



**Worcester
Section**

Let's Talk Quality!

www.asqworchester.org

FEBRUARY 2008 Newsletter

Amy Powers, Editor

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February Dinner Meeting

Thursday,

February 21, 2008

Leo's Ristorante

*11 Brackett Court
(off Shrewsbury St.)*

Worcester, MA

Dinner Menu: Buffet

Cost: \$25.00

\$15 for

Unemployed/students

Reservations:

Please go to our
website

www.asqworchester.org

5:30pm-6:15pm

Pre-Dinner Topic

6:30pm

Dinner

7:30pm

After-Dinner Topic

Pre-Dinner

Strengths and Weaknesses of ISO 13485 and What Companies Struggle With Dick Barbieri

The pre-dinner workshop brings the latest summations and experiences gained from auditing over 200 companies registered to ISO 13485 and of these, over 100 have been audited in the past six months.

Topics to be covered are:

1. What specific concepts and requirements do many ISO 13485 companies completely miss?
2. What elements within their QMS do companies struggle with?
3. What is the most often misunderstood concept?
4. What is the most under implemented element?
5. What is the specific Pareto of audit findings across those 200 companies?
6. What are the most important three steps you can take to implement and maintain a 100% compliant QMS?

In addition to these timely topics, Dick will be taking brief questions.

After Dinner Topic

Solving Complex Technical Problems

John Allen

John Allen, Co-Founder of The New Science of Fixing Things, will present TNSFT's Analytic Logic Map and describe its importance to effective problem solving. He will outline the seven machine functions and three properties of machines. John will explain why he has spent so much time researching the history of technical breakthrough and learning to apply it to help them solve tough problems fast. He will explain why one client recently asked, "Are you guys just lucky and smart, or can you really teach this stuff?" John will hand out TNSFT's Tri-folds also available at www.tnsft.com under the seminars tab. This will be a thought provoking session. John promised! John Allen and David Hartshorne founded The New Science of Fixing Things, Ltd. www.tnsft.com in 2005. They specialize in the application of engineering principles within the context of product performance and reliability improvement in manufacturing companies. John's clients have included General Motors, Pratt & Whitney, General Electric, Rolls Royce, US Stell, and others. He has worked in foundries and chemical companies, on precision machining, plastic molding, precision assembly and extrusion and blown film.



Speaker Bio



Pre-Dinner

Dick Barbieri is a multiple past chair of the Worcester section. His past credentials include ASQ CQA, ASQ CQE and ASQ Fellow. He is also a past RAB Certified QMS Lead Auditor and was an AIAG accredited QS-9000 Lead Auditor. Dick was the author and instructor for an accredited Lead Auditor training course. He holds an Associates Degree in Electronics, a BS degree in Industrial Technology, a Master's degree in Management and a PhD in Management.

As an adjunct professor, Dick has taught at a number of New England Colleges. He was the founder and president of the Quality Improvement Network, Inc. (QIN). QIN was the largest ISO 9001 and medical device auditing, training and consulting company in the Eastern U.S. Dick was also the founder and president of Barbieri Quality Registrars, (BQR) Inc.; a RAB accredited ISO 9000 Registrar with nine international offices. As a consultant, Dick has brought over 3,500 companies to ISO 9001, ISO 13485 and AS 9100 registration. He was also president and founder of the Quality Institute of New England.

Dick has authored over 75 courses in all aspects of ISO 9001, ISO 13485, AS 9100, TQM, Statistics, SPC, Six Sigma and Quality Management. He has authored and presented over 200 professional papers on Quality.

Presently, Dick is the senior auditor and consultant for SQA Services which is headquartered in California. SQA employs over 8,000 auditors, consultants, and source inspectors worldwide. Dick lives and works out of Ashby, Massachusetts.

After Dinner



John Allen is co-founder (along with David Hartshorne) of The New Science of Fixing Things, Ltd. www.tnsft.com. They specialize in the application of engineering principles within the context of product performance and reliability improvement in manufacturing companies. John and David have worked for General Motors, Pratt & Whitney, General Electric, Rolls Royce, US Steel, Delphi, Phillips Consumer Electronics, Bosch, Hyundai, Goodyear and TRW in foundries, chemical companies, precision machining, plastic molding, extrusion and blown film, as well as precision assembly. David and John have worked on planes, trains, and automobiles in over twenty countries on five continents. They have a reputation for solving problems that others cannot, and for teaching clients to do what they do.

