

Let's Talk Quality



Worcester
Section

EDITOR: AMY POWERS (EACHERS63@YAHOO.COM)

SEPTEMBER 2009 Edition

REDUCED DINNER MEETING **COST! \$90 SAVINGS!**

Pay \$135 by **October 15, 2009** and attend all 9 ASQ Worcester Dinner Meetings!

This reduced fee is for prepay persons only

- Please bring your payment to the **September 17** or **October 15** dinner meetings

- Pay online at www.asqworchester.org

- Send payment to:
Dan Daigle, ASQ Worcester Treasurer,
PO Box 1075,
Southbridge, MA 01550

September Dinner Meeting **Thursday, September 17, 2009**

Doubletree Hotel

5400 Computer Dr, Westborough, MA
(508) 366-5511

(Near the intersection of Computer Dr and Technology Dr – Rt. 9)

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

Cost: \$25.00

Unemployed/Students: \$15.00

Reservations:

Please go to our website www.asqworchester.org

Pre-Dinner

Root Cause Analysis

Speaker: David Potty

Come join David Potty outline the fine art of Root Cause Analysis!

- Foundation
 - Common/Special Cause Explanation
- Root Cause Analysis
 - Explanation of Root Cause
 - Root Cause Analysis Process
 - 8 D

After Dinner

Turning Your QMSD to a BMS

Speaker: Roderick D Gray

Come listen to Rod teach how to turn your QMS to a BMS. It's more than quality management systems in most organizations. Learn how to begin encompassing the entire business into your management systems.

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 Bios

Pre-dinner

David Potty For over 30 years David has been in the Quality field holding positions including Quality Manager and Principle Quality Engineer and the last 5 years as a consultant for his own company Value Added Quality Services and as a Senior Consultant for Quality Support Group. David has consulted with various companies doing tasks including evaluating and improving processes such as corrective action, internal auditing and many others.

David has provided training in many different areas including: Lean Manufacturing, SPC, Process Improvement, Auditing, etc.

The types of industries that David has been involved with range from Medical Device to High Tech to Service Industries to Defense Contractors where he has created and improved processes and systems that have saved money, time and effort for those companies.

A senior member of the American Society of Quality (ASQ), former chair of the Worcester ASQ section and a 6-sigma black belt, David has the following certifications from ASQ: CQMgr, CQE, CQA and CBA.

After Dinner

Roderick D Gray served as the Bose Corporation QMS and 8D Program Manager for 20 years – now with Goodrich ISR Aerospace Systems. His 40 year career as a QMS Professional and Consultant has ranged from managing domestic/international start-up operations, creating, implementing, auditing and teaching quality management principles and problem solving in three companies; small to mid-size to large operations. His worldwide experience spans over 40 SIC Codes in Textile, Furniture, Chemical, Rubber/Plastic, Electronics, Management Services Transportation, and Communications. Industries include aerospace, automotive, point-of-sale cash register systems, military, medical, home entertainment, commercial, wire drawing, stranding, extrusion, electronic and acoustical products.

He has been published in International Business & Quality Progress, been co-chair of past AIAG workgroups, manuscript reviewer for Addison-Wesley, and advisor to ITT Technical Institute.

Mr. Gray's proven skills include administrative, organizational, mentoring, training, facilitation, transactional value stream mapping, auditing, 8D corrective-preventive action, team building, conflict resolution, communications, collaboration of internal support functions with external suppliers and customers, MBO, 5S, and Lean disciplines.

He and his team transformed the BoseQMS, now recognized as a world-class cutting-edge design and recieved The President's Award for outstanding contribution to the corporation. This QMSModel has now proven successful for companies (small and large) adapting the QMSDesign for its lean metric driven approach.



**Worcester
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*For more information on 2009-2010 programs, please
contact Bill Hackett at billhackett@vpsi-ma.com*

Message from the ASQ Worcester Section Chair

Welcome to the 2009-2010 year for Worcester Section ASQ. The leadership committee has been busy putting together good programs for the upcoming meetings. If you have any ideas for topics you would like to see please notify any leadership committee member.

It is any honor for me to serve as section chair for 2009-2010. We have a great leadership committee in place and plan to continue the tradition of our predecessors by providing useful information, allowing great networking opportunities and providing member value to you our customers.

Please join me in congratulating Diane Dixon on becoming our new Regional Director. Diane has been active in ASQ for many years and has held many positions on the Worcester Section Leadership Committee. She has always done a great job and I am sure will do a exemplary job as Regional Director.

