

Monthly dinner meeting:
Quality Management Principles
Excerpts from the next CMQ/OE Refresher Course

Wednesday, June 15, 2011
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 TOPIC:

Quality Management Principles

Excerpts from the next CMQ/OE Refresher Course


If you think you want to be a certified Quality Manager (CMQ/OE) or if you just want to better understand the forces driving quality professionals, you will get something out of this talk. One of the more enjoyable aspects of Tony's classes is his ability to use humor and analogies to teach the quality concepts. For tonight, he has pulled some of the lighter material from his CMQ/OE class to discuss the fundamental principles in the CMQ/OE Body of Knowledge, including Leadership, Strategic Planning, Management, Customer Focus, Supplier Control, Training and Development.

ABOUT THE SPEAKER:

Tony DeMarinis has BS degrees in Biology & Microbiology and a MS in Quality Management. He is currently Quality Manager at Sealed Air, Nelipak Custom Thermoformed Products. Previously he was Quality Systems Manager at Davol, Dir. of Quality Assurance at Scott Laboratories and Sr. Microbiologist at the National Cancer Institute. He is a Certified Six Sigma Black Belt, Certified Quality Auditor-Biomedical and Certified Quality Manager. He has taught the refresher courses for the CQA and CMQ/OE certification programs for the RI and Olde Colony sections for many years. Tony has over 20 years experience using quality management techniques and value added auditing including the use of Failure Investigation and Root Cause Analysis to improve processes and products

Contact Information: Anthony.demarinis@sealedair.com

DINNER MEETING DETAILS

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| <p>Date: Wednesday June 15, 2011</p> <p>Time: 6:00 P.M. Registration 6:15 P.M. Dinner 7:00 P.M. Program</p> <p>Location: Good Days Restaurant 99 South Main Street (Rte 28) West Bridgewater, MA</p> <p>Cost: \$25.00 (Discount to retired/ unemployed ASQ Members.)</p> | <p>Reservations: Please email Bill Jolliemore at: programs@asqoldecolony.org (Please include your name and dinner choice.)</p> <p>Register online using PayPal at: www.asqoldecolony.org (Please include your dinner choice in the notes.)</p> <p>Menu:  Pot Roast, Chicken Supreme, or Baked Scrod.</p> <p>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.</p> |
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You receive RU credits for attending dinner meetings. An easy way to accumulate credits for ASQ recertification!

Education: Current Classes offered by ASQ Olde Colony Division

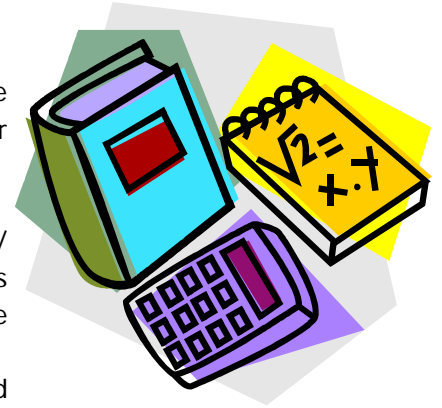
Manager of Quality/Organizational Excellence Certification - CMQ/OE

The Certified Manager of Quality/Organizational Excellence is a professional who leads and champions process-improvement initiatives-everywhere from small businesses to multinational corporations-that can have regional or global focus in a variety of service and industrial settings.

A CMQ/OE facilitates and leads team efforts to establish and monitor customer/supplier relations, supports strategic planning and deployment initiatives, and helps develop measurement systems to determine organizational improvement. The CMQ/OE should be able to motivate and evaluate staff, manage projects and human resources, analyze financial situations, determine and evaluate risk and employ knowledge management tools and techniques in resolving organizational challenges.

If you are interested in becoming a CMQ/OE, the next exam date is **Saturday, October 1, 2011**. To help you pass the exam on the first try, ASQ Olde Colony is once again offering our successful virtual Certified Manager of Quality/Organizational Excellence Refresher Course, starting **Monday July 18, 2011**.

