

Let's Talk Quality



Worcester
Section

EDITOR: AMY POWERS (APOWERS@ESSILORUSA.COM)

March 2009 Edition

March Dinner Meeting
Thursday, March 19, 2009
Leo's Restaurant
Worcester, MA
(Shrewsbury Street, Worcester)
Dinner: Buffet

2009-2010 ASQ Worcester Section Board Election Results

Chair: Amy Powers
Chair Elect: Chet Kruegar
Vice Chair: Bill Hackett
Treasurer: Dan Daigle

5:30pm Pre-Dinner Topic	6:30pm Dinner	7:30pm After-Dinner Topic
-----------------------------------	-------------------------	-------------------------------------

Cost: \$25.00
Unemployed/Students: \$15.00

Reservations:

Please go to our website www.asqworchester.org

Pre-Dinner

Taking your organization to the next level with ISO 9001 with Calin Moldovean

Difficult times make us question the effectiveness and long-term future of everything we do. For years we used our ISO 9001 management systems certification to gain market access, satisfy customer requirements, streamline processes and drive continual improvement. It is time to challenge ourselves and use management systems to help weather the economic storms, minimize risk while supporting our business strategies and our ongoing pursuit of excellence.

After Dinner

Performance Appraisals That Actually Improve Performance: The Complete People Improvement Process with Wally Hauck

- Are you frustrated with your performance appraisals?
- Do they create anxiety in you and your employees?
- Do you or your managers merely go through the motions or try to avoid them altogether?
- Do they make things worse by damaging motivation and performance?

If you answered YES to any of these please don't worry, you're not alone. This highly interactive presentation will challenge the way we think about the typical performance appraisal. Wally challenges the belief that an entire organization must improve by improving each of its parts

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.

Dinner Speaker Bio

Calin Moldovean is the President of the Global Auditing and Systems Certification (SC) business within the Industrial Services Division of Intertek Group plc. Mr. Moldovean directs the global operations of Intertek's auditing and management systems certification group. He is responsible for continuing the growth of Intertek's third- and second-party auditing services, and extending the company's global network of management systems certification personnel.

Mr. Moldovean holds an M.Sc in Mechanical Engineering from Transilvania University (Brasov, Romania) and an Executive MBA from Suffolk University (Boston, MA). He has been an RABQSA lead auditor since 1996 and has audited hundreds of organizations in North America, Europe and Asia. Prior to joining Intertek, Mr. Moldovean held the position of North American Vice President of Auditing and Medical Services at another global Certification Body.

Wally Hauck is a catalyst for *Successful Leaders* who want to *Upgrade their People Performance Processes* and improve results and accountability. Organizational problems often appear, on the surface, to be "people problems", when in fact, the real problems are actually the organization's underlying broken internal systems.

Wally has a Bachelor of Arts degree in Philosophy from the University of Pennsylvania; an MBA in Finance from Iona College; and earned his Ph.D. in Organizational Leadership from Warren National University in 2008. His book **Blueprint for Success** provides ideas that can help leaders unlock their potential, remove mental blocks to success, and provide new insights to accelerate positive change. Wally's chapter, *The Power of Influence: 7 Secrets for Successful Leadership*, provides leaders with insights to create an environment of trust, continuous learning, and employee loyalty. Wally has worked with dozens of firms and government agencies in the last decade.

In addition:

- President National Speaker's Association Connecticut Chapter 2008-2009
- Past President of American Society for Training and Development, Fairfield County CT Chapter
- Past President of American Society for Training and Development (ASTD), Fairfield County CT Chapter
- Past Member of the Board of Directors of the Bridgeport Chamber of Commerce
- Past Member of the Board of Directors for Bridgeport Rotary
- Past Board Member for Literacy Volunteers of America
- Speaker for The American Society of Quality at national conventions
- Speaker for The International W. EDWARDS DEMING INSTITUTE THE NINTH ANNUAL RESEARCH SEMINAR and Author for the Research Paper: "THE WHITE FLAG™: a Predictable Method to Build a Culture of Trust and Accountability."
- Speaker for the W. Edwards Deming Institute Annual Conference

