

Let's Talk Quality



Worcester
Section

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

March 2010 Edition

March Dinner Meeting
Thursday, March 18, 2010
Doubletree Inn in Westboro, Mass.



5:30pm	6:15pm	7:30pm
Pre-Dinner Topic	Dinner	After-Dinner Topic
Dinner menu is a buffet		

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

Reservations:

Please go to our website www.asqworchester.org,
call 774 854-0681 or e-mail- 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

"Yin & Yang: Software Quality vs Hardware Quality" by John Esposito

Thanks to the efforts of Shewhart, Deming, and others the control of hardware quality has been revolutionized. Statistics, control charts, and other hardcore mathematical techniques are commonplace in industries that make things. The same cannot be said about companies whose major output is software. The purpose of this talk is to explore the differences and similarities between hardware QA and software QA, and to hopefully draw some conclusions as to whether the differences indicate different stages of evolutionary development or whether hardware and software QA are distinctly different disciplines. An auxiliary goal of the talk is to provide a basic overview of software testing.

John Esposito has over 30 years of industrial experience, which is roughly divided into thirds. He has a decade of R&D, design, and production experience with hardware manufacturers. and another decade of program management experience working with military programs. For that past decade, he has been involved with software quality assurance. John has been the QA or testing director for a couple of startups and a QA manager for a third. Currently, he works for a software consultancy that specializes in developing software for FDA regulated medical device companies and companies developing scientific instruments. John has a BA and MS degrees in physics, an MBA in high technology, and has studied electrical engineering and optics at the graduate level. He has a number of published articles and patents.

After Dinner

. "ISO 9004:2009 Managing for Sustained Success" by Denise Robitaille Insight into the new release of ISO 9004.2009

The new revision to ISO 9004 came off the press in the last quarter of '09 and it sure looks different. It is a significant departure from its predecessor. The technical experts made bold strides in their quest to address market needs by producing a standard that would help organizations maintain and improve their quality management systems over time.

This presentation is intended to provide an introduction and first look at ISO 9004:2009 and its dramatically changed appearance as a "guideline" for process improvements.

Denise Robitaille is the author of nine books. She is an internationally recognized speaker who brings years of experience to the quality profession. She is a Fellow of the American Society for Quality. In 2005, she was recognized in *Quality Digest* as one of the "Drivers of Quality."

She is vice-chair of US TAG to ISO/TC176, where she participates at the international level with other colleagues in the revisions to the ISO 9000 family of standards. She was one of two US delegates instrumental in the development of the 2009 revision of ISO 9004. She is an RAB-QSA certified lead assessor and an ASQ Certified Quality Auditor.

Denise has helped numerous organizations to achieve ISO 9001 registration and to improve their quality management systems. She has conducted training courses for thousands of individuals on such topics as document control, corrective action, root cause analysis, management review, auditing and implementing ISO 9001. Denise's books include: *The Corrective Action Handbook*, *Document Control: A Simple Guide to Managing Documentation*, *The Preventive Action Handbook*, and *The Insiders' Guide to ISO 9001:2008* (co-author). She is a regular columnist for *Quality Digest* and *The Auditor*.



Worcester Section



WELCOME NEW MEMBERS!

Robers Armand
Bonnie S. Kaddy
Kellie Musci
Bertha M. Pasay
Gloria L. Patwari
Vanly L. Thipphavong

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

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

Send questions to me at 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.

With quality management being deployed more and more throughout various levels and functions of an organization, how much blame can be assigned to the person in the Quality Manager position when costly quality defects reach customers? Conversely, how much credit can the Quality Manager claim when quality metrics rebound to the positive side? In my experience, Quality Managers are usually the victim of the negative and seldom the recipient of the positive. **Regards, David**

Well, David, you certainly have a good question there. Unfortunately there is no standard and factual answer so you get to have me go on about my opinions from my soap box. A mentor of mine once told me when I was going on about this same topic many years ago: "Barb, you can be sure everyone knows how it really got done, but by publicly sharing the credit we ensure it will stay done" "What do you wish to achieve here progress or praise?"

The blame is another story. "How did inspection miss it?" instead of "how did it happen in the first place" is the question some management asks. Such situations as you describe cause rifts in an organization.

They both are a cultural thing. Quality is the change agent, and it's often a thankless job. Over my many years of experience I have seen, changed and been beaten by more cultures than I care to remember. Often Quality is the necessary evil, the police that stops shipments. That perception drives the type of situations you describe. I walked away from just such a culture not too long ago....and thankful I did before I fell under its influence and let it drag me down.

As companies get comfortable with quality deployment through various levels, this works itself out as long as the commitment is true. When Quality is not heavily staffed, it tends to be the advisor or consultant and drives ownership of issues where it belongs. Individual praise on the other hand, is hard to come by because everyone feels they worked toward the improvement, and actually 99% really did. The QA role is a team building and leadership support organization. We are part of the team and share the accolades and negatives with the rest of the team.