Mr. Allen is also a respected speaker and lecturer. For years, he taught Shainin Statistical Engineering seminars, was an annual presenter at the Shainin Symposium, and was a keynote speaker at the Daimler Chrysler 2003 Black Belt Symposium. John spoke at a conference of West Coast Universities, delivering a speech, "Emulation and Invention: Strategy, Structure and Tactics." He was recognized in January 2002 by Shainin LLC as the first Shainin Fellow for his contributions as Director of Technology, his ability to teach clients, solve technical problems and train consultants.

January Dinner Meeting Wrap-Up

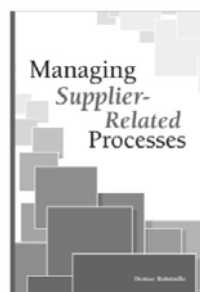
If you missed our January ASQ Worcester Section Dinner Meeting, you missed a fantastic speaker! Denise Robitalle, author of several books on various quality topics, as well as an internationally recognized speaker who brings years of experience in business and industry to the quality profession, spoke to us about managing our supplier processes.

The purpose of healthy Purchasing System is a basic quality principle that establishes a mutually beneficial relationship. As auditors of the Supply Chain Process it's beneficial to not just conduct a purchasing audit in the Purchasing Department alone. Purchasing is an entity that encompasses a majority of personnel within an organization. As auditors, we should consider interviewing members who use the Purchasing System such as the Engineering Department, Production Managers, and Maintenance Departments as individuals that feed into this System. They are the individuals that have a need for raw material and often have a particular vendor that purchase from on a regular basis. The Purchasing System filters the criteria for the requested vendors to ensure effectiveness of that vendor.

Organizations accidentally forgotten or not qualified are contractors/temporary labor, marketing, field service, or calibration services, to name a few. It's important that the criteria for vendor qualifications are clearly defined. This definition is reliant on industry or the nature of the organization as well as criticality of the items being purchased and the level of control required. Denise gave us some thoughts on ensuring an organization has an effective vendor qualification system by using a rating scale. You will want to put together a process that won't make you nuts!

Start with listing your suppliers and categorize the materials or services purchased from that vendor. For example raw materials, components, tooling, services, infrastructure are some of the common categories of items purchased. Next, you'll look at those criteria that the vendors will be evaluated by as it relates to risk and other constraints. This is important as you don't want to just one set of criteria to assess all vendors by since not all vendors provide a critical product or service. You may want to look at items such as dollar volume, "to be specified" versus off the shelf, lead time, customer specifications or sole source supplier. Once this is complete use a simple ranking such as 1-5 to determine which vendors are the most critical. After this exercise it will be much easier to determine the organization's Qualified Vendor's List as well as determining which vendor will require surveying and auditing to get the biggest bang for the buck.

You can learn more by reading Denise's book titled "Managing Supplier Related Processes" as well as her other quality topic books available through Paton Press.



Welcome New Members!



**Glenn Gershon
David Hixson
James Jolicoeur
William Metevia
Joy Taylor**



The **20th Quality Management Division Conference** is taking place February 21-22, 2008 at the Rosen Centre, Orlando. The Conference will provide approaches, valuable tools, and successful strategies for “**Attaining Excellence**” and combines 48 concurrent sessions in six tracks over two days. For more information contact Bill Hackett, QMD Arrangements Chair at 603-881-1368 or visit www.asq.org/qm/conferences.

Coming to the ASQ Worcester Section in March at the Marriot Courtyard, Marlboro!

Pre-dinner topic: DMAIC Methodology

Jack Reardon, senior consultant with Quality and Productivity Solutions presents a brief overview of the Six Sigma DMAIC process. Learn how using the Define; Measure; Analyze; Improve & Control process can help you to collect and analyze data, create a baseline, analyze the data and determine the root cause of the variation in the process.

Post-dinner topic: Getting People to Use Quality Tools

How do you get people to use Quality tools? Do you find that after all of your hard work the tools that have been put in place are not being used? After writing a procedure that you think works perfectly do you find that people are not following it? Why is this happening? Using as reference two books, *It's Your Ship* by Captain D. Michael Abrashoff and *Seeing David in the Stone* by James B. Swartz and Joseph E. Swartz, David Potty will give you some understanding and some methods that you can use to have people in your company use the tools that you put in place. Dave will also mix in some of his own ideas based on his 30 years of experience in Quality.

