

# Let's Talk Quality



EDITOR: AMY POWERS (APOWERS@ESSILORUSA.COM)

October 2008 Edition

## **REDUCED DINNER MEETING COST!**

### **\$90 SAVINGS!**

Pay \$135 by **October 16, 2008** and attend all 9 ASQ Worcester Dinner Meetings!

This reduced fee is for prepay persons

Payment Option #1

Please bring your payment to the **September 18** or **October 16** dinner meetings

Payment Option # 2

Pay online at [www.asqworchester.org](http://www.asqworchester.org)

Payment Option # 3

Send payment to:

Roger Carl, ASQ Worcester Treasurer,

**October Dinner Meeting**  
**Thursday, October 16, 2008**  
**Courtyard Marriot**  
**Marlborough, MA**  
(Exit 24B, Rt.495, first right turn)  
**Dinner: Italian Buffet**

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

## **Pre-Dinner**

### **"Best Practice Series: Environmental Management Systems" with Paula Esty**

Paula will be sharing some of her ideas and concepts on successful best practices when it comes to running an Environmental Management System. Come join us in sharing some of the tools that could help you manage and sustain a healthy, environmentally friendly system.

## **After Dinner**

### **"Measuring Quality Costs – Speaking in Financial Terms" with Angelo Scangus**

- What is the cost of poor quality?
- Does it raise the price of goods and services?
- Are huge savings possible by reducing quality costs?

These questions are not easy ones, but quality is measurable, as are its costs. Philip Crosby, in Quality is Free, writes that the cost of quality is "the expense of nonconformance--the cost of doing things wrong." Some prefer the term "cost of poor quality" (COPQ) because that implies what happens when continual improvement efforts are derailed or postponed. As A.V. Feigenbaum, an early writer on the subject states in Total Quality Control:

Today, we not only recognize the measurability of quality costs but that these costs are central to the management and engineering of modern total quality control as well as to the business strategy planning of companies and plants. Most company managers and experts agree that reducing a company's non-value creating costs, usually referred to as the cost of poor quality, is one of the best ways of increasing profitability and competitiveness. The potential is considerable, as the cost of poor quality usually corresponds to somewhere between 20 and 50 per cent of the organization's total sales.

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**[If you have questions about our programs contact Bill Hackett at bhackett@adaptiveinstruments.com](mailto:bhackett@adaptiveinstruments.com) or call 978-562-0154 ext. 234**

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## Dinner Speaker Bios

**Paula Esty**, Senior Environmental Systems Specialist at Capaccio Environmental Engineering Inc, has over 15 years of systems management experience. She holds a Master of Management Degree from Cambridge College, a RABQSA EMS Auditor certification, and has attended numerous environmental compliance, product compliance, quality, and environmental, health and safety management seminars. She is responsible for assisting clients with management systems and product environmental compliance, specifically system integration, risk assessments, gap analysis, training, internal audits, and continuous improvement, for global WEEE, RoHS, and REACH; OHSAS 18001; ISO 14001; ISO 13485; TS16949; and ISO 9000 management systems.

**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.

## Welcome New Members!



Tarrah A. Bushee  
Anita R. Cederholm  
Richard W. Cwiakala  
Frank Joseph DeFazio  
Sara Donaldson  
John L. Fitzgerald  
Joseph M. Gasco  
Kaitlyn Hartog  
Melissa M. Howard  
Dale Jones  
Maria S. Ilano-Forman  
Janice Kopacz  
Dawn Khoury  
Adrienne Linnell  
Jo-Anie Sengaloune  
Sandra C. Rivera  
Wendell W. Yee  
Jack C. Wailles  
James H. Whitman



## "The Quality Challenge"

Are you challenged by a quality problem or concept? Use this forum to get guidance from a seasoned professional, Barbara Butrym. If she cannot answer or guide you, she'll find someone who can. If you are having a problem, you can be sure others are, too. The only foolish question is the one NOT ASKED.

**Barbara Butrym** is a Quality professional with over 30 years of experience in defense, aerospace, medical device and commercial industries, Principal of BQA, Butrym Quality Associates Consulting and Training provider, and ISO/AS 9001 Lead Auditor for IMS Registrar.

Submit your question to Barbara Butrym at [bqa@net1plus.com](mailto:bqa@net1plus.com).

Submitted questions must be relevant to quality, stated concisely, and be of general interest to quality practitioners. Please include contact information in case clarification is needed to answer your question appropriately. Contact information will not be published. All questions will be selected for publication by the column editor at the column editor's discretion.

### This month's "Quality Challenge" question:

Dear Barbara,

The company I work for uses the 8D methodology in order to record discrepancies and provide corrective and preventive actions. Now I need to find a way to measure the effectiveness of the process. Has anyone come across a similar situation? How do you measure your ca/pa system?

