



ASQ

AMERICAN SOCIETY
FOR QUALITY™

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

Place
Stamp
Here

Monthly dinner meeting: Wednesday, June 16, 2004

*Pragmatic Corrective Action with Denise Robitaille &
Johanna Rothman*

Bailey's Restaurant, Wareham, 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.

Our June meeting at Bailey's will be the last for the summer. Thank you to Bill Dansereau, our 2004 Section Chair, our executive board volunteers, our members, our guest speakers and our advertisers, all who have supported Olde Colony ASQ with either their time, their talent or their treasure.

Please join us in September 2004 with our new chair Dave Gaugler and a new line-up of dinner meetings. Hopefully most of you will remain with us, despite the increased membership dues and new Living Community Model. Change is good I agree. I just would like change for the better, not just change for change's sake.

Take care.

David Hicks, your newsletter chair

Olde Colony Monthly Dinner Meeting

- Date:** Wednesday, June 16, 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:** Bailey's Restaurant, Wareham, Mass (Rte 28)
- Directions:** From Route 24 South, take Rte 495 South toward Cape Cod. Rte 495 turns into Rte 25. Take Exit 1 on Rte 25 to Rte 28/Rte 6. Bailey's is about a mile on the left, past Walmart Plaza, beside Benny's.
- Menu:** Roast Beef, Chicken Marsala or Baked Stuffed Haddock
- Reservations:** Contact Bill Dansereau by email at: oldecolony@comcast.com or by phone 508-591-1288

Pragmatic Corrective Action

The first step in corrective action is to recognize the problem you want to solve and describe the problem in a way that illuminates the consequences for everyone involved. In this presentation, Johanna and Denise will outline typical software problems and conduct an interactive exercise on ways to write problem statements.

Johanna Rothman consults on managing high technology product development, helping managers, teams, and organizations become more effective. Johanna uses pragmatic techniques developed and honed over the last 25 years for managing people, projects, and risk, to create successful teams and projects. A frequent speaker and author on managing high technology product development, Johanna has written numerous articles and is now a columnist for *Software Development*, *Computerworld.com*, and *StickyMinds.com*. Johanna publishes the Pragmatic Manager, an acclaimed monthly email newsletter about managing product development. Johanna is a member of the clinical faculty of The Gordon Institute at Tufts University, which offers a practical management degree program for engineers, and served as the Program Chair for the Software Management Conference for two years and is a founder and host of the Amplifying Your Effectiveness conference. Johanna is the author of *Hiring Technical People*, and coauthor of *Corrective Action for the Software Industry*.

Denise Robitaille brings years of experience in business and industry to her work in the quality field. As the principal of Robitaille Associates, she has helped companies in diverse fields such as electronic assembly, biotechnology, machine shops, and packaging manufacturing to achieve ISO 9001 registration. 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. She is the author of *The Management Review Handbook*, *The Corrective Action Handbook*, *The Preventive Action Handbook* and *The (Almost) Painless ISO 9001:2000 Transition as well as numerous articles published in Quality Digest, The Informed Outlook and Quality Progress*. She is co-author with Johanna Rothman of *Corrective Action for the Software Industry*.

Olde Colony Education Page

October Examination: *Certified Quality Manager, Certified Mechanical Inspector*, These one-night-per-week courses will begin in July so that they will be completed before the October 16, 2004 examination date.

Certified Mechanical Inspector Refresher Course #105 (1.6RUs) *Joe Hanley* Eight 2 hour sessions beginning in late July. \$390 for members and \$420 for others. The instructor, Joe Hanley, is Olde Colony Section Secretary and a member of the Executive Board. With over thirty years in manufacturing, Joe started on the bench and worked his way up to Senior Quality Engineer. Joe brings his knowledge of mechanical and electronic engineering as well as his calibration experience into his courses. RAB certified, Joe Hanley is an auditor and consultant for laboratory and quality systems. The course will not meet every week. The weeks the course will not meet will be decided after the class begins. Early registrants will be able to determine the course's meeting night.

Certified Quality Manager Refresher Course #101 (2.0 RUs) *Roger Berg* Eight 2.5 hour sessions beginning in late July. \$440 for members and \$500 for others. Materials include the *ASQ Quality Manager Handbook* and the Indiana Council's *Quality Manager Primer*. Roger Berg passed the CQMgr exam when it was first offered in 1995 and again this year. Roger has been a college professor, training manager, customer satisfaction measurement consultant, and an instructional developer. He has taught CQMgr classes for the Boston Section. This course will prepare you to respond to the constructed response questions as well as the multiple-choice questions. The course will not meet the first week in August and other weeks to be decided after the class begins. Early registrants will be able to determine the course's meeting night.

