



Hampton Roads  
Section  
ASQ The Global Voice of Quality™

### Mission Statement

Our mission is to promote interest in the quality profession within the local community and support the continued professional development of our members through education, networking and sharing of resources.

Section 1114  
Executive Board  
2010-2011

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CONTACT US  
WITH IDEAS,  
QUESTIONS,  
AND REQUESTS —  
WE ARE HERE FOR YOU!



## AMERICAN SOCIETY FOR QUALITY Section 1114 Hampton Roads Newsletter SPRING 2011

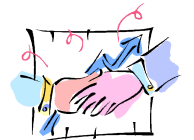


To our member **Ron L. Reissig**  
It is great to have you on board — please let us know of your needs and expectations!



To our member **Scott Rutherford**  
for Recertifying as a Certified Quality Auditor (CQA) — by taking the exam, too!

**THANK YOU, GUS, FOR THE GREAT  
JOB AND GOOD LUCK, FRIEND!**



We are sad for our section but happy for our Certification/ Recertification Chair and proctor for certification exams

**Rudolf "Gus" Gustafson.**

Gus is leaving for a new job in Florida. Congratulations, Gus!

It has been an honor to work with you!

We will miss your astute remarks, ideas, and camaraderie...

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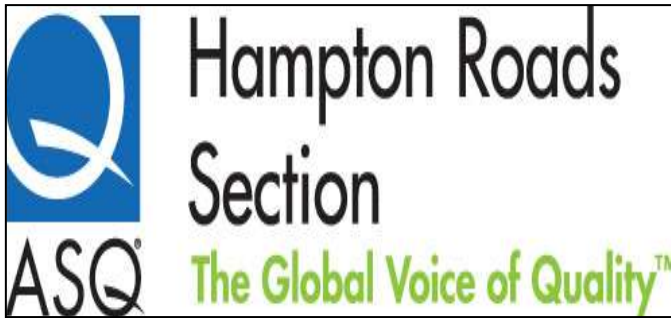
**THE QUALITY FLAME:  
My Path to Quality  
By Sidra Hankins, CSSBB  
Member of ASQ Section 1114**

When I was asked by our ASQ Section Board to write an article for our newsletter introducing myself and my path to Quality, I was excited and petrified. Introducing myself was not the problem; I am Sidra Hankins, the current Quality Assurance Manager for AVID Medical, Inc., a Medical Action Industries company charged with ensuring our company remains in line with ISO 13485:2003, the Canadian Medical Device, the Food And Drug Administration's Quality System, 21 CFR part 820, and any other regulations that may fall into the mix of producing a Medical Device. "My path to Quality?" That is where my words began to falter. How do I explain my path to something that has burned in me long before I knew how to articulate it with words from Deming or Ishikawa? You see, Quality is not my path, but my passion. Once the flame became ignited it continued to burn.

I began working at a fast food restaurant at the age of 14. During our monthly meetings our manager would discuss our corporate goals and motivational programs that were running in our district aimed at efficiency and Customer service. Of course, at 14 these meetings held very little importance to me, or so I thought. As we were released to get back to work and away from the drone of our manager (it wasn't cool to think any other way), the motivational words began to take hold. This district site was my site, this team was my team and the Customers we served were my community. With team smiles, thank you-s, and tactical start-up meetings, our site was always ready for the surprise district inspection. Three awards were won that summer for Efficiency and Service and I was given my first Employee of the Month recognition. The Quality spark was ignited.

Years later, as I began my full-time career I was given the opportunity to work for a Japanese manufacturer and the pilot light was officially lit. Starting as a Quality Inspector for the chemical division, I was introduced to sampling plans and the 7 tools of Quality. There was so much to learn and so much opportunity. In an atmosphere of continuous improvement you are encouraged to try new things, encouraged to fail and document the mistake for future prevention. And the feeling, wow, the feeling of achievement after you have successfully participated in the ins and outs of a project, a mass trial or validation and you watch the first day of mass production or present the reduction in defects and man-hours — that was a feeling like no other.

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## THE QUALITY FLAME:

**My Path to Quality**  
**By Sidra Hankins, CSSBB**  
**Member of ASQ Section 1114**

I fell in love with the formal Quality role and took every opportunity to expand upon it. I became a BSI-trained Lead Auditor, a Kaizen training associate, team leader, and an analytical laboratory technician.

