



Mission: To provide Opportunities for a lifelong learning environment for our members

Monthly Newsletter

January 2010

Next Section Meeting:

Tuesday January 12th
5:30pm at The Italian Kitchen.
See details below

Audit Resource Network:

Section 1104 Reactivates the
 Audit Resource Network Contact
 Terry Burns (taburns@juno.com)

Certification Exams:

If you plan to take a
 certification exam on March 6th
 2010, **HURRY** the application
 deadline is January 15th, 2010.

For more information visit:
[http://www.asq.org/
 certification/index.html](http://www.asq.org/certification/index.html)

Dr. Victor Gray Educational Grant!

Leadership Team is working on the
 determination of the Grant recipient.
 Recipient's name will be published
 in future newsletter.

Tuesday January 12th

**Section Meeting 5:30pm at
 The Italian Kitchen**

Topic: "How Quality Professionals
 Can Facilitate Customer Satisfaction
 And Retention."

Who: Michael McDermonnt

Where: 7522 Lee Davis Road,
 Mechanicsville, VA

If you plan to attend, contact Luisa
 White at Luisa.S.White@altria.com,
 or 804.335.2452/804.398.0299.

Cost of Dinner \$20. You can attend
 the presentation without having the
 dinner.

If you make a reservation and find
 you cannot attend, please let Luisa
 know - the Section has to pay for "no
 shows."

Section's Social Responsibility

Thank you for all your support on
 Section's Social Responsibility. The
 Section **collected several articles
 donated for The Parkwood and St.
 Joseph's Villa.**

Thank you again for your Support!

**For those who were unable to
 attend December's Meeting:**

*Luis Morales presented "The
 Malcom Baldrige Criteria and
 Organizational Social
 Responsibility"*



During the Baldrige review process,
 items are evaluated using four
 factors:

- Approach - Deployment
- Learning - Integration

*The Criteria for Performance
 Excellence for the Baldrige National
 Quality Program, Item 1.2:*

Governance and Social
 Responsibilities, asks organizations:
 "How do you govern and address
 your social responsibilities?"

The criteria require that applicants
 describe:

- Their organization's governance
 systems and
- How well they address their
 responsibilities to:
 - The public
 - Ensure ethical behavior, and
 - Practice Good Citizenship

Social Responsibility definition:
 ASQ: ... "that being 'socially

responsible' means that people and
 organizations must behave ethically
 and with sensitivity toward social,
 cultural, economic, and
 environmental issues. Striving for
 social responsibility helps
 individuals, organizations, and

governments have a positive impact on development, business, and society with a positive contribution to bottom-line results.”

Businessdictionary.com: “The obligation of an organization’s management toward the welfare and interests of the society which provides the environment and resources to survive and flourish, and which is affected by the organization’s actions and policies...”

Where are we headed on Social Responsibility?

Late 2004: ISO launched Working Group of Social Responsibility. Chartered to develop ISO 26000, a guidance-based standard not a certification-based standard. 80 countries and 39 organizations participate in the project to formulate ISO 26000. ASQ leads US contingent for ANSI. Publication of ISO 26000 late 2010

ISO 26000 will add value to existing social responsibility work by developing an international consensus on what social responsibility means, and the social responsibility issues that organizations need to address, providing guidance on translating principles into effective actions, and refining best practices that have already evolved and disseminating the information worldwide for the good of the international community.

The 7 core subjects of ISO 26000

1. Organizational Governance
2. Human Rights
3. Labor Practices
4. Environment
5. Fair Operating Practices

6. Consumer Issues
7. Community Involvement and Development

From the Audit Resource Network (ARN):

Section 1104 ARN is running! If you know of a company looking for a low cost pre-registration, certification or accreditation audit (ISO, FDA cGMP, JCAHO, HACCP), or if you are interested in participating as a ARN auditor, Contact Terry Burns (taburns@juno.com)

Unemployment Member Dues Program:

ASQ offers a reduce dues program for members who have lost their jobs. Participating members receive a discount on their membership renewal based on consecutive years of membership. To enroll and to check out resources available, visit <http://work.asqquality.org>

REMINDER - ASQ Certification Exam Registration Deadline is January 15, 2010

(\$50 late fee assessed for registrations received January 16 - 20.)

ASQ certifications demonstrate your professionalism and cost-savings skills. ASQ has certified nearly 150,000 individuals, which makes it just the place to come to for help in advancing your career and your organization. ASQ certification will make you a leader in your field, give you an advantage over your competition, and can be the deciding factor in that big promotion.

Exams will be held on March 6th 2010.

Upcoming meetings:

Feb 9, 2010 - Quantum Silicones Plant Tour

March 9, 2010 - TBA

Coming Soon:

We expect to have Section 1104’s semi-annual Used Book Sale at the February meeting. Paperback books are 50¢ and hardback books are \$1.00. Restock your library at a reasonable cost and/or donate books for re-sale. Proceeds go to the Section.

If you want to become more involved in Section activities or have a member of the Leadership Team contact you, please email Jake Eshler at jmeshler@comcast.net. We welcome your input and encourage you to volunteer.

