

# Let's Talk Quality



Worcester  
Section

EDITOR: AMY POWERS (APOWERS@ESSILORUSA.COM)

February 2009 Edition

**February Dinner Meeting**  
**Thursday, February 19, 2009**  
**Courtyard Marriot**  
**Marlborough, MA**  
(Exit 24B, Rt.495, first right turn)  
**Dinner: Buffet**

<b>5:30pm</b>	<b>6:30pm</b>	<b>7:30pm</b>
<b>Pre-Dinner Topic</b>	<b>Dinner</b>	<b>After-Dinner Topic</b>

**Cost: \$25.00**  
**Unemployed/Students: \$15.00**

**Reservations:**

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

The Worcester Section ASQ February 19 Dinner Meeting is hosting a **"Bring Your Boss"** night. Bring your Boss and he/she can attend the meeting for **FREE!** You *must be a Worcester Section Member, register your boss when you register, and attend the meeting with him/her.* Simply select the discount code **"BOSS"**. In the comments field, please include your Boss' name.

## Pre-Dinner

### **"Leadership Can Be Taught and It Can Be Learned" with Pat Townsend**

A manager cares that a job gets done; a leader cares that a job gets done and he or she cares about the people who do the job. And you can learn to be a leader. Come join us as Pat shares with us the techniques of being a leader.

## After Dinner

### **"The Seven Components of a Complete Quality Process" with Pat Townsend**

Six Sigma, Lean, ISO, Kaizen, etc. – all powerful tools that are great for solving specific types of problems – are the subsets; the Complete Quality Process is the superset. Come join us to listen to Pat's take on the Complete Quality Process.

## **FREE Certificate Framing at the February Dinner Meeting!**

Bring your new certification to the February Dinner Meeting for framing and recognition! Join us in sharing your hard earned achievement!

### **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

**Pat Townsend** is an internationally acclaimed author and speaker on the topics of leadership, continual improvement, and recognition, Pat has resumed his career as a speaker and consultant after taking six years “off” to work in the “real world.”

After spending a dozen years giving keynote presentations and conducting workshops throughout the United States and in Turkey, Brazil, India, Belarus, Sweden, Canada, Finland, and Singapore, Townsend accepted, in early 2000, the challenge of leading the definition, implementation and maintenance of a quality and leadership effort at an insurance company in Texas.

The result was an unqualified success: a Complete Quality Process (CQP), his unique – and uniquely successful – approach which insures that an organization's quality effort reaches every aspect of the company and benefits from the knowledge, ability, and enthusiasm of every person on the payroll. The CQP at UICI began within eight months of Townsend's arrival and immediately began showing impressive bottom-line results.

His efforts have led Pat to help define, implement, and maintain two highly successful 100% employee-involved quality processes. “Successful” means higher profits, higher customer satisfaction, higher productivity, higher employee morale and significantly reduced employee turnover.

He was a member of the committee that defined and established the Malcolm Baldrige United States National Quality Award and was an Examiner for that award for two years.

Prior to joining the business world in 1983, Townsend served for twenty years in the United States Marine Corps. He had a wide assortment of duties, ranging from being the commanding officer of an artillery unit in combat to teaching college history and from being a public affairs officer for a recruiting command to being the commanding officer of a refugee camp.

He has a B.S. (Mathematics) from Marquette University and an M.S. (Computer Science) from the United States Naval Postgraduate School.

Townsend has had eight books and over 400 articles published on the topics of quality, leadership, recognition, and organizational learning. He has given speeches and conducted workshops throughout the U.S and in many countries – from Nepal to Turkey to India to Belgium.

**For more information on programs contact Bill Hackett at  
[bhackett@adaptiveinstruments.com](mailto:bhackett@adaptiveinstruments.com)**

## ASQ Section Satisfaction and Loyalty Study Open

What can your ASQ section do to make your experience better? Take our survey and let us know. Your input gives section leaders guidance for creating opportunities focused on member needs. This allows your ASQ section to provide the products and services that are most important and beneficial to you.

All ASQ section members can provide feedback on how well their ASQ section serves their needs. We appreciate your participation in this survey. Your answers will be kept confidential and reported to ASQ management only in the aggregate. Email invitations or postcards were sent to ASQ members beginning January 5.

The study will be open through February 15.

As a thank you, participants will be entered into a drawing to win one of four 2009 ASQ World Conference on Quality Improvement registrations (a \$925 value).

The conference is May 18-20, 2009 in Minneapolis, MN.

To participate, please visit <http://www.asq.org/mr/09-sect-sat.html>

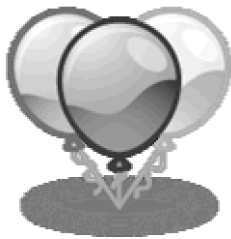
## World Conference on Quality and Improvement

May 18-20, 2009

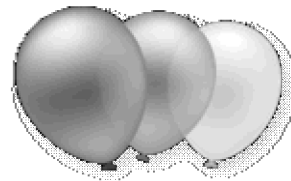
Minneapolis, MN

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

## Welcome New Members!



Dave N. Arseneault  
Richard W. Brodeur  
David L. Chislett  
Peter Chryssanthacopoulos  
Theodora J. Guest-Civitenga  
Yogesh S. Deochakke  
Jeri Heupler  
Joseph D. Jalbert  
Jason M. Johnson  
Sarah O. Kalil  
Jack H. Kessler  
Michael L. Manor  
Cynthia M. Nazario  
Tami J. New  
Thomas Patsis  
Amy M. Roberts  
Ndaya Muhammad Yelwa



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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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## Quality Challenge Question with Barbara Butrym

Hi, Barbara,

The new revision of the AS 9100 standard is moving toward different ways of looking at the QMS. For instance, looking more at effectivity and less at compliance. What are some innovative ways you may have seen to make that transition?

