

Monthly dinner meeting:

February 15, 2012: **Hurricane Irene**
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.

MONTHLY DINNER MEETING

Wednesday February 15, 2012 - 6:00 P.M.
Good Days Restaurant - West Bridgewater, MA

ABOUT THE SPEAKER AND TOPIC:

Hurricane Irene

About the Topic:


Ghebre and Don of the DPU will discuss the emergency response requirements the electric distribution companies in Massachusetts are required to follow during an emergency event, including the Law, the emergency response plans and actions required during the pre-event stage, the restoration stage, and the post event reporting requirements. Also discussed will be the requirements during non-emergency days, such as meetings, drills and exercises.

About the Speakers:

Ghebre Daniel works with the Commonwealth of Massachusetts Department of Public Utilities (“DPU”) as an Assistant Director of the Electric Power Division (EPD). Overall, Ghebre has been with the DPU for about 14 years, extending his past engineering experience into various regulatory fields. Prior to the DPU, Ghebre worked in the industry as Elec. Engineer specializing in the design of transformers and power supplies for over a decade. Ghebre holds a degree Elec. Engineering.

Don Nelson works with the Commonwealth of Massachusetts Department of Public Utilities (“DPU”) as a Public Utilities Engineer in its Electric Power Division (DPU) for the last seven plus years concentrating in Emergency Planning and Response as well as Service Quality. Prior to the DPU he was employed by the electric utilities many areas where he specialized in distribution operations, engineering, emergency planning and training, and system control and data acquisition. Don holds degrees in Elec. Mechanical Engineering, Business Management and a Masters of Public Administration. During emergency event, Don represents the DPU at MEMA’s State Emergency Operations Center (SEOC) to monitor the Electric Distribution Company’s performance. Don’s experience brings an insight into both the utility and the DPU perspective.

DINNER MEETING DETAILS

Date:	Wednesday Feb 15, 2012	Reservations:	programs@asqoldecolony.org (Please include your name and dinner choice.)
Time:	6:00 P.M. Registration 6:15 P.M. Dinner 7:00 P.M. Program		Register online using PayPal at: www.asqoldecolony.org (Please include your dinner choice in the notes.)
Location:	Good Days Restaurant 99 South Main Street (Rte 28) West Bridgewater, MA	Menu:	Pot Roast, Chicken Supreme, or Baked Scrod.
Cost:	\$25.00 (Discount to retired/ unemployed ASQ Members.)	Directions:	Rte 24 to Rte 106 East (Exit 16). Good Days is approximately 200 yards south of the intersection of Rte 106 and Rte 28 on Rte 28.



Each dinner meeting you attend awards you 0.3 RUs. That's 2.7 credits for the year and 8.1 credits for the 3 year certification period!



Olde Colony Section Bulletin Board

CERTIFICATION / RECERTIFICATION

Need to Certify/Recertify?

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>

Points to remember:

—always supply objective evidence:

**class and dinner certifications need to be signed by the instructor or designated individual. Any dinner meeting you attend counts for 0.3 credits. Make sure you get the signed document from the program chair!*

**if you are using employment in the quality field for part of your credit allotment, make sure you get a signed document from the HR department at your company stating the dates of your employment.*

—always submit on time:

**recertification can be submitted 6 months before the due date and 6 months after the due date. That gives you 1 year to recertify. Keep in mind though, you accrue credits only until the actual date of your renewal. You can't "borrow" credits from the next year.*

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 University.

EXAMS GIVEN FOR:	EXAM DATE	APPLICATION DEADLINE
CBA, CHA, CQI, CQT, CRE, SSBB, CMQ/OE	March 3, 2012	January 13, 2012
CQA, CQE, CCT, CSQE, CQIA, CQPA, SSGB, CPGP	June 2, 2012	April 13, 2012
CBA, CHA, CQI, CQT, CRE, SSBB, CMQ/OE	September 1, 2012	July 13, 2012



Check out our Website for employment opportunities and some suggestions on where to look for openings in the area. ASQ also offers a job listing that you can sort by location, position, etc.

Check it out at: <http://asqoldecolony.org>
<http://careers.asq.org/search.cfm>

Introducing

Quality Engineer Certification - COE

The Certified Quality Engineer is a professional who understands the principles of product and service quality evaluation and control. The body of knowledge and applied technologies include, but are not limited to, development and operation of quality control systems, application and analysis of testing and inspection procedures, the ability to use metrology and statistical methods to diagnose and correct improper quality control practices, an understanding of human factors and motivation, facility with quality cost concepts and techniques, and the knowledge and ability to develop and administer management information systems and to audit quality systems for deficiency identification and correction.

