

# The Center Line

AMERICAN SOCIETY FOR QUALITY  
RICHMOND – SECTION 1104



Volume 33, Issue 7

## BOARD OF DIRECTORS      COMMITTEES (cont'd)      MARCH 2006 MEETING

**Chair**  
Greg Kuhn  
(804) 274-6282  
(804) 274-7871 (Fax)

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Richard Kirchhoff  
(540) 249-2001

**Secretary**  
Cynthia Bright  
(804) 523-3013  
(804) 523-3061 (Fax)

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(804) 553-3279  
(804) 553-3259 (Fax)

**Past Chair**  
Greg Kuhn  
(804) 274-6282  
(804) 274-7871 (Fax)

**COMMITTEES**

**Education**  
Paul Werkmeister  
(804) 598-7556

**Membership**  
Robyn Bennett  
(804) 652-6536  
(804) 652-6500 (Fax)

**Program**  
Clay Ellis  
(804) 752-7667

**Newsletter**  
Dee Boyd  
(804) 274-1599

**Quality Conference**  
Chris Milton  
(804) 274-5033

**Database**  
Dee Boyd  
(804) 274-1599

**Examining Chair**  
Dr. Victor Gray  
(804) 307-4955

**Koalaty Kid**  
Laura Singletary  
(804) 274-5155  
(804) 274-5491 (Fax)

**Certification**  
Jo Anne Britt  
(804) 782-8141  
(804) 782-8396 (Fax)

**Re-Certification**  
George Kvasnicka  
(804) 274-3094

**Webmaster**  
Brad Reynolds  
(804) 747-9486

**Placement**  
George Kvasnicka  
(804) 274-3094

**Arrangements**  
Luisa White  
(804) 274-1912  
(804) 743-2498 (Fax)

**Audit Resource Network**  
Troy Bowling  
(804) 952-7983

**Publicity**  
Andrea Kelly  
(804) 343-5757  
(804) 343-8464 (Fax)

**RJEC Liaison**  
Brad Reynolds  
(804) 747-9486

**SMP Chair**  
Mary Turner  
(804) 794-3757

**Date/Time:** Tuesday, March 14, 2006  
5:30 - 6:00 PM Networking/Social (Cash Bar Available)  
6:00 - 7:00 PM Dinner  
7:00 - 8:00 PM Speaker

**Speaker:** Harry Gregori will speak on ISO 14000

**Location:** **Pasta Luna**  
8902 West Broad Street, Richmond, VA 23294  
(804) 762-9029

**Cost:** \$18.00 per person (check or cash)



**Dinner Reservation Reminder**

For reservations, contact Luisa White, Arrangements Chair, at 804-274-1912 or by e-mail at [Luisa.S.White@pmusa.com](mailto:Luisa.S.White@pmusa.com). Reservations left on phone mail (by Friday noon) will be confirmed, if requested, by Sunday noon. Reservations must be received no later than noon on Friday, March 10, 2006. **NOTE:** Reservations for this event that are not cancelled by Friday, March 10th at noon will be billed.

 **Want to know more about RJEC?**

Where can you find more information about the Richmond Joint Engineers Council?  
Check out the Website at [www.rjec.org](http://www.rjec.org)  
You'll find information about activities, volunteer opportunities and sponsorships!

**ASQ Richmond Section 1104  
Wins Bronze for 2004-2005!**

This message just in from Clay Hodges, the ASQ Section Affairs Council Chair:  
Congratulations! Your Section has achieved SMP Section Excellence, Bronze Level for the year 04-05. This is a great performance achievement for your Section and it reflects favorably on your Member Leaders and Regional Director. Your accomplishment of meeting or exceeding the Society's objectives in member satisfaction, loyalty and retention helps to make your Section, your community and ASQ stronger. I look forward to shaking the hand of your representative and Regional Director at the 2006 ASQ World Conference in Milwaukee (see our story on page 3 for more Conference information).



