



**Worcester
Section**

Let's Talk Quality!

www.asqworchester.org

JUNE 2008 Newsletter
Amy Powers, Editor
apowers@essilorusa.com

June Dinner Meeting

Cost: \$25.00

\$15 for
Unemployed/students

Reservations:
Please go to our website
www.asqworchester.org

*Thursday,
June 19, 2008
Leo's Ristorante
11 Brackett Court
(Off Shrewsbury Street)
Worcester
Dinner Menu: Buffet*

5:30pm-6:15pm
Pre-Dinner Topic

6:30pm
Dinner

7:15pm
After Dinner Topic

Pre-Dinner
Impromptu Speaking
Speaker: Susan Tordella

"Wait, Wait! Give me a minute to get ready!" Does adrenaline flood your heart and throat when you've been called upon unexpectedly to deliver words of wisdom at a meeting? Learn three easy techniques to stop your head from spinning, keeping your cool and delivering a pithy insight when all eyes are on you, and you have 20 seconds to prepare. Susan Tordella, a speaker and author, will provide insight on how to use your wits when your pits might be sweating.

After Dinner
Customer Satisfaction Measurement – De-Mystified
Speaker: Diane Schmalensee, President of Schmalensee Partners, Boston

We all face the same challenging questions when we're designing a customer satisfaction measurement system: What questions should I ask? What if different customers have different opinions? How can I analyze the results to give clear direction? The answers are not always easy or obvious, and they are not the same for every firm.

You will answer these questions for your own organization by evaluating and discussing sample questionnaires and reports. Diane Schmalensee, who has designed and implemented many Massachusetts firms' customer satisfaction research programs, will share real-life examples from her many years of experience and will guide the conversation. Come prepared to contribute.

For information on Programs contact
Carol Beauchesne
cbeauchesne@fostercomp.com
860-928-4102

ATTENTION ASQ WORCESTER SECTION MEMBERS
The annual member on-line survey will take place during the month of June. Members will receive a message when the survey is open. Please help us to help you by participating in this survey. We thank you for your continued support.



Speaker Bio's



Pre-Dinner

Susan Tordella is director of the MetroWest/495 Transportation Management Association, a public-private partnership dedicated to reducing congestion, improving air quality by advocating for commuters to give up driving alone to work, and for improved transportation, public transit and bike infrastructure in the Commonwealth.

Susan is vice president of the 3Talkers Toastmaster's Club in Marlborough and a member of the Ayer Conservation Commission. Susan worked as a journalist for Community Newspaper Company for five years before entering the transportation demand management field two years ago. The New England Press Association and the Association for Commuter Transportation have recognized Susan's creativity with achievement awards.

Susan lives on Sandy Pond in Ayer with her husband, a home repair contractor. They have four children ages 19 to 26. A Delaware native, Susan graduated from the University of Delaware and earned a master's degree in English from Rivier College in Nashua, N.H.

A writer and speaker, Susan is available to present to groups on a variety of topics, including the environment, social marketing, human rights, career change, motivation, publicity, time management, creativity, civic engagement, and parenting challenges. She specializes in audience participation and loves to engage people and make them laugh. So if she says something funny, unexpected or ridiculous, go ahead and laugh out loud -- it's good for you!

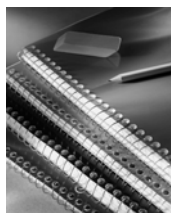
After Dinner

Ms. Schmalensee specializes in listening to internal and external customers and using that information to increase organizational competitiveness. Many of her clients, including IBM and AT&T divisions, Datatel and Clark & Reid have gone on to win prestigious awards for performance excellence and have seen their industry rankings rise dramatically.

Before starting her firm in 1991, she worked as Vice President of the Marketing Science Institute and as Vice President of Opinion Research Corporation. She holds an MBA from San Diego State University and a Bachelor's degree from Wellesley College.

Ms. Schmalensee is a widely-published speaker and author, whose work with Dawn Lesh on making research departments more valuable has won awards and is being shared through the AMA's Market Research Masters Consortium.

She is Vice-Chair of the Pioneer Institute for Public Policy Research and is on the Boards of the Massachusetts Council for Quality and Boston Ballet Overseers.



**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, 2008.

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



**Worcester
Section**



Message from Our Section Chair Kim Rice

Dear ASQ Members,

Another year is coming to a close for ASQ Worcester Section and although I have not written a note every month, in our newsletter, I wanted to take this time to say thank you.

This has been an interesting year, to say the least, both personally and professionally. I have to thank my ASQ Worcester Board Members for their support and tireless dedication to the needs of our ASQ Members as well as our obligations to ASQ National. They have helped and been successful in completing all of the requirements for our ASQ SMP (business plan) as well as making the ASQ Worcester Section grow in Membership and Section Meeting Attendance. I have been told that our Section, on average, has the highest attendance per month than the largest ASQ Section in the Nation (Dallas-Ft Worth, TX with over 1000 members). That, my friends, says much about whom we are and what we represent.

