

American Society for Quality



Olde Colony Section 0111
 c/o 224 Bay Street
 Taunton, MA 02780

Place
 Stamp
 Here

Monthly dinner meeting: Wednesday, Apr 16, 2003

Meeting Metrology Challenge with Jack Gale

Gary's Restaurant, W. Bridgewater, Mass

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Olde Colony Monthly Dinner Meeting

- Date:** Wednesday, April 16th, 2003
- Time:** Registration 6:00 PM, Dinner 6:30 PM, Presentation 7:15 PM
- Cost:** \$20.00 ASQ members and guests. Discount to retired or unemployed members of ASQ.
- Location:** Gary's Restaurant, 115 S. Main St, (Rt. 28) W. Bridgewater
(we had to drop La Scala as they could not accommodate us)
- Directions:** Route 24 to Route 106 West Bridgewater exit 16A (caution there are 2 exits, one heads toward Mansfield) Travel 1.9 miles to traffic light which intersects Route 28. Get in right hand lane and turn slight right following Route 28 / S. Main Street toward Bridgewater. Gary's is approximately 1 mile on right hand side of the road, on Route 28.
- Menu:** Chicken Parmigiana or Broiled Haddock
- Reservations:** Contact Bill Dansereau by email at: bill@bartlettinc.com or by phone 508-591-1288



PRESENTATION

Meeting the Challenges of Metrology: The Top Ten Things You Should Ask Your Calibration Vendor

PRESENTER

Jack Gale, ASQ-CQE is the Vice President of Quality for Essco Calibration Laboratory (www.esscolab.com), the largest independent calibration laboratory in New England. He has worked there for 6-1/2 years helping them with their lab operations, ISO 9001 registration, ISO 17025 accreditation and business processes. Jack previously cut his teeth working as a manufacturing and design engineer at Texas Instruments in Attleboro. He speaks frequently on the need for good metrology practices and is actively working on a certified calibration technician program with ASQ.

Last Month's Meeting Highlights

Paul Capozzi did a great job talking about how Equiserve measures customer satisfaction. Paul actually has at least two different sets of customers- the companies that issue stocks and the shareholders who purchase them. He is kept busy monitoring both and does a lot of that through surveys. Some people hate 'em, some love 'em but it is a great way to get feedback from the customers. Especially the irate ones- at least they take the time to respond. Our 27 members and guests had plenty of questions for Paul. Thank you Paul.

Mission Statement of the ASQ Olde Colony Section

Our mission is to be the leading quality resource in the Southeastern Massachusetts area for manufacturing and non-manufacturing industries, while supporting the goals and objectives of the American Society for Quality.

Whether complaints or compliments, we want to hear from you the members.

ASQ OLDE COLONY 2002-2003 DINNER MEETING SCHEDULE

<u>Date</u>	<u>Day</u>	<u>Topic</u>	<u>Speaker</u>	<u>Location</u>
Apr 16, 2003	Wed	Meeting the Challenges of Metrology	Jack Gale	LaScala, Randolph changed to Gary's West Bridgewater
May 21, 2003	Wed	Tour of Acushnet Golf		New Bedford
Jun 18, 2003	Wed	ISO / QS Registration in Today's World	Dick Barbieri	Bailey's, Wareham

EXECUTIVE BOARD MEETINGS

1st Tuesday of the Month
6 pm to 8 pm

The Olde Colony E'Board meets the 1st Tuesday of the month from August through June to plan and execute the section activities. The committee consists of the 4 elected officers and all volunteer chairs— education, membership, etc. If you are interested in seeing how your section is run, stop by – there is no obligation. We will even provide a meal to you. The catch is we hope to convince you to

E'BOARD MEETINGS (cont'd)

volunteer. Meeting runs 6:00 PM to 8:00 PM. For more information, contact one of your executive board members.

Have you Moved? Changed Jobs? Changed Email Address?

If so, don't forget to update your member information with ASQ National. Contact customer service at 1-800-248-1946 and have your member number ready. You can email the info to cs@asq.org. Or use the [asq](http://asq.org) website.

Have you Moved? (cont'd.)

Log onto www.asqnet.org, go to My Account and update the info yourself. It's fast and easy.

Is your membership renewal overdue?

You can renew your membership online at www.asq.org/renew. If you're out of work and need help with the dues, please read the section on Retired or Unemployed.

2003 ASQ CERTIFIED EXAM SCHEDULE

Certified Mechanical Inspector, Certified Quality Manager, Certified Quality Technician, Certified Reliability Engineer, CQA-Biomed, Certified Quality Auditor-HACCP, Six Sigma Black Belt	
Application Deadline	Exam Date
Jan 10, 2003 Aug 22, 2003	Mar 1, 2003 Oct 18, 2003

Certified Quality Auditor, Certified Quality Engineer, Certified Software Quality Engineer, Certified Quality Improvement Associate, Certified Calibration Technician	
Application Deadline	Exam Date
Apr 4, 2003 Oct 4, 2003	Jun 7, 2003 Dec 6, 2003

New Exam Location

JOHN JOSEPH MOAKLEY
CENTER
BRIDGEWATER COLLEGE
BRIDGEWATER, MA

Go to website for more detail
www.bridgew.edu/directions.cfm

RECERT JOURNALS

Please send your completed recertification journal and supporting documents to:
Extrusion Technology
80 Trim Way
Randolph MA 02368
Attn: Gerry Quinn.

Do You Have Multiple Certifications?

Consider synchronization when you come up for your next recertification. This is a simple process that aligns the recertification dates for all of your certs. It's easier on your record keeping. Requirements are in your recertification booklet.

