



**Worcester
Section**

Let's Talk Quality!

www.asqworchester.org

NOVEMBER 2007 Newsletter

Amy Powers, Editor

apowers@essilorusa.com

November Dinner Meeting

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

Thursday,
November 15, 2007
Leo's Ristorante
11 Brackett Court
(off Shrewsbury St.),
Worcester, MA
Dinner Menu: Buffet

5:30pm-6:15pm
 Social/Networking

 6:30pm
 Dinner

 7:30pm
 After-Dinner Topic

Pre-Dinner

**Failure Mode and Effects Analysis
 With Angelo Scangas**

After Dinner Topic

**Value Stream Mapping
 With Angelo Scangas & Tom Gray**

Failure Mode and Effects Analysis

Your ability to predict and evaluate potential failure modes/hazards is crucial. Whether you work in a complex engineering and manufacturing environment, or a process-oriented one, such as a hospital, laboratory or financial services, prevention is important.

Utilizing FMEA to successfully determine potential failure modes, causes and effect, will help you prevent the threat of potentially damaging failure modes.

A well-designed FMEA process allows you to:

- Identify those failures that have unwanted effects on system operation
- Satisfy contractual requirements
- Allow improvements of the system's reliability or safety
- Allow improvement of the systems maintainability

You will get an overview on how to:

- Determine the right time to initiate a FMEA
- Identify and classify potential failure modes
- Build a cross-functional team qualified to perform FMEA
- Evaluate potential failure mode severity and probability
- Utilize "bottom-up" analysis to evaluate a failure mode effect to uncover the cause
- Maximize FMEA as a flexible tool to meet your industry or product-specific needs

For information on Programs contact
 Carol Beauchesne
cbeauchesne@fostercomp.com
 860-928-4102

Value Stream Mapping

Value Stream Mapping gives you the tools to stand back and identify the waste in your business and to streamline processes to get rid of waste. Think of it as your personal magnifying glass and your source for solutions to eliminate that waste. With Value Stream Mapping, you actually scrutinize business processes from beginning to end and draw a visual representation of every process involved in the material and information flows. Then you draw a future state map to show how things should work for your best competitive advantage.

And there's a lot of waste that can be kicked to the curb. Statistics show that as much as 60% of operations in a manufacturing business do not add value to the customer. The effective application of Value Stream Mapping can:

- Reduce lead time
- Improve product quality and space utilization
- Reduce rework/scrap and inventory levels
- Reduce indirect labor costs

It's difficult to imagine you could get all these benefits from one tool. However, when you think about all the extra baggage your business is carrying daily in the form of productivity killers, doing away with all of them would make a big impact, right? The best way to address this is through Value Stream Mapping.

Join us as we present the basics concepts of VSM using a real-world case study.



Angelo Scangas

Angelo Scangas has assisted numerous clients in the areas of process improvement, Lean Six Sigma, ISO 9001:2000, ISO 14001, ISO/TS 16949 and ISO 13485 certifications. He has extensive training experience in internal auditing, advance product quality planning, FMEA, problem solving, project management, and SPC.

Angelo has worked in the medical devices, biomedical, automotive, textile, chemical, and electronics industries for more than 30 years, holding positions such as director of manufacturing, director of quality, and plant manager.

Angelo is a member of the American Society of Quality and AIAG. He is a Certified AIAG, IAQB and RAB-Lead Auditor. He is also a member in the Quality Management and Automotive Divisions of ASQ.

Tom Gray

Tom has extensive experience in quality and operations management, having worked 15 years supporting the automotive, aerospace, and healthcare industries. He assisted numerous organizations gain compliance and/or certification to various quality management systems, including ISO 9001, TS-16949, AS9100 and ISO 13485. He has developed and implemented successful Lean Manufacturing programs for manufacturing and service organizations, including the implementation of manufacturing cells, cross-training of self-directed work teams, and deployment of KanBan pull systems.

October Dinner Meeting Wrap-Up

Jay Patel was our guest speaker at the October Dinner Meeting. Before speaking about *Mastering Skills for Quality and Business Improvement Practice for the New Information Age* he shared about a book he read, "The World is Flat" by Thomas L Friedman. Jay explained that this book is based on a brief history of economics in the 21st Century and it gives one a lot to think about in the way the present business world is changing.

The day of the Quality Department is becoming extinct with quality being built into most modern day business processes. Quality professionals are becoming Improvement champions and need to become change agents. The implementation of Lean, 5S, and Six Sigma are critical in helping businesses become more flexible and innovative in order to meet the ever growing need of the customer. The quality professional can't afford to be passive regarding our skill set with the methods and tools used in everyday problem solving and overall process improvement. It's important that we focus on educating ourselves on the most current skill sets, updated quality tools and benchmarking.

