



Worcester Section

LET'S TALK QUALITY !

www.asqworcester.org

FEBRUARY 2007 Newsletter
Amy Powers, Editor
amy.powers@hypertronics.com

February Dinner Meeting

Cost: \$25.00
\$15 for
Unemployed/students
Reservations:
Please go to our
website
www.asqworcester.org

Thursday,
February 15, 2007
Courtyard Marriott
Milford, MA
*(Directions below after dinner
summary)*
Dinner Menu: Buffet

5:30pm-6:15pm
Social/Networking

6:30pm
Dinner

7:30pm
After-Dinner Topic

Bring your new certification to
this meeting and have it
framed courtesy of the ASQ
Worcester Section!

Pre-Dinner Social/Networking

Come join us for a relaxing time and tell us what we can do to help you. Bring a friend or two! We look forward to seeing you!

After Dinner Topic

Risk Management with Joseph Azary

This presentation will provide an overview of how to incorporate risk management as part of the quality management system. As a management tool used throughout a product's life, risk analysis can reduce errors, liability and cost by prioritizing the most important risk concerns early. A significant portion of the presentation will focus on the ISO 14971:2000 standard on risk management for medical devices.

Risk management is required by ISO 13485:2003, FDA QS regulations, and Annex I Essential Safety Requirements of the EU's MDD. This presentation will demonstrate some management practical knowledge to not only discover but also organize, document, and mitigate risks. Participants will learn different techniques to identify risks.

Risk management can be used not only in the design of the product but also during corrective actions, complaints, service and next generation development. Risk management should be an integral part of any lesson-learned portfolio.

What you will learn:

- Principles of risk management planning in developing procedures and practices to analyze, evaluate and mitigate risks
- Understand the regulatory requirements that mandate risk management.
- Understand the application of risk analysis methodologies
- Understand how to integrate risk management principles into your quality management system.

Speaker Bio

Our speaker Joseph Azary has over 16 years experience in the medical device industry and has worked with over 120 companies. He has a Bachelor's Degree in Biological Sciences and a Masters Degree in Business Administration (MBA). He is an ASQ Certified Quality Auditor (CQA), RAB ISO 9001:2000 Lead Assessor, and Regulatory Affairs Certified. While in college Joseph did internships as an Analytical Chemist for Procter and Gamble and as a laboratory assistant at Silver Hill Hospital. He has worked for companies such as U.S. Surgical Corporation, Johnson & Johnson, and Fuji Photo Film (Fuji Medical division). He owns Azary Technologies LLC, a company specializing in working with companies in the medical device industry in the areas of regulatory compliance, quality system development (including ISO 13485/9001), auditing, training, and new product submissions. Joseph is the former Chairman of the Southern Connecticut section of ASQ.

Come and join the ASQ Worcester Section for the February Dinner Meeting at:

**Milford Courtyard Hotel at 10 Fortune Boulevard in Milford, MA 01757
(508) 634-9500**

From the South:

I-495 North, Exit 20. Bear left at ramp. Hotel is on left across from Mobil Gas Station (app. 0.3 mi).

From the North:

I-495 South, Exit 20. Bear right at ramp. Hotel is on the left across from Mobil Gas Station (app 0.3 mi).

**For more information on Dinner Meeting Programs please contact
Ann Warmuth ann.warmuth@staples.com**

NEWS FLASH! Coming Soon to ASQ Worcester!

MARCH Dinner Meeting

Dinner Topic: Lead Free/RoHS Transition with Jay Smith at the Holiday Inn in Worcester

- Are you puzzled by the emerging chemical content legislation requirements in the United States and in international markets?
- Initiatives in the electronics industry to introduce Lead Free/RoHS compliant products present a significant set of challenges to be faced by every one in the electronics supply chain. Jay Smith will help you to sort out these challenges and discuss how chemical content requirements can be successfully managed.

January Dinner Meeting Wrap-Up

The ASQ Worcester Section was honored to have Eric Carter of the George Group speaking to us about Lean Six Sigma. Six Sigma is used when there is no obvious solution to a problem. Quality organizations realize that the Lean Six Sigma method of process improvement has evolved into a management system.

Eric gave us a quick summary of some the Lean Six Sigma basics. Lean adds speed by removing any non-value added activities, or waste, in a process. We were introduced to the term TIMWOOD. Each letter represents a method on how to begin improving a process by making it lean. TIMWOOD is best achieved by process mapping:

T = Transportation-moving items over and over again

I = Inventory-too much inventory uses space and wastes time accounting for it

M = Motion-walking back and forth; too much space between work areas

W = Waiting-to “hurry up and wait” is a big time waster

O = Over Production-Producing more than what is needed

O = Over Processing

D = Defects-any word beginning with suffix “re” (rework, re-inspect, re-measure)

The organization can now take this method one step further by using the Six Sigma method of DMAIC (Define, Measure, Analyze, Improve, and Control). This method ensures that continual improvement efforts are data driven; therefore, aiding in a sustainable, obvious process improvement.

