

# Q-Messaging

The Newsletter of the Washington DC ASQ Section 509

Volume 6, Issue 4

4<sup>th</sup> Quarter 2004

## From the Section Chair

"There is nothing more difficult to take in hand, more perilous to conduct, or more uncertain in its success, than to take the lead in the introduction of a new order of things."

Niccolo Machiavelli, *The Prince*

Being a change agent is not an easy role. It does not matter if the role comes through being a parent, a spouse, a co-worker, a manager, and/or as a quality professional.

No one likes to change, even if it is for the better.

Organizations and individuals are no different in how change is perceived.

- I have always done things this way, why do I have to change?
- What is in it for me?
- How will this change help the organization?
- When will this be over and things get back to normal?

It takes time to implement change and it may take months to see improvement. Thus, the time it takes to change depends on how the stages are handled.

The stages of change are:

*endings--past  
transitions--getting bearings  
beginnings--new direction*

This seems to equate with a typical sequence of a grieving process and a need to adjust when a new order of processes or ideas are introduced.

The biggest challenge in managing change is related to human relationships and emotions.

To be a successful change agent, there are certain personal attributes that are beneficial to have:

- \*patience;
- \*persistence;
- \*belief in the process;
- \*willingness to share or give away the credit and recognition;
- \*reliability;
- \*confident;
- \*listens;
- \*observant;
- \*not easily intimidated; and
- \*a sense of humor.

I wish to all the members' good luck in their adventures of change and to maintaining the gain.

Section Chair  
Suzi Wesch

## Our Mission

To provide professional opportunities for members and nurture a vibrant network of quality professionals who serve the quality community.

## Opportunities

The Washington D.C. ASQ Section provides members with the opportunity to meet others interested in quality, to discuss common issues and concerns, and to share ideas. Section 509 holds monthly meetings that are open to non-members as well as members.

## Quality Buzz....words

**Change Agent:** A person who leads a change project or business-wide initiative by defining, researching, planning, building business support and carefully selecting volunteers to be part of a change team. Change Agents must have the conviction to state the facts based on data, even if the consequences are associated with unpleasantness.

**Champion:** Business leaders and senior managers who ensure that resources are available for training and projects, and who are involved in project tollgate reviews.



- **For information on re-certification**, please contact Adam Shirvinski at 301-279-7336. Send your Re-certification Journal Application to Adam at 1897 Milboro Drive, Potomac, Maryland 20854.
- **ISO 9001 User Survey.** Your comments and opinion matter. ISO TAG TC 176, Quality Management, has established a survey accessible at: <http://www.tc176.org/Survey.asp> . Please access the site and add your comments. This is all part of the five-year review process of the standard.
- **ISO 9001 Requests for Interpretation.** Anyone who needs an interpretation of the ISO 9001 standard may request an interpretation – that does not involve clarification for a specific implementation – by accessing: <http://www.tc176.org> - Interpretations. Answers to previous requests are listed by their associated ISO 9001 paragraph number. These can act as FAQs and perhaps answer your question without the need for further inquiry.
- **Section Members Visit China.** Section members Syed Ali and Joe Ludford spent the first week of September in China attending the Third China-America Conference on Quality in Shanghai. Both gave presentations at the conference, Syed on NASA Supplier Management and Joe on Medical Device Requirements for the U.S. Market. Approximately 30 delegates from ASQ and 60 delegates from the China Association for Quality, Beijing and the Shanghai Quality Association attended the conference. The conference, sponsored by the ASQ Customer Supplier Division, was a great success. A fourth China Conference is being planned possibly in Beijing for 2006. Joe left the conference early to attend the First International Exhibition on Traditional Chinese Medicine in Bozhou, 450 miles northwest of Shanghai. He gave a presentation on Acceptance of Traditional Chinese Medicine in the U.S. at the exhibition. He also went to Beijing where he visited Guang'anmen Hospital, one of two branch hospitals operated by the China Academy of Traditional Chinese Medicine. It was a rewarding trip for both members.
- **You can get your ASQ Washington D.C. 509 newsletter faster by email!** Contact Rob Lee at 240-228-4008 or [rob.lee@jhuapl.edu](mailto:rob.lee@jhuapl.edu) to learn more.



### *Surviving the loss of a job*

Layoffs, buyouts and plant closings have become a nasty fact almost everywhere. Employees losing jobs through plant closings, consolidation or downsizing face a tough local job market and may not be able to find comparable employment quickly in the area.

Losing a job, although initially painful, can sometimes turn into a positive experience. Attitude is all important.

Decide how quickly you need to find another job. Take advantage of all outplacement help. Check on unemployment compensation. Develop a realistic budget. Don't turn down any job interviews. Don't overlook job training.