Having trouble getting the required 18 RU'S?

If legitimate extenuating circumstances have made it impossible for you to meet this obligation, you may be able to qualify for recertification with a reduced RU requirement.

What are legitimate extenuating circumstances? They are determined on a case-by-case basis by the ASQ National Recertification Coordinator.

If you feel that you qualify call: Bill Carr at 1-800-248-1946.

Earn Recertification Units through On-Line Chats

RU's are granted for participating in the monthly 90-minute chat events being hosted on ASQNet. Members will be granted .15 RUs for each chat event they actively participate in. Download detailed instructions at http://www.asqnet.org/members/interact/chat/recert_units.html

Need an Application for Certification?

Applications for certification can be obtained from ASQ by calling 1-800-248-1946 or by downloading from the website at www.asq.org/cert/downloads/. Or you can register and pay on-line at www.asq.org, click on CERTIFICATION.



Education **Certification Courses** ***Training***

Olde Colony to offer Certification Review Courses

Annual ASQ member surveys suggest that certifications may lead to higher salaries. Articles in *Quality Progress* further suggest that ASQ certifications are increasingly specified in the job market.

To help its members attain these certifications, the Olde Colony Section is committed to providing affordable quality courses. Review or refresher courses will be offered for the most requested certifications throughout the year. Our course schedule for the coming months include the following:

Summer: CQM, CQT, CMI, CSQE, & 6 Σ BB These one night per week courses would begin June 24-July 12 (16 weeks before the October 18 examination date)

Fall: CQA, CQE, & CQIA Begin August 11-29 (15 weeks before December 6 exams)

Winter: CQM, CQT, CMI, CSQE, & 6 Σ BB Begin December 1-12 (15 weeks before March, 2004 exams)

Spring: CQA, CQE, & CQIA Begin March 1-12 (14 weeks before June 6, 2004 exams)

Summer term instructors have been selected and more course specifics (instructor, course outline, price, location) will be posted on our Education website in April. Because sites for all these courses have not been determined, early registrants preferences will be part of our site selection criteria.

To begin the registration process and for further information, call (508-823-4907) or email (jimhaluch@attbi.com) Jim Haluch.

FMEA Many members have shown an interest in FMEA. We could offer FMEA as two seminars: FMEA: Design and FMEA: Process. We are considering offering these modules as Saturday Seminars but we could offer one or both on business days at your site if your organization had sufficient registrants. Please telephone or email Jim Haluch (508-823-4907 or jimhaluch@attbi.com) if you would like to see these seminars offered, if you could host the seminars, or have any suggestions about the seminars.

To be conducted, all Olde Colony courses must meet minimum enrollment requirements.

RIASQ Course: ISO 13485:2003 Understanding the New Requirements

Diane Stacy This one-day seminar focuses on the recent release of ISO 13485:2003, the International Quality System Standard for Medical Devices. Understand these new requirements and see how the changes will impact your business. Seminar Logistics: *Wednesday, 1 day (0.7 RU), 8:00 – 4:00 pm, May 14, 2003 Location: Village at Waterman Lake – Function Room, Greenville, RI.* Seminar includes breakfast, lunch and course materials. **COST:** \$200 ASQ member \$250 Non-member. Email (DCHOICES@prodigy.net) or call (401) 949-2917 Diane Stacy to register.

Please call (508 746 6345) or write (r@berg.ms) Roger Berg with comments or suggestions to improve your section's education program.

NEQC Offers Free Section Volunteer Training

Saturday, April 26, 2003 at Windham Hotel, Westboro, MA (Intersection of Rt. 495, RT 9 and Mass. Pike). You must register on-line at www.neqc.org to participate.

Election for 2003—2004 Officers

ASQ Olde Colony elected the section officers for next year at the March meeting. The officers -are:

Section Chair: Bill Dansereau

Vice Chair: Arnie Greenbaum

Secretary: Joe Hanley

Treasurer: George McBride

We wish success to our new officers and give thanks to our volunteers from this year.

CONGRATULATIONS

To our members who recently received ASQ Certifications

Donald J. Donaldson

Rebecca H. Fleming

Kirk N. Morris

Curtis J. Stello

Robert Zanardelli

Check Out Olde Colony Websites



Log onto www.asqoldecolony.org for the latest on your section.

Go to www.oldecolonyed.org for education updates.

Retired or Unemployed? ASQ wants to help.

I'm unemployed, what should I do?

ASQ offers assistance to members through the **Unemployment Program**. You may apply for the program when you renew on-line, or call ASQ at 1-800-248-1946 for an application, item # **B0690**.

- ✓ Members receive a 50% discount on their membership renewal if you have 1-4 consecutive years of membership (You must complete your first year as a Regular Member before applying for this option).
- ✓ Members receive a 100% discount if you have 5+ consecutive years of membership.

ASQNet features career information at <http://www.asqnet.org/members/careers/manage/index.html>.

I'm retired, do I have to pay for my dues?

ASQ's **Retirement Program** provides assistance to completely retired members. Members should fill out an application, item # **B0488** to receive a discount on their membership renewal. You may also apply when you renew on-line.

- ✓ Members receive a 25% discount on their membership renewal if they have 10-19 consecutive years of membership.
- ✓ Members receive a 50% discount if they have 20-29 consecutive years of membership.
- ✓ Members receive a 100% discount if they have 30+ consecutive years of membership.

Business Card Corner

Daniel S. Whelan, CQA, CQMgr

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Your ad is used to help defray the cost of printing our newsletter.

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