



ASQ

AMERICAN SOCIETY
FOR QUALITY™

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

Place
Stamp
Here

Monthly dinner meeting: Thursday, April 21, 2005

The Dashboard concept in ISO with Brian Hettrick

The Fireside Grille , Rte 18 Middleboro, 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.

Olde Colony Monthly Dinner Meeting

- Date:** Thursday, April 21 2005 (3rd Thursday)
- Time:** Register 6:00 PM, Dinner at 6:30 PM, Speaker 7:30 PM
- Cost:** \$20.00. Discount to retired / unemployed ASQ members.
- Location:** Fireside Restaurant, Middleboro, Mass (Rte 28)
- Directions:** Route 495 to exit 6, toward Middleboro & Rotary. From rotary, take Rte 18 south. The Fireside (30 Bedford St) is just off the rotary.
- Menu:** Chicken, Baked Haddock or Lodon Broil
- Reservations:** Contact Alin Darabus, Arrangements Chair at 508-587-3500, ext. x225 or by email: arqc@accurounds.com OR aldarabus@aol.com

Please contact Alin early so we can have an accurate count for the meeting.

Firms strive for a balance....Compliance + Continual Improvement = Competitiveness

But for many firms this equation looks more like this:

Compliance + Continual Improvement = Competitiveness

The conundrum that firms face is how to balance compliance and continual improvement efforts in a way that doesn't diminish but actually enhances competitiveness.

Brian's solution has been to utilize the Dashboard concept along with ISO 9001:2000 to create a plug-'n-play system – or a truly integrated management system. This management system has the ability to integrate compliance, governance, risk, environmental, and business continuity along with the basic operations – in a way that allows firms to continually improve and most importantly... remain competitive – while dealing with the 'Quilt Effect.'

His use of ISO 9001:2000 is unique in that most firms don't even realize its ISO that they are implementing. They just think that they are putting in place a way to run the business even more efficiently and effectively than they have in the past. And the Dashboard is an extremely valuable management tool that helps kick off this whole process...and of course – creates value (which benefits everyone!)

At the April 21st meeting, you'll get to actually experience how the Dashboard can help turn under performing management systems into high performing Business Management Systems. Business owners from any industry as well as individuals in quality, operations and support functions will all benefit from this presentation.

Our Presenter:

Brian E. Hettrick

PO Box 414

North Salem, NH 03073

603-896-6700

bhettrick@comcast.net

(continued on next page)

Brian Hettrick, our Presenter (continued)

As president of **i³ management systems**, Brian uses his twenty-five plus years of experience in finance, operations and business management system consulting to focus on one thing – creating value. Brian is known for his line...“If at the end of the day, you’re doing something because Brian told you to – that’s the wrong answer! It should be because it adds value, if it doesn’t...we need to change it to make sure it does”

Prior to forming his own business, Brian was a Director with KPMG for four years. And was their representative on the US TAG, during the period of the latest ISO 9001:2000 revision.

He has worked in a variety of industries and with many diverse firms, such as Citibank, US Marines, Heinz, Milliken and many smaller machine and manufacturing plants throughout the Northeast. Brian was also a facilitator for the experiential portion of the Center for Creative Leadership’s Leadership Development Programs (LDP) conducted by the Hartford Graduate Center

For several years Brian was an RAB ISO 9000 Auditor. He is a current member of the American Society of Quality (ASQ) and a past member of the Automotive Industry Action Group’s (AIAG) CQI and Customer Satisfaction Measurement Workgroups.

Brian has spoken at a number of conferences including:

- 1994 Italian Banking Association’s Conference – “Quality within Financial Services”
- AutoTech 1996 – “Integration of ISO 9000 and Lean Manufacturing”
- ASQ’s 1998 Automotive Conference – “The Voice of Benchmarking”
- NCSA’s 2001 Conference – “Quality as a Profit Center & FS 9000”
- NCSA’s 2003 Technology Forum – “ISO/FS 9000 for FS Firms”

He was project leader and one of the authors of *The Voice of the Customer Research Report* published by GOAL/QPC. His article on JAC PAC Foods entitled *Quality Culture* was published in the National Provisioner. He was a contributing author in an article entitled *ISO 9000 is the new ‘gold standard’ for Banking* in ISO 9000/14000 – a global newsletter. He has been quoted in several financial service trade publications on the emerging use of ISO 9000 and its impact on mergers & acquisitions and technology within financial services.

