



ASQ

AMERICAN SOCIETY
FOR QUALITY™

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

Place
Stamp
Here

Monthly dinner meeting:

Wednesday, January 18, 2006

Storytelling as a Quality Training Tool

Lorenzo's , Rte 28 Middleboro, 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.

Olde Colony Monthly Dinner Meeting

- Date:** January 18, 2006 (third Wednesday)
- Time:** Register 6:00 PM, Dinner at 6:30 PM, Speaker 7:30 PM
- Cost:** \$20.00. Discount to retired / unemployed ASQ members.
- Location:** Lorenzo's, Middleboro, Mass (Rte 28)
- Directions:** Route 495 to exit 6, into Middleboro Rotary. From rotary, take Rte 28 south. Lorenzo's is about 1/8 mile on the right.
- Menu:** Italian Buffet
- Reservations:** Contact Alin Darabus, Arrangements Chair at 508-587-3500, ext. x225 or by email: arqc@accrounds.com OR aldrabus@aol.com if you plan on coming to ensure enough food on the buffet for everyone.

STORYTELLING AS A QUALITY TRAINING TOOL

Storytelling has been around for millennia. From time immemorial stories have been used to inform, to instruct, to inspire, to guide and to enlighten. Denise has used folk tales and fables in her training sessions for years. This month's program is based on a presentation that was first done in Beijing four years ago. Because of its popularity, it was reprised during her next visit to China at the 3rd China – American Quality Conference in Shanghai.

This presentation will discuss the application of this delightful and non-threatening method of teaching. It will, of course, include several stories.

About the Speaker

Denise Robitaille is the author of seven books on various quality management systems topics, including: [The Corrective Action Handbook](#), [The Preventive Action Handbook](#), [The Management Review Handbook](#), [Root Cause Analysis](#), and [Document Control](#), all published by Paton Press. She is a monthly columnist for Inside Quality, an on-line e-magazine, as well as the author of numerous articles in various publications. Denise is an internationally known speaker. She was recently recognized as one of the "drivers of quality" in a Quality Digest feature article. She has helped companies in diverse fields such as electronic assembly, biotechnology, machine shops, distribution and packaging manufacturers to achieve ISO 9001 registration. Her work also encompasses training and auditing.

Robitaille is also a member of the U.S. TAG to ISO/TC 176, the committee responsible for updating the ISO 9000 standard series. She is a RAB-certified lead assessor, an ASQ Certified Quality Auditor, senior member of the American Society for Quality and a member of the Olde Colony Section's executive board.

CERTIFICATION / RECERTIFICATION PAGE

Certification Exam	Exam Dates	Application Deadline
CRE, CQM, Certif. Six Sigma BB, Certif. HACCP Auditor	March 4, 2006	January 13, 2006
	October 21, 2006	August 18, 2006
COA, CQE, CSQE	December 31, 2005	October 21, 2005
	June 3, 2006	April 7, 2006

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.



Don't let your certification lapse!
You worked hard to achieve certification. Now keep it up to date.

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.**

Olde Colony Education Page

Hear Ye! Hear Ye! Hear Ye!

The following classes are enrolling now:

CMI Training Class (Spring 2006)

CQA Training Class (Spring 2006)

Please contact Jim Donaldson, Education
Chair, for registration information.



Resume Workshop

Saturday, January 21st 9—11:30AM
Days Inn, Middleboro, MA

\$50 per person, pre-registration recommended, as seating is limited.

Your resume is the first impression you give your perspective employer. Is it the right one? Are they seeing all your strong points? This workshop will go over various techniques on how to compose and update your resume, as well as several proved methods of highlighting your “best side”. Bring your current resume with you.

Contact Jim Donaldson at 508-748-6957 or jasdonaldson@netzero.com to register and get directions and workshop information.

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 our Education Chair, Jim Donaldson at jasdonaldson@netzero.com or call 508-748-6957.

Education Chair:

Jim Donaldson
15 Maple Avenue
Marion, MA 02738
508-748-6957

jasdonaldson@netzero.com

Your Executive Board / Leadership Team

Section Chair Dave Gaugler jandaveg@comcast.net	Arrangements Alin Darabus AccuRounds 508-587-3500 x225 aldarabus@aol.com	Education Chair Jim Donaldson 508-748-6957 jasdonaldson@netzero.com
Vice Chair Denise Robitaille 781.582.0088 derobitail@cs.com	Newsletter / Advertising Grace Kish grace.e.kish@lmco.com	NEQC Rep Roger Berg Northeast Quality Research 508-746-6345 r@berg.ms
Treasurer Monica Morrissey m.morrissey@att.net	Internet Website / Database Dave Gaugler jandaveg@comcast.net	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 Antenna Associates	Region 1 Deputy Director / Historian Dick Anderson raa508@aol.com
Certification / Recertification Gerry Quinn 781-767-2107 absrsg@comcast.net	Membership Joe Hanley 401-431-1620 thehanleys@mindspring.com	UMass Dartmouth Students Ercan Tirtiroglu 508-999-8433
Examining—open	Recognition— open Publicity— open	Programs—open Scholarship—open

Section Executive
Board meets 1st Tues-
day 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?**

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 update your preferences.
- If you need additional help, e-mail help@asq.org or phone 1-800-248-1946

ASQ Olde Colony Section Announcements

If you would be interested in attending a CMI training course, let us know! We are setting up a Spring class now.

Contact Jim Donaldson, Education Chair, at 508-748-6957 or jasdonaldson@netzero.com for information.



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



Advertisers

Our ad rates are \$100 for a full page; \$60 for a half page; \$40 for a quarter page and \$25 for a business card sized ad. Ads are used to defray the cost of the newsletter.

Please contact Grace Kish, Newsletter Chair, at grace.e.kish@lmco.com

SPECIAL PRESENTATION IN FEBRUARY

Don't miss our special February Guest Speaker, Glenn Fisher, Warning Coordination Meteorologist from the National Weather Service in Taunton. He will be talking about the improvements made in severe weather forecasting,

February 15, 2006 at 6PM at Lorenzo's

This is a very interesting talk and one that should not be missed!

Mark your calendar! Wednesday, February 15th, 2006.