



**Worcester  
Section**

# Let's Talk Quality!

www.asqworchester.org

OCTOBER 2007 Newsletter

Amy Powers, Editor  
apowers@essilorusa.com

**Cost:** \$25.00  
\$15 for  
Unemployed/students  
**Reservations:**  
Please go to our  
website  
[www.asqworchester.org](http://www.asqworchester.org)

**October Dinner Meeting**  
**Thursday, Oct. 18, 2007 at**  
**Marlborough Courtyard**  
**Marriot;**  
**Marlborough, MA**  
**Dinner Menu: Buffet**  
(Exit 24B, Rt.495, first right turn)

**5:30pm-6:15pm**  
**Social/Networking**  
**6:30pm**  
**Dinner**  
**7:30pm**  
**After-Dinner Topic**

**Pre-Dinner Topic**  
**Networking**

Come relax with us in some "quality" networking time before dinner. Feel free to bring a friend and learn what ASQ can do for you!

**Post-Dinner Topic**  
**Mastering Skills for Quality and Business Improvement**  
**Practices in the New Information Age**  
**Speaker: Jay Patel**

Effective and appropriate skills help create and sustain organizational values, direction, customer focus, robust processes and promote performance excellence. It is critical that we realize what is needed and how to acquire these skills.

*Mastering Skills for Quality and Business Improvement Practices in the New Information Age* will cover:

- Needed skills in business for this new information age
- Acquiring the Quality and Business improvement skills necessary to champion quality improvement
- How to design and develop the robust processes for efficiency and effectiveness
- Focusing on organizational objectives and improving performance to realize the vision
- Fostering Management responsibility for Business and Quality Improvement to realize true customer impact

Don't miss this opportunity to hone your skills vital to achieving your personal and business objectives.

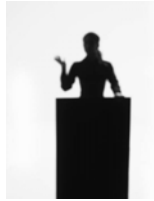
## **REDUCED DINNER MEETING COST**

**Pay \$135 total by October 18, 2007 and attend all 9 ASQ dinner meetings!**

This is a reduced fee for prepay persons.

- 1) Please bring your payment to the **Sept 20** or **Oct 18** dinner meetings
- 2) You can also pay online at [www.asqworchester.org](http://www.asqworchester.org).
- 3) You can send your payment to :

*Roger Carl, ASQ Worcester Treasurer,  
20 Cathy Street  
Fitchburg, MA 01420-6116*



# Speaker Bio



## Jay Patel, ASQ Fellow

Jay P. Patel is CEO of Quality & Productivity Solutions, an international consulting and training firm specializing in Six Sigma, Quality Systems, Lean and Business Improvements. He has more than 25 years of experience in management and quality and has held wide-ranging positions including Plant Manager and Corporate Director of Quality, Program Manager and consulting assignments His professional experience includes working for General Electric, Allied Signal-Bendix, United Technologies-Carrier, Cabot Safety Corporation and many Fortune 500 companies. Jay has 10 ASQ certifications including Certified Six Sigma Black Belt and is an RAB Quality System Lead Assessor. He has taught Black Belt, Master Black Belt, and Design for Six Sigma, Lean Certifications, and ISO Auditor Certifications. He has Bachelor and Master Degrees in Engineering and an MBA. Mr. Patel served at local and regional levels for the Project Management Institute, Institute of Industrial Engineers and American Society for Quality. He is an ASQ fellow, ASQ Worcester Section Past Chair, and is currently Chair of the North East Quality Council (NEQC).

For information on Programs contact  
 Carol Beauchesne  
[cbeauchesne@fostercomp.com](mailto:cbeauchesne@fostercomp.com)  
 860-928-4102

<b>ASQ Worcester Section Elected Executive Leadership Committee 2006-2007</b>			
<b>Name</b>	<b>Position</b>	<b>E-mail</b>	<b>Business Phone</b>
Kim Rice	Chair Placement Chair	<a href="mailto:kimberly.mastin-rice@tnb.com">kimberly.mastin-rice@tnb.com</a>	---
Diane Dixon	Chair Elect SMP Chair Program Committee	<a href="mailto:Diane.Dixon@future.ca">Diane.Dixon@future.ca</a>	978-779-3000 ext. 3859
Amy Powers	Vice Chair Newsletter	<a href="mailto:apowers@essilorusa.com">apowers@essilorusa.com</a>	508-943-3860 ext. 484
Chester L. Kruegar Jr.	Secretary Auditing Contact Person	<a href="mailto:ckruegar@hydertools.com">ckruegar@hydertools.com</a> <a href="mailto:ckruegar@charter.net">ckruegar@charter.net</a>	508-764-4344 ext. 2271
Roger Carl	Treasurer	<a href="mailto:carlr@tycoelectronics.com">carlr@tycoelectronics.com</a>	978-442-4053

# *Applied Quality Seminar Coming in October!*

*Monday, October 15, 2007 and*

*Tuesday October 16, 2007*

*at*

*Hyde Tools*

*54 Eastford Road*

*Southbridge, MA*

*Sponsored by the ASQ Worcester Section*

*Instructor: David Potty*

*Cost: \$300.00*

*Sign up at*

*[www.asqworchester.org](http://www.asqworchester.org)*

Letter from the Editor:

Recently, I had the honor of being asked to attend my first ASQ Headquarters sponsored event. This event was a conference called "Ideas to Action". It was held in Milwaukee from September 23 through September 25.

