

# Let's Talk Quality



Worcester  
Section

EDITOR: AMY POWERS (APOWERS@ESSILORUSA.COM)

April 2009 Edition

April Dinner Meeting  
Thursday, April 16, 2009

Leo's Restaurant  
Worcester, MA  
(Shrewsbury Street, Worcester)  
Dinner: Buffet

5:30pm Pre-Dinner Topic	6:30pm Dinner	7:30pm After-Dinner Topic
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Cost: \$25.00  
Unemployed/Students: \$15.00

Reservations:

Please go to our website [www.asqworchester.org](http://www.asqworchester.org)

Plant Tour of Gentex Optics in  
Dudley, MA coming in May! See  
*important* details about this  
plant tour in this newsletter!

ASQ Worcester Section  
announces sign-up for the  
Richard C. Olson Scholarship  
Award Program!  
Applications due no later than  
JUNE 30, 2009  
Details in this newsletter!

## Pre-Dinner

**Attributes Acceptance Sampling – Understanding How it Works**

**Speaker: Dan O'Leary**

Attribute sampling is a powerful tool in the Quality Engineer's toolkit. This presentation makes clear how these sampling plans work. We explain how the Operating Characteristic (OC) curve describes lot acceptance and define the key points on the curve. We show how to calculate the curve, illustrating simple methods using Excel. With this background, we examine two popular sampling plans: ANSI/ASQC Z1.4 and c=0. Z1.4 contains single, double, and multiple sampling plans. We show the tradeoff between these plans in terms of risk and cost. The standard also contains switching rules, which can help you reduce inspection costs. We also describe the c=0 plans and compare them with the corresponding Z1.4 plans. These plans have advantages and disadvantages, which are easy to understand by comparing the OC curves.

## After Dinner

**Reducing Bose Automotive Corrective Action Cycle Time**

**Speaker: Dave Sacra**

This project focused on leveraging the DMAIC process to drive reduction of the corrective action cycle time for Bose Automotive Business, and required significant data collection, analysis, and innovative ways of attacking the problem to drive to a best in class level.

### **NOTICE: The Worcester Section of the American Society for Quality purchase/refund policy:**

You may cancel your prepaid registration by email prior to noon of the Monday preceding the event and receive a credit toward admission to the following meeting. No refunds are issued and no credit toward the following meeting is made after noon of the preceding Monday because attendance/payment commitments to vendors have been finalized.

You may cancel your pay at the door registration by email prior to noon of the Monday preceding the meeting. For cancellations after noon of the Monday preceding the meeting and "no shows", an invoice for the cost of the dinner will be sent to the registrant.

## Dinner Speaker Bio

### Pre-dinner

**Dan O'Leary** has more than 30 years experience in quality, operations, and program management in regulated industries including aviation, defense, medical devices, and clinical labs. He has a Masters Degree in Mathematics; is an ASQ certified Quality Engineer, Reliability Engineer, and Six Sigma Black Belt; and is certified by APICS in Resource Management.

### After Dinner

**David Sacra** is the Director of Quality at Bose Corporation of Framingham, Massachusetts. Bose Corporation is the world's largest manufacturer of high quality home component loud speakers, high end integrated music and home theater systems, and customized automotive OEM audio systems. Dave has been with Bose 10 years and is playing a leadership role in Bose Corporation's ongoing quality improvement. Dave is responsible for overall Customer and Global Supply Chain Quality including Supplier Quality Management.

Bose is headquartered in Framingham, MA, with five manufacturing sites in North America and Europe, and sales distribution worldwide. Bose has been distinguished with numerous product awards as well as being recognized for outstanding Quality performance by Best Buy. Bose was also awarded Nissan, North America Supplier of the Year Award in 2006.

Before joining Bose, Mr. Sacra worked for Digital Equipment Corp. and Compaq for 16 years in a variety of manufacturing engineering, materials, and new products program management roles before moving his career into quality and customer satisfaction.

Dave received a BSCE from Rensselaer in 1977 and an MBA from Cornell University's Johnson School in 1982.

Dave is a Certified Quality Manager, Certified Quality Engineer, Certified Six Sigma Green Belt and APICS CPIM.

*For more information on programs contact Bill Hackett at [billhackett@vpsi-ma.com](mailto:billhackett@vpsi-ma.com)*

## Unemployment Program Available

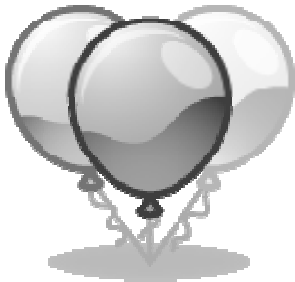
ASQ headquarters is offering resources for members who have encountered job loss. One benefit for those who want to retain their membership, but have difficulty renewing because they are currently unemployed, are discounted membership dues. Participating members receive a discount on their membership renewal based on consecutive years of membership. Currently, membership dues are \$129 for current Full (formerly Regular), Senior, and Fellow members. For more information, and to check out other resources available, visit <http://work.asqquality.org>.

