



**ASQ**

AMERICAN SOCIETY  
FOR QUALITY™

Olde Colony Section 0111  
c/o 276 Everett Street  
Middleboro, MA 02346

Place  
Stamp  
Here

Monthly dinner meeting:

Wednesday, April 18, 2007

***How Lean Supports Continual  
Improvement***

The Fireside Grille, Route 18 South, Middleboro, MA

**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:** April 18, 2007 (third Wednesday)
- Time:** Registration 6PM, dinner 6:15PM, Speaker 7PM
- Cost:** \$20.00. Discount to retired / unemployed ASQ members.
- Location:** Fireside Grille, Route 18 South, Middleboro, MA
- Menu:** Chicken, fish or beef entree
- Directions:** Take Exit 6 off Route 495 to the rotary. Take the rotary around to the first exit onto Route 18 South. The Fireside Grille is the next right (less than 50 yards)
- Reservations:** Please contact Alin Darabus, Arrangements Chair, at 508-587-3500, ext. x225 or by email: [adarabus@accurounds.com](mailto:adarabus@accurounds.com)

### *About the Topic:*

#### How Lean Supports Continual Improvement

In the 1930's, Bell Labs statistician Walter Shewhart first developed the Plan-Do-Check-Act (PDCA) cycle that began a worldwide quality revolution. The philosophies and methods of the Toyota Production System (TPS, AKA Lean), TQM and six sigma all have a common ancestral beginning in this cycle which prescribes continual improvement to every process through systematic feedback and analysis. What is described in Lean as a six step problem-solving method is essentially identical to the DMAIC model proposed by six sigma. While lean "tools" such as Kanban, continuous flow and mistake-proofing do not require an understanding of statistics like six sigma tools such as SPC or DOE, both toolboxes are grounded in common philosophy to reduce cost through reduction of waste, process variability, and strain. Toyota refers to these as the "Big 3":

Muda = Waste

Mura = Inconsistency (i.e. process variability)

Muri = Strain

At our April meeting, speaker Bruce Hamilton, President of GBMP will demonstrate how the tools and philosophy of Lean not only reduce each of the Big 3, but also continually surface opportunities for continual improvement. He will also focus on the importance of integrating all methods for continual improvement rather than treating them as competing practices.

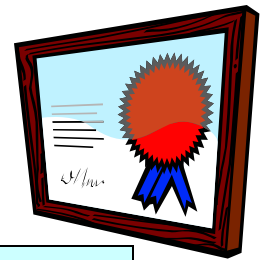
### *About our Speaker:*

Bruce Hamilton is President of the **GBMP**, a Boston-based non-profit provider of lean technology. Prior to joining GBMP, Mr. Hamilton led efforts at United Electric Controls to revise its manufacturing systems from traditional batch production to one-piece part and information flow. The firm was recognized as a 1990 recipient of the Shingo Prize for Manufacturing Excellence. Mr. Hamilton has been featured in the SME video, Mistake-proofing and in AMA's video Change Management series, Winning Through Change. He is featured in the 2004 video, Toast Kaizen (recipient of 2005 Academic Shingo Prize), used world-wide to introduce the basics of lean manufacturing, as well Moments of Truth, a how-to leadership video targeted to management and supervision. Bruce is Vice Chair of the Business Board of Examiners for the Shingo Prize and also is on the Shingo Board of Governors. In May, 2000, he was inducted into the prestigious Shingo Prize Academy. As a consultant he has helped some of America's largest corporations -- as well as some of its smallest -- on the road to world-class practices. In addition to his 18 years in production, Bruce has also held positions in marketing, computer systems, materials management and general management. He brings to his clients a broad-based understanding of manufacturing.

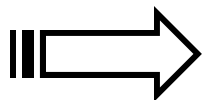
### **DID YOU KNOW ?????**

You receive RU credits for attending the dinner meetings! If you have ASQ certification(s), that means an easy way to accumulate credits !

# CERTIFICATION / RECERTIFICATION



EXAMS GIVEN FOR:	EXAM DATE	APPLICATION DEADLINE
CBA, CHA, CMQ/OE, CQI, CQT, CRE, SSBB	March 3, 2007	January 12, 2007
CCT, CQA, CQE, CQIA, CQPA, SSGB, CSQE	June 2, 2007	April 6, 2007
CBA, CHA, CMQ/OE, CQI, CQT, CRE, SSBB	October 20, 2007	August 17, 2007
CCT, CQA, CQE, CQIA, CQPA, SSGB, CSQE	December 1, 2007	October 5, 2007



## This month's hint from the Certification Chair:

You cannot double dip. If your company goes offsite to do strategic planning; you can't count that as employment and an offsite conference.

### 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](http://www.asqnet.org/members/interact/chat/recert_units.html)

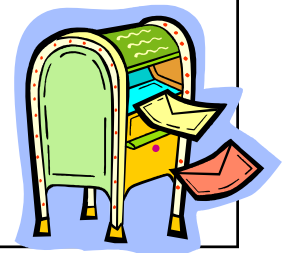
### Need an Application for Certification?

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/](http://www.asq.org/cert/downloads/). Or you can register and pay on-line at [www.asq.org](http://www.asq.org), click on CERTIFICATION.

## 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.**



## *Education and Scholarship Announcements*

### **CQA PREP CLASSES NOW ENROLLING !**

We will once again have a CQA "blitz" on two Saturdays (April 28 and May 12, 2007) this spring in preparation for the CQA exam in June.

This was extremely successful and well received last year.

