



**Worcester
Section**

Let's Talk Quality!

www.asqworcester.org

MAY 2008 Newsletter

Amy Powers, Editor

apowers@essilorusa.com

May Dinner Meeting

PLANT TOUR

**Thursday,
May 15, 2008**

**Foster Corporation
45 Ridge Road
Putnam, CT 06260**

*(Directions on page 2 of this Newsletter)
Tour to start between 5:30-6:00*

**5:30pm-6:00pm
Plant Tour Begins**

**7:00pm
Dinner Location:
J.D. Coopers**

Cost: \$25.00

\$15 for

Unemployed/students

Reservations:

**Please go to our
website**

www.asqworcester.org

Pre-Dinner

Plant Tour of Foster Corporation

For nearly 20 years, Foster Corporation has been at the forefront of developing and manufacturing state-of-the-art material solutions based on extremely precise polymer technologies, with a special focus on serving the medical, pharmaceutical delivery, and bio-technology sectors worldwide.

Foster Corporation's BioMedical polymer compounding facility in Putnam, CT was completed in early 2004 and is in full production today. This facility produces sophisticated medical compounds including nanocomposites, water soluble polymers and other specialty formulations for catheters and cutting edge devices. The facility offers the latest in production and data tracking methodologies that are an integral part of this facility.

This new 45,000 square foot research and production facility is an entirely clean environment with epoxy floors, filtration and air management systems throughout, including polymer compounding and research areas. Lean workflow design is an integral part of the layout with warehousing, batching, extrusion and packaging in separate and dedicated locations.

Foster Corporation has a large, equally impressive full-service facility in Las Vegas, Nevada, doing business in the western marketplace and beyond.

Dinner and networking will be held at J.D. Coopers (<http://www.jdcoopers.net/default.htm>) after the plant tour.

Directions to Foster Corporation on next page

For information on Programs contact

Carol Beauchesne

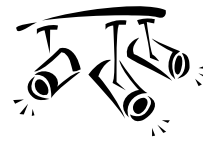
cbeauchesne@fostercomp.com

860-928-4102





Directions to Foster Corporation

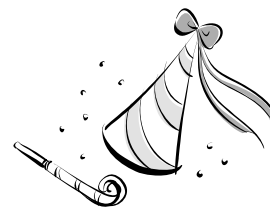


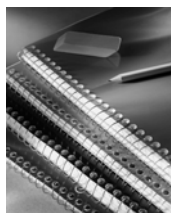
- Take I-395 South to Exit 96
- Take a RIGHT at Heritage Road (Signs for CT-12)
- Turn LEFT at CT-12/Killingly Avenue
- Turn RIGHT at Industrial Park Road
- Turn LEFT at Highland Drive
- Turn LEFT at Ridge Road
- Foster Corporation Phone Number: 1-860-928-4102

*As an ASQ Worcester Section Member your input is important to us.
If you have suggestions or ideas that you'd like to share contact us at
www.asqworchester.org*

**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!





**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**

Welcome New Members!



Scott Bobbitt
Robert Brugger
Doug Clark
Roger Eichler
John Esposito
Regina Galat-Skey
Richard Green
David Lagace
Wayne Loomer
Paul Medeiros
Norma Mendez
Daniel Nason
Aravind Ramalingam
James Shore
Carol Valcourt
Marisol Valenzuela
Peter Vernon



Coming to the ASQ Worcester Section in June!



Pre-Dinner: Impromptu Speeches

"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, keep your cool, and deliver 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

We all face the same challenging questions when we designing a customer satisfaction measurement system. The answers are not always easy or obvious, and they are not the same for every firm. Come join our guest speaker, **Diane Schmalensee**, as she guides us through some key questions for your own organization by evaluating and discussing sample questionnaires and reports.

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

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