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

Monthly dinner meeting: Tuesday, Feb 18, 2003

*Building Relationships & Getting Results with Dave Wessel*

Ann's Place, Norton, Mass

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## Olde Colony Monthly Dinner Meeting

- Date:** Tuesday, Feb 18th, 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:** Ann's Place, Bay Road, Norton, MA
- Directions:** Route 495 to exit 9, heading toward Norton. Ann's Place is about a mile on the left.
- Menu:** Chicken, Beef or Fish, dessert, coffee, tea included
- Reservations:** Contact Bill Dansereau by email at: [bill@bartlettinc.com](mailto:bill@bartlettinc.com) or by phone 508-830-1111.

Good Information, networking opportunity, 0.3 RU credit

### **PROGRAM OVERVIEW**

Quality Managers spend much of their time and energy trying to influence other people – upper management, sponsors, team members, functional managers, contractors, customers, and other stakeholders - both inside and outside the organization. A typical challenge they face is influencing others without the benefit of positional power. We must often negotiate for limited resources, lobby for executive support, influence project scope, sell realistic timelines, and direct team efforts – all without formal, organizational authority. Effective Quality Managers recognize these challenges – and overcome them – by using a variety of styles and techniques to influence others; getting results while building positive relationships.

### **PRESENTER**

As a Senior Consultant with Situation Management Systems, Dave Wessel is responsible for the sale, design, and delivery of training and consulting services in the areas of influence skills, negotiation strategies, championing change, and project management. He has over 25 years of experience working with client organizations in all sectors – manufacturing, service, government and non-profit, helping them achieve business results and build positive relationships. Prior to joining SMS, Dave held positions as a Partner with Kepner-Tregoe (a training and consulting firm specializing in problem solving, decision making, project management, quality improvement and strategy); a Regional Manager for Control Data Corporation's human resources software, consulting and training programs; and several marketing and sales management positions with the College Division of Addison-Wesley Publishing Co. He earned his BA at Rutgers University, an MBA at Duke University's Weekend Executive MBA program and is an American Society of Quality Certified Quality Manager and a certified Project Management Professional. He has published articles and delivered presentations in a variety of venues, including *Quality Progress*, *The Wall Street Journal*, *Service Management* and several trade association conferences and chapter meetings.

## ASQ OLDE COLONY 2002-2003 DINNER MEETING SCHEDULE

<u>Date</u>	<u>Day</u>	<u>Topic</u>	<u>Speaker</u>	<u>Location</u>
Feb 18, 2003	Tues	Building Relationships and Getting Results	Dave Wessel	Ann's Place, Norton
Mar 19, 2003	Wed	Customer Satisfaction Measurement	Paul Capozzi	Lorenzo's, Middleboro
Apr 16, 2003	Wed	Meeting the Challenges of Metrology	Jack Gale	Albert's, Stoughton
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

**E'BOARD MEETINGS**  
**1st Tuesday of the month**  
**6 pm to 8 pm**  
**LORENZO'S**

The Olde Colony Executive Committee meets the 1st Tuesday of the month from August through June at a local restaurant. Most recent meetings have been at Lorenzo's in Middleboro. If you are interested in volunteering or just 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 listed.

**HAVE YOU MOVED?**  
**CHANGED JOBS?**  
**CHANGED EMAIL?**

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. It's fast and easy.

**Is your membership renewal overdue?**

You can renew your membership online at [www.asq.org/renew](http://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

Got to website for more detail  
[www.bridgew.edu/directions.cfm](http://www.bridgew.edu/directions.cfm)

### 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.

### RECERT JOURNALS

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

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

### 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. Its easier on your record keeping. Requirements are in your recertification booklet.

### 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.

### Election for Officer's Next Year

We will solicit nominations for officers (section chair, vice-chair, secretary and treasurer) at the February dinner meeting, for election at the March meeting.

## Check Out Olde Colony Websites

Log onto [www.asqoldecolony.org](http://www.asqoldecolony.org) for the latest on your section.

Go to [www.oldecolonyed.org](http://www.oldecolonyed.org) for education updates.

### Welcome to Two New Volunteers

Please welcome Roger Berg and Chet Lizak who have stepped forward to co-anchor the education chair. This is a very important role which was left open when Ernie Karhu recently retired. Thank you and good luck, Ernie.

Chet and Ernie both answered our call for new volunteers and came to a recent executive board meeting at Lorenzo's to check out the operation. Already, they have met with our Education Administrator, Jim Haluch and also had a recent education subcommittee meeting at our good friends at Extrusion Technology.

Jim, Chet, Roger and the subcommittee members are all working to have courses ready for the June certification exams.

### January Meeting Highlights

Polly Wessel spoke to an overflow crowd of 47 members and guests on February 22. It was bitterly cold that night but Polly made it down from southern NH to bask in our tropic temperatures. Polly gave an excellent presentation on CAPA. As one guest said, Kepner-Tregoe sets the gold standard for corrective action.

My apologies on the confusion of dates (the 15th versus the 22nd) especially to John Sweeney and Steve Grahm who did not get notified and spent an evening on the 15th at Yangste, waiting for a quality presentation. Sorry guys and thanks for showing up on the 22nd also. And thanks to all our members and guests who braved the cold to come out and share time with us on the 22nd.

## 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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