

## A Broader View of Quality Through Certification

by Megan Schmidt

### At a Glance . . .

- Nancy Garcia, a senior engineering support technician for InfinityQS, is an ASQ CQE and CSQE.
- She cites obtaining a deeper understanding of her everyday work, a broader view of the quality field, and the ability to provide better service to her customers as the top benefits of ASQ certification.
- With several ASQ CQEs on staff at InfinityQS, Garcia encourages her colleagues to take advantage of the company's continuing education program to obtain quality certifications.

When Nancy Garcia of InfinityQS obtained ASQ certifications, she didn't just collect more credentials to buffer her business card; she obtained a broader view of quality that has helped her deliver top-notch service to her clients—and they're taking notice.

"I know how difficult some of the requirements are for ASQ certifications, so it's truly a great achievement to obtain the ASQ Certified Software Quality Engineer certification," said Fabri-Kal Corporation corporate quality systems engineer Roxanne Naef, a client of InfinityQS. "It just reinforces why Nancy is one of my favorite people to 'work' with."

Another client, Harbor Informatica Industrial technical director Paulo Narciso Filho, said Garcia is a "complete support professional" with deep technical knowledge of InfinityQS' products. "It is very easy and satisfying to work with Nancy. She knows the products, and can easily understand what the customer is trying to ask—which is not always an easy task. It makes a big difference that she knows not only how the product works, but also how it was built and works internally."



Nancy Garcia

### About Nancy Garcia

Garcia joined the InfinityQS team in 1999. The company is headquartered in Chantilly, Va., with a development office in Lynnwood, Wash., an office in Beijing, and several national and international satellite offices.

As a senior engineering support technician, Garcia works closely with InfinityQS customers to evaluate software needs, makes preparations for onsite consultations, administers training courses, and continuously provides support through the InfinityQS technical support system.

Garcia helped establish InfinityQS' presence as a quality control software and service provider in Spanish-speaking countries and in the United States. She led an effort to organize InfinityQS' first public Spanish language SPC Fundamentals training course in Mexico, and has assisted with multiple quality control system implementations in the United States, Mexico, Puerto Rico, Guatemala, Brazil, and Turkey. Since 2006, she has helped customers on more than 10,000 documented technical support calls.

### Making the First Step

In 2006, Garcia was encouraged to pursue ASQ certification by then-technical support manager Matt Tweedy. After researching ASQ certification, Garcia recognized the Certified Quality Engineer (CQE)

certification as a way to expand and signify her knowledge of the subject matter she works with every day—the development and operation of quality control systems, application and analysis of testing and inspection procedures, the ability to use metrology and statistical methods to diagnose and correct improper quality control practices, and more.

ASQ certification became a personal goal for Garcia, and she immediately took action. In addition to studying independently for the exam, she attended certification preparatory classes and lean and Six Sigma training offered by her local ASQ section in Raleigh, N.C., for which she also served as secretary of in 2007–2008. Additionally, Garcia participated in plant tours to get a closer look at manufacturers' daily demands.

Garcia officially became a CQE in June 2006.

“Going through the certification exam process helped me gain confidence in basic statistics, and it has been well recognized among many of our clients,” Garcia said. “I also gained a better understanding on why documentation is so critical, and I now have an enhanced perspective on why clients need a real-time SPC system.”

Through InfinityQS' continuing education program, Garcia continued her studies and received her ASQ Certified Software Quality Engineer (CSQE) certification in July 2011. The CSQE certification demonstrates Garcia's comprehensive understanding of software quality development and implementation; her thorough understanding of software inspection and testing, verification, and validation; and her ability to implement software development and maintenance processes and methods.

### Not Just a Piece of Paper

Garcia also attributes improved teamwork and communication skills to her ASQ certification and training, in addition to gaining more credibility and respect from clients. But Garcia's involvement with ASQ means much more than the credentials, credibility, and respect she's gained. She regularly applies the lessons she has learned through ASQ to her everyday work. For Garcia, her broader view of quality, her newfound understanding of the positive interaction between quality and productivity, and the improved teamwork and communication skills she gained from the certification exam process are invaluable takeaways.

“The training provided in the ASQ local section meetings has given me a better understanding of how efficiency and quality go hand in hand,” Garcia said. “It has also given me a broader view of quality and how our clients' experience extends well beyond any single quality control issue they are dealing with.”

### Continuing the Cycle and Looking to the Future

Garcia said she wants others to benefit from ASQ certification and has made it a point to recommend it to several of her colleagues.



Nancy Garcia teaches a statistical process control (SPC) Spanish-language class in InfinityQS' Chantilly, Va. training center.

Because InfinityQS prioritizes continuing education and encourages employees to attain quality certifications, any newly certified individuals would join a growing group of CQEs at the company.

Garcia plans to stay active in ASQ's activities by increasing her involvement with her local ASQ section.

### For More Information

- Visit the InfinityQS website at <http://www.infinityqs.com>
- To learn more about ASQ certifications, visit [asq.org/certification](http://asq.org/certification)
- More case studies about certification and resources for preparing for your certification are located in the ASQ Knowledge Center at [asq.org/certification-news](http://asq.org/certification-news)

### About the Author

Megan Schmidt is a staff writer for ASQ.

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