

Let's Talk Quality

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September 2008 Edition



Worcester
Section

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September Dinner Meeting Plant Tour of Nypro in Clinton, MA

(Directions on page 2)

Thursday, September 18, 2008

**Tour to begin at 5:30 Sharp
Italian Buffet Dinner immediately following the tour**

Cost: *Free

*** Anyone that signs up and doesn't attend or doesn't cancel by **9/11/08** will be invoiced for \$25 to reimburse Nypro for the cost of their meal. Due to the nature of the meeting, we will not be able to accommodate walk-ins for this meeting.**

If you have questions about our programs contact Bill Hackett at bhackett@adaptiveinstruments.com or call 978-562-0154 ext. 234

About Nypro

Nypro is a plastics company, located in Clinton, Massachusetts, operating 52 separate businesses in 17 countries that design plastics products, build molds used to mold plastics, perform the plastics injection molding, supply other parts needed to be assembled with plastics parts, assemble the parts and prepare them for delivery customer's and end users.

The markets in which Nypro work in include electronics and communications, healthcare, automotive, and packaging, among others, with capabilities in program management, product design and development, mold design and fabrication, injection molding, as well as assembly and automation.

Nypro is an ISO 9001:2000, ISO 14001, ISO 13485, and TS 16949 company and is compliant with the European Community Directives 2002/95/EC (RoHS) and 2002/96/EC (WEEE).

REDUCED DINNER MEETING COST! \$90 SAVINGS!

Pay \$135 by **October 16, 2008** and attend all 9 ASQ Worcester Dinner Meetings

This reduced fee is for prepay persons

1) Please bring your payment to the **September 18** or **October 16** dinner meetings

2) Pay online at www.asqworchester.org

3) Send payment to: Roger Carl, ASQ Worcester Treasurer,
20 Cathy St, Fitchburg, MA 01420

Nypro Clinton
101 Union Street
Clinton, MA 01510
Telephone: 978.270.1581 (Elizabeth Nichols)

- **When you arrive at Nypro** look for the blue signs with white lettering for the visitor parking, and then the visitor's entrance.
- The visitor's entrance is at the corner of School Street (which has a yellow walkway above the street) and Union Street.
- There is a wrought iron fence at the entrance, and it almost looks like you shouldn't go in that way, but, it is in fact the way to the visitor's parking area.
- You'll see marked parking spots for visitors. Below the foot bridge from Union Street across the parking lot is the Nypro Visitor's Entrance.

From the West Via Worcester:

Coming from I-84, or I-91, proceed East on the Mass. Pike (I-90). Take exit 10 and follow signs for I-290 towards Worcester. Off I-290, take Exit 19 and follow signs for I-190 North. Continue on I-190 taking Exit 4 "West Boylston". At the end of the ramp turn left at the light, proceeding onto Route 12 North. Follow for 2.8 miles to Route 110. Bear right and follow Route 110 North for 5.6 miles to Clinton. At the junction of Routes 110 and 62 (blinking light), turn right onto Union Street and continue ahead one block.

From Boston Area:

Merge onto I-90, West, Massachusetts Turnpike. Follow the Mass. Pike 30 miles to Route 495 going North. Go ten miles to the Berlin-Hudson exit 26, and then go West on Route 62 through Berlin into Clinton (approximately 6.5 miles).

Message from Our Chair

Diane Dixon, Worcester Section Chair

Greetings!

It's hard to believe that summer is almost over and fall will be here. I hope that you have a good summer. The Leadership Committee has been working hard during the summer to provide you with an excellent program year. I am very excited about the year that we are planning.

Some of our meeting topics include a Six Sigma case study, ISO 9001:2008 revision, Complete Quality Processes, and a Toyota Production System case study. Two plant tours are planned this year; Nypro, Inc. in Clinton and Gentex Optics in Dudley. We are also continuing to offer pre-dinner topics where you can sharpen your skills with topics relevant to Quality Professionals.

Our newsletter has a new look and we are starting a new monthly column. "Quality FAQs" will debut in the November newsletter. Watch for details in the October newsletter.

The Quality Management Plan for this year focuses on customer satisfaction, member value, and member retention. To meet our goals, we need your input and need to know what we are doing well and what we could be doing better. Let us know your needs and what we can do for you. We value your opinion and appreciate your continued support. Please feel free to email me with your thoughts at diane.dixon@future.ca. I look forward to hearing from you.

