



ASQ

AMERICAN SOCIETY
FOR QUALITY™

Olde Colony Section 0111
c/o 276 Everett Street
Middleboro, MA 02346

Monthly dinner meeting:

Wednesday, June 20, 2007 6:00PM

**Process Redesign for Healthcare and Service Enterprises
for Breakthrough Improvements and customer delight**

The Charlie Horse, Route 106, West Bridgewater, MA

Place
Stamp
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The Olde Colony ASQ Section 0111 Was Recognized as One of the 2005-06 SMP Sections Gold Excellence



The Section Management Process (SMP) is a section 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. In the first level, Section Basics, sections demonstrate their viability and commitment to serving ASQ members by meeting the basic requirements for being a section. Sections meeting the Section Basics requirements are eligible for future recognition in the Section Planning Level and Performance Level (Total Quality and/or Section Excellence Awards). ASQ would like to honor the 135 sections that met the 2005-06 Level 1 Section Basics Requirements and thank the volunteers of these sections for their dedication to their members and section management.

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:	June 20, 2007 (third Wednesday)
Time:	Registration 6PM, dinner 6:15PM, Speaker 7PM
Cost:	\$20.00. Discount to retired / unemployed ASQ members.
Location:	The Charlie Horse, Route 106, West Bridgewater, MA
Menu:	Dinner entree
Directions:	Take Exit 16B off Route 24. The Charlie Horse is across from Mobil. (less than 50 yards) Extra parking available in Lowe's parking lot.
Reservations:	Please contact Lee Thompson, Membership Chair, at 508-675-1125, ext. x138 or by email: lee@fallrivermfg.com

About our Speakers:

JAY P. PATEL, ASQ- Fellow, Six Sigma Black Belt, CQA, CQIA, CQE, CCT, CQT, HACCP Auditor, CQM, CQA- BIO MED ; RAB-QSLA

Jay P. Patel is CEO of Quality & Productivity Solutions, Inc., an international consulting and training firm specializing in Six Sigma, Quality Systems, Lean and Business Improvements. He has more than 20 years of experience in the management and quality and held wide-ranging positions including Plant Manager and Corporate Director of Quality. His professional experience includes working at: General Electric, Allied Signal- Bendix, United Technologies-Carrier, and Cabot Safety Corporation besides being a consultant for many Fortune 500 companies. Jay has 10 ASQ certifications including Six Sigma Black belt. He is also Master Black Belt and teaching all levels of courses including Lean Expert, Master Black Belt and DFSS. He has Bachelor and Master degrees in Engineering with MBA. Jay is an RAB-Quality System Lead Assessor. He has been a Chapter President of the Project Management Institute and the Institute of Industrial Engineers. He has been ASQ Worcester Section and NEQC Chairman. Jay also has served several professional organizations and has won national awards/recognition. Jay has been a speaker for IIE, PMI, SME, APICS etc. Jay has been a Malcolm Baldrige Award Examiner.

Alan Taylor, VP of EDS at MassMutual, PMI PMP

Alan Taylor is the Vice President of Enterprise Distribution services at MassMutual in Springfield, MA. He has over with 25+ years experience in all facets of Information Systems discipline, with concentrated expertise in planning and managing enterprise strategic solutions. He has proven ability to lead organizations in business process redesign, continuous service improvement, and technology architecture to optimize complex enterprise systems, achieving alignment with corporate business, financial, and technical objectives. Alan has Systems experience coupled with 10+ years managing service operations in financial and healthcare industries. An effective planner and leader who can manage direct reporting or matrix teams, and communicate effectively across multiple organizations.

He holds Masters in Communications and Information Management and Bachelor degrees in Math/Computer Science. He is PMI certified Project Management Professional (PMP). He is the recipient of many awards including MassMutual Excellence in Leadership, 2004 Volunteer Leadership – Project Management Institute for work in the PMI Human Resources Specific Interest Group and 1995 Associates Rising STAR – one of five selected each year as an example of excellence in creativity and leadership resulting in company recognition in the industry or major revenue/profit contribution.

Process Redesign for Healthcare and Service Enterprises for Breakthrough Improvements and Customer Delight

About the Topic:

There is an aura of mystery around lean Six Sigma. It is the systematic change producing a revolutionary transformation and proving it a HUGE success impacting the businesses. It has become a term to denote a conglomeration of strategies, objectives, tools and methodologies to improve the business' competitiveness and performance.

What makes Lean Six Sigma successful is the methodology of management commitment, employee involvement thru Kaizen and Visual controls, rigorous training, cultural change, and statistical tools. When a company commits to Lean Six Sigma, they are committing resources and justifying the costs based on the potential results—causing true personal commitment to change and improve. Training people to lead, train, implement and succeed is all a part of creating a Lean Six Sigma culture that inherently continues to succeed. It is the process, application of tools, training and management involvement that makes the optimal performance of Lean Six Sigma a reality. These can succeed when there is knowledge, buy-in from the top and tools to make it work!

The Presentation will focus on the story where EDS at MassMutual made breakthrough improvements in less than 6 months.