In 2002 I joined the AVID Medical, Inc. team as a Quality Process Technician; I could not have imagined a better fit or timing for the nurturing of my Quality flame. We were a small medical custom tray manufacturer competing in an industry dominated by companies that were giants compared to our portfolio. To become competitive, everyone needed to know and understand the strategic goals and everyone needed to focus on the one thing that made us a success, our service and the Voice of the Customer. Led by our own version of David, every member of the team was essential to defeating the Goliaths in battles for contracts by supporting and improving our Quality Management System. We required a Quality System that would take root and grow so that it was not one that was dictated or recited but lived. The flame now burned from a perpetual source inside me. Over the years, I digested the Quality System Regulation, ISO 9001, ISO 13485, and too many ANSI and AAMI standards to count. In 2010 I became a Certified Six Sigma Black Belt.

In August 2010 my dedication to Quality and continual growth was challenged.

Medical Action Industries acquired AVID Medical, Inc. As I now know is normal, the fear set in. The storming stages of combined teams began to make me question my role, and my fit in this new company; however, that flame from a source I cannot explain continued to burn inside me. I began to look at things as the Quality professional I had become. This change offered new products, more processes to learn and improve; it forced me to recognize personal weaknesses and set goals for improvement. This was not merely an acquisition; it was the opening of doors that brought in the oxygen of new opportunities, new Customers, and a new dedication to Quality and I would not have it any other way.

So, now in 2011, I am Sidra Hankins, the current Quality Assurance Manager for AVID Medical, Inc., a Medical Action Industries Company, and I am a Quality Professional.

***Continued from page 2***



## ASQ Renews as Authorized Provider of Continuing Education Units (CEUs): Prestigious IACET Authorization Demonstrates Commitment to High-Quality Lifelong Learning

The [International Association for Continuing Education and Training](#) (IACET) has awarded [ASQ](#)—the world’s largest network of quality resources and experts— the prestigious Authorized Provider status. IACET Authorized Providers are the only organizations approved to offer IACET Continuing Education Units (CEUs). The recognition period extends for five years, and includes all programs offered or created during that time. All courses offered through [ASQ’s Learning Institute](#)™ qualify for IACET CEUs.

“We are proud of the education programs that make up ASQ’s Learning Institute. ASQ trains more than 10,000 quality practitioners each year in important skills so that our members and customers stay on the cutting edge,” stated ASQ CEO Paul Borawski. He added, “Our continued relationship with IACET is a demonstration of our commitment to lifelong learning and high standards for all of our programs.”

“We are pleased to renew ASQ as one of our Authorized Provider organizations,” stated Karen Niles, president of IACET and director of professional development at the American Speech-Language-Hearing Association in Rockville, Md. Niles added, “ASQ is one of nearly 650 organizations around the globe that have had their programs vetted by third-party experts in continuing education to ensure the highest possible standards are met.”

To achieve Authorized Provider status, ASQ completed a rigorous application process, including a review by an IACET site visitor, and successfully demonstrated adherence to the ANSI/IACET 1-2007 standard addressing the design, development, administration, and evaluation of its programs. ASQ has pledged its continued compliance with the standard, and is authorized to use the IACET name and Authorized Provider logo on promotional course material. In addition, ASQ is now linked to the IACET website and is recognized as offering the highest quality continuing education and training programs.

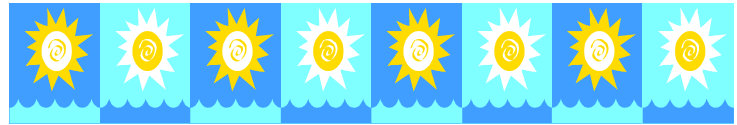
The ASQ Learning Institute is a comprehensive professional-development resource that provides users with the quality concepts, technologies, and tools to improve themselves, their organizations and their world. The ASQ Learning Institute houses all of ASQ’s learning offerings in one convenient location and is the seamless integration of ASQ training resources. Encompassing all learning events, the system ensures consistent course delivery and offers several features available to ASQ members and nonmembers.

### **About IACET**

The International Association for Continuing Education and Training (IACET) is a nonprofit association dedicated to quality continuing education and training programs. IACET is the only standard-setting organization approved by the American National Standards Institute (ANSI) for continuing education and training. The ANSI/IACET 1-2007 standard is the core of thousands of educational programs worldwide. For more information, please visit [www.iacet.org](http://www.iacet.org) or call 703-506-3275.



