



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

[www.asqoldecolony.org](http://www.asqoldecolony.org)

Place  
Stamp  
Here

## Monthly dinner meeting:

### Lean Thinking and CPI: My Journey Continues

Wednesday, March 16, 2011

Good Days Restaurant

Bridgewater, MA

### *ASQ Olde Colony Section 0111 has Achieved QMP Gold and Total Quality Levels for 2008-2009!*



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 Gold 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.



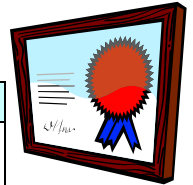
Total Quality is one of the highest levels of achievement in QMP. Sections that reached Total Quality proved their dedication and commitment by developing a business plan that provides valuable quality programs and services to their members and achieved at least 75 percent of these set objectives.

### **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.



## Certification / Recertification



EXAMS GIVEN FOR:	EXAM DATE	APPLICATION DEADLINE
CBA, CHA, CQI, CQT, CRE, SSB, CMQ/OE	March 5, 2011	January 14, 2011
	October 1, 2011	August 8, 2011
CQA, CQE, CCT, CSQE, CQIA, CQPA, SSG, CPGP	June 4, 2011	April 15, 2011
	December 3, 2011	October 14, 2011

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.

### 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. ASQ makes these determinations on a case-by-case basis by weighing extenuating circumstances such as health issues, unemployment or other personal or family emergencies. 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/>. This website has up-to-date information on how to fill out your journal and application, the fees, and FAQs. Check it out!

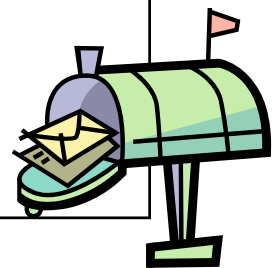
### Need an Application for Certification?

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.**



### Conferences:



**Boscon:** Quality becomes performance excellence

Dates: April 11 & 12, 2011

Location: Conference Center at Waltham Woods, MA

To register: <http://www.asqboston.org/boscon>

**Quality Mgmt Division** 23rd annual Conference

Dates: March 14-16, 2011

Location: Rosen Center Hotel, Orlando FL

To register: <http://www.asq-qm.org>



## Volunteer(s) Wanted: Webinar Organizer(s)

### Job Description

**Title** Webinar Organizer (s)for ASQ Olde Colony Section 0111 Online Refresher Courses

**Subject(s)** CMQ/OE, CQA

*\*\*\*Possible e-Board position and recertification units available\*\*\**

*On the job training provided by Education Chair*

### Position summary

Organizers are responsible for [creating](#), [customizing](#) and [managing](#) scheduled Webinars, as well as assigning roles such as panelists and other organizers. An organizer must be present as the Webinar host to start a Webinar, to enable others to join, and to record the webinar. Following the webinar, the organizer is responsible for archiving the recording and distributing the recording link to all attendees.

ASQ Olde Colony Section 0111 organizers remain present throughout the duration of each scheduled webinar to assist our instructors and students with any technical issues that arise. Our webinar service provider has 24-7 support for organizers.

### Summary of essential job functions

Set-up webinar with panelist and organizer information, and schedule webinar for correct day and time at least 1 day in advance of class. Receive webinar invitation (via e-mail) to forward to all class attendees prior to scheduled event.

Start and record webinar. Archive webinar recordings and ensure all attendees receive webinar recording link.

### Minimum requirements

ASQ membership.

Availability 1-2 evenings/wk as follows:

For CMQ/OE typically Mon. & Thurs. from 5 to 6:30 PM, 18 wks duration

For CQA typically Tuesdays from 5 to 6:30 PM, 10 wks duration

### System Requirements:

- Required: Windows® 7, Vista, XP or 2003 Server
  - Required: Internet Explorer® 7.0 or newer, Mozilla® Firefox® 3.0 or newer or Google™ Chrome™ 5.0 or newer (JavaScript™ and Java™ enabled)
  - Required: Internet connection, with cable modem, DSL or better recommended
- Recommended: Minimum of Pentium® class 1GHz CPU with 512 MB of RAM (2 GB of RAM for Windows® Vista.

### To use a microphone and speakers (VoIP):

- Required: A fast broadband connection, with 384 kbps or more recommended

Required: Microphone and speakers, with a USB headset recommended

### To record a meeting :

- Required: Windows Media® Player Version 9.0 or newer
  - Required: Minimum of 800 x 600 Super VGA, with 1024 x 768 or higher screen resolution recommended
- Recommended: 1 GB of hard disk space

***\*\*\*If interested in learning more about this position, please contact:***

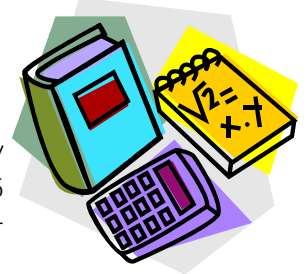
***Rochelle Jones, our Education Chair, at [education.asqoldecolony.org](mailto:education.asqoldecolony.org)***

## Education: Current Classes offered by ASQ Olde Colony Division

The **Certified Quality Auditor** (CQA) is a professional who understands the standards and principles of auditing and the auditing techniques of examining, questioning, evaluating, and reporting to determine a quality system's adequacy and deficiencies. The CQA analyzes all elements of a quality system and judges its degree of adherence to the criteria of industrial management and quality evaluation and control systems.

If you are interested in becoming a Certified Quality Auditor, the next exam date is **Saturday June 4, 2011**. To help you pass the exam on the first try, ASQ Olde Colony Section 0111 is offering a virtual **Certified Quality Auditor Course**.

