

Quality Progress

Advancing Performance Excellence

www.asq.org

OCTOBER 2006



Unlock Your Career Potential

- **12 Keys to Success**
- **Climbing the Ladder**

Plus:

How to Fail at ISO 9001

Pulling the Quality Trigger

A Second Look at 5S



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ISO/IEC 17021, designed to eliminate inconsistencies and reduce questionable practices among ISO 9001 and 14001 certification bodies, has been approved by ISO and the International Electrotechnical Commission. The standard is scheduled to be released this October.

MORE THAN 4,700 QUALITY PROFESSIONALS from 19 countries attended the 7th International Conference of Quality Managers this summer in Tehran, Iran. Organized by the Iranian Society of Quality Managers, the conference featured the official launch of Quality Technology Park, the first national research center for quality in Iran. Next year's conference is planned for July 2007 in Tehran. For more information, go to www.qm-conference.com or e-mail info@qm-conference.com.

THE ACADEMIC QUALITY IMPROVEMENT PROGRAM will offer four education strategy forums in the 2006-2007 academic year, all in Lisle, IL. The four-day forums are scheduled for November 2006 and January, March and May 2007. For more information, go to www.aqip.org.

HEALTHCARE

Study: Medicare QIOs Improve Quality of Care

According to a new study by Center for Medicare and Medicaid Services (CMS) researchers, Medicare quality improvement organizations (QIOs) help improve quality of care.

The study, which looked at provider data from 2002 to 2005, also concludes evaluation methods must be refined to measure the CMS contractors' exact contributions.

The CMS researchers say QIOs likely helped improve clinical quality on 34 of 41 measures. The findings are consistent with previous research on QIO work with physicians and hospitals, the authors say, but the new survey adds research on the contractors' work with home health agencies and nursing homes.

Performance measures included five for nursing homes, 11 for home health, four for physician offices and 21 for hospitals. The research shows QIO effectiveness in improving diabetes management, heart failure treatment and pain management for nursing home residents.

ASQ News

ASQ MEDAL NOMINATIONS DUE

Nominations for 2006 ASQ medals are due November 1. The 12 medals include the Deming Medal, for statistical work; the Juran Medal, for leadership; and the Isikawa Medal, for impact on the human aspects of quality. For more information and nomination forms, go to www.asq.org/about-asq/awards/index.html.

SOFTWARE CONFERENCE THIS MONTH

The Software Division is co-sponsoring the Great Lakes Software Excellence Conference, October 25-26, 2006, at Calvin College in Grand Rapids, MI. Keynote speakers are Timothy Lister of Atlantic Systems Guild, and Carl Erickson of Atomic Object. For more information, go to www.glsec.org.

WINNER ANNOUNCED IN EACH ONE

REACH ONE DRAWING Scott Clugston is this year's grand prize winner in ASQ's Each One Reach One (EORO) drawing. The EORO program recognizes existing members who recruit new members, and Clugston's name was selected in a random drawing of EORO participants. He wins a trip to an ASQ conference of his choice, including registration, air fare and hotel expenses. Clugston, a senior member of ASQ, is a training manager for Medtronic Inc. in Fridley, MN. For more information on EORO, go to www.asq.org/join/eoro.



INTERNATIONAL TEAM EXCELLENCE

COMPETITION GEARS UP The deadline to apply for the 2007 International Team Excellence Award is December 15. Applicants participate in the annual International Team Excellence Competition at the World Conference on Quality and Improvement. The next World Conference will be May 2-4 in Orlando, FL. For more information, go to <http://wcqi.asq.org/team-competition/index.html> or e-mail Geetha Balagopal at gbalagopal@asq.org.

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