There were approximately 150+ ASQ Section Leaders represented at this conference. The purpose of this meeting was to focus on where ASQ has been, where we are now, and where the Society is going in the future in regards to customer satisfaction. We were also invited to inspire ideas and engagement among the various Sections represented on a global scale.

ASQ is in the process of driving change, with the help of each Section, which will include how to better satisfy the ever-changing needs of our members, as well as non-members that utilize ASQ as a resource. Data shows that our member and non-member base is evolving and growing to include an even greater interest in healthcare, government agencies, and service organizations. ASQ recognizes that there's an urgency surrounding the environment and the "green" issues that are taking the world by storm. (no pun intended, of course)

This conference was a perfect opportunity for the Sections to give Corporate Headquarters their face-to-face feedback on the resources needed in each section, as well as ensuring that the sections are in line with the ASQ Corporate Vision. As a conference, we came to realize that the Face of Quality is changing and organizations are becoming more aware that the traditional quality tools are a definite benefit to business improvement.

The ASQ Worcester Section Leadership will partner with ASQ Headquarters to drive continual improvement into our section by offering the tools and resources our members need to stay competitive in the work place. This team is also committed to keeping our members informed as to these improvements. Be sure to keep an eye out for the weekly *ASQ Friday Fast Facts* via email. This will be one of the primary methods of communication concerning what ASQ Headquarters has implemented our members informed.

Please feel free to contact any member of our sections' Leadership Committee, located in each newsletter and on our website at [www.asqworchester.org](http://www.asqworchester.org). We're always here to help with any of your quality information needs.

I look forward to seeing you at our Monthly Dinner Meetings and remember to read your *ASQ Friday Fast Facts*.

Amy Powers  
Newsletter/Vice Chair

## ***Welcome New Members!***



Berj Bardizbanian  
Herbert Boge  
Carol Cekala  
Shari Clough  
Paula Esty  
Beth Lewis  
Gregroy Park  
Eric Rosenberger  
Kevin West



### **NEWS FLASH!**

#### **Coming Soon to ASQ Worcester!**

##### **November Dinner Meeting**

We welcome Angelo Scangas to the meeting in November. Our pre-dinner topic is the fine art of conducting a FMEA (Failure Modes and Effects Analysis).

After dinner Angelo will be talking to the members about Value Stream Mapping.

##### **December Dinner Meeting**

ASQ Worcester wishes you and your family a Happy Holiday season and we'll be seeing you again to bring in the New Year at our January Dinner Meeting!

### **Special Announcement!**

In conjunction with a report on the status of the manufacturing industry in the Worcester area, Quinsigamond Community College was recently awarded a \$750,000 National Science Foundation grant, funding the creation of the Massachusetts Technician Education Collaborative (Mass-TEC).

They are currently seeking a Project Director to lead this regional collaboration. For more information, visit:

[http://www.qcc.edu/pages/Employment\\_Listings.html#Project%20Director,%20Massachusetts%20Technician%20Education%20Collaborative%20\(MASS-TEC\)](http://www.qcc.edu/pages/Employment_Listings.html#Project%20Director,%20Massachusetts%20Technician%20Education%20Collaborative%20(MASS-TEC))

#### **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](mailto:tmurtagh99@aol.com)

## ASQ Worcester Certification Refresher Courses 2007-2008

Start Date	Schedule	Location	Instructor	Cost
<b>Six Sigma Black Belt</b>				
August 13 , 2007	Every Monday for 9 wks.	Bose Corp, Framingham	P. Jain	\$525.00
<b>Certified Quality Manager</b>				
August 13, 2007	Every Tuesday for 9 wks.	Bose Corp, Framingham	TBD	\$525.00
<b>Certified Quality Technician</b>				
August 22 , 2007	Every Wednesday for 8 wks.	Bose Corp, Framingham	TBD	\$400.00
<b>Six Sigma Green Belt</b>				
October 2 , 2007	Every Tuesday for 8 wks.	Bose Corp, Framingham	Jim Tereshko	\$425.00
<b>Certified Quality Engineer</b>				
September 25, 2007	Every Tuesday for 9 wks.	Nypro, Clinton	P. Jain	\$525.00
<b>Certified Quality Improvement Associate</b>				
October 2 , 2007	Every Tuesday for 8 wks.	Bose Corp, Framingham	TBD	\$400.00
<b>Certified Quality Auditor</b>				
October 3 , 2007	Every Wednesday for 8 wks.	TBD	David Potty	\$425.00
Any other certifications will be offered by request				

**Notes:**

Course hours are from 5:30 p.m. to 8:00 p.m. for CQT, CQIA, CQA

Course hours are from 5:30 p.m. to 8:30 p.m. for CQE, CQM, SSBB

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

**Register for Certification Refresher Classes:**

Download and print the ASQ Worcester Section Registration form found on our web site [asqworchester.org](http://asqworchester.org) under certification.