I want to also thank all of our speakers this year as well as our plant tour Host, at Foster Corporation in Putnam, CT. I believe much of our success is due to the value these speakers add to our section with their subject expertise and personality. I have found these meetings informative and useful as I hope you have, also.

I have been a part of some Quality Department, somewhere, for the past 20 years. For me, I didn't really know what quality meant until I was introduced to ASQ and discovered Dr. Joseph Juran (1904-2008). He defined Quality as "Fitness for use". I was often asked to define Quality. My only right answer that got me a job once was, "It is a continuous improvement plan". We are both right since, fitness for use is usually based on continuous improvement, after all, Will Rogers once said, "You can be on the right track, but if you just stand there, you'll get hit".

I had the opportunity to meet Juran once and turned it down. I regret it to this day. Juran, Demming and Crosby are considered the quality gurus. I will always respect the knowledge of all three but Juran, what he did for me, I will be eternally grateful. I, as well as many, will miss him.

Again, thank you for another successful year and I hope to see you all again next year for 2008-2009. I now hand over this wonderful position to Diane Dixon. You will be left in great hands.

Best Regards,
Kim Rice

ASQ Worcester Section – Chair 2007-2008

Welcome New Members!



**Jose Pacheco
Jennifer Preville
Vasil Taskovski**



Let's Hear From YOU!

Is there a special topic you would like to hear about?

Or a great speaker that you've seen?

If so, please let us know.

In our quest for continual improvement, we would like to know what topics or speakers you are interested in for upcoming meetings.

We are putting the programs for next year together, so now's the time to submit your suggestions!

Send your suggestions to Diane Dixon at dd1007@charter.net .

Thanks for your continued support.



**Worcester
Section**



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

**WORCESTER SECTION - CERTIFICATION REFRESHER
CLASSES**

August 08 to December 08

Refresher Class	Start Date	Schedule	Location	Cost	Exam Date
Six Sigma Black Belt	August 11, 2008	Monday Nights for 9 weeks 5:30-8:30	Bose Corporation Framingham, MA	\$525.00	October 18, 2008
Instructor: P. Jain					
*Certified Quality Manager	August 12, 2008	Tuesday Nights for 9 weeks 5:00-7:30	Bose Corporation Framingham, MA	\$525.00	October 18, 2008
Instructor: Al Scorza					
Certified Quality Technician	August 19, 2008	Wednesday Nights for 8 weeks 5:00-7:00	Bose Corporation Framingham, MA	\$400.00	October 18, 2008
Instructor: Al Scorza					
Biomedical Auditor	August 19, 2008	Tuesday Nights for 8 weeks 5:30-8:00	Bose Corporation Framingham, MA	\$425.00	October 18, 2008
Instructor: John Bell					
Quality Engineer	September 29, 2008	Monday Nights for 9 weeks 5:30-8:30	Bose Corporation Framingham, MA	\$525.00	December 6, 2008
Instructor: P. Jain					
Six Sigma Green Belt	September 30, 2008	Tuesday Nights for 8 weeks 5:30-8:30	Bose Corporation Framingham, MA	\$425.00	December 6, 2008
Instructor: Jim Tereshko					
Quality Improvement Associate	October 8, 2008	Wednesday Nights for 8 weeks 5:00-7:00	Bose Corporation Framingham, MA	\$400.00	December 6, 2008
Instructor: Al Scorza					
Quality Auditor	October 8, 2008	Wednesday Nights for 8 weeks 5:30-8:00	Bose Corporation Framingham, MA	\$425.00	December 6, 2008
Instructor: David Potty					
Software Quality Engineer	October 7, 2008	Tuesday Nights for 8 weeks 5:30-8:30	Bose Corporation Framingham, MA	\$525.00	December 6, 2008
Instructor: Darin Kalashian					

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

Information for Certification Refresher Classes on the next page

Register for Certification Refresher:

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.



May Wrap-Up Foster Corporation Plant Tour

The ASQ Worcester Section had the pleasure of touring the Foster Corporation in Putnam, CT as part of our May Dinner Meeting.

Members had the pleasure of hearing some of the history of Foster and its humble beginnings. Larry Acquarulo, Foster's CEO, started with an idea and a small garage not far from where the company sits now. Nearly 20 years later Foster Corporation is in the forefront of polymer technologies taking great pride in serving the medical, pharmaceutical and bio-technology communities worldwide.

We were told that the facility has the latest in production and data tracking equipment and we weren't disappointed. Traceability in this line of work is critical and Foster definitely delivers. The new 45,000 square foot facility is surprisingly spotless considering all the dust generated by mixing the polymers. The energy saving initiatives that have been implemented is quite impressive. One conserver is a sensor that automatically shuts off exhaust fans not in use. The factory is designed with a Lean workflow. Customized repair of extruder screws is just another day on the job at Foster. From raw material to batching to extrusion to packing the tour of the Foster Corporation was a great process to observe.

Thanks to everyone that made our night of Foster Corporation a great experience!

Basic Statistics Course for ASQ Worcester Section

Dates: Starting Tuesday, Sept 9, 2008 for 6 weeks (12 hours, 1.2 RUs)
Time & Location: 5:30 ~ 7:30, BOSE, Framingham, MA
Instructor: P. Jain
Cost: \$300
Seating is limited so sign up NOW!!!