If you are interested in becoming a Certified Quality Engineer, the next exam date is **Saturday, June 2, 2012**. To help you pass the exam on the first try, ASQ Olde Colony is offering a virtual **Certified Quality Engineer Refresher Course**.

This online 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 questions.



Course Summary:

1 Instructor Led:

Prabhakar Jain (PJ) is a Quality Engineering professional with hands on experience in Lean, Six Sigma, Kaizen, DOE, SPC, Quality Management, breakthrough process improvements, Computer Software user and application development with a focus on improving Speed, Quality, Cost, and Customer Satisfaction.

PJ has developed and provided training for Value Stream Mapping, Six Sigma, SPC, Gage R&R, FMEA, and DOE at Bose. Developed and Provided Training for Kaizen events, Process Razing, SPC at Wyman Gordon. Provided Training in Basic Statistics, Certified Quality Engineer (COE), and Certified Six Sigma Black Belt (CSSBB) refresher courses, DOE, for Quality & Productivity Solutions, Inc., NEQC, ASQ Worcester Section since 1998. Taught Total Quality Management (TQM) Course at Worcester State College in 2002.

Certifications: ASQ – Certified Quality Engineer (COE), Certified Six Sigma Black Belt (CSSBB), Certified Manager of Quality/Org Excellence (CQMgr), Certified Reliability Engineer (CRE), and Certified Quality Auditor (CQA).

- 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 Our section coordinators handle online facilities management, allowing both instructor and students to concentrate on course content. The coordinators schedule classes, e-mail class invitations and recording links, and monitor classroom sessions to ensure a satisfactory online experience. Minor technical questions/issues are handled through the coordinator, with 24/7 backup through our service provider if necessary.
- 4 All sessions are recorded, archived, and available to students throughout the duration of the course, until the exam date.
- 5 Begins **Wednesday, March 14, 2012**, and conducted for ten, 3.0 hour sessions, so the course will end before the **Saturday, June 2, 2012 exam date**.

Quality Engineer Certification - CQE Continued

- The classes are held Wednesday evenings, from 5:00 p.m. to 8:00 p.m. E.S.T.
- The Quality Council of Indiana's **Certified Quality Engineer Primer and Electronic Exam CD** will be the required course materials. Order through ASQ Olde Colony to receive discounted pricing:

Certified Quality Engineer Primer.....	\$70.00
Certified Quality Engineer Electronic Exam CD.....	\$60.00
Shipping.....	\$13.00

- You must successfully complete the entire course before Recertification Units (3.0 RUs) and a Certificate of Completion can be awarded.
- ASQ Olde Colony discounted member price is \$549. We invite ASQ members outside of the Olde Colony Section 0111 to take advantage of this discount as well.**
- For registration and payment information contact our Education Chair,

[Rochelle Jones at education@asqoldecolony.org](mailto:education@asqoldecolony.org)

- ASQ Olde Colony makes no warranty expressed or implied that your participation in this course will ensure that you will pass the certification exam.

ASQ Olde Colony Section 0111 reserves the right to cancel/reschedule the course, or change instructors.

ASQ Olde Colony Section 0111 Course Withdrawal Policy for Online CQE course starting March 14, 2012:

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

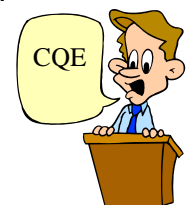
Requests for cancellations/withdrawal received by **March 7, 2012** receive a full refund, or the course fees may be transferred to another ASQ Olde Colony Section 0111 course of your choice.

Requests received by **March 21, 2012** 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 **7** registered students required to conduct the course when you request a withdrawal, otherwise see 3 below.

Requests received by **March 21, 2012**, if ASQ Olde Colony Section 0111 *does not maintain* the minimum number of **7** registered students required to conduct the course when you request a withdrawal incur a forfeit of all course fees.

There are no refunds or transfers past March 25, 2012.

Registrants who fail to attend without advance notice are liable for the entire course fee. ASQ Olde Colony price is \$749, if registering after February 23, 2012. Non member pricing add 10% to member price.



In 2011, the ASQ Olde Colony Section 0111 awarded a total of \$4500 to member-sponsored high school and college students through the **ROGER MAXIMUK SCHOLARSHIP**. You can help the section continue to fund "quality" students during these challenging economic times by promoting its educational opportunities for ASQ members.