Richard C. Olson Scholarship Awards

CONGRATULATIONS!

The following students have been selected for the American Society for Quality Worcester Section RICHARD C. OLSON scholarship for 2008. This scholarship is awarded based on academic achievements. The Worcester section is proud to continue this program of helping deserving students in their college careers. Good luck!



Kara St. Francis

Sarah E. Berry



Welcome New Members!

Barbara Butrym
Randy H. Byrd
Malcolm L. Card Jr.
Thomas E. Doerfler
Nicole M. Durand
Rubem Fabisiewicz
Jerilyn J. Ford
Eileen E. Gavron
Orpha James
Vickie L. Kamataris
Darin F. Kangas
Carlos Kinosian



Christopher Kotsopoulos
Dean A. Lamsa
Dwayne Olson
Bradley K. Osborne
Mark A. Revett
Lisa M. Schrader
Kashif Sheikh
Deborah L. Snyder
Reginald D. Tucker
David E. Vario
Wayne F. Zarycki

If there's a topic you'd like to hear about please contact us at
www.asqworchester.org

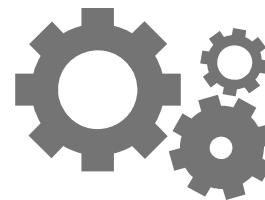
Recertification Reminder

Do You Have a Recertification Due?

Do you have more than one certification you'd like to synchronize?

Please contact me with any questions and send me your recertification packages

Tom Murtagh
1042B Waverly Street
Framingham, MA 01702-8425
Email: tmurtagh99@aol.com



Certification Refresher Classes 2008

Certified Quality Manager

Starting August 12, 2008 Every Tuesday for 9 wks. at Bose Corp, Framingham

Instructor: Al Scorza Cost: \$525

Certified Quality Technician

Starting August 20, 2008 Every Wednesday for 8 wks. at Bose Corp, Framingham

Instructor: Al Scorza Cost: \$400

Biomedical Auditor

Starting August 19, 2008 Every Tuesday for 8 wks. at Bose Corp, Framingham

Instructor: John Ring Cost: \$425

Certified Quality Engineer

Starting September 29, 2008 Every Monday for 9 wks. at Bose Corp, Framingham

Instructor: P. Jain Cost: \$525

Six Sigma Green Belt

Starting September 30, 2008 Every Tuesday for 9 wks. at Bose Corp, Framingham

Instructor: Jim Tereshko Cost: \$425

Certified Quality Improvement Associate

Starting October 8, 2008 Every Wednesday for 8 wks. at Bose Corp, Framingham

Instructor: Al Scorza Cost: \$400

Certified Quality Auditor

October 8, 2008 Every Wednesday for 8 wks. at Bose Corp, Framingham

Instructor: Dave Potty Cost: \$425

Certified Software Quality Engineer

October 7, 2008 Every Tuesday for 8 wks. at Bose Corp, Framingham

Instructor: Darin Kalashian Cost: \$525

Any other certifications will be offered by request

See next page for instructions on how to register for Certification Refresher Classes

Certification Refresher Class Registration Information

- Course hours are from 5:30 p.m. to 8:00 p.m. for Biomedical Auditor, SSGB, CQA
- Course hours are from 5:30 p.m. to 8:30 p.m. for COE, CQM, SSBB
- Course hours are from 5:00 p.m. to 7:00 p.m. for CQT, CQIA

Deadline: Two weeks prior to start of the class or contact Al Scorza

Each student is responsible for filling out their own certification application form and sending it, along with the exam fee, directly to ASQ headquarters.

The Body of Knowledge and the exam application form are available online at www.asq.org or by calling ASQ at 800-248-1946.

Basic Statistics Course

Dates: Starting Tuesday, Sept 9, 2008 for 6 weeks (12 hours, 1.2 RUs)

Time & Location: 5:30 ~ 7:30, BOSE, Framingham, MA

Instructor: P. Jain

Cost: \$300

Seating is limited so sign up NOW!!!

For more information visit our website www.asqworchester.org and click on the "Courses" tab

Applied Quality Course

Dates: October 27-October 28, 2008

Time & Location: TBD

Instructor: David Potty

Cost: \$300

Seating is limited so sign up NOW!!!

