

Place
Stamp
Here



ASQ

AMERICAN SOCIETY
FOR QUALITY™

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

Monthly dinner meeting: Wednesday, Mar 17, 2004

Preparing for the ISO 17025 Audit with John Goetz

Lorenzo's, Middleboro, 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.

UPCOMING OLDE COLONY DINNER MEETINGS

17 Mar 04	3rd Wed	Preparing for ISO 17025 Audit	John Goetz	Lorenzo's, Middleboro
21 Apr 04	3rd Wed	Annual Product Review as Preventive Action	David Manalan	Gary's Restaurant, W. Bridgewater
May 19	3rd Wed			
June 16	3rd Wed			

Olde Colony Monthly Dinner Meeting

- Date:** Wednesday, March 17, 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:** Lorenzo's Restaurant, Middleboro, Mass (Rte 28)
- Directions:** Route 495 to exit 5 or exit 6, into Middleboro Rotary. From rotary, take Rte 28 south. Lorenzo's is about 1/8 mile on the right.
- Dinner :** Lasagna, Chicken Parm or Corned Beef & Cabbage
- Reservations:** Contact Bill Dansereau by email at: bill@bartlettinc.com or by phone 508-591-1288

Preparing for the ISO 17025 Audit

ISO 17025 is a quality standard that applies to testing and calibration laboratories. In addition to the quality system requirements typical of ISO 9000, there are an additional 10 technical requirements to assure accurate tests. This presentation covers how the Thielsch Engineering Materials Testing Laboratory prepared for an Accreditation audit.

Thielsch Engineering is a diversified Engineering Services company with over 300 employees in Cranston, RI. Thielsch is an aggregate of 11 semi-independent divisions, operating under 3 different quality manuals. The Materials Testing Laboratory employs 7 people who support other internal divisions and outside customers. This presentation explains why this attempt at accreditation succeeded where previous ones had failed.

The Accreditation process will be traced from the 2002 Business Plan through the accreditation audit. There will be a question and answer session after the presentation.

John J. Goetz, P.E., is the Materials Testing Laboratory Manager at Thielsch Engineering, Inc. He came to Thielsch Engineering about a year and a half ago after 35 years of manufacturing operations experience in quality, production, engineering and finance. John has a B.S. in Metallurgy and Material Science from Lehigh University and an MBA from Rutgers University.

John J. Goetz, P.E.,
Manager, Materials Testing Laboratory
Thielsch Engineering, Inc.
195 Frances Ave.
Cranston, RI 02910

Phone: (401) 467-6454
Fax: (401) 467-2398
jgoetz@thielsch.com

Olde Colony Education Page

It is a built-in fact that people are the **real** resource in any enterprise and that those people have to be given every chance to optimize their abilities and knowledge and skills.

D. E. Petersen
Chairman, Ford Motor Company

June Examination: *Certified Quality Engineer, Certified Software Quality Engineer, Certified Calibration Technician, and Certified Quality Improvement Associate* Refresher courses for these certifications will begin in March, April or May so that they are completed before the June 5, 2004 examination date.

Certified Quality Auditor *Denise Robitaille* **Two Saturdays, May 1 and May 15, 8:30-4:30**
Bridgewater State College (1.6 RUs) \$400 for ASQ members and \$430 for others. Although this course is a refresher course, participants reviewing the auditor body of knowledge will come to grips with the entire set of auditor skills and tasks. Materials provided will include the Indiana Quality Council's *CQA Primer* and *The Quality Audit Handbook Second Edition* by the ASQ Quality Audit Division. Participants will be given pre-course readings. Morning coffee, a box lunch, and afternoon refreshments are included in the fees.

Denise Robitaille is a consultant, auditor, writer and trainer. Denise has given well-received dinner meeting presentations for the Olde Colony Section. As the principal of Robitaille Associates, her work involves assisting companies in a variety of markets and industries to implement and maintain ISO 9001 quality systems. An international speaker, she has given presentations on a variety of quality issues. Denise is also a RAB Certified Lead Assessor as well as CQA. She holds a Bachelor's Degree from the University of Massachusetts at Amherst.

The convenient and centrally-located Moakley Center at Bridgewater State College (BSC) is near both I495 and Route 24 and, when necessary, provides reserved parking for registered class members. BSC is about 40 minutes from Boston or Providence.