ASQ Worcester Section Refresher/Prep Classes for April to June 2008

Start Date	Schedule	Location	Instructor	Cost	Exam Date
April 8, 2008	Six Sigma Green Belt <i>Tuesday</i> <i>Nights for 8</i> <i>weeks -</i> <i>5:30p.m to</i> <i>8:00p.m</i>	Bose Corporation – 1 New York Ave, Framingham, MA	TBD	\$425.00	June 7, 2008
April 9, 2008	Quality Improvement Associate <i>Wednesday</i> <i>Nights for 8</i> <i>weeks -</i> <i>5:00p.m to</i> <i>7:00p.m.</i>	Bose Corporation – 1 New York Ave, Framingham, MA	Al Scorza	\$400.00	June 7, 2008
April 9, 2008	Quality Auditor <i>Wednesday</i> <i>Nights for 8</i> <i>weeks -</i> <i>5:30p.m to</i> <i>8:00p.m</i>	Future Electronics Bolton, MA	Dave Potty	\$425.00	June 7, 2008
April 8, 2008	Software Quality Engineer <i>Tuesday</i> <i>Nights for 8</i> <i>weeks -</i> <i>5:30p.m to</i> <i>8:30p.m.</i>	Bose Corp 1 New York Ave, Framingham, MA	Darin Kalashian	\$525.00	June 7, 2008

Information regarding registration to these refresher/prep classes and certification exams can be found on next page.

<p><u>Recertification Reminder</u></p> <p>Do you have a recertification due? Do you have more than one certification that you would like to synchronize? Please contact me with any questions and your recertification packages. Tom Murtagh 1024B Waverly St Framingham, MA 01702-8425 E-mail: tmurtagh99@aol.com</p>

Register for Certification Refresher/Prep Classes:

Two ways to register for Certification Refresher/Prep Classes:

- Register on Line at www.asqworchester.org/certification/
- Download and print the ASQ Worcester Section Registration form found on our web site at www.asqworchester.org under certification.

Make check payable to ASQ Worcester and mail to:

Al Scorza
P.O.Box 136
Uxbridge, MA.01569.

Two ways to register for Certification Exam:

- Register online at <http://www.asq.org/certification/apply.html>
- Call 1-800-248-1946
- Each student is responsible for filling out their own certification application form and registration for the exam.


*Please Note: The Certified Quality Manager Certification is now called *Manager of Quality / Organizational Excellence*

If you have not been attending meetings let us know what we can do to help!
Contact us!
www.asqworchester.org




The Slate for the Executive Committee for 2008-2009:

1. Chair: Diane Dixon
2. Chair Elect: Amy Powers
3. Vice Chair: Chet Kruegar
4. Secretary: Carol Beauchesne
5. Treasurer: Roger Carl



Voting will be at the February meeting.

ASQ Worcester Section Elected Executive Leadership Committee 2006-2007			
Name	Position	E-mail	Business Phone
Kim Rice	Chair Placement Chair	RiceSunnyg@aol.com	---
Diane Dixon	Chair Elect SMP Chair Program Committee	Diane.Dixon@future.ca	978-779-3000 ext. 3859
Amy Powers	Vice Chair Newsletter	apowers@essilorusa.com	508-943-3860 ext. 484
Chester L. Kruegar Jr.	Secretary Auditing Contact Person	ckruegar@hydertools.com ckruegar@charter.net	508-764-4344 ext. 2271
Roger Carl	Treasurer	carlr@tycoelectronics.com	978-442-4053

Congratulations to All ASQ Worcester Section Recent Certifications!



Certified Quality Technician (October 2007)

Leo Bates
James Worth
Phillip Bogue
Lynn Polli



Certified Reliability Engineer (October 2007)

John Napper

Six Sigma Black Belt (October 2007)

Rose Kavalchuck

Manager of Quality/Organizational Excellence (October 2007)

Gary Buchholz
Raj Kasbekar

Certified Quality Engineer (December 2007)

Rebecca Bartkus
Michael Banas
James Ready
Joseph Gadway

Certified Quality Auditor (December 2007)

Rachel Delisle	Scott Bobbitt
Janice Courtois	Carlos Acosts
Rony Dorielan	Ryan Deluca
Alan Van Wert	Brian Labossiere
Lynn Brundage	John Bolton
Amy Wissell	Richard Cole
Myra Leets	Michael O'Callaghan

Certified Calibration Technician (December 2007)

Jorel Townsend

Certified Quality Improvement Associate (December 2007)

Paula Silvia	Anthony Pomposelli
Arthur Floyde	Carolyn Prunier
Tim Langhill	Steven Waterman
Wini Syriac	Daniel Babiec
Lawrence Acquarulo	Heather Martinez