There are lots of resources and organizations willing to help.

Wilfrid Amisial  
Placement Chair



## Redesigning the ASQ509 Website

*Robert J. Scanlon*

One of the key projects being taken on this year by your Section is redesigning our website. We'd like to bring you up to speed on what we're doing and why.

### **First the "Why?"**

Despite our best efforts, the fact of the matter is that we don't have the privilege of interacting face-to-face with many of our 700 + members every month. We get about 15-20 members to our regular meetings. We are in fact, more a virtual than a physical community. We think it is very likely then, that most members (and non-members, too) form their opinion of Section 509 through contacts like this newsletter, emails, and through the website.

This makes it all the more important to use our website to enhance our "brand" and reach our members and the greater Washington area community in a more compelling, attractive, and effective manner.

### **What are we trying to accomplish?**

Basically, two objectives: 1. An **improved visual design**, a facelift if you will. Our current site was designed over 5 years ago, and I'm sure we all know that website design and construction have evolved and matured significantly since then. We want to design a site that is more visually appealing and which conveys a "national capital" image.

Our second objective is **enhanced functionality**. This ranges from facilitating the work of the Executive Committee (e.g., being able to survey our membership), to providing useful web options to members (e.g., ability to sign up and pay for meetings, courses, etc.).

We are in the process of engaging the executive committee in a strategic planning process to determine how best to use our website to advance Quality overall and Section 509 as a key area resource for our members and non-members in the DC/Maryland region.

### **What Can You Do? - Attend this Month's Meeting!**

At our monthly meeting on **October 21**, Jeanne Allert, President of Ellipsis Partners, a consulting firm in the area of website design will be speaking on "*What Makes a Website Work?*", At this meeting, you'll get a chance to learn about website design (the good, bad, and the ugly) and give us your input on what you'd like your Section website to do for you. We hope you can make it. Hope to see you there.

If you can't make it, we will plan to send out a survey to gather your input and factor it into our redesign efforts.

### **When will this be done?**

The plan is to have our new site up and functioning by the spring of next year. **So, stay tuned.**



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## 4th Quarter 2004 Newsletter

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*For further information please visit us on the Internet at: <http://www.asq509.org>*

### Executive Committee Contacts

❖ <b>Section Management</b>		
Chair	Suzi Wesch	301-816-8396
Chair Elect	Scott Ankrum	703-883-6127
Treasurer	Charles Snipes	
Secretary	Veryl Frahm	
Past Chair	Bob Scanlon	571-227-1803
Membership Chair	Open	
Nominating Chair	Bob Scanlon	571-227-1803
Database Chair	Weimin Ji	202-261-9316
Auditor	Adam Shrivinski	301-279-7336
❖ <b>Educational Development</b>		
Education	Jordan Munn	
Student Affairs	Norm Moreau	410-857-0023
Placement Chair	Wilfred Amisial	301-681-7366
Certification	Katherine van Hoose	703-816-5447
Recertification	Adam Shrivinski	301-279-7336
❖ <b>Professional Development</b>		
Programs	Bob Scanlon	571-227-1803
ISO 9000 UG	Eugene Kirsch kirsch_eugene@bah.com	
Software SIG	Scott Ankrum	703-883-6127
Arrangements	Open	
❖ <b>Communications</b>		
Newsletter Editor	Suzi Wesch	301-816-8396
International Chair	Joe Ludford	301-870-5691
Publicity Chair	Carlos Castillo	240-228-7007
Electronic Pubs Chair	Rob Lee	240-228-4008
Webmaster	Open	

### Upcoming Events

- ❖ **Executive Board Meetings**  
(1<sup>st</sup> Tuesday, 6-9pm, \$0) FDA Tech Center  
16071-B Industrial Dr., Gaithersburg, MD  
  
Oct 5    General Progress Update  
Nov 2    General Progress Update  
Dec      No meeting
- ❖ **General Member Programs**  
(3<sup>rd</sup> Thursday, 6-9pm, \$20)  
Golden Bull, #7 Dalamar St., Gaithersburg, MD  
  
Meeting dates: Oct 21<sup>st</sup>, Nov 18<sup>th</sup>
- ❖ **ISO 9000 UG**  
(2<sup>nd</sup> Wednesday, 5:30-8:30pm, \$4.50 optional)  
Honeywell, 7515 Mission Dr., Lanham, MD  
  
Meeting dates: Oct 13<sup>th</sup>, Nov 10<sup>th</sup>
- ❖ **Software SIG**  
(4<sup>th</sup> Tuesday—every other month, 6-9pm, \$5)  
  
Meeting date: Nov 23<sup>rd</sup>