



**Worcester  
Section**

# LET'S TALK QUALITY !

[www.asqworchester.org](http://www.asqworchester.org)

JANUARY 2007 Newsletter

Amy Powers, Editor

[amy.powers@hypertronics.com](mailto:amy.powers@hypertronics.com)

## January Dinner Meeting

*Thursday,*

*January 18, 2007*

*The Hotel Marlborough;*

*Marlborough, MA*

*(Formerly the Radisson)*

Exit 24B, Rt.495, first right turn

*Dinner Menu: Buffet*

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](http://www.asqworchester.org)

For more information on Dinner Meeting Programs please contact  
Ann Warmuth [ann.warmuth@staples.com](mailto:ann.warmuth@staples.com)

## Pre-Dinner Social/Networking

This is the first dinner meeting after the holiday break so why not make this an opportunity to catch up with fellow members and do some networking. Come join us for a relaxing time and tell us what we can do to help you. Bring a friend or two! We look forward to seeing you!

## After Dinner Topic

**Lean Six Sigma: The Perfect Improvement Partner for Service Businesses**  
by Jim Fishbein and Eric Carter of The George Group

Since 1986, the George Group has created an unsurpassed record of successful partnerships with Global 2000 companies. They will discuss deployment methods and issues providing examples of Six Sigma deployment in the Service Industry.

The George Group has built *the* thought-leading practices in *the* critical areas of value creation:

Fast Innovation: The only true approach for creating innovation that is fast, differentiated and disruptive. Fast Innovation cuts time-to-market by 50-80% and delivers market-leading growth.

Conquering Complexity: Unique, patented methods to eliminate the complexity in your offering that your customer will not pay for.

Lean Six Sigma: We are the global leader in creating Lean Six Sigma operations for service and product companies.

## Speaker Bio

Jim Fishbein, Principal at George Group, draws upon deep experience in transactional service and manufacturing businesses as a senior operations executive, as the accountable leader of a major Lean Six Sigma initiative, and as a consultant (GE, Moody's, TRW, Eaton, Emerson Electric). He was one of the first in the USA to introduce Just-In-time management/Lean, and added competency in Lean Six Sigma and numerous leadership services.

He is an engagement leader and deployment advisor to leaders of global and multi-site clients that include Aon Human Resources Outsourcing, Kodak Polychrome, Mead Johnson, Armstrong Worldwide Industries, Staples, TRW, JP Morgan Chase, Aon, GE Capital, Johnson & Johnson, Merck, Quest Diagnostics, Moorman's, CCL, Pfizer Distribution, CVS, Lighthouse International, Moody's Investors Service, Convergys, PepsiCo, GE Capital, ABN Amro, Bankers Life, ContiMortgage, Conti-Mortgage, Bobst Group.

Eric Carter, PE, and Master Black Belt, has 15 years progressively responsible experience in industry plus eight years of process improvement. He has worked in manufacturing and transactional services in operational roles and as a trusted advisor, most recently as the leader of Lean Six Sigma engagements. He also has international experience with a global consulting firm in the Paris, France and has transferred Six Sigma knowledge to Black Belts in Europe (Brussels, Belgium, 2001; Düsseldorf, Germany, 2006) and Asia (Hong Kong, 2001)

He is was a Quality Manager in Field Services where he mentored Green Belt field engineers and drove to completion 50 projects with a total impact of \$2.5M.

Mr. Carter has worked with hospital executives in planning and deploying Six Sigma process improvement initiatives. Additionally, he has worked with and educated project sponsors on how to support the Black Belt and Green Belt project teams. He has trained personnel from community, multi- system, and academic institutions.

As part of our continual improvement initiatives, the Executive Committee of ASQ Worcester is once again asking our members how we're doing. Please take a moment to follow the link <http://www.surverymonkey.com/s.asp?u=342342938175> and answer the 10 questions.

Thank you in advance for your cooperation.  
David Potty, Chair, Worcester Section of ASQ

## November Dinner Meeting Wrap-Up



The November dinner meeting was a plant tour of Polar Beverages in Worcester. The meeting started out with us splitting into groups and being led through the entire Polar operation from the mixing of the formula to the bottle and canning of the drinks. They have many different flavors and kinds of drinks that are marketed under their name. Polar also does the bottle and canning of many other companies drinks including all of Stop and Shop's and Star Market' store brands. Next we stopped at the company headquarters for pizza and our choice of Polar beverages to wash it down. While we were eating Christopher Crowley the company President told us about different aspects of how the company has evolved. He also answered numerous questions from the audience. The whole experience was very enjoyable and enlightening. Thank you to the Polar Corporation for allowing us to visit the operation.

# Basic Quality Seminar

## Monday January 29, 2007

Holiday Inn

Lincoln Street, Worcester, Mass.

Sponsored by: Worcester Section of ASQ

Instructor: David Potty

Cost: \$200

Go to [WWW.ASQWorcester.org](http://WWW.ASQWorcester.org) to sign up

### NEWS FLASH!

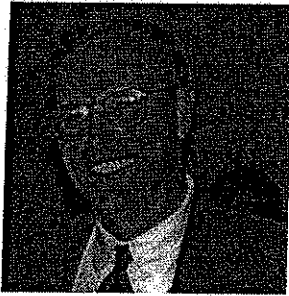
Coming Soon to ASQ Worcester!