Topics:

- ◇ Lean and Six Sigma methodologies applied to MassMutual
- ◇ How to deploy tools especially Kaizen, Visual Management
- ◇ How the culture was changed in just 3 months
- ◇ How breakthrough improvements made going from 1 to 5 sigma level and turn around time 9 to 3 weeks lead time.

Don't miss this opportunity to hone your skills to learn how you can implement Kaizen and Six Sigma methodologies and make breakthrough !

DID YOU KNOW ?????

You receive RU credits for attending the dinner meetings! If you have ASQ certification(s), that means an easy way to accumulate credits !

CERTIFICATION / RECERTIFICATION



EXAMS GIVEN FOR:	EXAM DATE	APPLICATION DEADLINE
CCT, CQA, CQE, CQIA, CQPA, SSSB, CSQE	June 2, 2007	April 20, 2007
CBA, CHA, CMQ/OE, CQI, CQT, CRE, SSSB	October 20, 2007	August 17, 2007
CCT, CQA, CQE, CQIA, CQPA, SSSB, CSQE	December 1, 2007	October 5, 2007

This month's hint from the Certification Chair:

The address for the submission of your recertification journal is NOT the same as the return address on the newsletter. It is listed below. Be sure to use the correct address when sending in your information. It may be a simple error, but it could cost you !

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

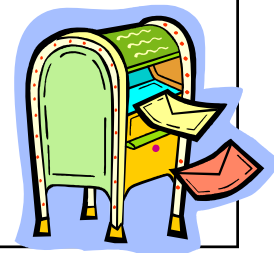
Need an Application for Certification?

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.

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.



Education and Scholarship Announcements

Congratulations to :

William Lima,

Dennis Fitzmaurice,

Nora Hannaford and

Roger Ventura



for attending the 16-hour ASQ Olde Colony CQA Refresher Blitz and qualifying for a certificate of achievement.

Good Luck on your CQA exam on June 2nd!



There is a Six Sigma Black Belt Certification course in the planning stages now.

If you are interested in this, please contact
Jim Donaldson at jasdonaldson@netzero.com

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

Jim Donaldson at jasdonaldson@netzero.com

YOUR 2006-2007 EXECUTIVE BOARD / LEADERSHIP TEAM

Section Chair Denise Robitaille 781-582-0088 derobitail@cs.com	Arrangements Alin Darabus AccuRounds 508-587-3500 x225 aldarabus@aol.com	Education Chair Anurag Asthana asthana_6Sigma@yahoo.com
Chair Elect Jim Donaldson 508-748-6957 jasdonaldson@netzero.com	Newsletter / Advertising Grace Kish grace.e.kish@lmco.com	NEQC Rep Alin Darabus AccuRounds 508-587-3500 x225 aldarabus@aol.com
Treasurer Monica Morrissey m.morrissey@att.net	Internet Website / Database Dave Gaugler jandaveg@comcast.net	Region I Director Roger Keller 508-668-1131 Roger@KellerQuality.com
Secretary Joe Hanley 401-431-1620 thehanleys@mindspring.com	Scholarship Gerry Quinn 781-767-2107 absrsg@comcast.net	Region 1 Deputy Director / Historian Dick Anderson raa508@aol.com
Certification / Recertification Gerry Quinn 781-767-2107 absrsg@comcast.net	Membership Lee Thompson Lee@fallrivermfg.com	UMass Dartmouth Students Ercan Tirtiroglu 508-999-8433
Programs—open Examining—open	Recognition— open Publicity— open	Auditing Dick Anderson raa508@aol.com

The Olde Colony Executive 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 executive board members. Everyone is welcome.

The Executive Board is looking for a few more volunteers ...why not you?

Volunteering does not require devoting tons of time; we are all very busy between work and personal commitments. Your time commitment can be as little as a few hours a month. Aside of the experience you gain, you also get 1.5 ru credits per year !

If you think you may be interested in volunteering, contact Jim Donaldson, Vice Chair, at 508-748-6957 or email at jasdonaldson@netzero.com 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 Tuesday of every month from 6-8PM.

A MESSAGE FROM THE SECTION CHAIR



Dear fellow members,

We are coming to the close of another year for ASQ Olde Colony. And with its closing, my term as chair ends.

I want to thank the section for the honor of being chosen to serve. It has been my privilege to stand at the helm. I believe that our work as quality professionals is very special. We celebrate that which is best in organizations: the people.

Always remember: the American Society for Quality is *our* society. It is our fellowship of colleagues dedicated to improving how individuals work. The fruits of our labor are manifold. We stand for:

- the dignity of the individual worker
- the commitment to overcoming problems
- the integrity of the products our organizations produce
- the vision of making things better
- the value of learning, innovation and personal growth
- the potential for prosperity.

Our small section manifests these principles whenever we come together at dinner meetings, educational courses, e-board meetings or other events. We learn; we share; we grow. And we have fun.

I'd like to thank my e-board for their hard work and dedication. None of the programs would be possible without them. The work of managing this section would be left undone...and then so, too would the Olde Colony section. And thanks to the members, who have contributed by taking courses, spreading the word or simply attending our dinner meetings.

Thanks for the trust, the fellowship... and the laughs.

God bless you all,

Denise



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.

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.