Our experienced instructor, Anthony DeMarinis, is a CMQ/OE and a Certified Quality Auditor-Biomedical with over 15 years experience using quality management techniques and value added auditing, including direct involvement with FDA and ISO audits.



ASQ Olde Colony Section 0111 Course Withdrawal Policy for Online courses starting July 18, 2011 :

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 July 11, 2011 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 July 25, 2011 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.

Requests received by July 25, 2011, 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.

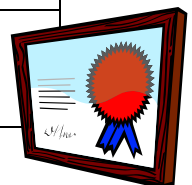
There are no refunds or transfers past July 29, 2011.

Registrants who fail to attend without advance notice are liable for the entire course fee.

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

If you are interested in this course or have further questions, please contact: Rochelle Jones, education@asqoldecolony.org

| EXAMS GIVEN FOR: | EXAM DATE | APPLICATION DEADLINE |
|---|----------------------------------|------------------------------------|
| CBA, CHA, CQI, CQT, CRE, SSBB, CMQ/OE | October 1, 2011 | August 8, 2011 |
| CQA, CQE, CCT, CSQE, CQIA, CQPA, SSGB, CPGP | June 4, 2011 December 3, 2011 | April 15, 2011 October 14, 2011 |



Olde Colony Section Bulletin Board

Certification / Recertification

Having trouble getting the required 18 RUs?

You may qualify for a waiver if you're unable to collect the required 18 recertification units before your certification expiration date. Please contact ASQ for further details before your six-month recertification journal grace period is up.

Need to Recertify?

Everything you need to know about the recertification process is in your Recertification Journal. If you've lost or misplaced your journal, go online to <http://www.asq.org/certification/recertification/>.

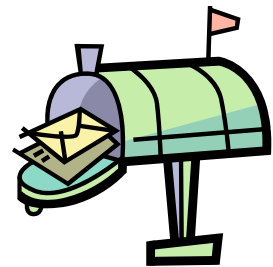
Need an Application for Certification?

Applications for certification can be obtained from ASQ by calling 1-800-248-1946 or by downloading from the website at <http://www.asq.org/certification/downloadable-apps.html>. Or you can register and pay on-line at <http://www.asq.org/certification/apply.html>

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.



Olde Colony
Section
The Global Voice of Quality™

NETWORKING

JOIN OUR SECTION GROUP ON



Join the ASQ Olde Colony Section 0111 group on LinkedIn! Simply search "ASQ Olde Colony Section 0111" (without the quotes) in the LinkedIn groups directory and request to join.

We look forward to seeing you online!

A Message from the Section Chair



I've told this story before in this column – so please excuse me if it tends to be a little boring for you. Several years ago I had a 7 year old grandson who lived in Finland with his mother and father. At the time, the only American TV shows that were available were reruns like Gilligan's Island and 911. His favorite show was 911. They came home for a visit and during that time visited the grandson's aunt in New Hampshire. During the visit he telephoned the local 911 and told them they were needed at the aunt's house. The 911 operator thought the boy sounded very upset and sent the emergency unit to the aunt's house.

When the EMTs arrived at the house the family was surprised that the unit was erroneously called to the house and apologized. My grandson worked his way to the front of the relatives and proudly told the emergency volunteers that he had called them and thought they were doing a great job and to keep up the good work

As of the end of June my tenure as your Section Chairman ends and I want to take a little of your time to thank all of the committee members for the fantastic job they have all performed. First off I would like to thank some of the veterans Monica Morrissey, who will be the incoming Chairperson, Gerry Quinn our stalwart Scholarship & Certification Chair, Denise Robitaille who has held down the Auditing chair for the last two years, Dave Gaugler our IT person and the one who is our gatekeeper for the website, and lastly among our more senior committee members I would like to thank Lee Thompson for his many years of service. My gratitude to the many hours that you have spent keeping the Olde Colony on the straight and narrow is unending and appreciated beyond anything I can express.