#### FEBRUARY Dinner Meeting

*Dinner Topic:* Risk Management in Medical Device with Joe Azary at the Milford Courtyard Marriot

#### MARCH Dinner Meeting

*Dinner Topic:* Lead Free/RoHS Transition with Jay Smith at the Holiday Inn in Worcester



## *A Message from Your Chair*

David Potty

ASQ Worcester Section Chair 2006-2007

Welcome to 2007! I hope that everyone had good holidays. Now that they are over it is back to the reality of day to day living. Winter has settled in and the short days and long cold nights are in place.

In January, the section is planning to have an Education course on Basic Quality. I will be held on Monday, January 29, 2007 at the Holiday Inn in Worcester. This course will be for those who are new to Quality as well as those that would like to refresh themselves on the Basics. I will be teaching it and it will be a one day course.

Also, we are surveying our membership again to see how the section is doing. Please take the time to answer the questions so we can respond to your thoughts and suggestions.

Our January meeting will be held at the Courtyard Marriott in Marlboro. + The presentation is titled "Lean Six Sigma: the perfect improvement partner for service businesses." It will be given by members of the George Group. Since 1986, the George Group has created an unsurpassed record of successful partnerships with Global 2000 companies.

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

### **Since July 2006 the following ASQ Worcester members have successfully recertified!**

Erik Hemdal	CQE
Chester Kruegar	CQA
John Houldsworth	CQA
Linda Pronto	CQA
Walter Robinson	CQE and CRE
David Allain	CQE
Peter Dell	CQE and CQA
Rich Boucher	CMQ/OE
Michael Waite	CQSE and CQA
Richard Caledonia	CQA
Jack Farnam	CMQ/OE
Sandra Brooks	CSQE, CQE and CQA

I would like to extend my congratulations to all!

Tom Murtagh

Recertification / Examining Chair

**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

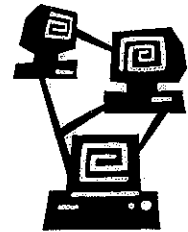
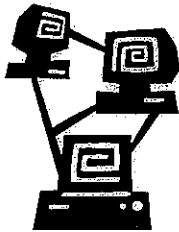
E-mail: tmurtagh99@aol.com

**If you have not been attending meetings, let us know**

**what we can do to help!**

**Contact us!**

**[www.asqworchester.org](http://www.asqworchester.org)**



***Welcome New Members!***

*James Boudreau*

*Rosemary Brown*

*Arthur Floyde*

*Vyacheslav Kozin*

*Thomas McBride*

*Tom Milko*

*Katie Nguyen*

*Thomas Nikitas*



**ASQ**

**MAKE GOOD GREAT**

**Worcester  
Section**

## ASQ Worcester Certification Refresher Courses 2006-2007

Date	Schedule	Location	Instructor	Cost
<b>Six Sigma Black Belt</b>				
Jan 2, 2007	Then Every Monday for 9 wks	Bose Corp, Framingham	P. Jain	\$525
<b>Certified Quality Manager</b>				
Jan 2, 2007	Every Tuesday for 9 wks	Bose Corp, Framingham	Al Scorza	\$525
CQM class is being offered in conjunction with ASQ Boston. Please follow the link to sign up <a href="http://ASQBoston.org">ASQBoston.org</a>				
<b>Certified Quality Technician</b>				
Jan 10, 2007	Every Wednesday for 8 wks	Bose Corp, Framingham	Al Scorza	\$400
<b>Six Sigma Green Belt</b>				
April 10, 2007	Every Tuesday for 8 wks.	Bose Corp, Framingham	Jim Tereshko	\$425
<b>Certified Quality Engineer</b>				
April 2, 2007	Every Monday for 9 wks	Bose Corp, Framingham	P. Jain	\$525
<b>Certified Quality Improvement Associate</b>				
April 10, 2007	Every Tuesday for 8 wks	Bose Corp, Framingham	Al Scorza	\$400
<b>Certified Quality Auditor</b>				
April 11, 2007	Every Wednesday for 8 wks	TBD	Dave Potty	\$425
<b>Certified Calibration Technician</b>				
April 9, 2007	Every Monday for 8 wks	TBD	TBD	\$425

**Register for Certification Refresher Classes:**

Download and print the ASQ Worcester Section Registration form found on our web site [www.asqworchester.org](http://www.asqworchester.org) under certification.

Make check payable to ASQ Worcester and mail to:  
*Al Scorza, P.O. Box 136, Uxbridge, MA.01569.*

**Register for Certification Exam:**

[www.asq.org/cert/types](http://www.asq.org/cert/types) or call 1-800-248-1946

*Each student is responsible for filling out their own certification application form and registration for the exam.*

## The Impending Talent Crisis ... Six Sigma and Lean to the Rescue

By Tim Noble

"Talent Wars" and "Brain Drain" are not the latest must see horror movies due out this summer, but U.S. business leaders might want to sit-up and take notice of an emerging crisis that could play-out frightening results for their organizations in the coming decade.