Thanks,

Randy

**Hi Randy,**

**You are wise to get a head start on this. The QMS effectivity measurables are there, you just have to think about it. As a matter of fact, AS 9100 C now requires you to report on effectivity, on-time delivery, customer satisfaction, and product conformity as a minimum.**

**The best advice I can give you is take the time to set up the parameters for success. You really need to look at your QMS to see the best way, but some standard examples are customer complaints, returns, surveys, yields, and report cards. Not the best, because you only see part of the picture. If you do surveys, choose your sample carefully to cover a representative sample of the products, covering the large \$\$ base (more bang for the buck). Do it several times during the year, preferably different clients to broaden the scope and capture the ebb and flow of the industry. If you choose returns, do it as a % of sales.**

**That said, Internal audit and CA/PA and how/what they are reporting to Management Review will be the key. Process based audits are the way to go. Develop an audit "tool box" with innovative tools to choose from. Give the auditors the freedom to use these tools based on what works for them. Process audits open the door for some great stuff if the commitment is there to do them correctly.**

**Allow the auditors or QA to coach the process owners in doing root cause analysis to get the best bang for the CA buck. Use the tools: charts, process maps, 8D, 5 Why, fishbone, whatever fits. Track how effective the process owners are in using the tools. Track causes for trends, issue global CA to address high offenders (training, adequacy of work instructions etc.). Do an internal audit of the effectivity of CA, take the ones from a period of time and do another follow up, look at data for repetition and so forth**

**Develop a spreadsheet for your audits to capture all of this and it will also prove to the CB that you have addressed all requirements of the standard over time. (Email me for an example. [bqa@net1plus.com](mailto:bqa@net1plus.com))**

**I could go on for pages and pages, but I am out of space**

**See you next time, Barb**

### **Slate for Executive Committee for the ASQ Worcester Section 2009-2010**

It's time to vote for Leadership Committee Officers. Election will be held at the February Meeting. Here is the Committee's slate of nominees:

Chair – Amy Powers  
Chair Elect – Chet Kruegar  
Vice Chair – Bill Hackett  
Secretary – Carol Beauchesne  
Treasurer – Dan Daigle



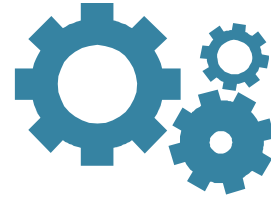
## **Recertification Reminder**

Do You Have a Recertification Due?

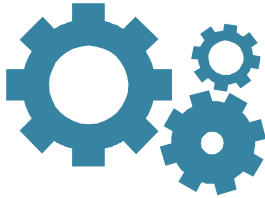
Do you have more than one certification you'd like to synchronize?

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**



### **Certified Quality Engineer**

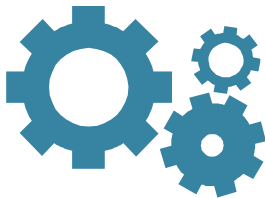
Starting March 30, 2009 Every Monday Night for 9 weeks  
Location: Bose Corp, Framingham  
Instructor: P. Jain Cost: \$525

### **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  
Location: Bose Corp, Framingham  
Instructor: Al Scorza Cost: \$400



### **Certified Quality Auditor**

Starting April 8, 2009 Every Wednesday Night for 8 weeks  
Location: Bose Corp Framingham  
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, CQA
- 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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## News for the Unemployed

Did you know that Massachusetts offers unemployed people as much as \$5,000 for training and you can get paid while attending the training. Also if your company has applied for Federal assistance because the jobs have gone to China, you can get up to \$10,000 in training grants. While you are unemployed, it is a great time to get caught up on Lean and Six Sigma training you never had time to do before.

If you are unemployed and don't have a degree, you can help make up for this by becoming certified as a Lean Expert or Six Sigma Black Belt. Companies in need of these certifications will dismiss the education requirements, thereby improving your employment situation. Go talk to your unemployment councilor and ask about training grants. Also find and print out jobs you would like and require Lean or Six Sigma certifications and bring them to the councilor.

Companies are looking for people with Lean and Six Sigma training, if you have this, your chances increase greatly. Almost all our students find a job after completing the training. In these hard times you need every advantage you can get and that will make you more valuable to potential employers. These skills are also transferable to the service industries, healthcare, insurance and banking have the same issues we have in manufacturing, only larger.

For more information on training opportunities, visit the [Mass Dept. of Workforce Development](#) and search on Lean and/or Six Sigma.

Submitted by  
Jack Reardon  
[Jackr@qpsinc.com](mailto:Jackr@qpsinc.com) 508-987-3800

**What can the ASQ Worcester Section do for you?  
Contact us at [www.asqworcester.org](http://www.asqworcester.org)**

## Coming to the ASQ Worcester Section in March



Our presenter for the March meeting will be Wally Hauck who will present "Replacing Performance Reviews to Improve Performance". Come and join us for an evening of great networking opportunities, good food, as well as listening and learning with our guest speaker.



### 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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