Thanks,  
Stephen

*This is a very common question, Stephen, thanks for asking.  
I suggest measuring effectiveness of both actions on the basis of root causes.*

*The intent of Corrective Action is to find the root cause and apply a fix to it. The effectiveness of corrective action is the degree to which the root cause, once fixed, reappears. Often the symptom (customer complaint, inspection failure) has several root causes. The analysis of the corrective action system should focus on which root causes reappeared and/or how the corrective actions were applied. Either the corrective action process identified the wrong root cause or the application or verification of the "fix" was not effective.*

*In preventive action the analysis should begin with the appearance of the symptom you did not want. Again the analysis should focus on what root cause was most likely and how mitigation was applied.*

*Note that this approach may be confused by the 8D. The lack of appearance of repeat issues may be the result of enhanced inspection and not accurate root cause analysis.*

**In a "nutshell",** measure effectiveness by tracking:

*Corrective Action: The absence of recurrences.*

*Preventive Action: The absence of occurrences.*

*It's all about **root cause** all the time...*

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If there's a topic you'd like to hear about please contact us at  
[www.asqworchester.org](http://www.asqworchester.org)

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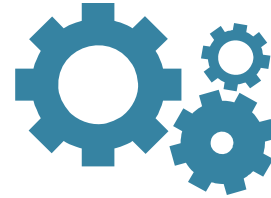
## **Recertification Reminder**

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 2008**

### **Certified Quality Engineer**

Starting September 29, 2008 Every Monday for 9 wks. at Bose Corp, Framingham  
Instructor: P. Jain Cost: \$525

### **Six Sigma Green Belt**

Starting September 30, 2008 Every Tuesday for 9 wks. at Bose Corp, Framingham  
Instructor: Jim Tereshko Cost: \$425

### **Certified Quality Improvement Associate**

Starting October 8, 2008 Every Wednesday for 8 wks. at Bose Corp, Framingham  
Instructor: Al Scorza Cost: \$400

### **Certified Quality Auditor**

October 8, 2008 Every Wednesday for 8 wks. at Bose Corp, Framingham  
Instructor: Dave Potty Cost: \$425

### **Certified Software Quality Engineer**

October 7, 2008 Every Tuesday for 8 wks. at Bose Corp, Framingham  
Instructor: Darin Kalashian Cost: \$525

*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](http://www.asq.org)  
Or by calling ASQ at 800-248-1946.

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**It's a pleasure serving you!**

**Contact us with your comments at [www.asqworchester.org](http://www.asqworchester.org)**

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## Applied Quality Course

**Dates:** October 27-October 28, 2008

**Time & Location:** TBD

**Instructor:** David Potty

**Cost:** \$300

Seating is limited so sign up NOW!!!

For more information visit our website [www.asqworchester.org](http://www.asqworchester.org) and click on the "Courses" tab

## Coming to ASQ Worcester in November!

Come join us for our November Dinner Meeting at the Court Yard Marriot in Marlborough for an evening with our friends Peter Kampf and Ken Veducchio from Raytheon. They'll be presenting our pre-dinner and after-dinner program with case studies on the Toyota Production System.

We hope to see you there!

### ASQ Worcester Section Contacts

**Chair: Diane Dixon**

Email: [diane.dixon@future.ca](mailto:diane.dixon@future.ca)

Phone: 978-779-3449 ext. 3859

**Chair Elect: Amy Powers**

Email: [apowers@essilorusa.com](mailto:apowers@essilorusa.com)

Phone: 508-943-3860 ext. 484

**Vice Chair: Chet Kruegar**

Email: [ckruegar@hydertools.com](mailto:ckruegar@hydertools.com)

Phone: 508-764-4344 ext. 2271

**Treasurer: Roger Carl**

Email: [carlr@tycoelectronics.com](mailto:carlr@tycoelectronics.com)

Phone: 978-442-4053



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

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

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# ~~NEQC IS PLEASED TO ANNOUNCE THE FOLLOWING UPCOMING EVENTS~~

## NEQC 57<sup>th</sup> Quality Conference October 14-15, 2008 Seminars –Oct 13, Oct 16-17, 2008

NEQC has put together yet another terrific opportunity for professional development with education seminars and stimulating conference topics to celebrate our 60<sup>th</sup> anniversary. Our conference goal is for you to take successful ideas and techniques back to your workplace to begin implementing improvements and innovation.

Our conference theme is **World Class Transformation**: and constantly strive for, to be the best. Best means growing and sharing, giving and caring. NEQC is pleased to bring the people together to help professionals & practitioners find what it takes to be the best!

### **At this conference we have:**

**40 sessions** to help you explore ideas, techniques, and tools for improvement.  
**There are 8 tracks**; covering Lean Six Sigma, Tools, Software, Medical/Healthcare, Management Systems, People, and Reliability related topics to transform your organization & develop robust processes & the right people skills.

Come; meet the experts of today and tomorrow. Our speakers are experts by whom you will be inspired! This is an event you will not want to miss!

### **Keynote Speakers:**

**Forrest W. Breyfogle III**, ASQ Fellow, Founder & CEO, Smarter Solutions, Inc.

**Daniela Garcia**, Area Director of Quality & Productivity, Ritz-Carlton Hotels

**Michael Fanning**, Senior VP & COO, US Insurance Group, MassMutual Financial

**Chris Bujak**, Global Director of Continuous Improvement, Air Products

There are **10 Pre and Post Conference seminars** also scheduled:

- Transitioning to ISO 9001:2008 & Improving your QMS
- Innovation Strategies for Effective Development of Business Concepts, Processes & Products.
- Going Beyond Lean Six Sigma and the Balanced Scorecard
- Cost of Poor Quality, Understanding & Improving
- Software Verification & Validation
- Medical Device Quality Regulations
- FMEA & Risk Management
- Reviewing Requirements & Design Adequacy
- Design for Six Sigma for Service
- How to Conduct Kaizen Workshop for Mfg. & Service

For Conference Program and Seminar details and registration, please visit our website at [www.neqc.org](http://www.neqc.org) or contact [registration@neqc.org](mailto:registration@neqc.org)