



# QUALITY COMMENTS



## Upcoming Programs and Events . . .

### “Plant Tour - Dayton Progress” on May 12th

Darrell Reeves will host our May plant tour at Dayton Progress on Tuesday, the 12th. The tour will start at 1:00 p.m. to last approximately one hour. Size is limited to 30. Dayton Progress is the world-wide industry leader in the production of catalog and special punches, punch blanks and metalstamping tools. Register for this tour on our [www.asqdayton.org](http://www.asqdayton.org) site! Directions to be emailed to registrants prior to the tour.



*Plant Tour limited to the first 30 members registered to attend.*

### Pre-Registration required for all programs

When you are ready to sign-up for any ASQ Section event [www.asqdayton.org](http://www.asqdayton.org), click on the Events Schedule button, then select the meeting link for the date you plan to attend. You will receive an email reminder about your registration the day before the event.

### Thursday, May 21st Panel Discussion Program

#### Trio of speakers from the Miami Valley Human Resources Association

Three local human resource professionals from the Miami Valley Human Resource Association (MVHRA) have volunteered to host our May 21 session and present ideas and techniques for helping members in their current job searches. They will cover resume writing, behavioral interviewing, and networking. Our panelists are:



Rosalie Catalano, President of Keystone HR Consulting, LLC and Newsletter Committee Chair for MVHRA, will provide pointers on behavioral interviewing. She also teaches HR certification preparation classes at WSU. Rosalie’s earlier career was in sales and marketing, followed by corporate communications. She began work in HR in 2001 in a corporate setting and then launched her own HR and business communications consulting firm in early 2006.



Rick Blackstone, Sr. HR Manager Learning & Development for Evenflo Company, Inc., will discuss networking techniques. Rick has been in the HR profession for 20 years, and has broad-based experience in most every aspect of human resources. He teaches HR certification preparation classes at Wright State University. Rick is Past Presidents’ Committee Chair for MVHRA.



Linda Wells, HR Manager at Standard Register and President-Elect of MVHRA, who will cover resume writing. She has held previous board positions as Vice President, Secretary, and Chair of the Diversity Committee. Linda has been with Standard Register for more than 20 years.

#### May 21st Program:

Sinclair Community College - Building 12, Room 282 (2nd floor, north side of atrium)

5:30 pm to 8:30 pm

\$10 for ASQ members, \$20 for non-members

Parking pass provided for the parking garage under building 12.

The **QUALITY COMMENTS** is composed using Adobe Pagemaker and published by the Dayton Section of ASQ. We'd like to receive your article contribution for publication. Material submission is best by email attachment in MS Word to Sandy Feola at [sfeola@earthlink.net](mailto:sfeola@earthlink.net). Published articles, product releases, advertisements or technical information does not imply endorsement by **QUALITY COMMENTS** or the Dayton Section of ASQ. While **QUALITY COMMENTS** will make every effort to ensure the accuracy of articles, the publication disclaims responsibility for statements of fact or opinion made by the authors or other contributors. Material from **QUALITY COMMENTS** may be reproduced - make copies and share with your co-workers!

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(May 21st meeting continued on page 3)

## Message from the Chair By Lesa Wendeln

We're wrapping up another program year and it's been a pretty busy one. Our final events will be the plant tour at Dayton Progress on the 12th and program meeting which will feature 3 presentations then panel discussion on the 21st. Our topic for this panel discussion couldn't come at a better time. Many Dayton section members have been affected by company downsizing. Our three HR panelist will offer excellent information along the lines of networking and resume building.

Both are very important to good communication! Remember that attending ASQ section meetings is another excellent way to network. The article on page 4 might also be very timely about dues exceptions. Be sure to read this and see if your situation applies. As always, remember to check our section website during the summer for updates and we'll regroup in September for the 2009-2010 schedule!



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## Section Committees Reporting In

**Recertification** **Larry Weinstein:** Be sure keep your journal current as you participate in ASQ events, attend company training, proctor an exam, publish an article or volunteer on a committee. If you have a re-certification question, call Larry Weinstein at 937-775-4598 or email larry.weinstein@wright.edu. Don't wait until the last minute to update your records! Deadlines for the submission are June 30th and December 31st of each year. Mail to: **Larry Weinstein Ph.D., Associate Professor MS, Wright State University, 212-D Rike Hall, Dayton, Ohio 45435.** Also visit the current news link on our website home page for the Word document that has general recertification information (reprinted from the ASQ national site for easier access). You can also call ASQ's Customer Service representative at 800-248-1946 and they will be happy to help answer your questions.