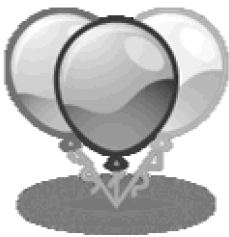
Please access the web site for further information: www.wallyhauck.com

**For more information on programs contact Bill Hackett at
bhackett@adaptiveinstruments.com**

Unemployment Program Available

ASQ headquarters is offering resources for members who have encountered job loss. One benefit for those who want to retain their membership, but have difficulty renewing because they are currently unemployed, are discounted membership dues. Participating members receive a discount on their membership renewal based on consecutive years of membership. Currently, membership dues are \$129 for current Full (formerly Regular), Senior, and Fellow members. For more information, and to check out other resources available, visit <http://work.asqquality.org>.

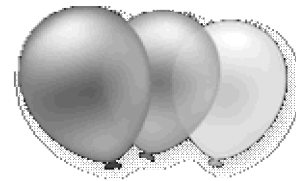
World Conference on Quality and Improvement
May 18-20, 2009
Minneapolis, MN
For information go to <http://wcaqi.asq.org>



Welcome New Members!

Irene Kuria

Robert Yarin



Please see our website to change your settings, look for employment, view the newsletter, and make monthly dinner reservations! www.asqworchester.org

Quality Challenge Question with Barbara Butrym

Submit your question to Barbara at bqa@net1plus.com

Our ISO Auditor wrote us up for not having audit tools. It's valid, I guess because we haven't changed the way we do or report audits since 1999. What are some tools we should be looking at? Thanks, Jim.

Jim, I like this question; it gets to my core...LOL.... Seriously, I enjoy auditing and improving the audit process.

Back in the day people tried to make internal audits a stagnant process. The reasoning was, "we don't want to air any dirty laundry, AND if we find nonconformances then we have to do a CAR and no one will answer it, so QA will have to get involved and we will just be making work for ourselves...." So we'll just do an audit because it's required and whatever we find we find...

Then along came "Value Added" audits, and we got a little better, and now we have process audits. The audit process keeps changing, but in reality if you did it the way it was intended to be done in the beginning the flow from the audits of yester year continued to improve and evolve using tools, into the process audits that everyone is trying to get a handle on today.

So what are some of those tools? Flow Charts (diagrams), statistics, turtle diagrams, SIPOCs, databases, better schedules with references to documents and the standard, on hands training techniques, auditor certification programs, Global nonconformance's, reports format written for results, status checklists, Audit reference books, MS office tools, electronic tracking software, process mapping, Communication skills, audit trail, new auditor attributes...I could go on and on.

The process audit lends itself to many of those tools. Among my favorites are the flow chart, and the Turtle diagram. I use these tools for many tasks, but they are especially effective during the process audit (by the way, everything you audit can be a process). I have been using these for years in one form or another.

Sometimes I use them during my planning stage, and sometimes I use them during the interview stage to record my notes. For those of you not familiar with a turtle diagram, it essentially looks like a turtle with a round body in the center representing the process description and 6 extremities (head, tail and 2 legs) representing: (email me for a sample)

WHAT, including risks and actions. (Leg)

WHO, customers, staffing and competency (training), etc. (leg)

INPUT, input requirements, and process needs, calibration etc. (head)

OUTPUT, conditions, conforming and on time, criteria used to verify input was accomplished. (tail)

MEASURE, CTQ points, process monitors, efficiency, delivery, set up time and yields (leg)

HOW, Support processes (who helps and how) including resources, procedures, records, standards (leg)

It works as a 1 page summary of the area. As you fill it in, you verify evidence of compliance. It drives you in the right direction. You know who the internal suppliers and customers are for your evidence trace and their requirements so you can see if the requirements are met. All you need with it is the procedure for specifics marked up with your comments and questions and an audit trail to record your evidence examples and findings/results. Once you do one, it becomes a planning tool for the next audit. It's awkward at first but once you get used to it it's a keeper.....Barb

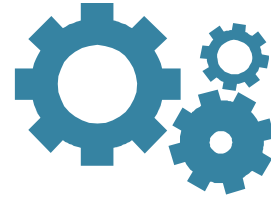
Recertification Reminder

Do You Have a Recertification Due?