All interested candidates should contact :  
Jim Donaldson at [jasdonaldson@netzero.com](mailto:jasdonaldson@netzero.com) this month to ensure a seat in the class.



**There is a Six Sigma Black Belt Certification course in the planning stages now.**

If you are interested in this, please contact  
Jim Donaldson at [jasdonaldson@netzero.com](mailto:jasdonaldson@netzero.com)

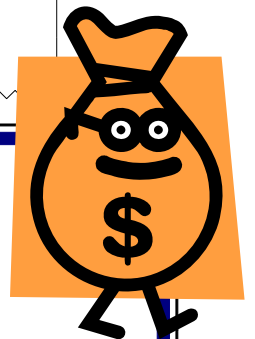
### **2006 ROGER MAXIMUK SCHOLARSHIP**

Olde Colony Section annually awards up to \$1500.00 in scholarships to eligible members and their dependents.

We have opened this scholarship to graduate students as well.

Please go to [asqoldecolony.org](http://asqoldecolony.org) website for more info.

Please submit your application as soon as possible. We'd like to award the scholarship at our June meeting, before students return to school in the fall.



# YOUR 2006-2007 EXECUTIVE BOARD / LEADERSHIP TEAM

<b>Section Chair</b> <b>Denise Robitaille</b> 781-582-0088 derobitail@cs.com	<b>Arrangements</b> <b>Alin Darabus</b> AccuRounds 508-587-3500 x225 aldarabus@aol.com	<b>Education Chair</b> <b>Anurag Asthana</b> asthana_6Sigma@yahoo.com
<b>Chair Elect</b> <b>Jim Donaldson</b> 508-748-6957 jasdonaldson@netzero.com	<b>Newsletter / Advertising</b> <b>Grace Kish</b> grace.e.kish@lmco.com	<b>NEQC Rep</b> <b>Alin Darabus</b> AccuRounds 508-587-3500 x225 aldarabus@aol.com
<b>Treasurer</b> <b>Monica Morrissey</b> m.morrissey@att.net	<b>Internet Website / Database</b> <b>Dave Gaugler</b> jandaveg@comcast.net	<b>Region I Director</b> <b>Roger Keller</b> 508-668-1131 Roger@KellerQuality.com
<b>Secretary</b> <b>Joe Hanley</b> 401-431-1620 thehanleys@mindspring.com	<b>Scholarship</b> <b>Gerry Quinn</b> 781-767-2107 absrsg@comcast.net	<b>Region 1 Deputy Director / Historian</b> <b>Dick Anderson</b> raa508@aol.com
<b>Certification / Recertification</b> <b>Gerry Quinn</b> 781-767-2107 absrsg@comcast.net	<b>Membership</b> <b>Lee Thompson</b> Lee@fallrivermfg.com	<b>UMass Dartmouth Students</b> <b>Ercan Tirtiroglu</b> 508-999-8433
<b>Programs—open</b>  <b>Examining—open</b>	<b>Recognition— open</b>  <b>Publicity— open</b>	<b>Auditing</b> <b>Dick Anderson</b> raa508@aol.com

The Olde Colony Executive 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 executive board members. Everyone is welcome.

## The Executive Board is looking for a few more volunteers ...why not you?

Volunteering does not require devoting tons of time; we are all very busy between work and personal commitments. Your time commitment can be as little as a few hours a month. Aside of the experience you gain, you also get 1.5 ru credits per year !

If you think you may be interested in volunteering, contact Jim Donaldson, Vice Chair, at 508-748-6957 or email at jasdonaldson@netzero.com Volunteering can be very rewarding and enjoyable. Come to one of our executive board dinner meetings to see what's involved. We meet the first Tuesday of every month from 6-8PM.

# *Olde Colony Section Bulletin Board*

*Welcome to our newest members ...*



*Peter Berg  
Robert Dobbins  
Tracey Walsh  
James Garney*

*We hope to see you at our dinner meetings soon.*

## **Are you a teacher at heart?**

If you are interested in becoming an instructor for a course, or have given a course previously that you are interested in giving again to help the Education goals of our members, please contact

Jim Donaldson at [jasdonaldson@netzero.com](mailto:jasdonaldson@netzero.com)



Do you have a suggestion for a great dinner topic? Would you like to speak at the next dinner meeting? If so, we want to hear from you!!

Contact Alin Darabus, Arrangements Chair, at 508-587-3500 x225

## A MESSAGE FROM THE SECTION CHAIR



It's finally spring—or so the calendar says.

Remember the annual ritual of spring cleaning from days gone by? My Mom would have us cleaning, sweeping, scrubbing and vacuuming from attic to cellar. New things couldn't come in until old things had been discarded.

Quality processes have a lot in common with spring cleaning. Kaizan events have the same frenetic energy of an improvement project. Internal audits help us assess what's still working and what needs fixing. Corrective actions let us plan how we'll address identified problems. Document reviews highlight specifications that need revisions or that would benefit from more updated formatting. And (here comes the plug) monthly dinner meetings are one of the ways we refresh our skills to work on our QMS spring cleaning events.

So, enjoy the spring, and see you at the dinner meeting.

Denise



### TO CHANGE YOUR ASQ E-MAIL PREFERENCES:

- Go to [www.asq.org](http://www.asq.org) and sign-in as member
- Go to My Account, then to Change Work/Home Addresses & E-mail, and update your preferences.

**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](mailto:cs@asq.org).

Or log onto [www.asqnet.org](http://www.asqnet.org) , go to My Account and update the info yourself.

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