**Program Co-Chairs** **Bill Smith and Tom Griswold:** April was another busy month with plenty of learning events. Jeff Cole was our Saturday workshop facilitator speaking on the topic "Change Management". Even on a beautiful Saturday morning, the workshop room in Building 13 AIM Center at Sinclair Community College was at full capacity and we weren't disappointed!



The April 23rd meeting topic was about Lean and Quality. Rick Duncan (*right*) from Amylin Pharmaceuticals presented about Lean from the quality perspective.



E-mail Jeff at info@jcolegroup.com if you would like to follow up with him about the discussion topic.



Members also voted on the officers for the upcoming 2009-2010 officer slate. ASQ National requires that the incoming offices for Section Chair, Vice Chair, Treasurer and Secretary have a member vote and submitted to HQ by May 1st. Lesa Wendeln and Bill Smith pictured with Ha Dao.



## Section Committees Reporting In *(continued from page 2)*

**Nominating** **Ha Dao:** Our officer slate was approved by 34 member in attendance of the April 23rd program meeting. The officers approved for the 2009 to 2010 program year are:  
 Lesa Wendeln - Section Chair  
 Bill Smith - Vice Chair  
 Dan Dupree - Secretary  
 Larry Pope - Treasurer  
 Our section thanks you for volunteering in these positions to help direct our section for the upcoming year!

**Treasurer** **Sandy Feola:** Our financial report for end of April is \$3,358.71 in our checking account. Our biggest concern is for the membership renewal allotments - projected for spring are lower than anticipated. Our section uses the membership count in May for our next program year's budgeting and it's important that we have a good understanding of the level of allotment dollars that will be returned to the section for our yearly operating budget. Thank you!

**Newsletter** **Sandy Feola:** This will be the last newsletter for the current program year. The next one will be published for August/September. Please visit the website at [www.asqdayton.org](http://www.asqdayton.org) at the end of the summer about our upcoming programs. Also, please contact me if you are interested in being the Newsletter Editor!

**Outreach** **Anita Gilkey:** We are doing some planning to setup different programs for the 2009-2010 year to reach out to the healthcare constituency about quality tools, techniques and best practices. If you are interested to participate in the planning effort, please contact me at [anita.gilkey@sinclair.edu](mailto:anita.gilkey@sinclair.edu). We are extending our hand to our Miami Valley health care organizations and professional groups to participate in this effort. We need ASQ section members to also consider to participate!

**Membership Committee** **Mike Sellers:** The Dayton Section welcomes the following members that are new or transferring into our section in April! Warmest welcome goes to:

Tim Burneka	Kristin Ison	William Malavazos
Levar Davenport	Bo Keyes	Cristiana Mol
David Deller	Lee Reichel	Joshua Nerenberg
Katie Flood	Lia Santoro	

For many of our section members, March and April are usually the time when we renew our membership. Please make sure to take care of this before May 1st! As an fyi.... ASQ national will continue to keep you informed, up to 60 days, if you do not renew in time. As long as you are on our monthly roster, we'll be able to continue to communicate with you. Thanks!

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**ATTENTION MEMBERS WHO HAVE IMPLEMENTED "QUALITY" AT YOUR COMPANY AND CAN TELL OTHERS ABOUT IT!**

### WHAT'S YOUR NEWS?

Send your article to the newsletter editor, [sfeola@earthlink.net](mailto:sfeola@earthlink.net), and we'll publish in this section newsletter and if you'd like, forward to other ASQ sections in our region and beyond!

## May Program Panel Discussion *(continued from page 1)*

**The Miami Valley Human Resource Association** (formerly the Miami Valley Personnel Association) was organized just prior to the First World War. A number of Dayton Personnel executives met for the purpose of fostering and promoting better methods of maintaining the best possible human relations in industry and commerce. Out of these early experiences so many worthwhile values have evolved that today the Association includes Human Resource professionals from local organizations that comprise a large segment of the business community. All of these industrial and commercial establishments are helped in many ways by their participation in the Association.

