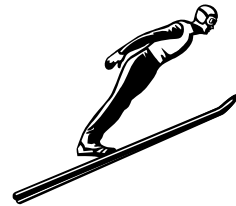
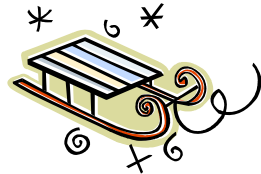


Place Stamp Here

**Monthly dinner meeting:**  
 January 18, 2012: **Making The Financial Case for Corrective Actions**  
 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.

**ABOUT THE SPEAKER AND TOPIC:**

**Making The Financial Case for Corrective Actions**

***About the Topic:***

Return on Investment is not a phrase often associated with corrective action. The more typical reaction reflects an anticipation of wasted resources and a valueless activity. Unfortunately, this attitude influences the manner in which corrective actions are conducted.

Rather than perceiving corrective action as a mandated pencil-pushing exercise, organizations need to appreciate the benefits that can be derived. This can only happen when the connection is made between corrective actions and an improved bottom line.


This session will present helpful hints to increase management buy-in and process owner commitment to effective corrective actions.

***About the Speaker:***

Denise Robitaille is the author of ten books. Here newest: *ISO 9001:2008 for Small and Medium Sized Businesses* was published by ASQ last year. She is an internationally recognized speaker who brings years of experience to the quality profession. She is vice-chair of US TAG to ISO/TC176, a Fellow of the American Society for Quality and an RAB-QSA certified lead assessor.

As principal of Robitaille Associates, she is committed to making quality management systems meaningful. Denise has helped many companies achieve ISO 9001 registration and to improve their quality management systems. She has conducted training courses for thousands of individuals on such topics as auditing, document control, corrective action, root cause analysis, management review, and implementing ISO 9001. Among Denise's books are: *The Corrective Action Handbook*, *The Management Review Handbook*, *Root Cause Analysis: Basic Tools and Techniques* and *The Insiders' Guide to ISO 9001:2008* (co-author). She is a regular columnist for *Quality Digest* and *The Auditor*.

**DINNER MEETING DETAILS**

Date:	<b>Wednesday Jan 18, 2012</b>	Reservations:	<b><a href="mailto:programs@asqoldecolony.org">programs@asqoldecolony.org</a></b> (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: <b><a href="http://www.asqoldecolony.org">www.asqoldecolony.org</a></b> (Please include your dinner choice in the notes.)
Location:	<b>Good Days Restaurant</b> 99 South Main Street (Rte 28) West Bridgewater, MA		Menu:
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 College.

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

- 6 The classes are held Wednesday evenings, from 5:00 p.m. to 8:00 p.m. E.S.T.
- 7 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

- 8 You must successfully complete the entire course before Recertification Units (3.0 RUs) and a Certificate of Completion can be awarded.
- 9 **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.**
- 10 For registration and payment information contact our Education Chair,

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

- 11 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:

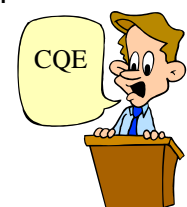
Requests for cancellations/withdrawal received by **March 7, 2012** receive a full refund, or the course fees may be transferred to another ASQ Olde Colony Section 0111 course of your choice.

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.***

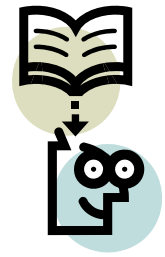
**Registrants who fail to attend without advance notice are liable for the entire course fee. ASQ Olde Colony price is \$749, if registering after February 23, 2012. Non member pricing add 10% to member price.**



**\*\*\*\*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:



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

***Rochelle Jones, at (508)577-0788 or [education@asqoldecolony.org](mailto: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.

### **Instructor: Tony DeMarinis**



Tony has a 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.