*****Back by Popular Demand!*****

Quality Auditor Certification - CQA Refresher Course

The next CQA exam date is **Saturday, June 2, 2012**. To help you pass on the first try, ASQ Olde Colony is offering an online course refresher:

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



Instructor: Tony DeMarinis

Tony has 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 Quality Manager for Sealed Air Corp, a manufacturer for medical device packaging. Previously he was Quality Systems Manager for CR Bard, Director of QA/RA at Scott Laboratories and Sr. Microbiologist at the National Cancer Institute. Tony is a Fellow with the American Society for Quality where he also holds certifications as a Manager of Quality Organizational Excellence, Quality Auditor, Biomedical Auditor and Six Sigma Black Belt. Tony has over 20 years experience using Quality Management techniques and value added auditing, including direct involvement with FDA and ISO audits.

- 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, March 27, 2012**, and conducted for ten, 1.5 hour sessions. This course will end before the **Saturday, June 2, 2012 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 **\$330**. 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.

ASQ Olde Colony Section 0111 Course Withdrawal Policy for Online CQA course starting March 27, 2012:

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 **March 20, 2012** 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 **April 3, 2012** 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 **April 3, 2012** 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 April 7, 2012.**
- 5) Registrants who fail to attend without advance notice are liable for the entire course fee.

ASQ Olde Colony price is \$530, if registering after **April 7, 2012**. Non-member pricing add 10% to member price.

Quality Assurance Supervisor: Philips LIGHTOLIER

Employment
Opportunity

Position Summary

This position is responsible for developing and implementing a Quality Management System (QMS) that is ISO-9001 & 14001 compliant. Additional responsibilities include analyzing, identifying and prioritizing opportunities for continuous improvement, using various techniques including but not limited to Lean Manufacturing Principles and Quality Tools, while developing standardized practices to ensure sustainability. Works closely with all Managers and Supervisors in plant-wide improvements. Management of Corrective Action and Preventive Action (CAPA) and Internal Auditing (IA) processes, supplier performance, appropriate QMS training and qualification of new aluminum suppliers are also key areas of responsibility (KARs).

Principle Duties/Responsibilities

- Oversees the QMS ensuring continued compliance to ISO-9001 & 14001 and manages staff toward the completion of organizational objectives (e.g. Reduce CoNQ; Improve supplier performance; Improve customer satisfaction by effectively reacting to needs of key internal & external customers, etc.).
 - Oversees CAPA systems, inclusive of tracking status of open actions, receiving and reviewing responses, working with process owners for timely completion, coaching personnel and facilitating teamwork on RCA and problem solving, action plan verification and standardizations.
 - Aluminum circle testing program including on-going monitoring of all aluminum suppliers and qualification of new aluminum sources.
 - QMS Management Orientation Training and may conduct other QMS training as needed.
 - Trains and Manages cross-functional staff of Internal Auditors to conduct internal audits in ensuring and improving the effectiveness of the QMS.
 - Monitors Internal Auditor performance, providing additional training and coaching as needed.
- Schedules internal audits and ensures effective completion, and records are maintained as required by ISO; initiates and oversees associated CAPA's to ensure and improve the effectiveness of the QMS.

Identifies Opportunities and Reviews Trends for Continuous Improvement Opportunities:

- Reviews and reports operating department metrics to develop improvement plans in-line with organizational strategic objectives (improved quality, productivity & safety and reduce lead times & costs).
 - Analyzes processes to establish baseline performance metrics to improve on.
- Actively participate on continuous improvement teams and activities, providing training as needed to focus efforts in areas of problem solving and results orientated actions.

Requirements

- Bachelor's degree in Engineering with 8-10 years experience Quality Management & Continuous Improvement Manufacturing Environment or equivalent combination of experience and education.
 - Strong experience with ISO-9001 and all associated requirements, specifically with implementation and internal auditing.
 - Strong experience with improvement teams and Lean Manufacturing Principles and a desire to work closely with all employees on the production floor, including training personnel toward the completion of overall objectives.
 - ASQ CQM/QE and CQA Certifications or equivalent.
 - Strong analytical and organization skills; attention to detail and ability to work in a fast paced environment managing multiple priorities.
 - Ability to objectively lead teams and communicate at all levels of the company.
 - Strong leadership, project management, data collection and presentation skills.
- Strong computer skills and proficiency with MS Word, Excel, Access, etc.

Desirables include:

- ASQ SSGB or SSBB certification or equivalent.
- MS Excel and Access database experience.
- Participation in industry associations.
- Prior Lighting Industry Experience
- Experience with ISO-14001, Sox Compliance, ICS Controls.
-

Position is located in Fall River, MA

Interested candidates should contact: Larry Andrade: Larry.Andrade@philips.com or (508)-646-3248.