## World Conference on Quality and Improvement

May 18-20, 2009

Minneapolis, MN

For information go to <http://wcqi.asq.org>



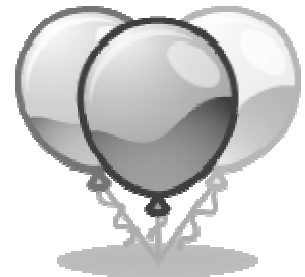
**WELCOME NEW MEMBERS!**

*Paul Lussier*

*Maruthi Prasad Palthur*

*Parasram Persaud*

*Amy Santos*



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Please see our website to change your settings, look for employment, view the newsletter, and make monthly dinner reservations! [www.asqworchester.org](http://www.asqworchester.org)

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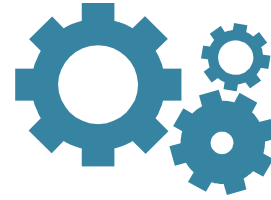
## **Recertification Reminder**

Do You Have a Recertification Due?

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

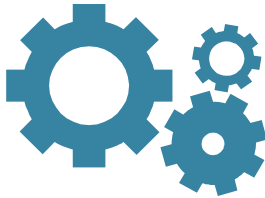
Please contact me with any questions and send me your recertification packages

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



## **Certification Refresher Classes 2009**

**Notice that Certification Refreshers have been updated and revised!**



### **Certified Quality Engineer**

Starting April 1, 2009 Every Wednesday Night for 9 weeks  
5:30pm to 8:30pm  
NEW Location: CGIT Systems in Medway  
Instructor: P. Jain Cost: \$525

### **Certified Six Sigma Green Belt**

Starting April 7, 2009 Every Tuesday Night for 8 weeks  
Location: Bose Corp, Framingham  
Instructor: Jim Tereshko Cost: \$425

### **Certified Quality Improvement Associate**

Starting April 7, 2009 Every Tuesday Night for 8 weeks  
6:00p.m. to 8:00p.m  
NEW Location: Milford Public Library  
Instructor: Al Scorza Cost: \$400



### **Certified Quality Auditor**

Starting April 8, 2009 Every Wednesday Night for 8 weeks  
6:00p.m. to 8:00p.m  
NEW Location: Milford Public Library  
Instructor: Dave Potty Cost: \$425

*Any other certifications will be offered by request*

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*Certification Refresher Registration Information continued on next page*

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# Certification Refresher Class Registration Information

- Course hours are from 5:30 p.m. to 8:00 p.m. for Biomedical Auditor, SSGB, COA
- Course hours are from 5:30 p.m. to 8:30 p.m. for CQE, 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](http://www.asq.org)  
Or by calling ASQ at 800-248-1946.

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## WORCESTER SECTION RICHARD C. OLSON SCHOLARSHIP AWARD PROGRAM

Applications are now being accepted for the Worcester Section Richard C. Olson Scholarship Award. The award is a \$500 scholarship.

### Eligibility:

1. Each candidate must be accepted for enrollment or currently enrolled in an accredited college, university, or technical school in which the completion of studies will result in a two year or four year degree or certification.
2. Each applicant must be sponsored by and be a direct family member (child, stepchild, spouse) or a fully supported dependent of a current member of the Worcester Section, ASQ.
3. Applicants cannot be sponsored by a member of the Worcester Section Scholarship Committee or Committee Chairperson nor can they be a relative, family member, or other dependent of this committee or Committee Chairperson.
4. Graduate students are not eligible for this award.

### Procedure

Request an application form and submit it along with

- a copy of the most recent school transcript or scholastic record
- a copy of the acceptance letter from the educational institution (for entering freshman)
- a photocopy of both sides of the sponsoring ASQ member's membership card
- an original essay (from 250 to 500 words, type written) on the topic of "Quality" as it relates to the applicant's daily experiences, career, life style, or philosophy.

Incomplete applications will be accepted but will be penalized by the scoring procedure.

**Applications must be postmarked no later than June 30, 2009.**

Request applications from or direct any question to:

**David Potty**  
**72 Stoney Brook Drive**  
**Whitinsville, MA 01588**  
**Phone (508) 344-7113**  
**Email: [dpotty@charter.net](mailto:dpotty@charter.net)**

**Coming to the ASQ Worcester Section in May!**  
**Gentex Optics Plant Tour on Thursday, May 21, 2009**

Gentex Optics in Dudley, MA., a subsidiary of Essilor International, is the world market leader in the manufacturing and designing of polycarbonate eyewear. Essilor is the leader of developing new innovative technologies, materials, and coatings with thousands of patents recognized worldwide. This facility has customers across the planet but primarily services the North American market. A focus of excellence has positioned this facility to be a benchmark target for other Essilor organizations in Asia, Europe, and South America. Six Sigma, Lean, and other process improvement tools are components of a formalized "Continuous Improvement Program" (CIP) at the Dudley Gentex Optics location. This facility is the largest of its kind...and produces more lenses than any other polycarbonate plant in the Essilor world. Welcome to Gentex Dudley!

**IMPORTANT NOTICE: *Due to the nature of organizing this plant tour all individuals interested in participating in this tour must sign-up on or before MAY 12, 2009.***

***There will be no walk-ins accepted to the plant tour. Thank you!***

**ASQ Worcester Section Contacts**

**Chair: Diane Dixon**

Email: [diane.dixon@future.ca](mailto:diane.dixon@future.ca)

Phone: 978-779-3449 ext. 3859

**Chair Elect: Amy Powers**

Email: [apowers@essilorusa.com](mailto:apowers@essilorusa.com)

Phone: 508-943-3860 ext. 484

**Vice Chair: Chet Kruegar**

Email: [ckruegar@hydertools.com](mailto:ckruegar@hydertools.com)

Phone: 508-764-4344 ext. 2271

**Treasurer: Roger Carl**

Email: [carlr@tycoelectronics.com](mailto:carlr@tycoelectronics.com)

Phone: 978-442-4053



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

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

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