The CQA registration deadline is April 16. If permitted, later registrations will incur extra fees.

Note: Two-day auditing courses offered in Milwaukee have fees of more than \$1000.

Certified Calibration Technician (CCT)

Interest has been expressed in a Calibration Technician Certification (CCT) refresher course. Although the Education Steering Committee had not planned for this course, Olde Colony will offer a CCT course if others indicate that the course might have sufficient enrollment. We have identified an instructor and would offer CCT on Mondays at Bridgewater State College's Moakley Center beginning in early April.

For inquiries or registration about these courses or any other courses at your company, call or write Roger Berg, Education Chair, at r@berg.ms or 508-746-6345.

Check Out Our Websites

www.asqoldecolony.org
www.oldecolonyed.org

Certification Exam	Exam Dates	Application Dead-line
CRE, Quality Manager, Six Sigma black Belt, CQA/HACCP, CQT, CMI, CQA BioMed	March 6, 2004 October 16, 2004	January 9, 2004 August 20, 2004
CQA, CQE, CSQE, CCT, CQIA	June 5, 2004 December 4, 2004	April 2, 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

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.

BOSCON is COMING

It is that time of year again as we prepare for another ASQ BOSCON Conference. The **Boston Quality Conference (BOSCON)** is the premier quality event in the greater Boston area, drawing quality professionals from all over the region. This year's theme is **"Dynamic Quality is..."** We invite you to participate and share in the success of our conference: Contact the Boston ASQ section for more information.

BOSCON 2004

Thursday April 8, 2004
Crowne Plaza
Woburn, MA

Chair /Arrangements Bill Dansereau Bartlett Nuclear 508-591-1288 bill@bartlettinc.com	NEQC Rep open	Programs—finding speakers for our dinner meetings open
Recognition / Examining open	Newsletter / Programs Dave Hicks 508-866-7262 dhicks807@yahoo.com	Education Chair Roger Berg Northeast Quality Research 508-746-6345 r@berg.ms
Treasurer George McBride gmcbride1@verizon.net	Internet Website / Database Dave Gaugler 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 Paul Loonie	Historian / Mass Excellence Rep / Region 1 Deputy Director Dick Anderson raa508@aol.com
Certification / Recertification Gerry Quinn 781-767-2107 absrsg@comcast.net	Membership open	UMass Dartmouth Students Ercan Tirtiroglu 508-999-8433
Advertising Monica Morrissey	Publicity open	Opportunities await

EXECUTIVE 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?

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 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

OFFICERS ELECTED for JULY 2004

Section Chair—Dave Gaugler
Secretary—Joe Hanley

Vice Chair—Denise Robitaille
Treasurer—George McBride

Congratulations to these four members who will be leading the section for the 2004—2005 year.

Six Sigma Instructor / Consultant Needed

Qualifications:

- Certified Master Black Belt / Black Belt
- Have a working knowledge of lean tools and techniques
- Should have at least 5 years of managerial experience in six sigma projects
- Should have at least 5 years of formal instructional experience
- Have excellent verbal and written communications skills as an instructor

Duties:

Instructor.

Deliver structured training courses to adult audiences covering any of the following subjects:

- Green Belt Training / Certification
- Black Belt Training / Certification
- Executive Six Sigma Briefings

Note: Training classes may be evening or day time in format.

Consultant:

- Serve as a planner, advisor, implementer of a wide variety of six sigma projects. • Manage Projects

Position Response Instructions

Ref: Six Sigma Instructor / Consultant

If you are interested in obtaining more information regarding this position and feel you have the qualifications please contact: Tony LaPreste

President, CMS Consulting

4 Whittier Road

Milford, MA 01757-1230

Tel: (508) 473-6745 Fax: (508) 634-6821

Email: cms01@comcast.net

Roger Berg PhD

Northeast Quality Research

Develop a cost-effective customer satisfaction measurement capability to build customer loyalty & improve your business

Telephone Survey, Depth Interview, Focus Group, Mail Survey, Survey Feedback, Web-based Survey, Telephone Interview, Multi-Attribute Utility Testing, and Third-Party research that provides Quality Data Reports supporting Quality Improvement

11 Hall St. Plymouth, MA 02360 508.746.6345 r@berg.ms

Advertisers

Please contact Dave Hicks at dhicks807@yahoo.com. 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.