#### **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 3<sup>rd</sup> 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

# CALL FOR NEW PROGRAM/ARRANGEMENTS CHAIR

We are looking for a new Program/Arrangements Chair. If you are interested, please contact Monica Morrissey by email at [m.morrissey11@comcast.net](mailto:m.morrissey11@comcast.net), or come to an E Board meeting on the first Wednesday of the month. See page 10 for details.

## Specific Duties and Responsibilities

Work with E Board to set goals to support the Section's management process as they relate to programs and activities development.

Communicate/report to the E Board activities performed, status of performance against goals for Section program and activities development.

Determine focus of Section events and programs.

Solicit speakers to match topics.

Make arrangements with restaurants for Dinner Meetings; take reservations from members.

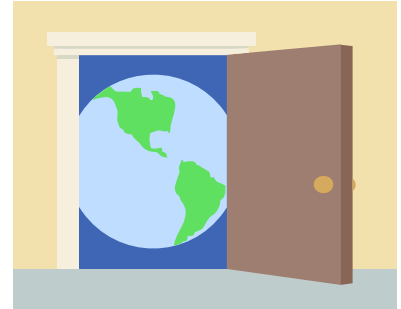
Coordinate speaker/equipment needs.

Work with newsletter editor to publish events in a timely manner.

Attend E Board meetings and general membership meetings.

Uphold Society Bylaws, Policies and

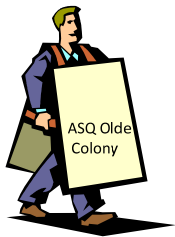
Procedures, and Section Operating Agreement.



## Advertise with ASQ Olde Colony!

Send us your advertisements for job openings, seminars, classes, and other opportunities!

Current rates are as follows:



Full Page: \$100  
1/2 Page: \$60

1/4 Page: \$40  
Business Card size: \$25



### Did you know?

ASQ Olde Colony's on line classes have taught students in Massachusetts, New Jersey, Wisconsin, Texas, Washington state, Nevada, Georgia, Arkansas, Virginia, Canada and Mexico!



# AWESOME APPS

Source: <http://www.pcmag.com/article2/0,2817,2391521,00.asp>

- |                                     |                                      |   |
|-------------------------------------|--------------------------------------|---|
| Bing (free)                         | Opera Mini (free)                    | Converter Plus (free)   |
| Wikipedia (free)                    | BBC News (free)                      | Kindle and Nook (free)  |
| Gate Guru (free) airports/travel    | Week calendar (\$1.99)               | Keynote (\$9.99) apple's powerpoint                           |
| WebMD (free)                        | Red Laser (free) barcode/QR reader   | Awesome note (\$3.99) notes added to calendar                 |
| Dictionary (\$2.99)                 | Google translate (free) 30 languages | Yelp (free) finding local businesses                          |
| Facebook (free)                     | Flickr (free)                        | Google + Mobile (free)  |
| Dragon Go! (free) voice recognition | Twitter (free)                       | 1Password (\$9.99) password protection for all your passwords |
- TED Mobile (free) ideas worth spreading



## Conferences:

—[ASQ \(FD&C\) Northeast Pharmaceutical GMP Conference](#)

January 19, 2012  
Somerset, N.J.

—[20th Annual Conference on Quality in the Space and Defense Industries](#)

March 19-20, 2012  
Cape Canaveral, Fla.



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

Please email any nominations to Monica Morrissey at:  
[m.morrissey11@comcast.net](mailto:m.morrissey11@comcast.net)

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



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

## Chair's Corner

I've learned over the years, most people deem perception as everything. Or at least a big part of it. But perception isn't necessarily the truth. Everyone knows the story of the 3 blind men and the elephant, but let me share a story of my own just for clarification.



Two nights ago I was sleeping soundly when I heard glass breaking and my husband screaming very loudly, "OWWWW!" I sat up in bed and thought, "Oh my god, he's been shot!" I couldn't see him in the pitch black bedroom, but I could hear him breathing. I asked him what happened. In response he said, "I think my toe is broken!" All I could think is "Holy Moly! They shot his toe!"