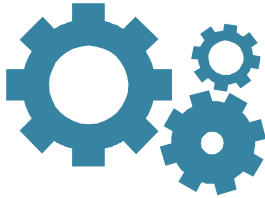
Do you have more than one certification you'd like to synchronize?

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



Certification Refresher Classes 2009



Certified Quality Engineer

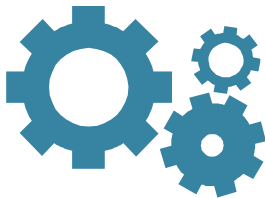
Starting March 30, 2009 Every Monday Night for 9 weeks
Location: CGIT Systems, Medway
Instructor: P. Jain Cost: \$525

Certified Six Sigma Green Belt

Starting April 7, 2009 Every Tuesday Night for 8 weeks
Location: Bose Corp, Framingham
Instructor: Jim Tereshko Cost: \$425

Certified Quality Improvement Associate

Starting April 7, 2009 Every Tuesday Night for 8 weeks
Location: Milford Library
Instructor: Al Scorza Cost: \$400



Certified Quality Auditor

Starting April 8, 2009 Every Wednesday Night for 8 weeks
Location: Milford Library
Instructor: Dave Potty Cost: \$425

Any other certifications will be offered by request

Certification Refresher Class Registration Information

- Course hours are from 5:30 p.m. to 8:00 p.m. for Biomedical Auditor, SSGB, CQA
- Course hours are from 5:30 p.m. to 8:30 p.m. for CQE, CQM, SSBB
- Course hours are from 5:00 p.m. to 7:00 p.m. for CQT, CQIA

Deadline: Two weeks prior to start of the class or contact Al Scorza

Each student is responsible for filling out their own certification application form and sending it, along with the exam fee, directly to ASQ headquarters.

The Body of Knowledge and the exam application form are available online at www.asq.org
Or by calling ASQ at 800-248-1946.

Congratulations!

This is a list of ASQ Worcester members who passed the December 08 ASQ Certification Exams

Certified Six Sigma Green Belt:

Gil Cooper

Certified Quality Auditor:

James Donohoe
Anthony Kim Yuen
Reginald Tucker
Thomas O'Hearn
Brian Labreck
Tom Jernigan
Joseph Gadway
William Kershaw

Certified Quality Engineer:

Diana Griffin
James Worth
Berj Bardizbanian

Certified Quality Improvement Associate:

Lisa Schrader
Christopher Veinotte
Elizabeth Gitau

**What can the ASQ Worcester Section do for you?
Contact us at www.asqworchester.org**

Coming to the ASQ Worcester Section in April



**April looks to be an exciting meeting!
We are pleased to announce that Dave Sacra,
Director of Quality at Bose Corp., will talk to us
about the Six Sigma program at Bose.
This is one meeting you won't want to miss!**

ASQ Worcester Section Contacts

Chair: Diane Dixon

Email: diane.dixon@future.ca

Phone: 978-779-3449 ext. 3859

Chair Elect: Amy Powers

Email: apowers@essilorusa.com

Phone: 508-943-3860 ext. 484

Vice Chair: Chet Kruegar

Email: ckruegar@hydertools.com

Phone: 508-764-4344 ext. 2271

Treasurer: Roger Carl

Email: carlr@tycoelectronics.com

Phone: 978-442-4053



Looking for information on quality in the workplace and community? Contact us!

www.asqworchester.org
