send an email to **info@asqbaltimore.org**.

Networking Opportunities

Message from your Placement Chair

Networking is important: For your career,
for your current job, for your employer.



If you haven't spoken to, or connected with, at least 3
new people tonight at this event, you aren't doing
what you need to do for yourself professionally.

Programs / Tutorials

- Have a Program or Tutorial topic you'd like to see the Section to address ?
- Have a process / topic / success you want to share with Section members ?
- Are you a speaker ? Or can you pretend to be?
- Wish to earn Re-certification points ?



We have Programs/Tutorials for this year, but are always looking for backup speakers or programs for next year.

Volunteer Opportunities

- You have input in the future programs and direction of the Baltimore Section.
- A chance to network with others in your field and in a similar position to yourself.
- A chance to contribute to help further the Quality Profession and those impacted locally by it in Maryland.

Volunteer Opportunities

- You can get up to 1.5 Certification RUs per year participating in a Committee (up to 2 for an elected position, up to 6 RUs per certification).
- New Recertification rules allow you to earn Certification points for volunteering for individual events/tasks.

Volunteer Opportunities

Without Volunteers, your Section will need to reduce the services to its members.

Help us provide Quality to our members.

The Section is able to use all types of assistance.

Volunteer Opportunities

The next Board meeting will be held at the Heatherfield Condominiums Community Room on Tuesday, March 15, 2011.

Join us at a Board Meeting to see where you can assist or participate. Ask a Board member or see the website for detailed directions.

Volunteer Opportunities

Breakfast Committee positions are open.

ASQ Baltimore Breakfast program needs someone to chair / coordinate / assist Breakfast programs.

The program also needs sponsors, topics and speakers.

Volunteer Opportunities

Section Board has 2 Advisor positions open and multiple committees who could use volunteers.

Advisors are a great way to learn how your Board works and figure out where you can help out over the Program year.

Board Volunteers

Thanks to our recent additions to the Section Board and our volunteer community:

- Josef Wonsever
- Wayne Toy
- Holly Rapp
- David Moore
- Alan Bergold

- Eric Payne
- Annette Kassa





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Placement / JobSeekers

- Do you have a job opening that you want to get out to a local group of Quality personnel ?
- Are you looking for a job in the Quality field ?
- Do you want a comprehensive calendar of local job fairs and career-related events ?

Check out the new Jobseekers website at

<http://asqbaltimore.org/jobseekers/>

Placement / JobSeekers

- Do you want to see what jobs may be available locally, even though you are not currently looking ?
- Are you looking for a good resource to help you manage your career ?

Check out the new Jobseekers website at

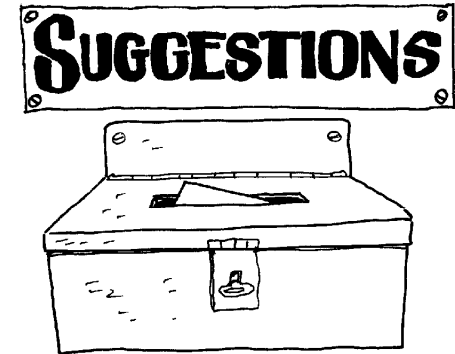
<http://asqbaltimore.org/jobseekers/>

Placement / JobSeekers

- Might you be interested in a list of local companies who have hired/are hiring QA personnel ?
- Do you need training or assistance with beginning or continuing your job search ?

Check out the new Jobseekers website at

<http://asqbaltimore.org/jobseekers/>



We understand that members get tired of requests for assistance, speakers, meeting ideas, feedback, etc.

But, without your input, the ASQ Baltimore Section can't fulfill your needs.

Please assist us assist you.



Please turn off all cell phones during the presentation, or turn the device to vibrate/silent mode.

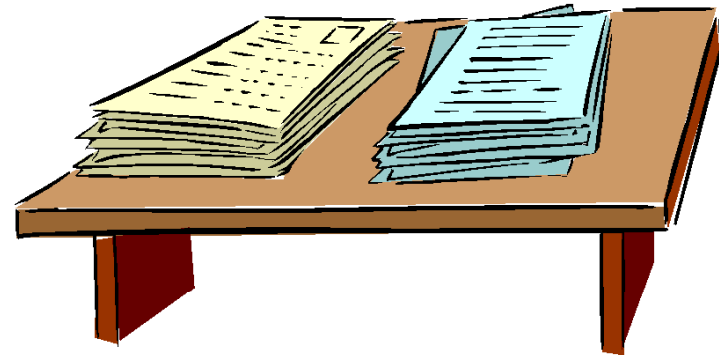
If you must take a call, please take it in the hallway outside the meeting, but remember, we still may be able to hear you.



If you have questions / comments during the discussion, please remember to speak up so that others may be able to hear your questions.

Handouts will be provided before the meeting
(if available).

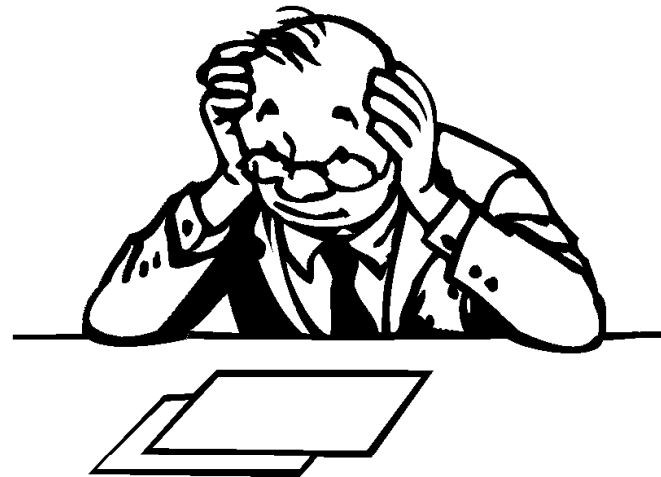
Presentations for the meetings will be posted to
the website if provided by the speakers.



There will be a door prize
(meeting coupon) at the
end of the evening.



Please Remember to take your receipts with you, and to fill out the Evaluation forms at the end of the evening.



The ASQ Baltimore Section Board
wishes to thank you for attending
this meeting.



Baltimore Section

Tonight's Tutorial

“Deming’s 14 Obligations of Top Management”

David M. Saunders, co-author of Four Days with Dr. Deming.

Dr. W. Edwards Deming deplored management by objectives, bonus plans, incentive payments, and other popular practices that led to the recent sub-prime mortgage debacle. He advocated the intelligent use of statistics as a leadership tool. David Saunders had the unique experience of attending many of Dr. Deming’s lectures as a student and then as a helper. His highly acclaimed book *Four Days with Dr. Deming* contains a forward by Dr. Deming. The tutorial will review Deming’s 14 Points and give a flavor of what it was like to attend the popular workshop that had so much influence on industry worldwide.



Baltimore Section

Tonight's Program

“Special Considerations When Your Customer is the Government”

David M. Saunders. Senior Director, Quality Assurance, ResCare.

When your customer is the government, how do you avoid audit findings and other mishaps? This presentation will demonstrate methods for planning (the Six Determines), document control, staff competence, file reviews, and visual display of data (cumulative plan versus cumulative actual graphs). ResCare is the nation's largest provider of workforce development services to the US Department of Labor. Our ResCare Quality Way makes use of ISO 9001 to plan, control, and improve the delivery of government-funded services.