***Opportunity Knocks!***

**Merit Medical** is currently seeking a **Quality Assurance Manager** to oversee all QA/RGA functions through out the manufacturing/procedure tray facility. The candidate will maintain the quality system requirements in compliance with national regulatory requirements. Including creating and updating policies and procedures, as required according to regulatory requirements in cooperation with appropriate company members. Encourage team participation in problems solving, system enhancements and in new product program. Provide advice to management on quality issues. Resolve problems with product quality and auditing procedures. Prepares necessary paperwork for the quality auditing process and documents changes in the quality inspection procedure. Prepare written reports summarizing the status of problems and identifying opportunities for improvement. The candidate will have strong people and management skills. This position requires a bachelor's degree and 5+ years experience in QA Management in a medical devise or procedure tray environment. No third party resumes or applications will be considered.  
**Please send a resume with salary history to:**  
[bfrost@merit.com](mailto:bfrost@merit.com). or MERIT MEDICAL SYSTEMS, INC. 12701 Kingston Ave, Chester, VA 23836 Fax No: (804) 416-1031 Attn: Becky Frost.



***Membership Updates***

If your address or e-mail has changed please logon to the home page of the ASQ Website at <http://www.asq.org>. Select "Change Address", complete new information, and submit the form. Please do not send your requests to your local section. Written requests for changes may also be sent to ASQ Corporate offices at American Society for Quality, P.O. Box 3005, Milwaukee, WI 53201-3005

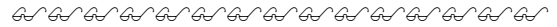
**ASQ Section 1104  
Calendar of Upcoming Events**

**April 11th, 2006**

Amos Robinson, Robinson Business Solutions  
Basic Principles of Good Customer Service

**May 9th, 2006**

Mark Crossley



***Recertification News***

Please send all recertification packets directly to:  
Philip Morris USA, MC-QA LINK  
George Kvasnicka  
615 Maury Street  
Richmond, Va. 23224  
Phone: (804) 274-3094; Fax: (804) 274-5491;  
Pager: (804) 905-3094

Philip Morris Employees, send your packets to:  
George Kvasnicka  
Richmond-MC-QA LINK  
Quality Assurance & Technical Support

Please **do not** send recertification packets to ASQ Headquarters. This will cause a delay in the approval process by weeks.



***Advertise in "The Center Line"***

Need to advertise? Why not use our newsletter? It's inexpensive and a great way to spread the word. Please contact Andrea M. Kelly, our Section's Publicity Chair for further information.

By advertising through your Section's Newsletter, you will reach over 500+ quality professionals. Andrea can be reached at (804) 343-5757 or by email at [Andrea.Kelly@vhda.com](mailto:Andrea.Kelly@vhda.com).

All proceeds from advertising are used to offset the cost of materials and publication for the Section's Newsletter.

## ASQ Offers Scholarships

Did you know ASQ offers the [Richard A. Freund International Scholarship](#) and many other scholarships to high school, undergraduate, and graduate students? This scholarship honors the memory of Richard A. Freund, a past president of ASQ. It is for graduate study of the theory and application of quality control, quality assurance, quality improvement, and total quality management. It covers the engineering, statistical, managerial, and behavioral foundations of those fields. The scholarship is offered to members and nonmembers worldwide. Study may take place in one's own country or in another country. A gift of \$100,000 has been made to ASQ by Mrs. Richard A. Freund, and ASQ shall administer the annual scholarship. Scholarship applications shall be received no later than April 1 of each year, with the award being made by July 1 of each year. The approximate amount of the yearly award will be \$5,000. For more information, visit [www.asq.org/about-asq/awards](http://www.asq.org/about-asq/awards).



### *A Message from ASQ President Jerry Mairani*

Quality has come a long way in the past 60 years: We've seen great strides in the profession and practice of quality; in the awareness and advancement of quality knowledge and expertise; in the continued development and evolution of quality tools, methods, philosophies and principles; in the adoption of quality around the world. I've been part of the quality journey for 23 of those years, including a mere 15 with ASQ. Today — ASQ's statistically significant 60th anniversary day — I marvel at what a ride it's been for me, and I hope for you too...

For the complete text of the message, visit [www.asq.org/60/presidents-message](http://www.asq.org/60/presidents-message).

## World Conference on Quality and Improvement May 1, 2 & 3<sup>rd</sup>, 2006

The 2006 ASQ World Conference on Quality and Improvement, "*Transforming the Face of Quality*," will embrace the future and how quality can play a crucial role in the transformations to come. With over 100 relevant and engaging topics, 14 ASQ certification offerings, networking opportunities and powerful keynotes, you can't afford to miss this conference!