The goal of the Miami Valley Human Resource Association remains that of ever striving to build and maintain at the highest level the best possible human relations in industry

and commerce. Service to our membership is of utmost importance. Quality programming and networking opportunity remain our key focus.

Attention for Meeting Registrants!  
 Our panelists have graciously offered to review some resumes. The first 9 members who submit current resumes in to us by May 10 (email to [sfeola@earthlink.net](mailto:sfeola@earthlink.net) to be forwarded to panelists) will have the opportunity to have this team review and critique them prior to the May 21st dinner meeting. That is not to say others can't get some personal help afterwards, but capacity for review prior to the meeting is limited to the first 9.

Visit the website <http://www.mvhra.org> to learn more.

## ASQ National News

Each Friday, every ASQ Section member-leaders receive an electronic email for “**Welcome to Friday Fast Facts.**” The email includes up-to-date information about new or ongoing ASQ initiatives, products, and services so that we can share the content with our ASQ members via your own newsletters, meetings and conference calls. We will try to publish as many items from these emails as space permits.

**HQ Speaks to the Economic Challenge - Sustains Quality of Member Service** Please read a memo from Paul Borawski, ASQ executive director and chief strategic officer, regarding headquarters’ recent expense budget reductions and other cost containment measures. These measures have been implemented so that ASQ will not only survive this economic downturn, but maintain quality member and customer services and thrive in a future of recovery and growth. Read the memo located on the Member Leader Community of Practice homepage.

**National Social Responsibility Initiative Kicked Off** ASQ President Roberto Saco addressed attendees as ASQ headquarters launched a major national initiative April 22, The SRO: The Socially Responsible Organization, to help the world understand the value of, and the business case for, social responsibility and the role of quality to achieve results. The kick-off, held on the shores of Lake Michigan at Discovery World in Milwaukee, Wis., illustrated how aligning quality and social responsibility will help achieve bottom-line results. More than 200 people, including representatives from major national organizations such as Johnson Controls and Miller Coors attended the Earth Day event.



**New FREE Healthcare Webinar Series** ASQ headquarters has launched a new webinar series called Healthcare Quality in Focus . The monthly webinars will focus on quality tools in application and are free to Associate, Full, Senior, and Fellow members. View the webinars. [http://www.asq.org/hctools/?WT.mc\\_id=&WT.dcsvid=712412948](http://www.asq.org/hctools/?WT.mc_id=&WT.dcsvid=712412948)

## Membership Dues Exceptions - Policy F10.03, Rev. I (1/21/08)

Policies and Procedures document is printed in this area from the ASQ National website area for member leaders. If any of the conditions stated in the policy applies to your situation, please contact ASQ Customer Service to get further information.

### PROCEDURE

#### 4.1 Dues Exceptions

##### 4.1.1 Retirement Program

- 4.1.1.1 Individual Full members may apply to participate in the retirement program to reduce their annual dues.
- 4.1.1.2 The reduction of membership dues is applicable only to the basic membership and does not include any option, fee-based benefits.
- 4.1.1.3 Retired members may apply for the retirement program to receive reductions in annual dues. The member must be retired, including from consulting, and the periods indicated must be consecutive years: 30 yrs - 100%; 20 - 50%; 10 - 25%.

#### 4.2 Dues Exemption

- 4.2.1 Past presidents and Honorary members of the Society are exempt from annual dues.

#### 4.3 Dues Waiver

- 4.3.1 In extenuating circumstances, an individual Full member may request a full or partial waiver of membership dues. This requires the concurrence of the president and membership staff.

#### 4.4 Unemployment Dues Relief

- 4.4.1 An individual Full member may apply in writing for participation in the unemployment dues relief program if all of the following conditions exist:
  - 4.4.1.1 The member has been continuously unemployed for at least 90 days and is actively pursuing employment.
  - 4.4.1.2 The member is not retired or self-employed.
  - 4.4.1.3 Members who paid annual individual Full member dues for the past one year will receive a 50% reduction off the basic dues.
  - 4.4.1.4 Members who paid annual individual Full member dues continuously for the past five years will receive a 100% reduction off the basic dues.
  - 4.4.1.5 Members participating in the unemployment dues relief program will maintain membership type, privileges, rights, and duties.
  - 4.4.1.6 Members participating in the unemployment dues relief program will notify ASQ Headquarters within 60 days of obtaining employment.
  - 4.4.1.7 Participation in the unemployment dues relief program is limited to a two-year time period. At that time, members will be required to pay their regular dues to remain active in the Society.

