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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, Feb 18, 2004

QS to TS requirements for Dec 2004 with Jim Simpson

Yangtzee Chinese, 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

18 Feb 04	3rd Wed	QS to TS requirements for Dec 04	Jim Simpson	Yangtzee, W. Bridgewater
17 Mar 04	3rd Wed			Lorenzo's, Middleboro
21 Apr 04	3rd Wed	Annual Product Review as Preventive Action	David Manalan	Gary's Restaurant, W. Bridgewater

Olde Colony Monthly Dinner Meeting

- Date:** Wednesday, February 18, 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:** Yangtze Restaurant, West Bridgewater, Mass (Rte 28)
- Directions:** From Route 24, take exit 16A (Rte 106) toward West Bridgewater. Travel about 2 miles to traffic light which intersects Rte 28. Follow Rte 28 South. The Yangtze restaurant is about a mile on the left.
- Dinner :** Chinese Buffet
- Reservations:** Contact Bill Dansereau by email at: bill@bartlettinc.com or by phone 508-591-1288

Some thought the ISO changes ended in December 2003. But that was ISO 9001:2000. Join us as Jim Simpson helps us get ready for ISO / TS 16949:2002.

The ISO / TS 16949: 2002 revision has adopted the content and structure of ISO 9001:2000, which promotes a "process approach" to developing, implementing and improving a quality management system. The process approach is reflected in the revised structure of the standard.

ISO/TS 16949:2002 was prepared by the International Automotive Task Force (IATF) and Japan Automobile Manufacturers Association (JAMA), with support from ISO/TC 176. IATF members include BMW, Daimler Chrysler, Fiat, Ford Motor Company, General Motors (including Opel Vauxhall), PSA Peugeot-Citroen, Renault SA, Volkswagen and their respective trade associations - AIAG (U.S.), ANFIA (Italy), FIEV (France), SMMT (U.K.) and VDA (Germany). It is expected that Japanese OEMs will also adopt ISO/TS 16949:2002 as their quality management system standard.

Registration Requirements

In a letter to Automotive Suppliers dated August 2002, the Supplier Quality Requirements Task Force (representing Ford, General Motors and Daimler Chrysler) released details of the eventual expiration of QS-9000:1998 and the industry-wide transfer to ISO/TS 16949:2002.

The key points include:

- All QS-9000 certifications or renewals will expire on December 14, 2006. Beyond this date, ISO/TS 16949:2002 will fully replace QS-9000.
- ISO/TS 16949:2002 "requires increased supplier management commitment to quality system improvement and performance measurements based on data and full process reviews".
- Automotive Suppliers will need to determine if their current registrar is IATF recognized to audit to ISO/TS 16949:2002 (AQSR is IATF recognized).
- Suppliers currently registered to QS-9000 are "strongly urged" to upgrade to ISO/TS 16949:2002 at the expiration of their current QS-9000 certification and no later than December 14, 2006 (or earlier based on individual OEM customer requirements*).
- Suppliers currently registered to ISO/TS 16949:1999 will need to upgrade prior to the expiration of their current certificate or December 15, 2004 (whichever occurs sooner).

Olde Colony Education Page

The environment we are working in requires a new commitment to help other quality employees and ourselves meet changing needs to stay at the forefront of our business and quality culture. The businesses and individuals that will succeed in a rapidly changing workforce will be those who invest in knowledge workers: people who are dedicated to lifelong learning and to retooling as a matter of workplace necessity and choice. Whether looking at personal training or training for other quality employees, study after study has proven that investing in employee training will actually improve the bottom line as well as increase loyalty and job satisfaction.

June Examination: *Certified Quality Auditor, Certified Quality Engineer, Certified Software Quality Engineer, Certified Calibration Technician, and Certified Quality Improvement Associate* One-night-per-week refresher courses for these certifications will begin in March or April so that they are completed before the June 5, 2004 examination date.

Certification as a Quality Auditor will increase your job opportunities as well as demonstrate your understanding of quality audit principles and practice.

Certified Quality Auditor Denise Robitaille Mondays, 6:30-9:00 for eight 2.5 hour sessions over a 12 week period beginning on March 8. \$440 for ASQ members and \$475 for others. 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. This refresher course is scheduled at the Moakley Center at Bridgewater State. The convenient and centrally located Moakley Center is near both I 495 and Route 24 and will provide reserved parking for registered class members. Although there has been some interest, spaces are still available. The deadline for registration for CQA is February 23. Later registrations may incur an extra fee.

Certified Calibration Technician (CCT)

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 Mondays at Bridgewater State College's Moakley Center beginning in early April.

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. If you know anyone who would like to be part of a study group for the Quality Manager Exam, call or email Roger Berg, Education Chair, at 508-746-6345 or r@berg.ms.

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

CONGRATULATIONS to the following Olde Colony MEMBERS
who passed the December 6, 2003 Certification Examination.

Quality Manager Certification
Michael S. Waxman

Quality Auditor
Monica C. Morrissey
Brenda F. Bolivar

Quality Engineer
Donald R. Parker

Quality Improvement Associate
Nelson DeMelo

**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.

Chair /Arrangements Bill Dansereau Bartlett Nuclear 508-591-1288 bill@bartlettinc.com	NEQC Rep open	Education Administrator Jim Haluch 508-823-4907 info@oldecolonyed.org
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 filled	Publicity open	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?

If so, 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

Position to be Filled:

Six Sigma Instructor / Consultant

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

Position Response Instructions

Ref: Six Sigma Instructor / Consultant

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

Thank you for your interest,

OFFICER NOMINATIONS for JULY 2004

Section Chair—Dave Gaugler

Vice Chair—no nominations

Secretary—Joe Hanley

Treasurer—George McBride

If you would like to vote or bring other nominations, plan on attending the February dinner meeting.