### General Information

#### Conference Location and Registration Area

The conference and the exhibit is located at:

Midwest Airlines Center  
400 W. Wisconsin Avenue  
Milwaukee, WI 53203

[www.midwestexpresscenter.com](http://www.midwestexpresscenter.com)

### Special Group Rates

Special group rates have been established for the 2006 World Conference. Group rates are effective for pre-registered attendees only (must register prior to April 28, 2006):

3 to 9 attendees: Each registrant will receive a 10% discount off the application fee.

10 or more attendees: Each registrant will receive a 12% discount off the applicable fee.

To receive the group rate, all registrants must be from the same organization and registrations must be submitted at the same time. The group discount only applies to the full conference (does not apply to one-day registrations or any other special offer or discount).

### Preliminary Conference Program Available!

Obtain your copy of the 2006 World Conference on Quality and Improvement preliminary program — see who will be speaking, which engaging topics will be covered, and make plans to attend valuable networking opportunities! To download a copy of the preliminary program in PDF format (5MB) click on this link: [Download your copy!](#) If you'd prefer a hard copy mailed to you, please visit the website shown below.

**For more information about Conference Events, Focus Areas, Networking Sessions, Group Rates, Registration and more, visit <http://wcqi.asq.org>.**



### AUDIT RESOURCE NETWORK

Troy Bowling 804.952.7983

*Quality Professionals dedicated to the*  
education, continuous learning and  
advancement of Quality Auditing:  
Baseline Gap Assessments  
QMS Readiness Assessments  
Internal Audit Program Assessments

Fax: 804.275.9152 • Email: [Troy.Bowling@infineon.com](mailto:Troy.Bowling@infineon.com)

## Welcome New & Transferred Members!

Lorra Ambrose	Jamie McPherson
Randall Barber	Michael Parker
Shawn Burton	Nathaniel Pate
Rory Covert	Michael Randall
Brett Herbst	Dana Shegog
Ryan Hughes	

To all our new members, welcome to ASQ Section 1104 and please join us every 2<sup>nd</sup> Tuesday of the Month for our Section Dinner Meetings.

We encourage each of you to consider serving on one of many working committees. The ASQ Richmond Section 1104 offers members an opportunity to hone their current skills and develop new skills by volunteering in the organization.

Each volunteer experience contributes to a diverse background that employers are looking to capture in their organizations.

## Let Us Hear From You!



Do you know of a great learning opportunity? Have you a good story to tell? Are there things you'd like to see in "The Center Line"? Please submit ideas, notices or articles via e-mail to

**Dee Boyd** at [Dee.V.Boyd@pmusa.com](mailto:Dee.V.Boyd@pmusa.com). Please send articles by 5PM on the dates listed below. Information received after the deadline will be printed in the next month's newsletter.

**April Newsletter – March 20, 2006**

**May Newsletter – April 20, 2006**

"The Center Line" is published monthly from September through May of each year.



## Volunteer Today!

To volunteer, please contact:

A current area chair-person of one of the committees listed on the cover page of this newsletter, OR

Greg Kuhn

Office: (804) 274-6282

Fax: (804) 274-7871

[Gregory.J.Kuhn@pmusa.com](mailto:Gregory.J.Kuhn@pmusa.com)



## Upcoming Quality Management Courses Presented by ASQ:



Gain a competitive edge in the global economy, dramatically improve business performance, and achieve bottom-line profitability. Let the American Society for Quality (ASQ) be your training solutions partner to help you manage your organization and guide it to success in quality

- **Excellence in 8 Dimensions:**  
*Designed for executives and change leaders, this course will provide you with an 8 Dimension framework for developing and deploying customer-focused initiatives within your organization.*
- **Introduction to Quality Management - Revised:**  
*Learn quality management principles, tools, techniques, and skills, while covering the bodies of knowledge for ASQ's Certified Manager of Quality/Organizational Excellence and Certified Quality Improvement Associate exams.*
- **Quality Cost Principles - Revised:**  
*Learn how successfully implementing cost of quality (CoQ) principles can help improve customer satisfaction, competitiveness, and financial performance in your organization.*
- **Root Cause Analysis:**  
*Increase your understanding of root cause analysis as a procedure, and enhance your problem-solving effectiveness to utilize throughout your organization.*

Visit [www.asq.org](http://www.asq.org) today for more information!