

WHAT'S NEW IN ASQ?



Worcester
Section
The Global Voice of Quality™

From your Program Chair, Jay Patel:

Welcome to ASQ Online!

We're still here! Whether you are back in the office or working from home, we invite you to join us for FREE. In the interest of our member's health, we continue to hold our monthly meetings online through the fall, for an easy way to learn, connect, and grow your network!



Special thanks to our last three presenters in our online and very successful format to bring you opportunities in learning from [Srilata Thirunagari](#), [Barbara Butrym](#) and [George Lane](#), and for your continued support. We appreciate your understanding while we work to keep you healthy. We are excited to share what is to come!

Date	Topic	Speaker
September 17 12pm to 1:15pm	Post Market Surveillance; A Powerful Tool to Improve Any Business	Joseph Azary
October 15 12pm to 1:15pm	Problem Solving, Root Cause Analysis & Corrective Action	Edwin May, Jr.
November 19 12pm to 1:15pm	Top 10 Soft Skills for Quality Professionals	Jay Patel

Congratulations to this years' ASQ Worcester Scholarship Award Winners:

Nominations for CY2021 are invited for Chair, Treasurer and Secretary by September 15, 2020. Please send your nomination to [Jay Patel](#).

Following are the details for our 4th Quarter

2020 ASQ Worcester Online Lunch Meetings!

Coming Next: Lunch Meeting on September 17th on:

Post Market Surveillance with Joseph Azary



Join us for a lively discussion and packed overview of Post Market Surveillance and how it can be utilized as a tool for improvement and risk management. The overview will include reviewing techniques that can be used to address regulatory requirements in the medical device industry, but also can be utilized by any type of industry. Post Market Surveillance can be an excellent tool to proactively gather data, which provides a comprehensive assessment of the company products, performance, customer perceptions, failures, complaints, and nonconformities. Post Market Surveillance can be extended to include information from social media, published literature, publicly available information that can be used to identify potential issues. It

can also be a tool to gather information about the marketplace and competitive products to analyze whether negative issues with other products may provide insights to improvements that can be made the your products to avoid potential future issues. The Post Market Surveillance provides input to the risk management processes, corrective action, and management review.

Joseph Azary has spent almost 30 years in the medical device industry in various quality and regulatory roles. He has a bachelor's degree in Biological Science from University of Connecticut; a Master's in Business Administration with a concentration in Public Health from Sacred Heart University and has taken courses at Northeastern University in their Medical Device Regulatory Affairs graduate program. Joseph is an ASQ Certified Quality Auditor (CQA) and ASQ Certified Biomedical Auditor (CBA). He is currently the Vice President of Quality & Regulatory at Z-Medica, a manufacturer of bleeding control products. Joseph has worked at US Surgical Corporation (now part of Medtronic), Johnson & Johnson and Fujifilm Medical Systems. He also was a consultant for 10 years owning his consulting firm, Azary Technologies which worked with over 180 medical device companies around the world and was sold to Orchid Orthopedic Solutions.

Our October 15th Lunch Meeting will be on the

Problem Solving, Root Cause & Corrective Action

This one-hour Webinar will address “Problem Solving, Root Cause Analysis & Corrective Action”. It will focus on the Plan-Do-Check-Act (PDCA) Cycle, the Define – Measure - Analyze – Improve – Control (DMAIC) Methodology, the 5 Whys, and the 8 Discipline Report.

This program focused on how to address any major problem systematically.

There are 7 critical to be used for Root Cause Analysis.

Ed May has served as the Director of Quality and Productivity Solutions in New Jersey since 2013. He personally teaches a number of Lean Six Sigma, Supply Chain, ASQ Body of Knowledge, and ISO Courses for QPS NJ. He supervises the teaching of Project Management, Agile and Scrum courses at QPS NJ.



Ed has over 30 years of experience in Industry and is an expert in several ISO Standards, Lean Thinking and Six Sigma.

Ed has trained organizations in various industries in Lean Six Sigma. He has championed the implementation of Lean Six Sigma projects at these organizations, leading the process improvements and increased customer satisfaction.

Ed is an ASQ CSSBB, CMQ/OE, CQA, CQE and CSQP. He is active in ASQ North Jersey Section.

Ed earned his BE degree from Stevens Institute of Technology and his MBA from Harvard Business School.

ASQ Worcester November 19th Online Lunch Meeting:

Top Ten Soft Skills Required for Quality Professionals

Speaker: Jay P. Patel, Senior Consultant of Quality & Productivity Solutions, Inc. and Founder of the QPS Institute

Today's marketplace demands true expertise in communication and interpersonal skills. Soft skills are closely tied to the personal character traits and qualities each of us have. They are part of who you are, generally encompassing attitudes, habits and how you interact with others. Though much less tangible than technical skills, they are learned and developed through experience and concerted effort—and it's some of the most important self-development you can do as a leader.

Professionals and businesses are competing at new levels and are required to work with diverse populations and the communities they come in contact with. Jay has worked globally since 1996, consistently taking on work with different cultures and leaders with new intensity. He has found that the most successful leaders in quality have not only mastered technical skills, they have also mastered the soft skills. Commonly known as interpersonal skills, these are skills leadership use like eating; skills like negotiating, coaching, and speaking, while the quality leader has to be one step ahead because of their consistent need to manage change, communicate on all levels and manage conflict. Jay Patel continues to teach individuals and company businesses to navigate diverse populations, changing tides in business and improving the bottom line for people, process and systems. Come learn the ten 'tried and true' skills that ensure your success if you hone and improve them.



Jay possesses over 35 years of professional work experience in management and quality assignments, including consulting, auditing, and training at Fortune 500 companies, and has trained thousands of people on-site and online. He has instructed ASQ, PMI and APICS Certification courses, including Lean Six Sigma and ISO related quality management. Jay has presented speeches and seminars to various organizations such as the Project Management Institute, American Production and Inventory Control Society, Institute of Industrial Engineers, ASQ, and the Society of Manufacturing Engineers. Jay holds 10 ASQ Certifications including Six Sigma Certified Black Belt and Certified Quality Auditor. He has a Bachelor's and Master's Degree in Engineering as well as an MBA. He is an Exemplar Global Quality System Lead Auditor for ISO 9001 and ISO 13485

and an Environmental Auditor. Jay is a trained Lead Auditor for all ISO standards and holds several PMI certifications. Prior Chapter President of the Project Management Institute and Chapter President of the Institute of Industrial Engineers, he has held a number of positions at Section and Region levels within ASQ, becoming a Fellow in 2002. Jay has co-authored the Quality Council of Indiana's Six Sigma Black Belt and Green Belt Primers, and authored books on ISO 9001:2015 & Risk Based Thinking: *Understanding and Implementing ISO 9001:2015*, *Risk Management in ISO 9001:2015* and *Lean Six Sigma Tools*.

Please meet us from your computer, tablet or smartphone at our [GoToMeeting classroom https://global.gotomeeting.com/join/635561821](https://global.gotomeeting.com/join/635561821) at noon. You can also dial in using your phone at 1 (571) 317-3122, Access Code: 635-561-821. For any issues, please contact your meeting Moderator & Program Chair, Jay Patel at jayp@qpsinc.com or 508-579-1006. Registration is *not* required. *See you there!*

Visit www.asqworchester.org for the latest news and announcements.

To learn more about ASQ, click [HERE](#).