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Conferences:

Lean & Six Sigma

Orlando FL
2/29-3/1/2012

Conference on Quality in the Aerospace industry

Cape Canaveral, FL

QMS/ISO 9000

Orlando FL
2/27-2/28/2012

BOSCON

Waltham Woods, MA
4/24-4/25/2012

Vote ✓ Vote ✓ Vote ✓ Vote ✓ Vote ✓ Vote ✓ Vote ✓ Vote ✓ Vote ✓

We will be voting for the officers at our meeting, May 18, 2012.

Chair	Jean Patton
Chair Elect	Monica Morrissey
Treasurer	Aaron Jones
Secretary	Joe Hanley

Vote ✓ Vote ✓ Vote ✓ Vote ✓ Vote ✓ Vote ✓ Vote ✓ Vote ✓ Vote ✓

Chair's Corner

Ever met the "Auditor From Hell"? (At this point you have either broken into a cold sweat and are looking for the nearest exit, or have a satisfied smirk on your face.) I personally don't mind auditors for the most part, but there are still some individuals who feel it is their duty to make the greatest amount of people as uncomfortable as possible in the shortest amount of time. And in some cases, my experiences with this type of auditor have been as a result of my own fault.

Having developed and maintained QS/ISO systems for ~ 15 years now, I have to say there were years when even I took a lackadaisical approach to the whole thing, especially if I couldn't get management to play. At that point I just filled in the blanks and made sure I had all of the necessary pieces covered, at least superficially. And of course, those were the years when I would worry myself sick weeks before the audit. You know you're in trouble when key managers take the audit day off, and your management rep leaves the audit meetings with comments of "needing to wear in a new pair of socks", or "there's a jigsaw puzzle with his name on it", or even better, "he'd rather have a root canal".

For those years when the company's quality system was not in fashion, I found myself bumbling through responses to questions about missing documents with, "well geez, the document was in that file last week. I don't know what could have happened to it", knowing full well I hadn't looked for that document all year.

And how about when the auditor wants to know what was done about observations that were made the previous year in regard to weaknesses to the company's quality system? Especially when you know NOTHING was done about those observations! I hate to admit it, but yes, I have skated the line between truth and lie many a time, hoping I could slide one by the auditor. And how many times have you noted the look on the auditor's face that no way is she buying your explanation? I'm probably going to rot in auditee hell for all of the "almost untruths" I have told over the years. And really what was it all for? To hopefully glean a near miss on a major nonconformity? To make myself look good to upper management? The whole point is, if you're going it alone, they don't care!

So one year, I sweated our upcoming audit with the same trepidation I always had when faced with indifference from management, but decided I would tell the absolute truth no matter what. After fielding questions regarding why we didn't complete our audits on time (not enough auditors, not enough time), why our training matrices were not up to date (supervisors never sent back to me, no matter how much I asked them to), and telling the truth (so help me god), I was asked how do you maintain your control over electronic data? Do you have a plan, anything in writing? I thought ,that's just great! How did I not see that coming? Once again, I stuttered my way through a response, " well we don't have anything in writing, but we do have a plan." And I proceeded to explain what our plan is, as I watched the auditor's eyes glaze over. Finally, after 5 minutes of explanation, she stated, "That's ok, you don't really need written work instructions. I was just curious."

Moral of the story is, despite upper management, make sure you have covered all of the elements of the quality system, so you don't find yourself in the position of having to come up with something that sounds remotely like the truth. And it makes it a whole lot easier to deal with the "Auditor From Hell". (And fortunately, I no longer work for said company.)

The opinions expressed in this section are the opinions of the individual writing the message, and are not necessarily those of the E Board.

Quotes of the Month:

Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction, and skillful execution; it represents the wise choice of many alternatives.

William A. Foster

Know where to find the information and how to use it—that's the secret to success.

Albert Einstein (1879-1955)



YOUR 2011-2012 EXECUTIVE BOARD / LEADERSHIP TEAM

Section Chair Monica Morrissey m.morrissey11@comcast.net	NEQC Rep Ron Field ron.field@bhienergy.com	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
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Immediate Past Chair Joe Hanley 401-431-1620 thehanleys2@verizon.net	Historian Monica Morrissey m.morrissey11@comcast.net	UMass Dartmouth Students Bharatendra Rai brai@umassd.edu 508-910-6434
Arrangements Ron Field arrangements@asqoldecolony.org		Open: Programs

The Olde Colony Executive Board meets the 1st **Wednesday** 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 Good Days Restaurant in West Bridgewater, MA. For more information, contact one of your executive board members. Everyone is welcome.

The Executive Board is looking for volunteers! 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 Monica Morrissey, Chair, at m.morrissey11@comcast.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 Wednesday of every month from 6-8 pm at the Good Days in West Bridgewater, MA.