LAST MONTH’S HIGHLIGHT’S

Lou Geffrion, ASQ Fellow and departing Region 1 Director spoke to us of some of the recent changes in ASQ. This included metrics on how the society is monitoring declining membership and some of the actions taken to try and reverse this trend. The membership high of 125,000 from several years ago is now under 100,000. The international membership is growing, especially in South America with a huge potential in China, but domestic membership is declining. Seems to echo the dinner meeting we had several months ago of so many jobs heading for China.

Lou also asked the members to take some time to look at the changes in the Society By-laws and vote. Lou can be contacted at lgeoffrion@jmagno-assoc.com

Certification / Recertification Info

Certification Exam	Exam Dates	Application Deadline
Six Sigma BB, CRE, CQT, CQA-Biomedical, CMI, CQMgr, CHA	March 5, 2005	January 7, 2005
	October 22, 2005	August 19, 2005
CQA, CQE, CSQE, CCT, CQIA	June 4, 2005	April 1, 2005
	December 3, 2005	October 7, 2005

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

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.

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

WHERE TO SEND YOUR COMPLETED RECERT JOURNALS

Please send your completed recertification journal and supporting documents to:

**Gerry Quinn
12 King Road
Holbrook MA 02343
Attn: ASQ RECERT.**

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 David Hicks, Newsletter Chair at dhicks807@yahoo.com

Olde Colony Education Page

Give me six hours to cut down a tree and I will spend the first four hours sharpening the axe.

Abraham Lincoln

Expand Our Educational Offerings?

Olde Colony Section is considering looking for instructors to offer a wider variety of training opportunities for its members and their companies. In addition to the usual refresher courses to prepare for certification exams, we are thinking about hosting or offering other quality-related courses. We could also offer more general courses: management and leadership development, statistics, project management, or customer service. The foregoing are some ideas the EBoard has discussed. Please communicate your thoughts on these ideas to Roger Berg, Education Chair (508-746-6345 or r@berg.ms), or any other member of the EBoard. If five or more people are interested in the same topic, we can offer cost-effective courses at a convenient Olde Colony location.

Olde Colony Education Offers Onsite Training Opportunities

Olde Colony Section offers a wide variety of cost-effective courses for training at your site. Our ASQ professionals have practical knowledge and on-the-job skills that neither colleges nor corporate trainers usually possess. Olde Colony instructors have both certified knowledge and teaching experience. Please call or write Roger Berg, Education Chair (508-746-6345 or r@berg.ms), about the following:

- Q Information about customized onsite training
- Q Suggested onsite course topics that Olde Colony might offer/develop for its members
- Q Instructor application form for section members and other ASQ professionals who wish to be considered as instructors for our onsite courses

Refresher Courses for Certification

Olde Colony will schedule refresher courses when there is a sufficient expression of interest. All refresher courses are scheduled at the Moakley Center at Bridgewater State College. The conveniently located Moakley Center is near I495 and Route 24 and will provide reserved parking for registered class members. For inquiries or registration about any course, call or write Roger Berg, Education Chair, (508-746-6345 or r@berg.ms).

Tailor a course to your company's needs. Some OC members have expressed an interest in a CQT certification or similar course for the summer or fall of this year. If you would like to help plan this course or if your company might like to send participants please call Roger Berg at 508 -746-6345.

The illiterates of the 21st century will not be those who cannot read and write, but those who cannot learn, unlearn, and relearn.

Alvin Toffler

BOSCON 2005

Progressive Quality – Leading the way!

April 7- 8, 2005

Crowne Plaza Hotel

Woburn, MA

Go to asqboston.org for details

Your Executive Board / Leadership Team

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Advertising— open Examining—open	Recognition— open Publicity— open	Programs—open Scholarship—open

Section E'board meets
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 update your preferences.
- If you need additional help, e-mail help@asq.org or phone 1-800-248-1946