As 77 million U.S. Baby Boomers begin to retire over the next decade, there are only 46 million Gen-X'ers available to backfill the Boomers' retiring ranks. Even with a modest two percent economic growth rate over the next 15 years, demand for critical talent could increase by as much as a third, creating a "war" for critical talent. For some companies the crisis may be even more immediate. One recent study of the nation's 500 largest companies reported that they expect to lose half of their senior management over the next five years. Additional studies suggest that up to 85 percent of major companies surveyed have no formal program or process in place to deal with this impending crisis.

In the past few years companies have been so transfixed on downsizing to contain costs that they have largely neglected this looming threat to their competitiveness. There is no doubt that over the next decade or so, demand for talent will ebb and flow with the economy, however there is no denying this demographic shift and the potential impact it will have on U.S. businesses. Some companies may be in for a rude awakening when they are unable to achieve even the most modest of business goals due to drastic staffing and talent shortfalls.

A less visible but no less dangerous problem is the loss of knowledge, or "brain drain," resulting from senior workers departing the organization without passing on their expertise to others. This lack of knowledge management will place many companies in a position to repeat prior mistakes and expose businesses to additional financial and operational risks. Worse yet, if no action is taken, some organizations could be headed for a point of no return with the complete loss of process knowledge in a few years.

Companies that rely solely on a strategy of outsourcing as a potential solution may be in for a shock as well, as existing sources of talent from offshore labor pools, such as India, Mexico and China, dry up as these countries recognize their own needs and provide incentives to retain talent in order to support their own local economic business objectives.

Given this looming demographic shift, the time for corporate leaders to act is now; however, companies must resist the urge to rush ahead without a well-balanced and deliberate approach to managing and leveraging their human capital. Part of the solution may lie with such tools as Six Sigma and Lean. With their focus on process discipline, variation reduction and waste elimination, these tools are well-suited to help companies address this impending crisis.

Six Sigma has long been utilized by organizations to transform manufacturing and transactional processes from art to science by defining and validating key process variables to gain process control and eliminate variation. A key part of this methodology is the capture, transfer and validation of knowledge from process owners, thus making Six Sigma an essential part of any action plan to deal with the dangers of organizational "brain drain." Companies need to not only view Six Sigma as a tool to drive productivity and service, but also as an essential methodology for critical knowledge management within their organizations. Six Sigma has a built-in tool set that lends itself very nicely to capturing and validating critical process knowledge that may otherwise be lost when key talent departs an organization.

The Lean tool kit can also play an important role in aiding organizations as they deal with this imminent crisis. Lean has a built-in methodology with such tools as "value-stream-mapping" and "standardized work" that can help organizations identify and eliminate non-value-added processes that waste human capital. Lean, with its focus on waste elimination, is ideal for helping organizations to free up human capital for redeployment. However, Lean will need to move beyond its stereotype as a tool set for only manufacturing and be accepted and applied to transactional processes in order to be an effective tool to mitigate the effects of this impending crisis.

Six Sigma and Lean are only part of the potential solution, providing a proven set of tools that can be part of a broader business talent management strategy. Business leaders will first need to recognize that the short-term solutions of the past will not work and accept that the landscape for talent management will dramatically change, requiring a more balanced and comprehensive solution in order to remain competitive in the coming decades.

### About the Author:

Tim Noble is the managing principal of The Avery Point Group, a leading national executive search firm providing functional expertise and executive search focus in the areas of Six Sigma, Lean, plant management, operations management, supply chain management and distribution management. [www.AveryPointGroup.com](http://www.AveryPointGroup.com).

ASQ Worcester Section Elected Executive Leadership Committee 2005-2006			
Name	Position	E-mail	Business Phone
David Potty	Chair Placement Chair NEQC Representative Scholarship Chair	<a href="mailto:dpotty@charter.net">dpotty@charter.net</a>	---
Kim Rice	Chair Elect SMP Chair	<a href="mailto:Mastin-Rice@tnb.com">Mastin-Rice@tnb.com</a>	978-544-8255 ext. 212
Chester L. Kruegar Jr.	Secretary Auditing Contact Person	<a href="mailto:ckruegar@hydertools.com">ckruegar@hydertools.com</a> <a href="mailto:ckruegar@charter.net">ckruegar@charter.net</a>	508-764-4344 ext. 2271
Diane Dixon	Vice Chair	<a href="mailto:Diane.Dixon@future.ca">Diane.Dixon@future.ca</a>	978-779-3000 ext. 3859
Carol Beauchesne	Treasurer	<a href="mailto:cbeauch@essilorusa.com">cbeauch@essilorusa.com</a>	508-943-3860 ext. 443



Worcester  
Section



Worcester  
Section

MAKE GOOD GREAT

Section 0110  
C/O Maries Direct Mail  
105 Freemont St.  
Worcester, MA 01603-2308

Mr. John Doe  
Any St.  
Anywhere, USA 00000-0000