## Other Miami Valley Events - Check them out!

### Sinclair Community College Workforce Solutions



Whether updating your current skills, developing new ones or working toward certification, Sinclair's Workforce Development & Corporate Services is here to help. We have numerous Information Technology classes now forming.

#### Professional Enrichment Series Luncheon:

Thursday, June 11 - "Layoffs & RIFs: OMG - It could be Me. How to Engage Your (Electronic) Social Network"

#### Professional Development Breakfast: 7:30am

Thursday, May 14 - Strategy, Structure, Staff, Skills ...

What's your Sales Problem?

Thursday, May 28 - Using Assessment Tools to Improve Employee Selection & Development...The Do's & Don'ts of Employee Assessment.

#### Professional Development Seminar:

May 29, June 5, and June 12 from 8:30am to 4:30pm.  
LEAN Team Leader Training.

For more information on these or other Workforce Development topics, contact  
workforcesolutions@sinclair.edu

### SPIN - Software Process Improvement Network

The next Dayton SPIN Meeting will be May 12th, 6:00 p.m. at EDS. The program is called "Executives' Perspective on Process Improvement". It is a well known fact in process improvement that any improvement initiatives can only be successful if there is effective and visible sponsorship and leadership. This session will concentrate on the perspectives and experiences of successful executives, sponsors and managers at two prominent local companies. These executives will be discussing why they are involved, how they make their sponsorship visible, and the benefits they have received, and continue to receive from supporting a strong process improvement initiative.

The meeting Location is at EDS, 4646 Needmore Rd.

The program starts: 5:45 pm

Please go to the Dayton SPIN website [www.daytonspin.org](http://www.daytonspin.org) to register for the meeting.

### Dayton Area Professional Society Websites to Visit

Don't wait to read about another professional organization's upcoming meeting in our newsletter! Bookmark these local societies. They conduct program meetings that are also very interesting and might appeal to you or other associates in your organization.

#### Association for Operations Management

[www.apicsdayton.org](http://www.apicsdayton.org)

#### Society of Manufacturing Engineers - Chapter 18

[www.smedayton.org](http://www.smedayton.org)

#### Institute of Industrial Engineers

[www.iienet2.org/Details.aspx?id=3880](http://www.iienet2.org/Details.aspx?id=3880)

#### Western Ohio Chapter of the American Society for Training and Development

[www.wocastd.org](http://www.wocastd.org)

#### Project Management Institute

[www.daytonpmi.org](http://www.daytonpmi.org)

#### ASQ Cincinnati Section

[www.asqcincinnati.org](http://www.asqcincinnati.org)

The May meeting will be Tuesday, 19th, for dinner and presentation about "Shop Floor Quality, Investing, and Your Brain Overcoming the Biggest Threat to Your Investments" by Mike Davis, CFP, Orange Financial. Visit the Cincinnati website to register (by 5/15).

Contact Chris Palser, our ASQ Dayton Section Jobs Placement committee chair if you are looking for quality professionals to hire or are looking to be hired. Chris stays in contact with area HR companies and is contacted by these companies as they are looking for good people. Stay in touch!



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## Networking

Reprinted from the Minnesota ASQ section website newsletter for May 2009. Their program meeting is about "Structured Networking"

Networking is an important activity in any economy but vital when times are tough. If you want to recession-proof your career, you must have a network of personal and professional contacts that know and support you. Waiting to network until you are laid off or in need is an ineffective strategy to protect your future.

All opportunities come from people. If you lose your job tomorrow, where would you begin your job search? Many people will turn to online job search listings. Yet, those very positions are often being filled even as you read about them – sometimes even before they are posted! – by a candidate who found out about it via their personal or professional network. Statistics show that most jobs – 80% by some estimates – are filled through networking contacts. If your network is limited, your ability to discover opportunities is limited as well.

