

Monthly dinner meeting:

August: No dinner meeting

September: TBD

Good Days Restaurant
Bridgewater, MA

ASQ Olde Colony Section 0111 has Achieved QMP Bronze and Total Quality Levels for 2009-2010!



The Quality Management Process (QMP) is a Quality management model that has been developed to assist sections in their planning and implementation of services and programs that will meet the needs of current and future members.

Quality Excellence is one of the highest levels of achievement in QMP, and the only one determined by section members. Sections that reached any level of Quality Excellence proved their dedication and commitment to providing quality programs and services. The section is awarded with Bronze Excellence by meeting or exceeding the Society's objectives in satisfaction and loyalty and by meeting or exceeding their retention rate from the previous membership year.



Total Quality is one of the highest levels of achievement in QMP. Sections that reached Total Quality proved their dedication and commitment by developing a business plan that provides valuable quality programs and services to their members and achieved at least 75 percent of these set objectives.

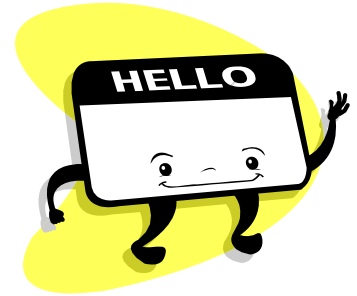
Mission Statement of the ASQ Olde Colony Section

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.

A MESSAGE FROM THE SECTION CHAIR

After a short summer break, it's time for us to get back to work...

MEET YOUR NEW EXECUTIVE BOARD



Chair / Historian: Monica Morrissey
Vice Chair / Newsletter: Jean Patton
Treasurer: Aaron Jones
Secretary / Past Chair: Joe Hanley
Arrangements: Bill Jolliemore
Education: Rochelle Jones
Certification: Gerry Quinn
Website: Dave Gaugler
Voice of the Customer: Rose Perry
NEQC Rep: Ron Field



I wish to thank everyone for volunteering their time and effort to make this past year one of the best the section has had in a while. I would like to recognize Joe Hanley for his stewardship and extend a special thanks to Rochelle, Karen and Aaron for their exceptional work relative to our extremely successful education program. Jean, Bill, Gerry, Dave, Rose and Ron also play very important parts on our team. I look forward to working with all of you in the upcoming months.

Thank you,
Monica Morrissey



Quality Auditor Certification - CQA Refresher Course

The next CQA exam date is **Saturday, December 3, 2011**. To help you pass on the first try, ASQ Olde Colony is offering an online course refresher:



Online Certified Quality Auditor Course For registration and payment information contact our Education Chair,

Rochelle Jones, at (508)577-0788 or education@asqoldecolony.org

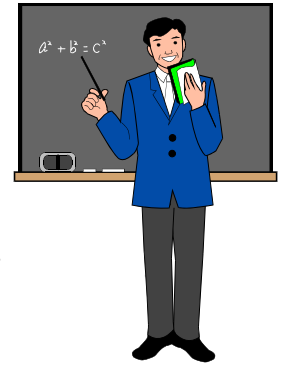
The **Certified Quality Auditor** (CQA) is a professional who understands the standards and principles of auditing and the auditing techniques of examining, questioning, evaluating, and reporting to determine a quality system's adequacy and deficiencies. The CQA analyzes all elements of a quality system and judges its degree of adherence to the criteria of industrial management and quality evaluation and control systems.

This course is presented in a way that reinforces current knowledge, re-introduces applications that may not be used every day, explains the rationale for use, and highlights sample multiple-choice questions. This course will be presented by an experienced live instructor, on-line, via the internet.

- 1 Instructor Led
- 2 Online (virtual) Course, thus instructor and students can be anywhere, as long as they have a computer with broadband internet access. Audio connection may be achieved via telephone or a computer equipped with a USB headset using VoIP technology. No driving is necessary.
- 3 All sessions are recorded, archived, and available to students throughout the duration of the course, until the exam date.
- 4 Begins **Tuesday, September 20, 2011**, and conducted for ten, 1.5 hour sessions. Thus this course will end before the **Saturday, December 3, 2011 exam date**.
- 5 The course will be held Tuesday evenings, from 5:00 p.m. to 6:30 p.m. E.D.T. The time permits one to start the training session right at the end of the work day from their desk, and the one and a half hour duration allows the student absorb the material without being overwhelmed, and get home at a reasonable time.
- 6 The **Certified Quality Auditor Primer** will be the primary text for the course. Please order it directly from the Quality Council of Indiana (<http://www.qualitycouncil.com>). The price of the course takes into consideration that the student is responsible for the purchase of the Primer.
- 7 Because this course takes place completely online, there will not be a central physical location to hand out hardcopy training materials. Therefore, the instructor will distribute handouts via e-mail, typically in the form of Adobe PDF files.
- 8 You must successfully complete the entire course before Recertification Units and a Certificate of Completion can be awarded.
- 9 ASQ Olde Colony discounted member price is \$300. We invite ASQ members outside of the Olde Colony Section 0111 to take advantage of this discount as well.
- 10 ASQ Olde Colony makes no warranty expressed or implied that your participation in this course will ensure that you will pass the certification exam.

