



**Worcester
Section**

Let's Talk Quality!

www.asqworchester.org

MARCH 2008 Newsletter

Amy Powers, Editor

apowers@essilorusa.com

March Dinner Meeting

Thursday,

March 20, 2008

Marlboro Courtyard

Marriott

Marlboro, MA

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

Dinner Menu: Buffet

Cost: \$25.00
\$15 for
Unemployed/students
Reservations:
Please go to our
website
www.asqworchester.org

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

6:30pm
Dinner

7:30pm
After-Dinner Topic

Pre-Dinner

DMAIC Methodology

Jack Reardon

This presentation is a brief overview of the Six Sigma DMAIC process. Using the Define; Measure; Analyze; Improve & Control process forces you to collect and analyze data, create a baseline, analyze the data and determine the root cause of the variation in the process. Then develop improvements and verify to the baseline for improvement, then after we determine and verify the improvement install control charts to ensure we continue and sustain the improvements. What makes Six Sigma successful and how the process works, what's required and how to go about implementing the methodology? Key success factors; Management commitment, the Toll Gate process, training, Project selection and metrics.

After Dinner Topic

Getting People to Use Quality Tools

David Potty

How do you get people to use Quality tools? Do you find that after all of your hard work the tools that have been put in place are not being used? After writing a procedure that you think works perfectly do you find that people are not following it? Why is this happening?

The first part of this presentation will talk about what those tools are and making sure that you choose the correct tool.

Then using as reference two books, It's Your Ship by Captain D. Michael Abrashoff and Seeing David in the Stone by James B. Swartz and Joseph E. Swartz, David Potty will give you some understanding and some methods that you can use to have people in your company use the tools that you put in place. Dave will also mix in some of his own ideas based on his 30 years of experience in Quality.

For information on Programs contact

Carol Beauchesne

cbeauchesne@fostercomp.com

860-928-4102



Speaker Bio



Pre-Dinner

Jack Reardon is a Sr. Consultant at Quality & Productivity Solutions (www.qpsinc.com). He has spent about 35+ years in manufacturing, Quality, Engineering and auditing as a Plant Manager, Director of Quality, Quality Manager and other positions. In the last 3 years Jack has taught more than 150 Greenbelts and 100 Black Belts and 100 Lean Experts in our public training. QPS has trained many others in company-wide deployment of Six Sigma & Lean Programs implementing the strategy in manufacturing and service industries. Demonstrating significant improvements of 50-70% cost and lead time reductions. Jack is a ASQ Certified Black Belt, Certified Master Black Belt, ASQ Certified Quality Auditor, Certified Lean Expert, and RAB Auditor.

After Dinner

For over 30 years **David Potty** has been in the Quality field holding positions including Quality Manager and Principle Quality Engineer and the last 4 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. David has also done extensive Quality auditing; both supplier auditing of more than 100 companies and internal auditing to ISO 9001:2000, AS9100, ISO 13485 and cGMP standards. The types of industries that David has been involved with range from Medical Device to High Tech to Service Industries where he has created and improved processes and systems that have saved money, time and effort for those companies.

David has a bachelor's degree in Mathematics. A senior member of the American Society of Quality (ASQ), former chair of the Worcester ASQ section and a 6-sigma black belt, he has the following certifications from ASQ: CQMgr, CQE and CQA.

The ASQ Worcester Section has Achieved the Total Quality Level 2006-07 Section Management Process

By achieving the highest level of the SMP (Section Management Program), our section has achieved the Total Quality Award for 2006-2007! Our Chair for 2006-2007 was David Potty.
You have all helped make ASQ what it is today!
Congratulations ASQ Worcester Section!



Welcome New Members!



**Sharron Austin
William Burke
Darrel Hamlet
Ali Jardaneh
Vincent Kiedaisch
Barry Kromer
Joan Mintz
Kim Olson
Robert Trahan
Dana Yurach**



***If you have not been attending monthly dinner meetings
contact us and let us
know what we can do to help!***



www.asqworchester.org



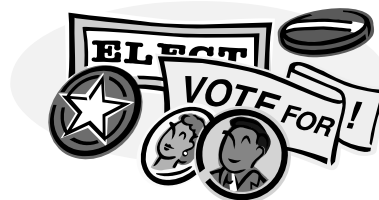
**Coming to the ASQ Worcester Section in
April!**



Art Rankis presents of "Quality Systems/Successful Inspections for Regulated Devices". His presentation is built upon the experiences, successful and unsuccessful, of companies manufacturing Medical Devices, and their suppliers. It contrasts ISO 13485 and FDA inspections, and examines the key success factors for each. Art has over 25 years of US and international Medical Device experience in Quality and Regulatory Affairs.

ASQ Worcester Section Elected Officers for 2008-2009

**Chair: Diane Dixon
Chair Elect: Amy Powers
Vice Chair: Chet Kruegar
Secretary: Carol Beauchesne
Treasurer: Roger Carl**



ASQ Worcester Section Refresher/Prep Classes for April to June 2008

Start Date	Schedule	Location	Instructor	Cost	Exam Date
April 8, 2008	Six Sigma Green Belt <i>Tuesday</i> <i>Nights for 8</i> <i>weeks -</i> <i>5:30p.m to</i> <i>8:00p.m</i>	Bose Corporation – 1 New York Ave, Framingham, MA	TBD	\$425.00	June 7, 2008
April 9, 2008	Quality Improvement Associate <i>Wednesday</i> <i>Nights for 8</i> <i>weeks -</i> <i>5:00p.m to</i> <i>7:00p.m.</i>	Bose Corporation – 1 New York Ave, Framingham, MA	Al Scorza	\$400.00	June 7, 2008
April 9, 2008	Quality Auditor <i>Wednesday</i> <i>Nights for 8</i> <i>weeks -</i> <i>5:30p.m to</i> <i>8:00p.m</i>	Future Electronics Bolton, MA	Dave Potty	\$425.00	June 7, 2008
April 8, 2008	Software Quality Engineer <i>Tuesday</i> <i>Nights for 8</i> <i>weeks -</i> <i>5:30p.m to</i> <i>8:30p.m.</i>	Bose Corp 1 New York Ave, Framingham, MA	Darin Kalashian	\$525.00	June 7, 2008

Information regarding registration to these refresher/prep classes and certification exams can be found on next page.

<p><u>Recertification Reminder</u></p> <p>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.</p> <p>Tom Murtagh 1024B Waverly St Framingham, MA 01702-8425 E-mail: tmurtagh99@aol.com</p>
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Register for Certification Refresher/Prep Classes:

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.

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



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