According to Harvard Business Review, people gain three things through networking: private information that is not found anywhere else, influence in wider arenas, and access to diverse skill sets to help them get things done.

If you are at all concerned about your future in the current economy, then it is time for you to assess your commitment to your business relationships. When you are in need and approach people to make new contacts, it is clear that your motives are self-serving. However, when you proactively establish a mutually beneficial long-term friendship, the other person will be there for you instinctively when you need it. You will not need to "sell" yourself to others who already know about your unique talents.

Uncomfortable with networking?

Uncomfortable with networking? You are not alone. Almost 60% of Americans say they feel shy and unsure about what to say in a variety of business and social settings, according to The Shyness Institute at Stanford University. Consequently, they either avoid networking altogether or get very little out of it when they do it.



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To assist our members in establishing powerful extended networks, MN-ASQ is hosting a variety of facilitated, structured networking events. What is structured networking?

Most people are familiar with open or traditional networking. You go to a meeting where people are milling about. You are on your own to introduce yourself to people, talk to people, exchange contact information and find contacts for your network. Daunting, at best. In fact, most people would rather have a root canal!

Networking, in general, requires that you step outside your comfort zone – and act confidently there. Structured networking activities reduce (even eliminate!) tensions associated with traditional open networking. The appeal of structured networking is just that, structure. Meeting new people and building relationships are easier in a formal program.

### **ATTENTION QUALITY SERVICE PROVIDERS! what is your expertise?**

Over the next 3 months, our section will be gathering information about our member service providers to be included in outreach. Every month, officers and committee chairpersons are asked to find companies that could help them with a quality problem. Our section would like to be able to post what your company does, how you can help and who to contact. Contact the newsletter editor to find out more about this effort

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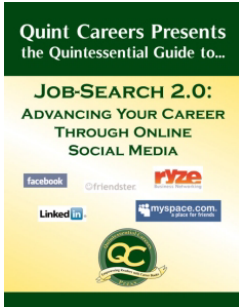
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## ... And Related to our May Panel Discussion

### BOOKS . . .

#### Career Management



**The Quintessential Guide to Job Search 2.0: Advancing Your Career Through Online Social Media**

*Quintessential Careers Press*  
Through the use of a variety of online tools — blogs, wikis, social-networking sites, micro-blogging sites,

portfolios, podcasts, Youtube videos, and more — individuals, especially younger people, are socially constructing their identities in ways unimagined a dozen or so years ago.

Where a dedicated careerist of old constructed a job-seeking identity through a resume and a few other printed materials disseminated to audiences that seem puny by today's standards, postmillennial upwardly mobile types are establishing their career identities to vast global audiences using the tools of the so-called Web 2.0, defined in part by Web guru Tim O'Reilly as comprising an "architecture of participation." The concept of Web 2.0 "suggests that everyone ... can and should use digital media to express and realize themselves," writes Andrew Keen in *The Daily Standard*.

*The Quintessential Guide to Job Search 2.0*, published by the trusted career experts at Quintessential Careers, provides six chapters to guide you through the next revolution in online job search. Since job boards, vestiges of the first revolution in online job search, should still be part of the job-seeker's toolkit, this book helps you navigate those while also considering the future of job boards. The book looks at building your personal brand, teaches you to make the most of social-media venues in the job search, guides you in creating a digital presence, suggests you consider blogging, and discusses ways to integrate multimedia elements into your job search.

Our ASQ Newsletter Editor position is available! We need to keep new ideas, creativity, energy, originality and whatever you can think of into this position. Newsletter Editor is a great way to know what's happening in our Section and beyond! Send an email to [sfeola@earthlink.net](mailto:sfeola@earthlink.net) to find out more!

### ON-LINE ARTICLE . . .

#### Research Companies and Careers Through Job Shadowing

by Katharine Hansen, Ph.D.



The Internet has opened up whole new worlds of information and is a fantastic resource for researching companies and careers during a job search. But for all its wealth of information, even the Internet can't beat the experience of learning about a company or career by experiencing it in person in the shadow of a working professional.

That's the premise behind job-shadowing, an activity that enables a person to spend some time observing a professional on the job.

Job-shadowing is often touted as a career-exploration activity for middle-school and high-school students to help them determine a career path to follow. Shadowing also helps students see how their textbook learning can be applied in the real world. But there is absolutely no reason why college students and older job-seekers cannot also participate in this invaluable practice.