During difficult economic times many companies are cutting their quality budgets and people. As quality professionals we know this is not in the company's best interest. Now is the time for us to shine and show our companies how to save money by using our expertise. We can use the quality tools to reduce scrap, improve processes, improve productivity, eliminate unneeded operations, evaluate suppliers so that the company gets the best bang for the buck and document the gains made.

Here's to another great year. Let's all get out there save our companies money and do our part to get this economy going again.

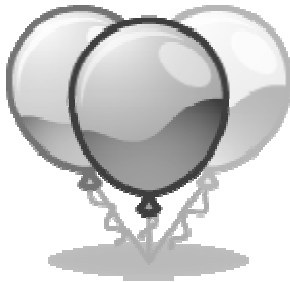
Chester L. Kruegar Jr.
Section Chair 2009-2010

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
Treasurer Dan Daigle	dan.daigle@metso.com	508-852-0215 Ext. 2372
Secretary Carol Beauchesne	cbeauchesne@fostercomp.com	860-928-4102 Ext. 157

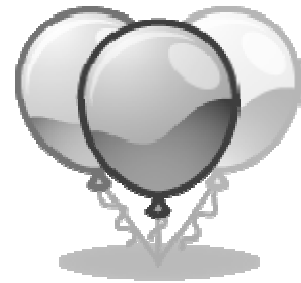
Unemployment Program Available

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>.

WELCOME NEW MEMBERS!



Matthew J. Baker
Joseph W. Biggs
Matthew Bont
Gary A. Buchholz
Anna J. DeMarinis
Renee Durda
Simon Gicheru
Jennifer Grant
Ivan V. Green
Jill Junkala
Byron Mattingly
Pamela Merritt
Roland A. Morin
Rocco Perla
Joseph R. Rabaioli
Deborah M. Rodriguez
Brian A. Silven
Jenny Vargas



WORCESTER SECTION RICHARD C. OLSON SCHOLARSHIP AWARD PROGRAM WINNERS

Congratulations to *Kara St. Francis* and *Coleen Kearns*
as the recipients of the
2009 Richard C. Olson Scholarship Award!

ASQ Worcester Section Refresher Classes 2009

<u>Start Date</u>	<u>Schedule</u>	<u>Location</u>	<u>Instructor</u>	<u>Cost</u>
Manager of Quality/Organizational Excellence				
August 11, 2009	Tuesday Nights for 9 weeks 5:30p.m to 7:30p.m	GE Healthcare Westboro	Al Scorza	\$450
Certified Quality Technician				
August 19 , 2009	Wednesday Nights for 8 weeks 5:30p.m to 7:30p.m	OFS Sturbridge	Al Scorza	\$400
Biomedical Auditor				
August 19, 2009	Wednesday Nights for 8 weeks 5:30p.m to 7:30p.m	GE Healthcare Westboro	John Ring	\$425
Certified Quality Engineer				
September 21, 2009	Monday Nights for 9 weeks 5:30p.m. to 8:30p.m.	EMC Franklin	P. Jain	\$450
Six Sigma Green Belt				
September 22 , 2009	Tuesday Nights for 8 weeks 5:30p.m. to 7:30p.m.	Bose Corp, Framingham	Jim Tereshko	\$425
Certified Quality Improvement Associate				
September 29, 2009	Tuesday Nights for 8 weeks 5:00p.m. to 7:00p.m.	Fabrico, Inc - Oxford	Al Scorza	\$400
Certified Quality Auditor				
September 30, 2009	Every Wednesday for 8 wks	TBD	Dave Potty	\$425

Any other certifications will be offered by request

Notes

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 asq.org or by calling ASQ at 800-248-1946.

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

**Are you a Section MEMBER LEADER for 2009-2010?
Or are you considering being the Section volunteer?
If "YES", then you should attend the
NEQC Member Leader training session!**

The North East Quality Council is pleased to present **FREE**
Member Leader Training Sessions to ASQ Members!
Friday October 9, 2009
Best Western Royal Plaza Hotel, Marlborough MA

Note:

The training was originally scheduled for Sept. 18 and has been rescheduled for October 9, 2009

Each year NEQC offers free to those within the NEQC sections membership area ASQ Member Leader training at no cost to the participant. This training in cooperation with ASQ Regional Directors is aimed at making individual sections more effective in offering services to its local members

Member Leader training this year will begin with a general session for all participants.

After the General Session, the participants will choose one of two tracks;

Track 1: Elected Officers

Track 2: Committees

For more information and to register for this event, go to www.neqc.org.



ASQ

MAKE GOOD GREAT™

**Worcester
Section**

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Worcester, MA 01603-2308*

*Mr. John Doe
Any St.
Anywhere, USA 00000-0000*