This course is presented in a way that reinforces current knowledge, re-introduces applications that may not be used every day, explains the rationale for use, and highlights sample multiple-choice questions. This course will be presented by an experienced live instructor, on-line, via the internet.



Our experienced instructor, Anthony DeMarinis, is a Certified Manager of Quality/Organizational Excellence 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.

- 1) Instructor Led
- 2) Online (virtual) Course, requiring a computer with broadband internet access. Audio connection may be achieved via telephone or a computer equipped with a USB headset using VoIP technology. No driving is necessary.
- 3) All sessions are recorded, archived, and available to students throughout the duration of the course, until the exam date.
- 4) Begins **Tuesday, March 22, 2011**, and conducted for ten, 1.5 hour sessions on Tuesdays from 5:00 pm to 6:30 pm. Course will end before the **Saturday, June 4, 2011 exam date**.
- 5) The time permits one to start the training session right at the end of the work day from their desk. The one and a half hour duration allows the student to absorb the material without being overwhelmed, and get home at a reasonable time.
- 6) The **Certified Quality Auditor Primer** will be the primary text for the course, and can be ordered directly from the Quality Council of Indiana (<http://www.qualitycouncil.com>). The price of the course takes into consideration that the student is responsible for the purchase of the Primer.
- 7) The instructor will distribute handouts via e-mail, in Adobe PDF format.
- 8) You must successfully complete the entire course before Recertification Units and a Certificate of Completion can be awarded.
- 9) ASQ Olde Colony discounted member price is \$300. We invite ASQ members outside of the Olde Colony Section 0111 to take advantage of this discount as well.
- 10) For registration and payment information contact our Education Chair, Rochelle Jones, at [education@asqoldecolony.org](mailto:education@asqoldecolony.org) or call her at
- 11) ASQ Olde Colony makes no warranty expressed or implied that your participation in this course will ensure that you will pass the certification exam.

**\*\*\* Root Cause Analysis Webinar – one session Monday April 11, 2011 from 5:00 to 6:30 PM\*\*\***

# Olde Colony Section Bulletin Board

## ASQ Olde Colony Section 0111 Course Withdrawal Policy for Online CQA course starting March 22, 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 March 15, 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 March 29, 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 March 29, 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 March 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.*

## Call for nominations: Please Note Recent Changes:

**Current nominations: Please email any nominations to Monica Morrissey at: [m.morrissey11@comcast.net](mailto:m.morrissey11@comcast.net)**

Monica Morrissey	Chair
Joe Hanley	Secretary
Aaron Jones	Treasurer
Jean Patton	Chair elect



### For Members Only: ASQ Certification Logos!

Attention ASQ certification holders! When you log on to the My Certification page of the ASQ member's Web site, you will notice a link to a logo page for each of your current certifications. Use the logo(s) for your print and Web needs. The certification logos are for ASQ member use only. Here are some examples:



## A Message from the Section Chair



Recently at a party a friend of mine told me a story which I think is relevant to this column. Paul drives a truck for a local zoo. He was transporting a group of penguins from an out of state zoo to his employer's zoo, when he had engine trouble and had to pull off the highway.

While he was waiting for help to arrive a car pulled over and the driver asked if he could help. Paul thanked him and told him that he had penguins in the truck and that it was past their feeding time; as result they were getting a bit rambunctious. The driver said that he was going past the zoo and he would be glad to drop them off there. Reluctantly Paul agreed and told the driver as soon as the truck was fixed he would go to the zoo and assure that everything was OK.

Subsequently, mechanics arrived, fixed the truck and Paul drove it to the zoo, all the time hoping that the volunteer did not run into any trouble with the penguins. Paul parked the truck and literally ran to the penguin cages. To his shock and horror, he found the cages empty. He scoured the zoo but found neither the penguins nor the volunteer.

He drove back into town with the purpose of going to the police to see if they had any reports of a man driving penguins in the back of his car. As he drove into the center of town he was more than surprised to see the volunteer crossing the street with the penguins paddling along behind him. He parked, ran up to the man and said, "What are you doing here? I thought you said you were going to bring the birds to the zoo." "I did," replied the man, "and we had such a good time that I thought we should come into town and have an ice cream."

I guess if there is a moral to the story, you should always give volunteers detailed instructions. This may be a good segue into discussing volunteering within the Section. No organization, particularly a non-profit one, can last very long if it doesn't have volunteers to fill some critical positions within the organization.

This is true for this section. Currently, our section's organizational chart lists fourteen positions. Every one of them needs to be filled with a volunteer. At the present time, two of these positions are empty and three of our e-board members are filling dual positions. Added to this staffing problem, two of our present e-board members have expressed the desire to retire at the end of this fiscal year. Without additional volunteers each member of your e-board will have to fill two or more positions. Or some needed positions will have to go unfilled, which means the members will suffer because of a loss of efficiency in the governing body.

Ever since I joined ASQ, the Chair, or some member of the e-board, has pleaded for volunteers. I made a pledge to myself when I accepted the Chair position that I would not use this column to ask for volunteers. To be fair to you, the members, I feel as though I must break that pledge and ask, not plead, for some of you to step forward and give some of your spare time to the Section.

My father always said there were five reasons why people should volunteer:

- When you stay home you get too many telemarketing calls.
- Your family could use a break from you.
- Why let your boss have all the fun.
- The car needs a workout.
- Your mom would be proud of you.


Why don't you seriously consider volunteering – after all, in today's economy what else can you do with an engineering degree?




# YOUR 2010-2011 EXECUTIVE BOARD / LEADERSHIP TEAM

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

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.