During my tenure, new faces have sat at the e-board table and have added immeasurably to the stability and future of the Section. Rochelle Jones needs special praise since she has spent many hours overseeing the webinar program. Thanks to her and Demetrios Venetis, our education program now reaches the four corners of the earth and has been an overwhelming success. Aaron Jones became our Membership Chair this year and is responsible along with our Voice of the Consumer Chair, Rose Perry for the survey you were queried on and the results which appear in this edition of the newsletter and the website. Jean Patton is our Newsletter chair and my thanks go out to her for the monthly e-mails that tell me to get on the ball and submit my wanderings to her for the newsletter. She spends many hours getting inputs from the various Chairs, and then assembling, printing, folding and mailing the newsletter so that you have a good idea of what's happening within your section. Bill Jolliemore has done an excellent job as program and Arrangements Chair. The excellent speakers program along with the food and ambience we have all shared at the meeting places are all due to Bill's dedication. Our newest e-board member is Ron Field, who has recently assumed the position of NEQC rep. It is Ron's job to maintain communication between the Olde Colony Section and the other sections in the Northeast corridor. My thanks and gratitude for all the support I have received in the last two years would not be complete until I spent a little bit of time praising the work of our number cruncher Karen Taylor. Karen is our Treasurer and has spent many hours in front of the computer assuring that monthly statements from the bank balance and then putting that data into meaningful reports that make sense to the rest of the E-Board. It's also Karen who can be found at monthly meetings sitting in a corner berating me in jest why I never bring a pen to sign vouchers when she knows it's a staple of monthly meetings. Thanks again Karen, for all your help. It's much appreciated.


The last two years have been a blast for me and it couldn't have happened if I didn't have an E-Board that was as knowledgeable and supportive as the last two committees have been. Thank you, thank you, thank you. Before I sign off let me give one more slap on the back to another group – you the membership, thanks for your support. Thanks for attending monthly meetings, thanks for responding to our surveys and thanks for being just who you are: Quality Professionals.




YOUR 2010-2011 EXECUTIVE BOARD / LEADERSHIP TEAM

| | | |
|---|--|---|
| Section Chair Joe Hanley 401-431-1620 thehanleys2@verizon.net | Programs & Arrangements Bill Jolliemore programs@asqoldecolony.org | Education Chair Rochelle Jones education@asqoldecolony.org |
| Chair Elect Demetrios Venetis desk: 978-436-6579 cell: 978-821-9734 DemetriosVenetis@Entegris.com | Treasurer Karen Taylor asqoldecolony0111@comcast.net | Secretary Monica Morrissey m.morrissey11@comcast.net |
| Membership Aaron Jones asq@aaronjones.net | Voice of the Customer Rose Perry rose.perry@verizon.net | Newsletter Jean Patton jeanmwpatton@mac.com |
| Auditing Denise Robitaille 781-582-0088 derobitail@cs.com | Internet Website / Database Dave Gaugler jandaveg@comcast.net | Region I Director Diane Dixon 978-779-3000 diane.dixon@future.ca |
| Certification / Recertification Gerry Quinn 781-767-2107 absrsg@comcast.net | Scholarship Gerry Quinn 781-767-2107 absrsg@comcast.net | Region 1 Deputy Director Guimor Andrade 781-939-0940 |
| Immediate Past Chair Jim Donaldson 508-748-6957 jasdonaldson12@gmail.com | Historian Monica Morrissey m.morrissey11@comcast.net | UMass Dartmouth Students Ercan Tirtiroglu 508-999-8433 |
| NEQC Rep Ron Field ron.field@bhienergy.com | | Open: Advertising Recognition Examining Publicity |

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 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 Joe Hanley, Chair, at 401-431-1620 or email at "thehanleys2@verizon.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 Tuesday of every month from 6-8PM at the Flat Iron Cafe in Middleboro, MA.