

Place
Stamp
Here



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

Monthly dinner meeting: Wednesday, Mar 19, 2003

Measuring Customer Satisfaction with Paul Capozzi

Lorenzo's Restaurant, Middleboro, Mass

Chair / Recognition / Examining Arnie Greenbaum Texas Instrument 508-236-2168 a-greenbaum1@ti.com	Education Administrator Jim Haluch APS Inc. 508-823-4907 jmhaluch@attbi.com	Certification / Recertification Gerry Quinn Extrusion Technology 781-963-7200 x113 gquinn@xtech-outside.com
Vice Chair /Arrangements / Scholarship Bill Dansereau Bartlett Nuclear 508-591-1288 bill@bartlettinc.com	Newsletter / Programs/ Advertising Dave Hicks 508-866-7262 dhicks807@yahoo.com	Strategic Management Process George McBride Extrusion Technology 781-963-7200 x146 gmcbride@xtech-outside.com
Treasurer Paul Loonie Antenna Associates 508-583-3241 x28	Internet Website / Database Dave Gaugler Altair Avionics jdgaugler@tmlp.com	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 Gay Vilagie Business Improvement Consultant 508-339-4268 gvilagie@aol.com	Historian / Mass Excellence Rep / Region 1 Deputy Director Dick Anderson raa508@aol.com
Education Co-chairs Roger Berg roger.berg@verizon.net Chet Lizak cplizak1@aol.com	Membership Liz Johnson Whatman cmjliz@prodigy.net	UMass Dartmouth Students Ercan Tirtiroglu 508-999-8433

Olde Colony Monthly Dinner Meeting

- Date:** Wednesday, March 19th, 2003
- Time:** Registration 6:00 PM, Dinner 6:30 PM, Presentation 7:15 PM
- Cost:** \$20.00 ASQ members and guests. Discount to retired or unemployed members of ASQ.
- Location:** Lorenzo's Restaurant, Rte 28, Middleboro, MA
- Directions:** Route 495 to exit 5 or 6, heading toward Rte 28 south. Lorenzo's is about 1/8 mile on the right.
- Menu:** Italian Buffet
- Reservations:** Contact Bill Dansereau by email at: bill@bartlettinc.com or by phone 508-830-1111.

Good Information, networking opportunity, 0.3 RU credit

PROGRAM OVERVIEW

Paul's presentation will focus on ways to measure customer satisfaction, including survey design and methodology, as well as how to use customer satisfaction data to increase value and improve the bottom line.

PRESENTER

Paul Capozzi is the Quality Assurance Manager and Customer Advocate for EquiServe, the largest stock transfer agent in the U.S., headquartered in Canton. Paul joined EquiServe in early 2000 to serve as an internal business consultant for developing and implementing procedures for maintaining and enhancing overall quality. He acts as a catalyst for change by identifying opportunities to enhance services and advocates continuous organizational improvement. Prior to joining EquiServe, Paul worked as a Performance Auditor, Operations Manager, and Management Consultant. He is an ASQ Certified Quality Manager and holds a B.S. in Operations Research from Worcester Polytechnic Institute.

Election for Next Year's Officers

At this dinner meeting, the ASQ Olde Colony section will vote for section officers for the 2003-2004 year, which begins July 1. The nominees are:

Section Chair — Bill Dansereau

Vice Chair — Arnie Greenbaum

Secretary — Joe Hanley

Treasurer — To be announced at meeting

ASQ OLDE COLONY 2002-2003 DINNER MEETING SCHEDULE

<u>Date</u>	<u>Day</u>	<u>Topic</u>	<u>Speaker</u>	<u>Location</u>
Feb 18, 2003	Tues	Building Relationships and Getting Results	Dave Wessel	Ann's Place, Norton
Cancelled due to snow storm. Sorry for any inconvenience				
Mar 19, 2003	Wed	Customer Satisfaction Measurement	Paul Capozzi	Lorenzo's, Middleboro
Apr 16, 2003	Wed	Meeting the Challenges of Metrology	Jack Gale	LaScala, Randolph
May 21, 2003	Wed	Tour of Acushnet Golf		New Bedford
Jun 18, 2003	Wed	ISO / QS Registration in Today's World	Dick Barbieri	Ann's Place, Norton

EXECUTIVE BOARD MEETINGS

**1st Tuesday of the
Month
6 pm to 8 pm
Lorenzo's**

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. We will even provide a meal to you. The catch is we hope to convince you to

E'BOARD MEETINGS (cont'd)

volunteer. Meeting runs 6:00 PM to 8:00 PM. For more information, contact one of your executive board members.

Have you Moved? Changed Jobs? Changed Email Address?

If so, 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 use the [asq](http://www.asq.org) website.

Have you Moved? (cont'd.)

Log onto www.asqnet.org, go to My Account and update the info yourself. It's fast and easy.

Is your membership renewal overdue?

You can renew your membership online at www.asq.org/renew. If you're out of work and need help with the dues, please read the section on Retired or Unemployed.