Course Outline

Class No.	Topic	Items covered
1	Graphical Displays of Data Central Tendency Variability	Frequency Distribution, Dot Plots, Bar Charts, Histograms, Stem & Leaf plot, Time series graph, Pie Charts, Pareto Charts Mean, Median, Mode, Shapes and Skewness Range, Quartiles, Mean Deviations, Variance, Standard Deviation, Coefficient of Variation
2	Z-Scores, Percentiles Bivariate Data	Z-Scores, Percentiles Scatter Plots, Patterns in the Data, Correlation, Least Square Regression Line, Coefficient of Determination, Outliers
3	Categorical Data Probability and Uncertainty Discrete Probability	Marginal Distributions, Conditional Distributions Randomness, Uncertainty, Sample Space, Events, Probability, Subjective Probability, Conditional Probability, Independence Random Variables, Probability Distributions, Expected Value, Variance and Standard Deviation of a Random Variable, Trials
4	Normal Probability Sampling Distributions and Central Limit Theorem	Normal Distribution, Properties, Standard Normal Distribution, Application of Normal Distribution Sampling Distributions for Proportions, Means, and their Differences
5	Confidence Intervals - Large Samples Hypothesis Tests - Large Sample	Confidence Interval - Proportions, Means, differences for Proportions and means Hypothesis Testing - Proportions, Means, differences for Proportions and means, P-Value
6	Confidence Interval and Hypothesis Tests for Small Samples Chi-Square	t-Distribution, Confidence Interval and Hypothesis test for Small Samples, Independent and Dependent variables tests Chi-Square Distribution, Test for Goodness of Fit, Test for Independence

Instructor Overview: PJ works for Bose Corporation as a Statistical Engineer and has instructed many classes for ASQ Worcester Section.

He currently teaches the ASQ Refresher Classes for ASQ Worcester in Six Sigma Black Belt, Certified Quality Engineer, and has instructed similar statistic classes for ASQ Worcester in the past.

PJ holds ASQ Certifications in Six Sigma Black Belt, Quality Manager, Quality Engineer, Reliability Engineer and Quality Auditor.

**Registration for the Basic Statistics Course can be done on line at www.asqworcester.org
OR by contacting Al Scorza (Certification/Education Chair)
Email: Al_scorza@bose.com
Phone: 508-766-9707**

Applied Quality Course for ASQ Worcester Section

Dates: Monday, October 27, 2008 and Tuesday October 28, 2008
Time & Location: TBD
Instructor: David Potty
Cost: \$300

Day 1

- Define
 - Definition
 - History
 - Gurus
 - Quality Control
 - Quality Assurance
 - Quality Management
 - Variation
 - Cost of Quality
 - Processes and systems
- Measure
 - Measuring and Testing Equipment
 - Charting
 - Statistics
 - Sampling
- Analyze
 - Brainstorming
 - Root Cause analysis
 - Corrective/Preventive Action
 - Process Capability

Day 2

- Improve
 - Continuous Improvement
 - Benchmarking
 - Plan/Do/Check/Act
 - Six Sigma
 - Lean Manufacturing
- Control
 - Quality Management Systems
 - Auditing
 - Poka Yoke
 - SPC
 - Supplier Quality

Goal is to give everyone a basic understanding:

- Applied Quality
- Applied Quality Terms
- Applied Quality Tools

***Registration for the Applied Quality Course can be done on line at www.asqworchester.org
OR by contacting Al Scorza (Certification/Education Chair)
Email: Al_scorza@bose.com
Phone: 508-766-9707***

**~~NEQC IS PLEASED TO ANNOUNCE THE FOLLOWING UPCOMING
EVENTS~~**

**NEQC 57th Quality Conference
October 14-15, 2008**

NEQC has put together yet another terrific opportunity for professional development with education seminars and stimulating conference topics to celebrate our 60th anniversary. Our conference goal is for you to take successful ideas and techniques back to your workplace to begin implementing improvements and innovation.

Our conference theme is **World Class Transformation**: and constantly strive for—to be the best. “Best” means growing and sharing, giving and caring...NEQC is pleased to bring the people together to help professionals & practitioners find what it takes to be the best!

**Early-bird and volume discounts apply, so the sooner you register,
the more you save – up to 35% off!**

For complete Conference Program, Seminar details, and registration, please visit our website at www.neqc.org

FREE MEMBER LEADER TRAINING SCHEDULED FOR SEPT. 12, 2008

NEQC is pleased to announce that we will definitely hold this training session, working with Region Directors, on September 12, 2008 at the Best Western Royal Plaza Hotel in Marlborough, MA. This training will review leadership, communication, and how you can volunteer effectively. Please register by e-mail. See the details on our website at www.neqc.org.

We'd like to thank our members for making 2007-2008 GREAT!

We'll be kicking off 2008-2009 in September and we hope to see there!

Have a safe and happy summer from the ASQ Worcester Section!

ASQ Worcester Section Elected Executive Leadership Committee 2007-2008			
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