

# Let's Talk Quality



Worcester  
Section

EDITOR: AMY POWERS (APOWERS@ESSILORUSA.COM)

JUNE 2009 Edition

***Bring your new  
Certification to the  
June Dinner  
Meeting for FREE  
framing and  
recognition of  
your  
accomplishment!***

**June Dinner Meeting  
Thursday, June 18, 2009  
Doubletree Hotel in Westboro  
5400 Computer Dr, Westborough, MA  
(508) 366-5511**

(Near the intersection of Computer Dr and Technology Dr – Rt. 9)

**5:30pm  
Pre-Dinner Topic**

**6:30pm  
Dinner**

**7:30pm  
After-Dinner Topic**

**Cost: \$25.00**

**Unemployed/Students: \$15.00**

**Reservations:**

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

## **Pre-Dinner**

**The Quality Psyche – Why Do We Do This Stuff?**

**Speaker: Bill Hackett**

A look at the type of people who work in the quality field; what characteristics and skills we bring and how did we get to where we are now? We don't start out life thinking "I want to work in quality" but have been shaped by our environment, psychology, and psyche to perform the quality functions.

## **After Dinner**

**Network Power! : Tapping Hidden Social Networks to Accelerate Improvement**

**Speaker: Maya Townsend**

Have you ever wondered how the grapevine affects improvement efforts? How a leader's social connections support his or her success leading a quality effort? Whether you can make your next quality improvement effort more successful by tapping into social networks?

Every organization has hidden networks of relationships that employees use in order to get work done, make decisions, and solve problems. These networks have been largely ignored by leaders, but hold the keys to improving performance and accelerating change. In this presentation, ASQ Worcester members will learn how we can use hidden networks in quality and improvement efforts. In addition, members will receive hot-off-the-press research results about how successful change initiatives use hidden networks.

### **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**

**Bill Hackett** is a psychotherapist at Valley Psychiatric Service, Inc in Worcester and principle of Atlantic Quality Consulting Services. His background is in quality management and auditing and has helped in the development of QMS's at Saint Gobain's Northborough Research facility, the Engineering Services Division of the Federal Aviation Administration, Adaptive Instruments, and currently at VPSI. He is also an assistant professor of quality at California State University at Dominguez Hills, and serves as program chair for ASQ-Worcester section and arrangements chair for the Quality Management Division and has given numerous papers at various ASQ conferences. Bill is a 25 year retired veteran of the U.S. Air Force and Massachusetts Army National Guard. Bill has an M.A. in psychology from Anna Maria College, and an M.Ed., and B.S. from Worcester State College.

### **After Dinner**

**Maya Townsend**, founder of Partnering Resources, builds aligned, focused organizations that achieve their goals more effectively. She helps leaders identify the hidden web of relationships that drive performance and reach across the white spaces to develop solutions that stick. Her client list includes local companies such as the Hanover Insurance Group, Fidelity, and eCopy. She tested many of her ideas working on a joint union-management quality and participation effort in the mid-1990s. Maya advises Gartner, the leading technology research company, on organization effectiveness and teaches strategy and leadership through Boston University Corporate Education Center.

***Have a safe and enjoyable summer,  
ASQ Worcester Section!***

### **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](mailto:tmurtagh99@aol.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>.

### ***WELCOME NEW MEMBERS!***

**Michael D. Gale**

**Julie A. Heighton**

**Paul R. Hunt**

**John T. Jackson**

**Michelle Norstrom**

**Larry Schworer**

**Mark R. St. Jean**



**Coming in the September 2009 Newsletter**

**Refresher Course Locations and Information**



6/12/09

**Location:**  
Central Connecticut State University  
Institute of Technology & Business  
Development  
185 Main St. 3<sup>rd</sup> floor  
New Britain, CT 06051

Connecticut Quality Council presents

## 2009 Connecticut Quality Symposium

*Opening Address Delivered By*  
Dr. Terry Holliday, Superintendent - Iredell-Straitsville School System  
*2008 Malcolm Baldrige National Quality Award Winner*

Afternoon Keynote Delivered By  
Joseph A. De Feo  
President Juran Institute



Dr. Terry Holliday



Mr. Joseph De Feo

Employees from organizations from all over Connecticut who seek practical solutions to their continuous improvement issues attend the CQC Symposium each year .

You will have the opportunity to interact with numerous company executives and academic experts, and spend the day updating your current skills and knowledge. These benefits are paramount to your future as the quality arena changes.

### Highlights

- ◆ Expert Speakers
- ◆ 12 Breakout Session Options
- ◆ Peer Networking
- ◆ Catered Luncheon

*CQC Because Quality Matters*



Connecticut Quality Council presents

[www.ccat.us/cqc](http://www.ccat.us/cqc)

Phone: 860-282-4299  
Fax: 860-831-1078  
E-mail: [emarinko@ccat.us](mailto:emarinko@ccat.us)

Event Hours:  
7:30-3:45

"The Connecticut Quality Council's annual Symposium presents one of the best opportunities for Connecticut organizations to meet and share the keys to continuous improvement." *John Watson—Director Six Sigma Business Excellence, Cigna*

**For more information on the  
Connecticut Quality Symposium break  
out sessions, key note speakers and  
registration please go to:  
[www.ccat.us/cqc](http://www.ccat.us/cqc)**

Enroll 2 people from  
your organization and  
the 3<sup>rd</sup> attends free  
Web code is:  
thirdattendee

## Quality Challenge Question By Barbara Byrtrum

Barb,

All of a sudden everyone is talking FOD. I know FOD is Foreign Object Damage (or Debris) but the consensus is there now has to be a formal FOD elimination program in defense and aerospace. Isn't that a lot to-do about nothing? Jim

Dear Jim,

I totally disagree. This is not a new requirement. It's just stated differently. Those of us who remember the military performance standards and test methods remember it as "foreign material" This goes as far back as I can remember☺.

The Aerospace industry has talked about FOD for many years, especially flight hardware companies. Places like Pratt Whitney, Boeing, and GE have corporate and local FOD managers and support teams. They will actually shut down an engine assembly line if a hand tool is not in its proper location. The commercial industries, especially medical and food processing are very aware as well.

**FOD is a very serious matter indeed.** Many do not agree that a FOD elimination program is value added. Tell that to the families of the 108 people who lost their life in a plane crash because a 1 inch strip of sharp steel left on a runway caused a fire in the landing gear due to a blow out.

The space shuttle was grounded because of a failure to an IC due to spittle contamination during fabrication.

A Missile failed due to a 5 inch wrench left in the ground control box.

A \$85K Antenna compromised soldier communication in the field because a small set screw was loose inside the control module and caused a short.

The Elimination program must be documented, but does not need to be complex. It needs to be based on the process and product. It actually will work well with "Risk Management" or PFMEA/FMEA. Common sense is the rule.

Do an assessment to identify the level of FOD risk in all parts of the process, base this on the product and severity of damage that could occur. Typically its FOD awareness, FOD control and FOD critical. Decide what the actions for each need to be then do it and maintain it (including audits). Often a training program is mandatory.

I have several FOD related sample documents, forms and guidelines to share. Just email me at [bqa@net1plus.com](mailto:bqa@net1plus.com) and tell me what you are looking for.

**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**

**2009-2010 ASQ Worcester Section Elected Board**

**Chair: Amy Powers**

**Chair Elect: Chet Kruegar**

**Vice Chair: Bill Hackett**

**Secretary: Carol Beauchesne**

**Treasurer: Dan Daigle**



**Worcester  
Section**

**ASQ Worcester Section Contacts**

**2008-2009**

**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