The career-exploration aspect of job shadowing is certainly one of its benefits. Young students just starting to think about careers and college students about to embark on careers can try on jobs by visiting workplaces and observing what goes on. But the experience can be just as valuable for established job-seekers considering changing careers. If you know you want to change careers but are not sure what career is right for you, job-shadowing can give you a taste of what various careers are like. By experiencing a workplace first-hand, you can learn a great deal more about a career than you can through research in print publications and on the Internet.

You can also learn a lot more about companies by experiencing them in the actual trenches than you can in any other way. If, for example, you know what type of career you want to enter but are unsure of which companies in that field to target in your job-search, job-shadowing can reveal inside information about company culture that can guide you in determining which companies to apply to. Do you prefer that breezy dot-com atmosphere where the attire is ultra-casual and folks roller-blade through the corridors and get regular chair massages? Or do you fancy the corporate world of plush corner offices, mahogany furniture, and suits and ties? You can find out about these cultural differences through job-shadowing.

So, just like any kind of company/career research, job-shadowing can occur at various stages of one's career development:

- while still in school and trying to determine a career path.
- after your career is launched but you've decided to explore new career directions.
- when you know what career path to follow but want to learn more about specific companies by getting your foot inside. You can even narrow your search to the department level by shadowing people in different departments of the same company to see which team you'd rather work with.

And what exactly is job-shadowing and what does it entail? Job-shadowing is a close cousin of informational interviewing, in which career-explorers or job-seekers conduct short interviews with people in their prospective professions to learn more about those fields. Job-shadowing can be thought of as an expanded informational interview. Where an informational interview typically lasts about a half hour, a job-shadowing experience can be anywhere from a few hours, to a day, to a week or more, depending on what you can mutually arrange with the person you've chosen to shadow. Many of the same rules apply to job-shadowing as apply to informational interviewing, from preparing for the experience, to scheduling it, getting the most out of it, and following up on it.

During your job-shadow experience, you follow the professional you're shadowing through his or her work day. You observe the rigors of the job, the company culture, and ask lots of questions.

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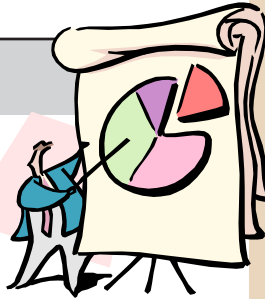
Forward this newsletter to other associates in your organization. Invite them to the May meeting!

## 2008 - 2009 Program Schedule

**May 12th** 1:00 pm - 2:00 pm for our plant tour at Dayton Progress hosted by Darrell Reeves.

**May 21st** 5:30 pm - 8:45 pm for three speakers! They will cover resumes and networking.

**June 13th** 8:30am - 4:00 pm in Indianapolis, Indiana at the Eli Lilley Training Center for the Region 9 Volunteer Leadership Training worksession. You don't have to be a section volunteer to be able to attend! Dick McKeever, our Region 9 director will be facilitating this leadership training event. All Region 9 members are welcome to attend and learn!



*What topics interest you for monthly meetings and workshops?*

It's never too late! Contact our Program Co-Chairs Bill Smith at [wsmith@hmrtech.com](mailto:wsmith@hmrtech.com) and let them know what you think would be a good topic or speaker for the upcoming program year.

## Excellent Video's on Job Networking

You never know what you might find when doing a search on the web! Several Google searches uncovered these videos available from YouTube!

Pacific Community Television aired these pieces on March 28th, 2008 and even though it is 1 year later, the discussion is as relevant as ever. The show is titled "You're Hired!"

(09:20 Min)

Part 1 - <http://www.youtube.com/watch?v=vdQh7E3dBNA>

(06:57 Min)

Part 2 - [http://www.youtube.com/watch?v=p\\_qXhUVFdaE](http://www.youtube.com/watch?v=p_qXhUVFdaE)



### Section Membership Snapshot

Our April download file from HQ for our membership provides the following breakout by member "type".

- (1) FORUM
- (26) STUDENT
- (5) ASSOCIATE
- (210) REGULAR
- (256) SENIOR
- (4) FELLOW
- (7) SUSTAINING