He limped out of the bedroom and down the hallway, leaving a trail of blood as he went. I followed, furtively glancing back at the window, and holding my cell phone, just in case I had to call the police to rescue us from the mad gunman.

After being briefly blinded by the bathroom light, I got a good look at his toe. It wasn't pretty. Blood was all over his foot, and he was definitely going to lose the toenail. No sign of a bullet wound, though. As he sat on the tub edge, I asked him what happened. "I was having a dream," he said. "Someone was chasing me and getting closer. So I turned on him and performed a spinning ninja kick on him." I looked at him in amazement before bursting into a full blown belly laugh! I could barely give him first aid, I was laughing so hard, I was crying. And of course, he didn't make it any better by stating he was more nimble in his dream than in real life. My visions of rooftop snipers dissipated into thin air, as I imagined my aging husband standing on one leg and swinging his foot straight on into the window. I managed to stop the bleeding and get a bandage on it, while making tea for both of us, and taping some cardboard and plastic over the broken window. (Of course it would be raining, right?) That evening my husband was dozing on the couch. When asked if he was coming to bed, he stated, "No, it's too dangerous in there."

A supervisor of mine always used the term, management by fact. Always get all the facts before you act. Never rely solely on your own perception, or others for that matter. Any kind of investigation deserves due diligence, but it also warrants objectivity. Something that I know I lose sight of from time to time. Always remember there are at least 3 sides to every story, yours, the other person's and somewhere in the middle, the truth.

The Olde Colony Section has lots of stuff planned for this year, so keep us in mind on the third Wednesday of every month for our dinner meetings! (BTW, who won the bet on how long it would take me to start pitching the dinner meetings?)

**Have a great year, everyone!**

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

*Jean Patton*  
Vice Chair

### Quotes of the Month:

"Great minds discuss ideas; Average minds discuss events;  
Small minds discuss people."

-Eleanor Roosevelt



# YOUR 2011-2012 EXECUTIVE BOARD / LEADERSHIP TEAM

<b>Section Chair</b> <b>Monica Morrissey</b> m.morrissey11@comcast.net	<b>NEQC Rep</b> <b>Ron Field</b> ron.field@bhienergy.com	<b>Education Chair</b> <b>Rochelle Jones</b> education@asqoldecolony.org
<b>Chair Elect</b> <b>Jean Patton</b> jeanmwpatton@mac.com	<b>Treasurer</b> <b>Aaron Jones</b> asq@aaronjones.net	<b>Secretary</b> <b>Joe Hanley</b> thehanleys2@verizon.net
<b>Membership</b> <b>Aaron Jones</b> asq@aaronjones.net	<b>Voice of the Customer</b> <b>Rose Perry</b> rose.perry55@comcast.net	<b>Newsletter</b> <b>Jean Patton</b> jeanmwpatton@mac.com
<b>Auditing</b> <b>Denise Robitaille</b> 781-582-0088 derobitail@cs.com	<b>Internet Website / Database</b> <b>Dave Gaugler</b> jandaveg@comcast.net	<b>Region I Director</b> <b>Diane Dixon</b> 978-779-3000 diane.dixon@future.ca
<b>Certification / Recertification</b> <b>Gerry Quinn</b> 781-767-2107 absrsg@comcast.net	<b>Scholarship</b> <b>Gerry Quinn</b> 781-767-2107 absrsg@comcast.net	<b>Region 1 Deputy Director</b> <b>Guimor Andrade</b> 781-939-0940
<b>Immediate Past Chair</b> <b>Joe Hanley</b> 401-431-1620 thehanleys2@verizon.net	<b>Historian</b> <b>Monica Morrissey</b> m.morrissey11@comcast.net	<b>UMass Dartmouth Students</b> <b>Bharatendra Rai</b> brai@umassd.edu 508-910-6434
		<b>Open: Programs &amp; Arrangements</b> <b>Advertising Recognition</b> <b>Examining Publicity</b>



**Please Note Change in Day!**

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 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 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 Flat Iron Cafe in Middleboro, MA.

