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ASQ

AMERICAN SOCIETY
FOR QUALITY™

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

Monthly dinner meeting: Wednesday, Apr 21, 2004

Annual Product Review with David Manalan

Gary's Restaurant, West Bridgewater, Mass

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.

UPCOMING OLDE COLONY DINNER MEETINGS

| | | | | |
|---------|---------|--|-------------------------------------|--|
| 21 Apr | 3rd Wed | Annual Product Review as Preventive Action | David Manalan | Gary's Restaurant, W. Bridgewater, MA. |
| May 19 | 3rd Wed | | | |
| June 16 | 3rd Wed | Software & Corrective Action | Denise Robitaille & Johanna Rothman | Bailey's, Wareham, MA. |

Olde Colony Monthly Dinner Meeting

- Date:** Wednesday, April 21, 2004
- Time:** Register 6:00 PM, Dinner at 6:30 PM, Speaker 7:30 PM
- Cost:** \$20.00 ASQ members. Discount to retired or unemployed members of ASQ.
- Location:** Gary's Restaurant, West Bridgewater, Mass (Rte 28)
- 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 Parmigian or Broiled Haddock
- Reservations:** Contact Bill Dansereau by email at: bill@bartlettinc.com or by phone 508-591-1288

Annual Product Review as Preventive Action

Annual Product Review is an ideal source of information for Preventive Action. Reviewing such items as product yield, number of batch rejections, Out of Specification results, complaints, etc. to determine a need for change is clearly a Preventive Action. Further, by putting the needed changes into a CAPA system, the company has a tool to track these changes from initiation to completion to verification of effectiveness. Attendees will learn to think of annual review activities as preventive action activities, and plan to make changes that prevent occurrence of problems. They will also learn how to integrate these activities into existing CAPA programs.

David A. Manalan, Principal at INQC Consulting, has over 35 years of experience with FDA regulated companies. During 21 years of progressively responsible work at Millipore Corporation, he was responsible for filter research, filter device development, manufacturing process improvement, quality systems development, and regulatory affairs. Over the past 14 years as a consultant, he has worked with more than 30 medical companies, ranging from 5 to 5,000 employees, in achieving FDA clearance for products and FDA compliance for manufacturing. Beyond FDA regulations, he has been active in environmental issues, especially in the areas of pollution prevention and toxics use reduction. He has a degree in Chemical Engineering from the Massachusetts Institute of Technology and is an ASQ (American Society for Quality) Certified Quality Auditor including Biomedical Certification, ASQ Certified Software Quality Engineer, and has been a RAB Quality Systems Auditor (ISO 9000). David is on the board of the ASQ Biomedical Division's New England Biomedical Discussion Group, serves as the Publications Chair for the ASQ Biomedical Division, and as the Region 1 Councilor for the Food, Drug, and Cosmetics Division of ASQ. He has worked on the CAPA-Requirements and Industry Practices group of the Association for the Advancement of Medical Instrumentation and maintains membership in the Parenteral Drug Association.

Olde Colony Education Page

It is a built-in fact that people are the *real* resource in any enterprise and that those people have to be given every chance to optimize their abilities and knowledge and skills.

D. E. Petersen
Chairman, Ford Motor Company

Certified Quality Auditor *Denise Robitaille* **Two Saturdays, May 1 and May 15, 8:30-4:30 Bridgewater State College** (1.6 RUs) \$400 for ASQ members and \$430 for others. Although this course is a refresher course, participants reviewing the auditor body of knowledge will come to grips with the entire set of auditor skills and tasks. Materials provided will include the Indiana Quality Council's *CQA Primer* and *The Quality Audit Handbook Second Edition* by the ASQ Quality Audit Division. The new 2004 BOK will be the focus. Participants will be given pre-course readings. Morning coffee, a box lunch, and afternoon refreshments are included in the fees.

Denise Robitaille is a consultant, auditor, writer and trainer. Denise has given well-received dinner meeting presentations for the Olde Colony Section. As the principal of Robitaille Associates, her work involves assisting companies in a variety of markets and industries to implement and maintain ISO 9001 quality systems. An international speaker, she has given presentations on a variety of quality issues. Denise is also a RAB Certified Lead Assessor as well as CQA. She holds a Bachelor's Degree from the University of Massachusetts at Amherst.

The convenient and centrally-located Moakley Center at Bridgewater State College (BSC) is near both I495 and Route 24 and, when necessary, provides reserved parking for registered class members. BSC is about 40 minutes from Boston or Providence.

The CQA registration deadline is April 16. If permitted, later registrations will incur extra fees.

Note: Two-day auditing courses offered in Milwaukee have fees of more than \$1000.

Interest has been expressed in a **Calibration Technician Certification (CCT)** refresher course. Although the Education Steering Committee had not planned for this course, Olde Colony will offer a CCT course if others indicate that the course might have sufficient enrollment. We have identified an instructor and would offer CCT on Saturdays at Bridgewater State College's Moakley Center beginning in May.