For more information visit our website www.asqworchester.org and click on the "Courses" tab

Looking for information on quality in the workplace and community? Contact us!

www.asqworchester.org

~~NEQC IS PLEASED TO ANNOUNCE THE FOLLOWING UPCOMING EVENTS~~

NEQC 57th Quality Conference October 14-15, 2008 Seminars –Oct 13, Oct 16-17, 2008

NEQC has put together yet another terrific opportunity for professional development with education seminars and stimulating conference topics to celebrate our 60th anniversary. Our conference goal is for you to take successful ideas and techniques back to your workplace to begin implementing improvements and innovation.

Our conference theme is **World Class Transformation**: and constantly strive for, to be the best. Best means growing and sharing, giving and caring. NEQC is pleased to bring the people together to help professionals & practitioners find what it takes to be the best!

At this conference we have:

40 sessions to help you explore ideas, techniques, and tools for improvement.
There are 8 tracks; covering Lean Six Sigma, Tools, Software, Medical/Healthcare, Management Systems, People, and Reliability related topics to transform your organization & develop robust processes & the right people skills.

Come; meet the experts of today and tomorrow. Our speakers are experts by whom you will be inspired! This is an event you will not want to miss!

Keynote Speakers:

Forrest W. Breyfogle III, ASQ Fellow, Founder & CEO, Smarter Solutions, Inc.

Daniela Garcia, Area Director of Quality & Productivity, Ritz-Carlton Hotels

Michael Fanning, Senior VP & COO, US Insurance Group, MassMutual Financial

Chris Bujak, Global Director of Continuous Improvement, Air Products

There are **10 Pre and Post Conference seminars** also scheduled:

- Transitioning to ISO 9001:2008 & Improving your QMS
- Innovation Strategies for Effective Development of Business Concepts, Processes & Products.
- Going Beyond Lean Six Sigma and the Balanced Scorecard
- Cost of Poor Quality, Understanding & Improving
- Software Verification & Validation
- Medical Device Quality Regulations
- FMEA & Risk Management
- Reviewing Requirements & Design Adequacy
- Design for Six Sigma for Service
- How to Conduct Kaizen Workshop for Mfg. & Service

For Conference Program and Seminar details and registration, please visit our website at www.neqc.org or contact registration@neqc.org

Meet the 2008-09 Leadership Committee. These volunteers help to make our section successful!

Please take a moment to let us know your thoughts on how to improve our meetings. Stop and talk to any one of these committee members at a meeting or drop an email to Diane Dixon, diane.dixon@future.ca

| Name | Position |
|-------------------------|-------------------------------------------------------------------------------|
| Diane Dixon* | Chair |
| Amy Powers* | Chair Elect SMP Chair Newsletter |
| Chester L. Kruegar Jr.* | Vice Chair Auditing Committee |
| Roger Carl* | Treasurer |
| Dave Potty | Scholarship Chair Webmaster |
| Carol Beauchesne* | Secretary Contact Person Membership Chair Data Analysis and Marketing |
| Tom Falzoi | Auditing Chair Scholarship Committee Photography |
| Tom Bilodeau | Arrangements Committee |
| Bill Hackett | Historian Programs Chair |
| Dan Daigle | Arrangements Chair |
| Al Scorza | Certification Chair Education Chair |
| Tom Murtagh | Recertification / Examining Chair |
| Jay Patel | NEQC Representative |
| Kim Rice | Immediate Past Chair Nominating Chair Cimunications – Membership emails |
| Jim Tereshko | Auditing Committee Scholarship Committee |
| James Dubois | Membership Committee |

If you would like to help out with our section or just find out more about Leadership Committee opportunities, please contact Diane Dixon.

ASQ Worcester Section Contacts

Chair: Diane Dixon

Email: diane.dixon@future.ca

Phone: 978-779-3449 ext. 3859

Chair Elect: Amy Powers

Email: apowers@essilorusa.com

Phone: 508-943-3860 ext. 484

Vice Chair: Chet Kruegar

Email: ckruegar@hydertools.com

Phone: 508-764-4344 ext. 2271

Treasurer: Roger Carl

Email: carlr@tycoelectronics.com

Phone: 978-442-4053



Address here