December Examination: *Certified Quality Auditor, Certified Quality Engineer, Certified Software Quality Engineer, and Certified Quality Improvement Associate* These one-night-per-week courses will begin in August and September so that they can be completed before the December 4, 2004 examination date.

Certified Quality Auditor Refresher *Denise Robitaille* Mondays, 6:30-9:00 for eight 2.5 hour sessions over a 12 week period beginning in September. Sign up early to learn from a national resource.

All refresher courses are scheduled at the Moakley Center at Bridgewater State College. The conveniently located Moakley Center is near I495 and Route 24 and will provide reserved parking for registered class members.

Looking for work? Want to learn the skills for job search success in today's economic environment? Olde Colony Section is planning a job search course for quality professionals to help them better manage their careers. Taught by quality professionals, this four-night course (.8 RUs) would cost between \$100-125 depending on enrollment. If you want to invest in your career, please call or email Roger Berg (508/746-6345 r@berg.ms) to express your interest so that we will schedule this course.

2004 ROGER MAXIMUK SCHOLARSHIP

Olde Colony Section will award our annual scholarship at the June meeting at Bailey's. Please join us in congratulating this year's winner. This scholarship is named in memory of Roger Maximuk, who was one of the founding members of the Olde Colony section in 1990.

Certification Exam	Exam Dates	Application Dead-line
CRE, Quality Manager, Six Sigma black Belt, CQA/HACCP, CQT, CMI, CQA BioMed	October 16, 2004	August 20, 2004
CQA, CQE, CSQE, CCT, CQIA	December 4, 2004	October 1, 2004

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

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

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.

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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 Monica Morrissey, Ad Chair at m.morrissey@att.net

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E'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?

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

Three Things Every Recruiter Looks for in a Resume

If you are like many of us in the quality field, you may still be in the middle of a job search, Here is an article to help you with your resume, sent by Deborah Walker, professional resume writer and career coach.

There are three things every recruiter looks for in a resume:

- Focus
- Core competencies or transferable skills
- Accomplishments

If your resume lacks any of these crucial elements, then you are probably not capturing the attention you deserve, and you are missing out on important interview opportunities.

1. Focus

Since everyone's time is at a premium, recruiters must know your career focus within seconds of opening your resume. If your career focus isn't clearly stated, you can't assume the reader will take the time to search your resume for clues. Most recruiters consider "Career Objective" statements worthless if they contain no real information about the specific position you are looking for and the industry expertise you offer. The best objective statements are concise and to the point.

2. Core competencies or transferable skills

Once a recruiter understands your focus, he/she will want to know if you have the required core competencies or transferable skills to accomplish the job. A thorough research of employer job descriptions will help you identify the core competencies your resume must feature.

You'll capture and hold recruiter attention by including only those core competencies relating specifically to your focus. Be careful not to muddy up your personal marketing message by including extraneous skills. If you remember the all-important rule of relevancy, you'll go a long way toward keeping the reader's attention on your key skills.

3. Accomplishments

Once your resume has made it through the initial screening for focus and skills, the recruiter will want to know how you stack up against other candidates. Remember, with record-high resume response to job openings, recruiters need good, solid reasons to recommend you for consideration over the mountain of other candidates. Clear, concisely stated accomplishments are the best way to distinguish yourself from your competition.

Whether the recruiter works for one corporation or represents many corporate clients as a third-party recruiting consultant, he or she must be able to give valid reasons for promoting you as a viable candidate. You can make their job infinitely easier by including the information they need—and bring your resume to the top of the candidate pile. When your resume sells itself, you gain advantage points, and make the recruiter look good as well.

For optimum impact, write accomplishments that illustrate the strength of your core competencies, transferable skills and focus. An accomplishment is only valuable to your resume if it promotes the skills your target employers are looking for. Remember the rule of relevancy as you craft each of your accomplishment statements.

- In today's extremely competitive job market, employers rely heavily on recruiters to screen out the crowd of applicants. Allow them to present you as one of their best candidates by letting your resume present your best abilities.

Deborah Walker, CCMC

Find resume and job-search tips in the article archive at www.AlphaAdvantage.com

Email: Deb@AlphaAdvantage.com