



**Worcester
Section**

Let's Talk Quality !

www.asqworchester.org

JUNE 2007 Newsletter

Amy Powers, Editor

apowers@essilorusa.com

June Dinner Meeting

Thursday,

June 21, 2007

Marlboro Courtyard

Marriot

Marlboro, MA

(Formerly the Radisson)

Dinner Menu: Buffet

(Exit 24B, Rt.495, first right turn)

5:30pm-6:15pm

Social/Networking

6:30pm

Dinner

7:30pm

After-Dinner Topic

Cost: \$25.00

\$15 for

Unemployed/students

Reservations:

Please go to our

website

www.asqworchester.org

Pre-Dinner

Social/Networking

Come and network one last time before the summer starts. Bring a friend! We look forward to seeing you there!

After Dinner Topic

Come and hear about the ASQ Community Good Works Program

Carol Sager and Ann Warmuth

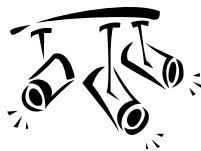
Through the Community Good Works program, ASQ seeks to utilize quality tools, technology, and concepts to effectively, efficiently, and visibly demonstrate the value of quality in community improvement projects and activism while leveraging ASQ's strong volunteer base.

The ASQ Community Good Works program provides \$5,000 in matching grants along with vital quality expertise to community-based, not-for-profit organizations engaged in local projects. The quality experts use their knowledge and skills to design and implement quality-improvement plans. To date, the program has helped reduce the effects of crime and delinquency; has offered vocational, residential, educational, and clinical services to people who have barriers to independent living; has aided an organization that works with low-income single mothers to help them become financially independent; and has partnered with an educational initiative which utilizes Baldrige criteria in the classroom. Are you considering a project that uses quality principles to improve your community? Do your plans include collaboration with a local not-for-profit organization or government agency? Could your project's outcomes provide ASQ with an example that will encourage others to use quality tools for community improvement efforts? If so, a Community Good Works grant may be available. Community Good Works grants are awarded to nonprofit community-based organizations that will use the funds to improve their organization and services. Grant applications are now being accepted for the 07-08 year and the Community Good Works initiative seeks to fund up to eight projects.

Have a new certification?

**Bring it to the June Dinner Meeting for recognition and framing
courtesy of the ASQ Worcester Section!**





Speaker Bio



Dr. Carol Sager, President of Sager Educational Enterprises, will explain the Community Good Works program. Carol is the Chair of Community Good Works and a former Vice President of the American Society for Quality. She is an internationally recognized consultant and executive job coach who specializes in areas related to Change Leadership and Personal Leadership Training. She has provided leadership for numerous state and national change initiatives focused on increasing productivity, workplace safety issues, school reform, and crime and drug policy.

Ann Warmuth will explain the project she and her Staples team did with the Metro West Boys and Girls Club.

Richard C. Olson Scholarship Award

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



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

May Dinner Meeting Wrap-Up

Over 50 ASQ members joined us for an evening of learning about the TRIZ (pronounced TREEZ or TRIZ) method of problem solving.

Larry Smith and Richard Langevin did a fantastic job of sharing the background on the implementation of TRIZ. TRIZ is a Russian acronym, when translated to English, is a methodical way of examining inventive situations and developing numerous solution concepts by utilizing all available solution space. In other words, this method is based on study of empirical data and patents, rather than psychology and it's a theory of inventive problem solving. TRIZ is all about improving control and solutions.

With the TRIZ method we realize all problems occur as a result of technical and physical contradictions. The TRIZ body of knowledge consists of 40 inventive principals, laws of system evolution and 76 standard solutions, to name a few. It's taking a problem, bringing the technical and physical contradictions together to create a win/win situation for both sides. For example, half the guests in the room are cold while the other half is feeling warm. The TRIZ method of problem solving is a way to achieve a win/win situation so that everyone is comfortable.

Part of the uniqueness of this problem solving tool is the Contradiction Matrix, often called the Altshuller's Matrix. The matrix is named after the creator of TRIZ theory, Russian Engineer Genrich Altshuller. In this matrix are 39 system characteristics are part of the design of this matrix to formalize and to facilitate the usage of the Inventive Principles in a practical, common activities.

We also heard wonderful stories about Genrich Altshuller and his drive to perfect TRIZ throughout his difficult life in communist Russia. His dedication and courage is an inspiration.

Since training for using TRIZ takes generally more time than a 2 hour dinner meeting, Larry and Richard **encourage everyone** who wants to learn more about TRIZ to go to www.aitriz.org to learn more about this problem solving method. This website is an excellent resource for learning more about TRIZ. There are hyperlinks to TRIZ providers as well as research areas to check out. As an added bonus members who attended the dinner meeting are receiving a copy of GOAL/QPC's new TRIZ Memory Jogger™. You can also view the entire presentation on our website at www.asqworchester.org.

Thanks, Larry and Richard for your fabulous introduction to TRIZ! Thanks also to Bob King and Goal QPC for providing advanced copies of the TRIZ Memory jogger to the attendees as soon as it is published.

NEWS FLASH!



A special thank you goes out to all the member
of the ASQ Worcester Section
for making this another successful year!
Have a safe and relaxing summer and
we look forward to seeing you in fall!





A Message from Your Chair

David Potty

ASQ Worcester Section Chair 2006-2007

Letter from the Chair

This is my final month of being the chair for the section. I want to thank everyone for allowing me to have this opportunity. It has been an exciting and challenging experience. I am very proud of the accomplishments. I want to thank the dedicated people who have served on the executive committee. They have been tremendous with their help and guidance. I won't name all of them in this column but will recognize them at our June meeting.

There is one person who I would like to mention though and that is Ann Warmuth. Ann has been very involved with the section for many years. She is lucky enough to be retiring. She will not be active in the section next year but I would like to thank her for her dedication, hard work and extremely beneficial help that she has provided.

During the course of this year I have tried to make sure that everything that has been done in the name of the section has been of the highest quality. Sometimes it has been hard. It is always easy to say "that's good enough." I hope that we have succeeded keeping all things up to the level that you our customers have expected.

I hope that everyone has taken the time at the meetings this year to meet someone new. This is the best way to network. I know that I have met some great people for the first time this year and have enjoyed talking to them. Of course it has also been great to meet with and talk to old friends again.

I want to wish success to our chair for next year, Kim Rice. I am sure that next year will be another great one. I will give my support and help to Kim and the rest of the committee. I will still be involved next year but at a lesser level.

In closing, I hope to see everyone at our June meeting. Please come up and introduce yourselves to me and to others in attendance so everyone can get to know you and network.

Wel come New Members!



Patrick Bromley
 David Fortin
 Raj Kasbekar
 James Leblanc
 Dennis McCurdy
 Robert McDonald
 Jose Merced
 Sonny Michelson
 Philip Oliveira
 Ronn Schrader
 Marcel Shilo
 Eric Skoglund
 Paul Stolze



ASQ Worcester Section Elected Executive Leadership Committee 2006-2007

Name	Position	E-mail	Business Phone
David Potty	Chair Placement Chair NEQC Representative Scholarship Chair	dpotty@charter.net	(508) 344-7113
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