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ASQ

AMERICAN SOCIETY
FOR QUALITY™

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

Monthly dinner meeting: Wednesday, May 19, 2004

Measuring the Innovation Process with Bill Kelleher

Gary's Restaurant, West Bridgewater, 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

May 19	3rd Wed	Measuring the Innovation Process	Bill Kelleher	Gary's, West Bridgewater
June 16	3rd Wed	Software & Corrective Action	Denise Robitaille & Johanna Rothman	Bailey's, Wareham, MA.

Olde Colony Monthly Dinner Meeting

- Date:** Wednesday, May 19, 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:** Gary's Restaurant, West Bridgewater, Mass (Rte 28)
- Directions:** Route 24 to Route 106 West Bridgewater exit 16A (caution there are 2 exits, one heads toward Mansfield) Travel 1.9 miles to traffic light which intersects Route 28. Get in right hand lane and turn slight right following Route 28 / S. Main Street toward Bridgewater. Gary's is approximately 1 mile on right hand side of the road, on Route 28.
- Menu:** Chicken Parm, Broiled Haddock or Sirloin Tips
- Reservations:** Contact Bill Dansereau by email at: oldecolony@comcast.net

Measuring the Innovation Process

The innovation process within most companies is the lifeblood to assure a continuous flow of new products. Measurements should not stop with the end product but should include the company wide process to create new products.

- Are you satisfied with the metrics you use to manage your new product development (Innovation) processes?
- Do the measures lead to improvement in your business?
- Are there other metrics you should be using?
- Do your metrics cause unintended consequences?

Improvement processes require an understanding of how to set up and use measurements effectively. Come join a discussion on metrics in a concurrent product development environment. Our speaker has assisted clients through training and coaching in accelerating time to market for new products, while removing barriers between operations, engineering and marketing. Clients have seen greater than 50% improvement in time to market through installation of product development metrics, implementation of standard processes and effective use of cross functional teams to improve new product introduction.

Other realized improvements included accelerating change processes across international operations, improving skills development for project managers, enhancing stage gate processes, developing front end product selection process and achieving better release processes between engineering and operations.

THE SPEAKER

Our speaker, Bill Kelleher, is a management consultant with over 30 years of experience in leading and coaching organizations to improve the management of the innovation process (continued next page)

Olde Colony May 19, Dinner Meeting - Measuring the Innovative Process (continued)

Bill has guided new product activities from the operations, corporate quality and engineering perspectives. Bill has helped create design assurance/product test organizations, led project management, managed diverse manufacturing/system integration plant and provided headquarters support for multi-plant manufacturing operations. With all these roles new product management played a critical part. His consulting assignments from Germany to China and many US locations have included work with clients in high tech capital equipment, consumer electronics, automotive and other industries to improve their innovation process.

Prior to starting his own consulting practice Bill was a consultant with the Texas based Thomas Group. He has also held various management positions in Data General and Honeywell.

Please join us at Gary's for an informative evening. Invite a co-worker. Still only \$20.00.

ASQ Certification / ReCertification Info

Certification Exam	Exam Dates	Application Deadline
CRE, Quality Manager, Six Sigma black Belt, CQA/HACCP, CQT, CMI, CQA BioMed	October 16, 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

Don't let your certification lapse. You worked hard to achieve certification. Now keep it up to date.

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 Education Page

October Examination: *Certified Quality Manager, Certified Mechanical Inspector*, These one-night-per-week courses will begin in June and July so that they will be completed before the October 16, 2004 examination date.

Certified Mechanical Inspector Course #105 (1.6 RUs) *Joe Hanley* Eight 2 hour sessions beginning in late July. \$390 for members and \$420 for others. The instructor, Joe Hanley, is Olde Colony Section Secretary and a member of the Executive Board. With over thirty years in manufacturing, Joe started on the bench and worked his way up to Senior Quality Engineer. Joe brings his knowledge of mechanical and electronic engineering as well as his calibration experience into his courses. RAB certified, Joe Hanley is an auditor and consultant for laboratory and quality systems. The course will not meet every week. The other weeks the course will not meet will be decided after the class begins. Early registrants will be able to determine the course's meeting night.

Certified Quality Manager Course #101 (2.0 RUs) *Roger Berg* Eight 2.5 hour sessions beginning in late July. \$440 for members and \$500 for others. Materials include the ASQ Quality Manager Handbook and the Indiana Council Primer. Roger Berg passed the CQMgr exam when it was first offered in 1995 and again this year. Roger has been a college professor, training manager, customer satisfaction measurement consultant, and an instructional developer. He has taught CQMgr classes for the Boston Section. This course will prepare you to respond to the constructed response questions as well as the multiple-choice questions. The course will not meet the first week in August and other weeks to be decided after the class begins. Early registrants will be able to determine the course's meeting night.

December Examination: *Certified Quality Auditor, Certified Quality Engineer, Certified Software Quality Engineer, and Certified Quality Improvement Associate* These one-night-per-week courses will begin in August and September so that they are completed before the December 4, 2004 examination date.

All refresher courses are scheduled at the Moakley Center at Bridgewater State College. The conveniently located Moakley Center is near I495 and Route 24 and will provide reserved parking for registered class members.

Olde Colony offers courses onsite or at the Moakley Center.

For inquiries or registration about any course call or write Roger Berg, Education Chair, at 508-746-6345 or r@berg.ms.

2004 ROGER MAXIMUK SCHOLARSHIP

Olde Colony Section annually awards up to \$1500.00 in scholarships to eligible member's dependents. Please go to asqoldecolony.org website or contact Scholarship Chair Bill Dansereau for more info.

Please submit your application as soon as possible. We'd like to award the scholarship at our June meeting, before students return to school in the fall.

Chair /Arrangements Bill Dansereau Bartlett Nuclear oldecolony@comcast.net	NEQC Rep open	Programs—finding speakers for our dinner meetings open
Recognition / Examining open	Newsletter Dave Hicks Sippican, Inc. 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 Antenna Associates	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 m.morrissey@att.net	Publicity open	Help your Section. Earn RU's. 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?

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:

- Visit <http://www.asq.org>
- Click on the "ASQ Membership Sign-in" button and login in using your member number and password.
- Click on the "My Account" button and choose the "Change work/home addresses and e-mail" option to update your information and preferences.
- If you need additional help, e-mail ASQ Customer Care at help@asq.org