Lean	+	Sigma	=	Quality Management
(Speed)	+	(Improve)	=	Quality Management System
Done Fast	+	Done Right	=	Effective Quality Management System

We also learned that Lean Sigma was introduced in a manufacturing environment. Deployment of Lean Sigma can also be used to improve service processes. With manufacturing we have a tangible process; we can hold it, we can see it and we can use what we make. With services it becomes a little more challenging to know where to begin with process improvements. Lean Six Sigma works the same way with services, too. Eric gave us examples of services that have been improved using the Lean Six Sigma approach. Medical services such as doctor visits, emergency rooms or even ambulatory care are examples of areas where Lean Six Sigma is very appropriate. Customer service and taking orders by phone is another area. Any type of business where there is waste of time or money can be improved on by using Lean Six Sigma.

Our members broke into groups to discuss some of the benefits we’ve actually experienced using these improvement methods. After three examples were discussed in small groups we then we took turns sharing with everyone.

The bottom line is Lean Six Sigma methods can be used in any process whether it’s manufacturing a product or servicing a customer and when used together, hand in hand, any process can be continually improved and sustained.

***Anyone interested in receiving the presentation given by Eric Carter can request a copy by contacting our Program Chair, Ann Warmuth: ann.warmuth@staples.com**

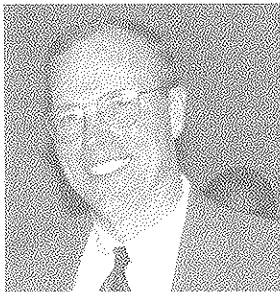


Thank you, Bose!

At the January dinner meeting, Bose in Framingham was recognized for their continued support of the ASQ Worcester Section.

Tom Demerle, Prabhakar Jain, Peter Sterndale and Larry Eriss (not pictured) were presented a plaque by the ASQ Worcester section Certification/Education Chair, Al Scorza. As well as being responsible for the section's education in quality, Al has been an employee at Bose for over 20 years. This plaque was given in appreciation and commemoration to Bose for the use of their facility for over a decade. Bose is also one of the main locations for ASQ certification refresher classes as well as the primary certification exam testing site.

Bose has been very good to our section in helping us sustain a robust education system for our members and adding encouragement to the section's continual improvement efforts in quality education. Many thanks and appreciation for your years of dedication to our section!



A Message from Your Chair

David Potty

ASQ Worcester Section Chair 2006-2007

February is not my favorite month. Usually by now I am dreading another month of winter. This year has been different. Although I am not sure I want it this way every year I will take it for one year.

One great thing about February is our dinner meeting which will be held at the Courtyard Marriott in Milford. The presentation will provide an overview how to incorporate risk management as part of the quality management system. Our presenter is Joe Azary who has over 16 years experience in the medical device industry and has worked with over 120 companies.

In closing, I hope to see everyone at our February meeting and at future meetings as well. Please come up and introduce yourselves to me and to others in attendance so everyone can get to know you and maybe network. Don't forget if you sign up for a meeting and you don't show up the section still has to pay for your meal so please make every effort to get there.

ASQ Worcester Section Elected Executive Leadership Committee 2005-2006			
Name	Position	E-mail	Business Phone
David Potty	Chair Placement Chair NEQC Representative Scholarship Chair	dpotty@charter.net	---
Kim Rice	Chair Elect SMP Chair	Mastin-Rice@tnb.com	978-544-8255 ext. 212
Chester L. Kruegar Jr.	Secretary Auditing Contact Person	ckruegar@hydertools.com ckruegar@charter.net	508-764-4344 ext. 2271
Diane Dixon	Vice Chair	Diane.Dixon@future.ca	978-779-3000 ext. 3859
Carol Beauchesne	Treasurer	cbeauch@essilorusa.com	508-943-3860 ext. 443

Welcome New Members!

Amie Asmus
Diane Newman
Hari Pullakhandam
David E. Smith
Denise A Soter
Calvin Vandvck



Time to Vote!

This is the Slate of Nominations for ASQ Worcester Section for 2007-2008. These names were presented at the January ASQ Dinner Meeting along with a call for floor nominations. Having no nominations from the floor, this is the final slate of officers to be voted for at the February Dinner Meeting.



Chair: Kim Rice
Chair Elect: Diane Dixon
Secretary: Chet Kruegar
Treasurer: Roger Carl



ASQ Worcester Certification Refresher Courses 2006-2007

Date	Schedule	Location	Instructor	Cost
Six Sigma Green Belt				
April 10, 2007	Every Tuesday for 8 wks.	Bose Corp, Framingham	Jim Tereshko	\$425
Certified Quality Engineer				
April 2, 2007	Every Monday for 9 wks	Bose Corp, Framingham	P. Jain	\$525
Certified Quality Improvement Associate				
April 10, 2007	Every Tuesday for 8 wks	Bose Corp, Framingham	Al Scorza	\$400
Certified Quality Auditor				
April 11, 2007	Every Wednesday for 8 wks	TBD	Dave Potty	\$425
Certified Calibration Technician				
April 9, 2007	Every Monday for 8 wks	TBD	TBD	\$425

Register for Certification Refresher Classes:

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

Make check payable to ASQ Worcester and mail to:
Al Scorza, P.O. Box 136, Uxbridge, MA.01569.

Register for Certification Exam:

www.asq.org/cert/types or call 1-800-248-1946

Each student is responsible for filling out their own certification application form and registration for the exam.

Recertification Reminder

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