## JOB OPENINGS



### STAFF AUDITOR, Norfolk, VA

**Titan America LLC** is a leading environmentally and socially progressive heavy building materials company located in the Eastern United States. Our products include cement, aggregate, ready-mixed concrete and fly ash beneficiation. We have been in operation since 1902 and we remain a family-led business with a values-oriented, people-focused culture.

We are looking for a skilled and motivated Staff Auditor to join our team at the Corporate Center in Norfolk, VA. This position will assist with the planning and execution of financial, operational and special review audits for all Titan America operations. In this developmental role, an individual will gain insight into our company's processes, will develop relationships with key business managers, and will participate in the identification of both control and efficiency improvements in our financial and non-technical operational processes.

Staff Auditor Responsibilities Include:

- Participate in the execution of the annual audit plan for all Titan America operations. In particular, for individual audit engagements:
- Conduct interviews of business managers to gain understanding of their business processes and to identify inherent risks and mitigating controls.
- Evaluate adequacy of control environment for assigned processes or areas.
- Assist with the development of audit programs to test business process controls.
- Obtain and analyze data as a basis for an objective opinion on the adequacy and effectiveness of controls.
- Contribute to the development of agreed action plans with local management and their communication to business unit leaders.
- Contribute to the development of efficiency recommendations in consultation with business managers and other audit engagement staff.
- Assist with the annual risk assessment update.
- Participate in special reviews as directed by management.
- Assist with the development of follow-up procedures to test the effectiveness of corrective actions.

Qualifications:

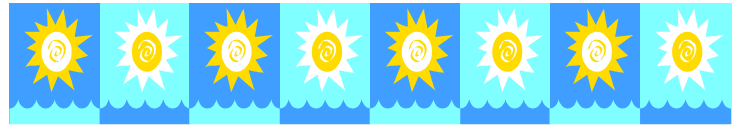
- Bachelor's degree in Business Administration, Accounting, Accounting Systems, Mathematics, or Information Systems, required.
- One to two years minimum professional auditing experience, required.
- Professional certification (CIA, CISA, CPA, etc.), a plus
- Working knowledge of U.S. Generally Accepted Accounting Principles (GAAP) and/or International Financial Reporting Standards (IFRS), a plus.
- Able to set priorities and perform a variety of work assignments that are complex and broad.
- Strong interpersonal skills and oral and written communication skills.
- Strong problem solving and conflict resolution skills.
- Willing to travel up to 50%.

CONTACT: Emily Kittrell, recruiter, at [Emily.Kittrell@udig.com](mailto:Emily.Kittrell@udig.com) ; Phone: 804-527-0005;  
Cell: 804-402-1408



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ASQ<sup>®</sup> **The Global Voice of Quality™**

## JOB OPENINGS



### ASSISTANT QA MANAGER, Chesapeake, VA

#### **Electric Motor & Contracting Co Inc. — Assistant QA Manager**

To assist the QA Manager in control and maintenance of the ISO 9001-certified quality program. Key tasks include investigating quality problems, determining causes and corrective and preventive action, rework and non-conformance reporting, and preparation/amendment of quality and operating procedures.

Minimum of 3 years experience, which MUST include working with ISO 9001.



This position would suit a good investigator, organizer and communicator, with strong Microsoft Office skills, who has been trained as an ISO internal auditor and is now looking to expand in the quality profession. RAB Auditor training and motor repair background are a plus.

Salary commensurate with experience. Excellent benefits package. Send resume to EMC, 3703 Cook Blvd., Chesapeake, VA 23323,

CONTACT: Melissa, e-mail: [melissa@emc-co.com](mailto:melissa@emc-co.com), or fax to 757-487-5983 (reference "QA Job").

### QUALITY CONTROL INSPECTOR, Chesapeake, VA

#### **Electric Motor & Contracting Co Inc. - Quality Control Inspector - Mechanical**

To perform dimensional measurements and inspection of disassembled electric motors and associated parts to determine necessary repairs, also verification of new or repaired parts following machining.

Minimum requirements: High school graduate, with experience / proven ability to use inside and outside micrometers, vernier calipers, dial indicators, depth micrometers etc. Must be legible and accurate record keeper. Former military mechanical technician is a definite plus.

Pay rate commensurate with experience. Excellent benefits package. Send resume to EMC, 3703 Cook Blvd., Chesapeake, VA 23323,

CONTACT: Melissa, e-mail: [melissa@emc-co.com](mailto:melissa@emc-co.com), or fax to 757-487-5983 (reference "QC Job").