Forty percent of the world population is China and India and they're doing it cheaper. A well skilled quality professional will be crucial in creating World Class organizations which will consist of Lean Organization, capable, stable and robust processes, strong supply chain, and break through improvements initiatives. Today's trained quality professional is vital in producing the data necessary to communicate, and help build, the strong, driven Leadership needed in World Class organizations.

With driven Leadership the entire organization benefits by training and empowering employees to be motivated, competent and involved in the improvements to the processes in which they operate. The quality professional will play a significant role in process improvement. Involving employees in Six Sigma activities such as Kaizens and KanBans will encourage ownership of the organizations processes.

It's time quality professionals to take a good look at how the face of quality is changing. Thanks, Jay! Let's leave no quality professional behind.

News Flash!

Happy Holidays!

There will be no December Dinner Meeting



Coming in January 2008

How to Manage Supplier Related Processes!

Come learn from an expert in the Quality field.

Denise Robitaille will explain how you can form supplier partnerships and make the most of that relationship. You'll see how an effective supplier programs can help your company become lean and profitable!

Happy Holidays from the ASQ Worcester Section!

*November is the last dinner meeting of 2007!
We hope to see you there!*



The 20th Quality Management Division Conference is taking place February 21-22, 2008 at the Rosen Centre, Orlando. The Conference will provide approaches, valuable tools, and successful strategies for “Attaining Excellence” and combines 48 concurrent sessions in six tracks over two days. For more information contact Bill Hackett, QMD Arrangements Chair at 603-881-1368 or visit www.asq.org/qm/conferences.

Wel come New Members!



*Lawrence Acquarulo
Elsy Bedard
Rosemary Callahan
Michael Collette
Joseph Gadway
Vernon Hines
Amy Lurier
Heather Martinez
Eric Nielsen
Anthony Pomposelli
Sandra Smith
Halina Spath
Wini Syriac
Carl Tracy*



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

| Start Date | Schedule | Location | Instructor | Cost | Exam Date |
|-------------------|--|------------------------------------|-------------------|-------------|------------------|
| January 7, 2008 | Six Sigma Black Belt <i>Monday Nights for 9 weeks - 5:30p.m to 8:30p.m.</i> | Bose Corporation - Framingham, MA. | P. Jain | \$525.00 | March 1, 2008 |
| January 2, 2008 | *Certified Quality Manager <i>Wednesday Nights for 9 weeks - 5:00p.m to 8:00P.M</i> | Bose Corporation - Framingham, MA | Al Scorza | \$525.00 | March 1, 2008 |
| January 8, 2008 | Certified Quality Technician <i>Tuesday Nights for 8 weeks - 5:00p.m to 7:00p.m.</i> | Bose Corporation - Framingham, MA | Al Scorza | \$400.00 | March 1, 2008 |
| January 8, 2008 | Biomedical Auditor <i>Tuesday Nights for 8 weeks - 5:30p.m to 8:00p.m.</i> | Bose Corporation - Framingham, MA | TBD | \$425.00 | March 1, 2008 |
| March 31, 2008 | Quality Engineer <i>Monday Nights for 9 weeks - 5:30p.m. to 8:30p.m.</i> | Bose Corporation - Framingham, MA | P. Jain | \$525.00 | June 7, 2008 |
| April 8, 2008 | Six Sigma Green Belt <i>Tuesday Nights for 8 weeks - 5:30p.m to 8:00p.m</i> | Bose Corporation - Framingham, MA | TBD | \$425.00 | June 7, 2008 |
| April 9, 2008 | Quality Improvement Associate <i>Wednesday Nights for 8 weeks - 5:00p.m to 7:00p.m.</i> | Bose Corporation - Framingham, MA | Al Scorza | \$400.00 | June 7, 2008 |
| April 9, 2008 | Quality Auditor <i>Wednesday Nights for 8 weeks - 5:30p.m to 8:00p.m</i> | TBD | Dave Potty | \$425.00 | June 7, 2008 |
| April 8, 2008 | Software Quality Engineer <i>Tuesday Nights for 8 weeks - 5:30p.m to 8:30p.m.</i> | TBD | Darin Kalashian | \$525.00 | June 7, 2008 |

Information regarding registration to these refresher/prep classes and certification exams is continued on next page.

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*

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

| ASQ Worcester Section Elected Executive Leadership Committee 2005-2006 | | | |
|---|---|--|------------------------|
| Name | Position | E-mail | Business Phone |
| Kim Rice | Chair Placement Chair | kimberly.mastin-rice@tnb.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 |