If you still feel you are the victim of the negative and seldom the recipient of the positive you need to start driving the culture of the organization in another direction. It takes time, but persistence wins.

On that note I have just one more thought on managing culture change. People forget the common goal and the customer, and most of all, the customer's customer. In my case the customer's customer is the US Army's men and women deployed in Iraq and Afghanistan. Getting it done right is my own positive and I need no more than that. Unfortunately this is not typically driven down into the core of many organizations. People need to feel pride in what they do.

The quality professional is gifted in many ways. Other people are gifted in many other ways. Learn from them and they will learn from you. Respect for each other's roles is a key trait for everyone.Till next time, *Barb*

Recertification Reminder

Do You Have a Recertification Due?

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

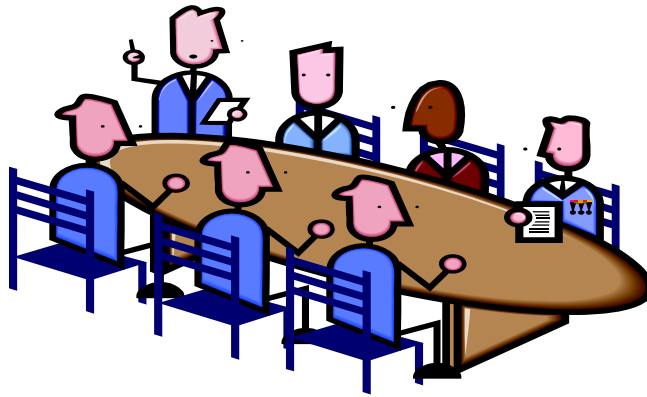
Please contact me with any questions and send me your recertification packages

Tom Murtagh

1042B Waverly Street

Framingham, MA 01702-8425

Email: tmurtagh99@aol.com



ASQ Worcester Section Contacts 2009-2010		
Position on the Board	Email	Phone
Chair Chet Kruegar	ckruegar@hydertools.com	508-764-4344 Ext. 2271
Chair Elect Bill Hackett	billhackett@vpsi-ma.com	508-753-2900 Ext. 1322
Vice Chair		
Treasurer Dan Daigle	dan.daigle@metso.com	508-852-0215 Ext. 2372
Secretary Carol Beauchesne	cbeauchesne@fostercomp.com	860-928-4102 Ext. 157



Letter from the editor

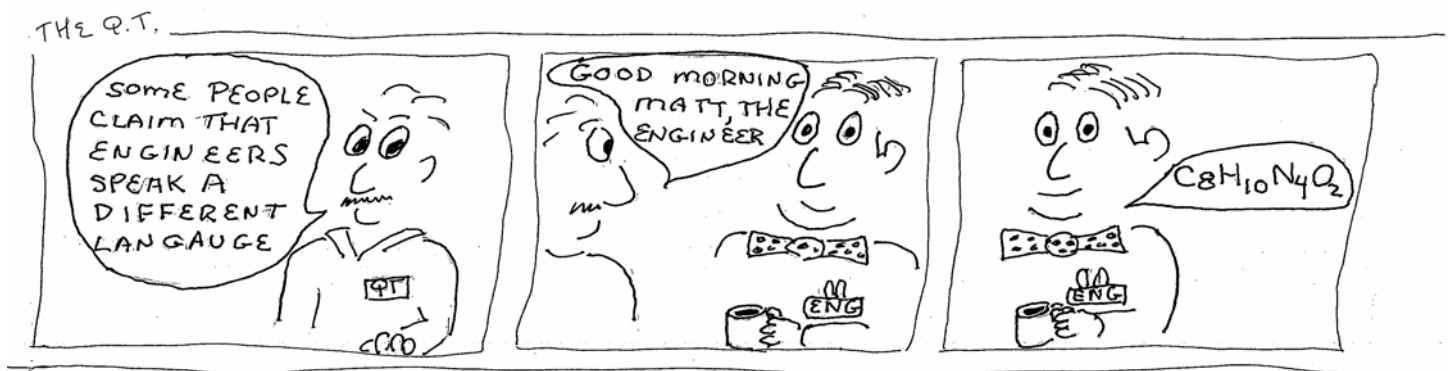
Time to start spring cleaning starting with my office.....OMG what a mess!!!
Stuff to file, duplicate copies to shred, and projects to close...it's endless.

It's time to archive records from 2009. Last year I started a new method to my madness, I file the stuff I have to purge in cardboard bankers files so all I have to do is label them and send them off site. Long gone are the metal file cabinets to empty. I just use those for permanent files that don't get achieved off site annually. It actually worked pretty well, need to sort out a few, but I saved myself hours of transferring stuff.

In my last job we did 5 S in our offices. It was pretty good, except every night I put all the stuff from on my desk in an empty drawer.....then pulled it out each morning into the same pile. It looked good, we passed our surprise overnight 5S audits, but didn't really accomplish what it was suppose to. Or did it?

Barb

"The Funny Side" By Roger Simmons



Who can translate the formula?
Answer to be provided at the dinner meeting