Instructor: Tony DeMarinis

Tony holds BS degrees in Biology and Microbiology from Penn State University and a MS degree in Total Quality from The National Graduate School. Tony is currently employed with Sealed Air Corp as a Quality Manager. Previously he was with Davol, Inc., as a Quality Systems Manager, the Director of Quality Assurance at Scott Laboratories and Sr. Microbiologist at the National Cancer Institute. He is a Certified Manager of Quality/Organizational Excellence, Certified Quality Auditor-Biomedical. Tony has over 15 years experience using Quality Management techniques and value added auditing, including direct involvement with FDA and ISO audits.



Some comments from our first group of online CQA students:

I liked Tony's presentations, slides, articles, and book excerpts. The variety of materials in addition to the Primer made the course more interesting. There was a lot of material to read and digest in a short period of time.

I would have liked more time to discuss the blue questions from the Primer and the articles. Thanks! I'm so glad I had the opportunity to take your class!

Gloria I. Wadle
ASQ North Tennessee Section 1106

This is the 3rd auditor training I have been to and it was by far the best.
The best part was the availability of links to go back and listen to past lessons.

Lynn Taylor
ASQ North Central Pennsylvania Section 0501

ASQ Olde Colony Section 0111 Course Withdrawal Policy for Online CQA course starting September 20, 2011:

If you need to cancel your registration or withdraw from the course, we will refund your paid registration fee as noted below:

- 1) Requests for cancellations/withdrawal received by September 13, 2011 receive a full refund, or the course fees may be transferred to another ASQ Olde Colony Section 0111 course of your choice.
- 2) Requests received by September 27, 2011 incur a 25% processing fee, with the balance credited to a future course, only if ASQ Olde Colony Section 0111 maintains the minimum number of **5** registered students required to conduct the course when you request a withdrawal, otherwise see 3 below.
- 3) Requests received by September 27, 2011, if ASQ Olde Colony Section 0111 *does not maintain* the minimum number of **5** registered students required to conduct the course when you request a withdrawal incur a forfeit of all course fees.
- 4) ***There are no refunds or transfers past October 1, 2011.***
- 5) Registrants who fail to attend without advance notice are liable for the entire course fee.

Olde Colony Section Bulletin Board

CERTIFICATION / RECERTIFICATION

Having trouble getting the required 18 RUs?

You may qualify for a waiver if you're unable to collect the required 18 recertification units before your certification expiration date. Please contact ASQ for further details before your six-month recertification journal grace period is up.

Need to Recertify?

Everything you need to know about the recertification process is in your Recertification Journal. If you've lost or misplaced your journal, go online to <http://www.asq.org/certification/recertification/>.

Need an Application for Certification?

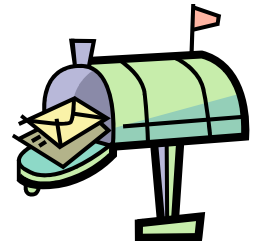
Applications for certification can be obtained from ASQ by calling 1-800-248-1946 or by downloading from the website at <http://www.asq.org/certification/downloadable-apps.html>. Or you can register and pay on-line at <http://www.asq.org/certification/apply.html>

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.

As a service to its members, ASQ Olde Colony Section hosts the exams given in March, June, October, and December. Exams are held at the John Joseph Moakley Center at Bridgewater State College.



EXAMS GIVEN FOR:	EXAM DATE	APPLICATION DEADLINE
CBA, CHA, CQI, CQT, CRE, SSBB, CMQ/OE	October 1, 2011	August 8, 2011
CQA, CQE, CCT, CSQE, CQIA, CQPA, SSGB, CPGP	June 4, 2011 December 3, 2011	April 15, 2011 October 14, 2011

Congratulations to this year's scholarship winners!



Viviana Hanley	1500.00
Laura Plona	1500.00
Jessica Buffi	750.00
Rachel Patton	750.00

We wish them the best in
the upcoming school year!



