

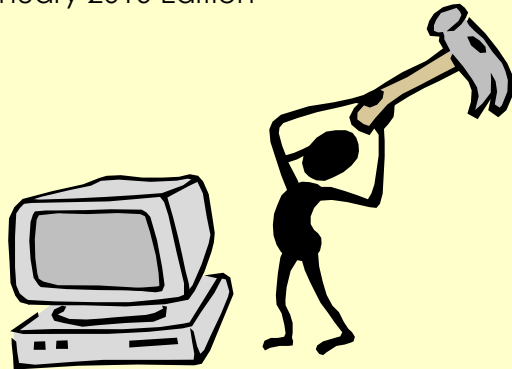
# Let's Talk Quality!



Worcester  
Section

EDITOR: BARBARA BUTRYM (BARBARA.BUTRYM@VERIZON.NET)

January 2010 Edition



The Leadership Committee would like to apologize for the technical difficulty with the web site. Please bear with us through this difficult time as we improve the site performance

**January Dinner Meeting**  
**Thursday, January 21, 2010**  
**Leo's Restaurant**  
**Shrewsbury Street**  
**Worcester, MA**

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

**6:15pm**  
**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),  
call 774 854-0681 or e-mail- [tombilodeau@azz.com](mailto:tombilodeau@azz.com)**

**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.

**Before Dinner January**

**Topic: Risk Management presented by David Potty**

Risk Management is required by ISO 13485 and now by AS9100 Revision C throughout all of Product Realization. This presentation will define what risk management is and highlight how to address some of those requirements. Also there will be a brief explanation of tools that can be used.

**David Potty** For over 30 years David has been in the Quality field holding positions including Quality Manager and Principle Quality Engineer and the last 5 years as a consultant for his own company Value Added Quality Services and as a Senior Consultant for Quality Support Group. David has consulted with various companies doing tasks including evaluating and improving processes such as corrective action, internal auditing and many others. David has provided training in many different areas including: Lean Manufacturing, SPC, Process Improvement, Auditing, etc. The types of industries that David has been involved with range from Medical Device to High Tech to Service Industries to Defense Contractors where he has created and improved processes and systems that have saved money, time and effort for those companies. A senior member of the American Society of Quality (ASQ), former chair of the Worcester ASQ section and a 6-sigma black belt, David has the following certifications from ASQ: CQMgr, CQE, CQA and CBA.

## After Dinner January

**Topic: "Quality and Continuous Improvement" presented by Steve Travis.**

Steve will present how a Quality Management System can leverage your existing ERP data so that it will help your company automate its journey towards excellence. A Quality Management System will bridge a multitude of quality standards and ensure you can maintain and measure the cost and frequency of quality events. Lean Manufacturing should also be a significant component of a QMS.

### **Steve Travis**

Director of Channel Development at unPoint Software. Previous employment was with Infor Global Solutions and Lilly Software. Extensive experience with ERP, Financial Solutions and QMS. BS---Accounting

## **WELCOME NEW MEMBERS!**



Jose Arrivillaga  
Karl Sumner Edmands  
Dewey N. Heichel  
David Patrick Joppru  
Diana M. Ricker  
Richard Heinemann  
Tina R Johnson

### **Tips for New Members**

**Bring a colleague to the meeting**

**Share the newsletter with your company**

**Suggest a topic for a training event at your facility, get a free seat.**

**Reap the Benefits, Share the Successes**

**Volunteer**

### **ASQ Worcester Section Contacts 2009-2010**

Position on the Board	Email	Phone
<b>Chair</b> Chet Kruegar	<a href="mailto:ckruegar@hydertools.com">ckruegar@hydertools.com</a>	508-764-4344 Ext. 2271
<b>Chair Elect</b> Bill Hackett	<a href="mailto:billhackett@vpsi-ma.com">billhackett@vpsi-ma.com</a>	508-753-2900 Ext. 1322
<b>Vice Chair</b>		
<b>Treasurer</b> Dan Daigle	<a href="mailto:dan.daigle@metso.com">dan.daigle@metso.com</a>	508-852-0215 Ext. 2372
<b>Secretary</b> Carol Beauchesne	<a href="mailto:cbeauchesne@fostercomp.com">cbeauchesne@fostercomp.com</a>	860-928-4102 Ext. 157

# ????????????? Quality Question of the Month ??????????????????

Well, it's time again for the questions to begin, hope you have some saved up from the summer newsletter break. Send them to me at [Barbara.butrym@verizon.net](mailto:Barbara.butrym@verizon.net). The topic is up to you. This is your column. I look forward to the input. Let's see if I can drum up some interest.

## **Barbara, whatever happened to my Quality Circles?**

**Submitted by: Dr. Kaoru Ishikawa**

Well, Kaoru, as you know when you were an engineering professor in Japan back in 1961 you lead a team that tied together the theories of behavioral scientists such as Maslow, Herzberg and McGregor to the quality sciences introduced by Drs. Juran and Deming.

Let's take a look at an old reference book "Quality Circle Leader Manual and Instructor Guide" by Donald Dewar dated 1980. Maybe we can shed some light on the subject.

### **The Objectives of Quality Circles:**

- Reduce Errors
- Inspire more effective team work
- Promote job involvement
- Increase employee motivation
- Create problem solving capability
- Build an attitude of "problem prevention"
- Improve company communication
- Develop harmonious manager/worker development
- Develop greater safety awareness
- Promote cost reduction

My goodness that sounds familiar doesn't it? The buzz words are still the same nearly 30 years later. The delivery is what has been changing. Unfortunately when these revelations happen and we rename them and look like it's something new. The first thing someone does is come up with a "HOW TO" manual and everyone says "OH WOW if I follow that I will be a success" <<<<<<NOT>>>>>>

So it fails and someone else starts the process all over again. WHY? Because they are good principals and they do work. They are the basic quality tools, always have been, always will be.

What the world has started to recognize is there is no magic formula, no one size fits all. The masters of the tools have made the tools their own. The tool is the servant, not the master. Each situation and/or personality needs a tweak to the tool. Not everything is appropriate all the time. The expertise is in the use of the tool not the tool itself. So call it a lean process, a six sigma project, TQM, or a circle It's all just good quality engineering principals.

"A rose by any other name is still a rose"

So Kaoru you are still going strong.....Till next time, *Barb*



## UPCOMING ELECTIONS

### Nominations for 2010/11 Worcester Section ASQ Officers

The Worcester Section ASQ Nominating Committee presents the following slate of candidates for 2010/11:

Chair – Bill Hackett  
Chair-elect – David Potty  
Vice chair – Barbara Butrym  
Treasurer – Roger Carl  
Secretary – Chet Kruegar

Nominations for these elected positions may be presented by the general section membership. General section membership nominations require the submission of a nomination petition to the section secretary, Carol Beauchesne, prior to February 18, 2010. The petition requires a minimum of 10 (ten) signatures from Regular Members.

### "The Funny Side" By Roger Simmons



### **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)