□

Roger Berg PhD

Northeast Quality Research

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

Telephone Survey, Depth Interview, Focus Group, Mail Survey, Survey Feedback, Web-based Survey, Telephone Interview, Multi-Attribute Utility Testing, and Third-Party research that provides Quality Data Reports supporting Quality Improvement

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Presented by

Lorcan J. Mooney & Associates

Co-sponsored by American Society for Quality—Boston Section

WHO SHOULD ATTEND

- Managers
- Management Rep's
- Auditors
- Quality Practitioners
- Anyone working in an ISO9001 Registered Company.
- Anyone working in a company that intends to be ISO compliant or certified in the future.

WHAT YOU WILL LEARN

*Understanding the requirements of the ISO 9001 Quality Assurance Standard

*The evidence required during an audit to prove conformity to the Standard

* The techniques of how to Plan, Prepare, Execute and Report an Audit.

**FOR FURTHER INFORMATION, OR TO REGISTER ;
Call/Fax:**

**Lorcan Mooney at
Phone: 617.254.9259
Fax: 617. 254. 6104
lorcanmoon@aol.com**

or

**Denise Robitaille at:
Phone: 781.582.0088
derobitail@cs.com**

A Five Day

LEAD ASSESSOR TRAINING PROGRAMME

MARCH 8-12, 2004

at

Holiday Inn, Newton.

8:00 A.M. – 5:00 P.M.

\$995 per person

(Team discounts available. Call for details.)

This Lead-Assessor Training Program is Registered with IRCA (U.K.) and Recognized by RAB (U.S.). Participants, who successfully complete this program and pass the exam, will be awarded a certificate, which meets the training requirements of the R.A.B's Registration Scheme for Assessors and Lead-Assessors of Quality Management Systems.

Be sure to sign up early, as the class size is limited to 20. Places are allocated on a first-come-first-served basis.

The program is presented by:

Lorcan Mooney, a RAB and IRCA registered Lead-Assessor. Lorcan has over 25 years of experience in Quality as a Practitioner, Trainer/Consultant or Certification Auditor in various industries. He is a former co-chairman of TC176/SC2/WG12, which produced the ISO9004 Standard, and is currently the convener for TC176/SC1/WG2 and a member of the Planning and Organizing Task Group of WG18 which developed the new "consistent pair" of Quality Assurance and Quality Management Standards (ISO9001/4) for the year 2000.

Denise Robitaille..... author of *The Management Review Handbook, The Corrective Action Handbook, The Preventive Action Handbook* and *The (Almost) Painless ISO 9001:2000 Transition* . Denise divides her time between auditing, writing, training and consulting on ISO 9001 and other management issues. She is a recognized international speaker and a member of the US Technical Advisory Group to ISO/TC 176, an RAB-certified Lead Assessor, an ASQ-certified CQA and a senior member of the American Society for Quality.

Remember: class size is limited to 20...so sign up early! .

Presented by

Lorcan J. Mooney & Associates

Co-Sponsored by the American Society for Quality—Boston Section

A Three Day Course

Registered Internal Auditor Training Program
including presentations on
ISO 9000 Family of Standards

MARCH 31 & APRIL 1 - 2, 2004

at
Holiday Inn, Newton.

8:00 A.M. – 5:00 P.M.

\$750.00 per person

(Team discounts available. Call for details.)

Program Benefits

The knowledge, confidence and practical skills to conduct Internal Audits in order to:

- ensure that the Company's results comply with their planned objectives, and
- identify areas of improvement within the organization's activities.

This program provides a company's management with the opportunity to develop, nurture and grow its own personnel resources to assure that their quality system consistently conforms to their ISO standard and to further develop a resource which will provide a platform for a continuous improvement philosophy

In order to comply with the requirements of the ISO 9001:2000 international quality system standards, it is imperative that your organization have a reasonable number of suitably qualified personnel to conduct internal quality system audits.

To achieve the greatest cost/benefit, it is suggested that these internal auditors be trained to a standard acceptable to the Institute of Quality Assurance (U.K.), the American Society for Quality Control and to the American Registration and Accreditation Board.

Upon successful completion of this program, the participants will formerly meet the training requirement of the National Registration Scheme for Internal Auditors as sanctioned by the I.R.C.A (U.K.) and as recognized by R.A.B. (USA).

Program Contents

- History, Purpose, and Structure of the ISO 9001:2000 quality system standard.
- Understanding the requirements of the ISO 9001:2000 Standard
- Introduction to the Auditing process.
- Overview of the ISO19011 standard for Auditing.
- Planning, Preparing and Scheduling audits.
- How to conduct an Audit.
- Carrying out role-play and classroom exercises on Auditing.
- Responsibilities, Relationships, and Reporting.
- Communications.
- Formal Program Examination.
- Taking part in a "Live" in-company Internal **Quality** Systems Audit
- Review of the requirements of ISO 9004:2000 Standard

FOR FURTHER INFORMATION, OR TO REGISTER ;

Call/Fax:

Lorcan Mooney at

Phone: 617.254.9259

Fax: 617. 254. 6104

lorcanmoon@aol.com

or

Denise Robitaille at:

Phone: 781.582.0088

derobitail@cs.com

Companies who sponsor TWO or MORE participants will only be charged \$650 for their 2nd and subsequent participants

Participants will be expected to carry out a small amount of Home Study Exercise on, at least, one evening. (Expected duration: 1 hour)

The above cost includes a course manual, copies of relevant standards, and all support documentation for handouts, exercises and exams.

Courses may be tailored to your organization and offered at your facility. Call for details.