Our company strives every day to maintain a reputation for quality, reliability and good workmanship. We offer an exceptional benefits package and are always looking to expand our EMC family with qualified individuals who can make positive contributions to our staff.

**IF YOU FEEL YOU HAVE THE EXPERIENCE TO JOIN THE ELECTRIC MOTOR TEAM, PLEASE FORWARD YOUR RESUME TO ELECTRIC MOTOR'S HUMAN RESOURCES DEPARTMENT FOR REVIEW: [Melissa@emc-co.com](mailto:Melissa@emc-co.com).**



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Check for Upcoming  
Section Events at:

<http://www.hrasq.org/events.html>



### ASQ TRAINING SPECIAL:

ASQ's annual Spring Fling special is in full swing! Through June 30, you can take up to \$150 off the member price of select Self-paced (Web-based) training and certification preparation courses.

Courses will feature topics such as:

- Auditing
- Basic Quality
- Certification Preparation Courses and Question Banks
- ISO

Remember, this special offer is only valid through **June 30, 2011\***.

For a list of all courses this discount applies to visit [www.asq.org/springfling](http://www.asq.org/springfling)

To place your order, go to <http://asq.org/promotional/springfling/index.html>

or call ASQ at **800-248-1946** and provide priority code **JMKAG51**.

*\*This offer cannot be combined with any other offer and is not valid on previous purchases. Pricing on the product pages reflects the special offer. No additional discount will be given.*





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**Were You There on 2/23/11? -  
For the Dinner Presentation  
on  
Value Engineering  
by our own Bruce Lenzer**

**Bruce is a Life Certified Value Specialist, currently serving as a Project QA Officer at the Thomas Jefferson National Accelerator Facility, Jefferson Lab, Newport News, VA.  
Bruce is a Senior Member of ASQ, an ASQ Certified Manager of Quality/Organizational Excellence, and a Certified Lead Auditor.  
The event took place in the Kelly's Tavern Meeting Room, Hampton, VA.**

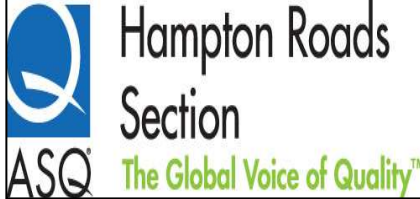
This enlightening and witty presentation on Value Engineering and the Value Methodology gave us ideas how to reduce costs and increase value delivered to customers. The Value Methodology is a systematic, structured approach to improving projects, products, and processes. It is used to analyze processes from manufacturing to services with the help of the Function Analysis System Technique (FAST) model.

The Value Methodology helps achieve a balance between required functions, performance, quality, safety, and scope with costs and necessary resources. Obtaining the proper balance results in maximum value for the customer and the business itself.

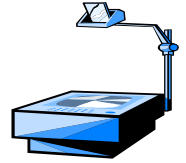
The beginnings were during WWII and later when Dr. W. Edwards Deming took Lawrence Miles to Japan in search of ways to shift the perception of the world: from the existing paradigm that Japan produced shoddy imitations to one of innovative quality products and being able to make consumer products with the same or similar functions — but using alternative materials. Larry Miles took it from there...

The fun part is there is no one correct FAST model — everyone can come up with their own horizontal diagram, starting with the requirements for a function desired by the customer, tracking all parameters, and achieving the desired repeatable results.





**Find Training Opportunities:**  
<http://asq.org/learninginstitute/index>



**Download Presentations from  
Past Events:** <http://www.hrasq.org/downloads.html>



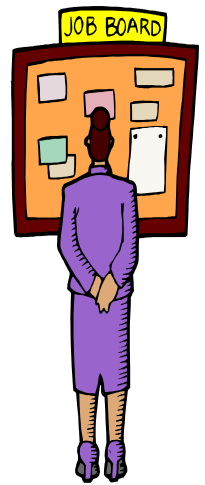
**Check out job openings:**

<http://careers.asq.org/jobs#/results/>

**Check out these FREE ONE-STOP CAREER CENTERS:**  
The Virginia Employment Commission (VEC) offers free, integrated career and job information with FREE DAILY ON-SITE workshops and orientation, and PERIODIC JOB FAIRS in Hampton, Norfolk, and Williamsburg, VA, with 10 personalized automated searches per job seeker. One does not have to be unemployed to use the VEC's online and on-site services — you can be just looking...

Go to: <http://www.VAEmploy.com/>

**Let members know about jobs at your company. Send opportunities to us at:**



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