Make check payable to ASQ Worcester and mail to:

***Al Scorza, P.O. Box 136, Uxbridge, MA.01569.***

**Register for Certification Exam:**

[www.asq.org/cert/types](http://www.asq.org/cert/types) or call 1-800-248-1946

*Each student is responsible for filling out their own certification application form and registration for the exam.*

## ***Certified Software Quality Engineer (CSQE) Certification Refresher Course***

**Dates:** Starting Tuesday, October 2<sup>nd</sup> for 8 weeks (24 hours, 2.4 RUs)  
**Time & Location:** 5:30 ~ 8:30, BOSE, Framingham, MA  
**Instructor:** Darin Kalashian, CSQE, CQMGR  
**Cost:** \$525  
Seating is limited so sign up NOW!!!

### **Synopsis:**

This course is designed as a study aide for the student preparing to take the American Society for Quality's (ASQ) Certified Software Quality Engineer (CSQE) exam. During this refresher course we will revisit all topics included in the CSQE Body Of Knowledge and practice taking exam styled questions. The course is designed to use the CSQE Primer from the Quality Council of Indiana. Each student will receive a copy of the primer as part of the registration fee.

The course consists of review of the following key topics:

- General, Knowledge, Conduct, And Ethics
- Software Quality Management
- Software Engineering Processes
- Program And Project Management
- Software Metrics, Measurement, And Analytical Methods
- Software Verification And Validation (V&V)
- Software Configuration Management

### **Instructor Overview:**

Darin Kalashian holds ASQ certifications as a Certified Software Quality Engineer (CSQE) and as Certified Quality Manager / Manager of Quality/Organizational Excellence (CMQ/OE). Coupled with a Bachelors and Masters of Engineering for Computer Engineering/Electrical Engineering and a High Tech MBA, Darin focuses on applying software engineering and quality engineering skills in a pro-active manner, maximizing defect prevention and minimizing defect detection. Darin has over 18 years of practical, hands-on experience and has formally published and presented several articles focused on improving software quality and engineering practices.

## ***Basic Statistics Course for ASQ Worcester Section***

**Dates:** Starting Monday, October 1st for 6 weeks (18 hours, 1.8 RUs)  
**Time & Location:** 5:30 ~ 8:30, BOSE, Framingham, MA  
**Instructor:** P. Jain  
**Cost:** \$300  
Seating is limited so sign up NOW!!!

### **Course Outline**

<b>Class No.</b>	<b>Topic</b>	<b>Items covered</b>
1	Graphical Displays of Data Central Tendency Variability	Frequency Distribution, Dot Plots, Bar Charts, Histograms, Stem & Leaf plot, Time series graph, Pie Charts, Pareto Charts Mean, Median, Mode, Shapes and Skewness Range, Quartiles, Mean Deviations, Variance, Standard Deviation, Coefficient of Variation
2	Z-Scores, Percentiles Bivariate Data	Z-Scores, Percentiles Scatter Plots, Patterns in the Data, Correlation, Least Square Regression Line, Coefficient of Determination, Outliers
3	Categorical Data Probability and Uncertainty Discrete Probability	Marginal Distributions, Conditional Distributions Randomness, Uncertainty, Sample Space, Events, Probability, Subjective Probability, Conditional Probability, Independence Random Variables, Probability Distributions, Expected Value, Variance and Standard Deviation of a Random Variable, Trials
4	Normal Probability Sampling Distributions and Central Limit Theorem	Normal Distribution, Properties, Standard Normal Distribution, Application of Normal Distribution Sampling Distributions for Proportions, Means, and their Differences
5	Confidence Intervals - Large Samples Hypothesis Tests - Large Sample	Confidence Interval - Proportions, Means, differences for Proportions and means Hypothesis Testing - Proportions, Means, differences for Proportions and means, P-Value
6	Confidence Interval and Hypothesis Tests for Small Samples Chi-Square	t-Distribution, Confidence Interval and Hypothesis test for Small Samples, Independent and Dependent variables tests Chi-Square Distribution, Test for Goodness of Fit, Test for Independence

Instructor Overview: PJ works for Bose Corporation as a Statistical Engineer and has instructed many classes for ASQ Worcester Section.

He currently teaches the ASQ Refresher Classes for ASQ Worcester in Six Sigma Black Belt, Certified Quality Engineer, and has instructed similar statistic classes for ASQ Worcester in the past.

PJ holds ASQ Certifications in Six Sigma Black Belt, Quality Manager, Quality Engineer, Reliability Engineer and Quality Auditor.