Olde Colony
Section
ASQ The Global Voice of Quality™

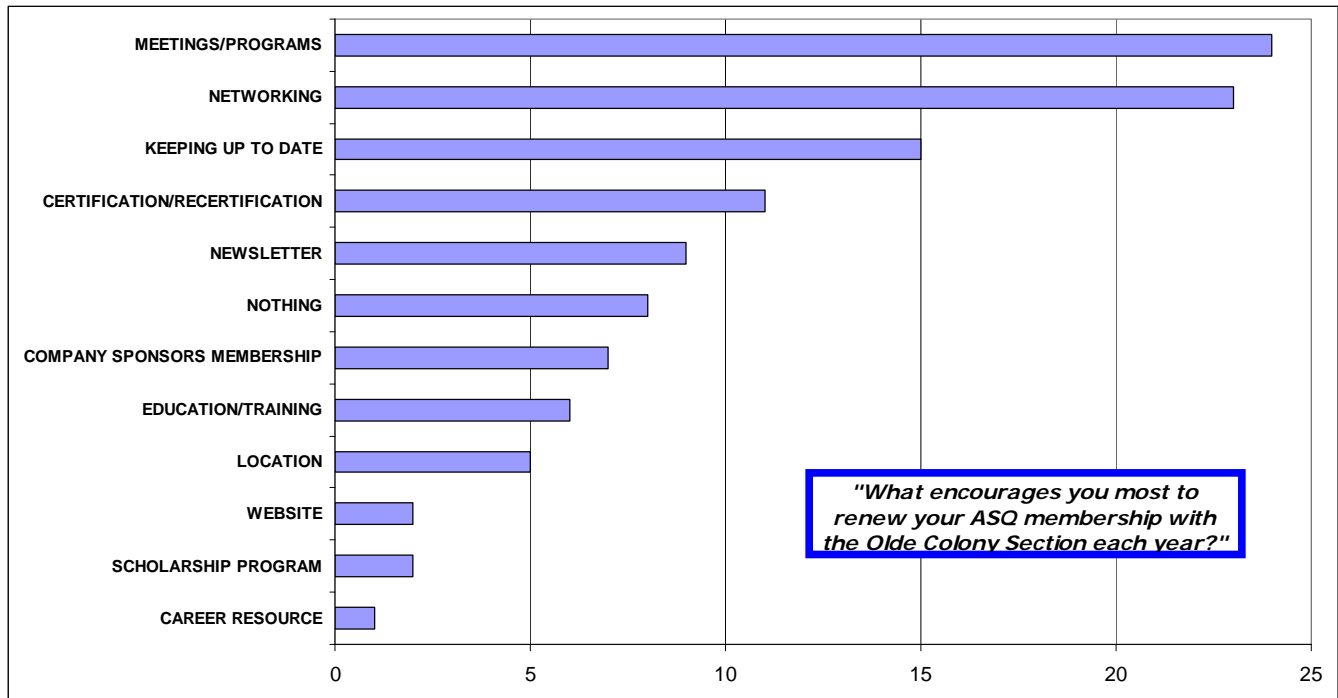
NETWORKING

JOIN OUR SECTION GROUP ON

Linked 

Join the ASQ Olde Colony Section 0111 group on LinkedIn! Simply search "ASQ Olde Colony Section 0111" (without the quotes) in the LinkedIn groups directory and request to join.

2011 Voice Of The Customer Survey Results



The Voice Of The Customer Committee was committed to do something more this year than a post card or web click, and reached out to every member on the roster. This unique, personal contact approach yielded the highest response rate to date for a section survey.

THANK YOU to all members who volunteered a few minutes of their valuable time to connect with me, your input was informative and appreciated. We learned a lot more than ever before this year.

You don't need survey results to find out more about the section, the newsletter, certifications, scholarships, meetings, or training. All section members have an open invitation to come to an E-Board meeting and see more of what we do—no strings attached. We'll even pickup the dinner check.

Our section E-Board meets on the first Tuesday of each month (August thru June) at the Flat Iron Café In Middleboro at 6 P.M. Contact one of the executive board members for more information.

Thank you again for your participation and hope to see you at an E-Board meeting or Monthly Dinner meeting soon!

Aaron Jones
Treasurer & Membership Chair
ASQ Olde Colony Section 0111
asq@aaronjones.net

YOUR 2010-2011 EXECUTIVE BOARD / LEADERSHIP TEAM

Section Chair Monica Morrissey m.morrissey11@comcast.net	Programs & Arrangements Bill Jolliemore programs@asqoldecolony.org	Education Chair Rochelle Jones education@asqoldecolony.org
Chair Elect Jean Patton jeanmwpatton@mac.com	Treasurer Aaron Jones asq@aaronjones.net	Secretary Joe Hanley thehanleys2@verizon.net
Membership Aaron Jones asq@aaronjones.net	Voice of the Customer Rose Perry rose.perry@verizon.net	Newsletter Jean Patton jeanmwpatton@mac.com
Auditing Denise Robitaille 781-582-0088 derobitail@cs.com	Internet Website / Database Dave Gaugler jandaveg@comcast.net	Region I Director Diane Dixon 978-779-3000 diane.dixon@future.ca
Certification / Recertification Gerry Quinn 781-767-2107 absrsg@comcast.net	Scholarship Gerry Quinn 781-767-2107 absrsg@comcast.net	Region 1 Deputy Director Guimor Andrade 781-939-0940
Immediate Past Chair Joe Hanley 401-431-1620 thehanleys2@verizon.net	Historian Monica Morrissey m.morrissey11@comcast.net	UMass Dartmouth Students Ercan Tirtiroglu 508-999-8433
NEQC Rep Ron Field ron.field@bhienergy.com		Open: Advertising Recognition Examining Publicity

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 at the Flat Iron Cafe in Middleboro, MA. For more information, contact one of your executive board members. Everyone is welcome.



The Executive Board has a number of openings - Can you help?



Volunteering does not require devoting tons of time; we are all very busy between work and personal commitments. Aside from the experience you gain, you also get 1.5 RU credits per year !

If you think you may be interested in volunteering, contact Joe Hanley, Chair, at 401-431-1620 or email at "thehanleys2@verizon.net". 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 at the Flat Iron Cafe in Middleboro, MA.