2003 ASQ CERTIFIED EXAM SCHEDULE

Certified Mechanical Inspector, Certified Quality Manager, Certified Quality Technician, Certified Reliability Engineer, CQA-Biomed, Certified Quality Auditor-HACCP, Six Sigma Black Belt	
Application Deadline	Exam Date
Jan 10, 2003 Aug 22, 2003	Mar 1, 2003 Oct 18, 2003

Certified Quality Auditor, Certified Quality Engineer, Certified Software Quality Engineer, Certified Quality Improvement Associate, Certified Calibration Technician	
Application Deadline	Exam Date
Apr 4, 2003 Oct 4, 2003	Jun 7, 2003 Dec 6, 2003

New Exam Location

JOHN JOSEPH MOAKLEY
CENTER
BRIDGEWATER COLLEGE
BRIDGEWATER, MA

Go to website for more detail
www.bridgew.edu/directions.cfm

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.

RECERT JOURNALS

Please send your completed recertification journal and supporting documents to:
Extrusion Technology
80 Trim Way
Randolph MA 02368
Attn: Gerry Quinn.

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 .15 RUs for each chat event they actively participate in. Download detailed instructions at http://www.asqnet.org/members/interact/chat/recert_units.html

Do You Have Multiple Certifications?

Consider synchronization when you come up for your next recertification. This is a simple process that aligns the recertification dates for all of your certs. It's easier on your record keeping. Requirements are in your recertification booklet.

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.

Olde Colony ASQ CQE and CQA Review Courses for June 7 Exams

CQE Review Thursdays, 6:00—9:00PM, 3/13—6/5 (39 hours) at Texas Instruments in Attleboro (directions at www.ti.com/snc/contact/hq.htm). Instructor: Rick Fay. Fees including materials: members \$645 non-members \$725. Registration due March 5.

CQA Review Mondays, 6:00—8:30PM, 3/17 –6/2 (20 hours) at Extrusion Technology in Randolph (directions at www.xtech-outside.com). Will not meet 4/12, 4/19 and one date TBA. Instructor: Denise Robitaille. Fees including materials: members \$418 non-members \$462. Registration due March 7.

Registration Email BOTH gmcbride@xtech-outside.com AND jimhaluch@attbi.com OR call Jim Haluch, Education Administrator (508-823-4907) or George McBride, Assistant Administrator (781-963-7200, X146). We will respond and tell you how to complete your registration and make payment. Note: There is a fee for canceling a course registration.

Certification Requirements See ASQ requirements at www.asq.org/cert/types/index.html. Materials for examination Registration must be submitted by April 4, 2003.

Check Out Olde Colony Websites

Log onto www.asqoldecolony.org for the latest on your section.

Go to www.oldecolonyed.org for education updates.

Retired or Unemployed? ASQ wants to help.

I'm unemployed, what should I do?

ASQ offers assistance to members through the **Unemployment Program**. You may apply for the program when you renew on-line, or call ASQ at 1-800-248-1946 for an application, item # **B0690**.

- ✓ Members receive a 50% discount on their membership renewal if you have 1-4 consecutive years of membership (You must complete your first year as a Regular Member before applying for this option).
- ✓ Members receive a 100% discount if you have 5+ consecutive years of membership.

ASQNet features career information at <http://www.asqnet.org/members/careers/manage/index.html>.

I'm retired, do I have to pay for my dues?

ASQ's **Retirement Program** provides assistance to completely retired members. Members should fill out an application, item # **B0488** to receive a discount on their membership renewal. You may also apply when you renew on-line.

- ✓ Members receive a 25% discount on their membership renewal if they have 10-19 consecutive years of membership.
- ✓ Members receive a 50% discount if they have 20-29 consecutive years of membership.
- ✓ Members receive a 100% discount if they have 30+ consecutive years of membership.

Business Card Corner

Daniel S. Whelan, CQA, CQMgr

Quality Assessment Services

Quality System Development ♦ Training
ISO 9000 ♦ FDA Good Manufacturing Practices ♦ Audits
"Common Sense Quality System Solutions"

P.O. Box 839 (508) 746-9335
Plymouth, MA 02362 (508) 746-8038 (Fax)
<danwhelan@qualityservice.com>

Consulting and Training

Six Sigma, Lean, ISO 9001:2000, ISO/TS 16949

Six Sigma Blackbelt and Green belt courses
Hands on ISO 9001:2000 Implementation using process maps and training,
We help you to get training grant from State to train your employees


Contact:

 **Quality & Productivity Solutions, Inc.**

Phone: 987-3800 (508) E mail: info@qpsconsulting.com
website: www.qpsconsulting.com

QMS Assessments, Problem Solving
Training, Continuous Improvement
Supplier Quality, Six Sigma Methods
Oracle Quality Apps

Paul F. Amaral
Principal Consultant
CQE, RAB QMS Lead Q03662



Paul Amaral and Associates
Quality Management Consultants

508-226-4049
508-243-7835 Mobile
paulamaral@netzero.net

340 O'Neil Blvd
Suite #6
Attleboro, MA 02703

If you or someone you know would like to advertise to over 300 quality related people in the south of Boston area, please contact Dave Hicks at dhicks807@yahoo.com. Our ad rates are very reasonable.

Your ad is used to help defray the cost of printing our newsletter.

Thank you to all our advertisers who help support ASQ Olde Colony.