For inquiries or registration about these courses or any other courses at your company, call or write Roger Berg, Education Chair, at r@berg.ms or 508-746-6345.

Looking for work? Want to learn the skills for success in today's economic environment? Olde Colony Section is planning a job search course for quality professionals to help them better manage their careers. Taught by quality professionals, this four-night course (.8 RUs) would cost between \$100-125 depending on enrollment. Don't wait until you are out of work. As John F. Kennedy noted, "The time to repair the roof is when the sun is shining." If you think that you should invest some time and money in your career, please call or email Roger Berg (508/746-6345 r@berg.ms) to express your interest.

Check Out Our Websites

www.asqoldecolony.org

www.oldecolonyed.org

| Certification Exam | Exam Dates | Application Dead-line |
|--|---|--|
| CRE, Quality Manager, Six Sigma black Belt, CQA/HACCP, CQT, CMI, CQA BioMed | March 6, 2004 October 16, 2004 | January 9, 2004 August 20, 2004 |
| | | |
| CQA, CQE, CSQE, CCT, CQIA | June 5, 2004 December 4, 2004 | April 2, 2004 October 1, 2004 |

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 0.15 RUs for each chat event they actively participate in. Download detailed instructions at http://www.asqnet.org/members/interact/chat/recert_units.html

Don't let your certification lapse. You worked hard to achieve certification. Now keep it up to date.

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.

OLDE COLONY MEMBERS PASS CERTIFICATION

Certified Quality Manager

Roger Berg

Karen Marie Ketchie

Certified Mechanical Inspector

Joyce Cronin

Michael K. Fricker

Curt H. Johnson

James A. Sylvia

Congratulations to our members for achieving this recognition.

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| Chair /Arrangements Bill Dansereau Bartlett Nuclear 508-591-1288 bill@bartlettinc.com | NEQC Rep open | Programs—finding speakers for our dinner meetings open |
| Recognition / Examining open | Newsletter / Programs Dave Hicks 508-866-7262 dhicks807@yahoo.com | Education Chair Roger Berg Northeast Quality Research 508-746-6345 r@berg.ms |
| Treasurer George McBride gmcbride1@verizon.net | Internet Website / Database Dave Gaugler jdgaugler@tmlp.com | Region I Director Louis Geoffrion J.Magno & Associates Inc 781-224-0801 lgeoffrion@jmagno-assoc.com |
| Secretary Joe Hanley 401-431-1620 thehanleys@mindspring.com | Auditing Chair Paul Loonie | Historian / Mass Excellence Rep / Region 1 Deputy Director Dick Anderson raa508@aol.com |
| Certification / Recertification Gerry Quinn 781-767-2107 absrsg@comcast.net | Membership open | UMass Dartmouth Students Ercan Tirtiroglu 508-999-8433 |
| Advertising Monica Morrissey mmorrissey@att.net | Publicity open | Help your Section. Earn RU's. Opportunities await. |

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

Have you Moved? Changed Jobs? Changed Email Address?

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 log onto www.asqnet.org, go to My Account and update the info yourself.

Please update your email so we can keep in contact with you.

TO CHANGE YOUR ASQ E-MAIL PREFERENCES:

- Go to www.asq.org and sign-in as member
- Go to My Account, then to Change Work/Home Addresses & E-mail, and uncheck "my section"
- If you need additional help, e-mail help@asq.org

2004 ROGER MAXIMUK SCHOLARSHIP

Olde Colony Section annually awards up to \$1500.00 in scholarships to eligible member's dependents. Please go to asqoldecolony.org website or contact one of your e'board for more info.

Six Sigma Instructor / Consultant Needed

Qualifications:

- Certified Master Black Belt / Black Belt
- Have a working knowledge of lean tools and techniques
- Should have at least 5 years of managerial experience in six sigma projects
- Should have at least 5 years of formal instructional experience
- Have excellent verbal and written communications skills as an instructor

Duties:

Instructor.

Deliver structured training courses to adult audiences covering any of the following subjects:

- Green Belt Training / Certification
- Black Belt Training / Certification
- Executive Six Sigma Briefings

Note: Training classes may be evening or day time in format.

Consultant:

- Serve as a planner, advisor, implementer of a wide variety of six sigma projects. • Manage Projects

If you are interested in obtaining more information regarding this position and feel you have the qualifications please contact:

Tony LaPreste
President, CMS Consulting
4 Whittier Road
Milford, MA 01757-1230
Tel: (508) 473-6745 Fax: (508) 634-6821
Email: cms01@comcast.net

Roger Berg PhD Northeast Quality Research

Develop a cost-effective customer satisfaction measurement capability to build customer loyalty & improve your business

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Advertisers

Our ad rates are \$100 for a full page; \$60 for a half page; \$40 for a quarter page and \$25 for a business card sized ad. Ads are used to defray the cost of the newsletter.

Please contact Monica Morrissey, Ad Chair
mmorrissey@att.net