



**ASQ**

AMERICAN SOCIETY  
FOR QUALITY™

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

Place  
Stamp  
Here

Monthly dinner meeting:

Wednesday, May 17, 2006

***Measuring Customer Service Levels More  
Effectively***

La Casa Mia restaurant, Raynham, MA

**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.

## Olde Colony Monthly Dinner Meeting

- Date:** May 17, 2006 (third Wednesday)
- Time:** Registration 6PM, dinner 6:15PM, Speaker 7PM
- Cost:** \$20.00. Discount to retired / unemployed ASQ members.
- Location:** Las Casa Mia, 860 Broadway Street, Raynham, MA
- Menu:** Chicken, fish or beef entree
- Directions:** Route 495, exit 8, turn onto 138 South. After you cross into Raynham, across from honey Dew Donuts on the right.
- Reservations:** Please contact Alin Darabus, Arrangements Chair, at 508-587-3500, ext. x225 or by email: [arqc@accurounds.com](mailto:arqc@accurounds.com) with your name and dinner choice.

*About the Topic:*

### MEASURING CUSTOMER SERVICE LEVELS MORE EFFECTIVELY

Are you spending too much time gathering and tabulating your customer satisfaction information and not enough time acting on that data? Most managers are. By enlisting the services of a professional online survey system to create, deploy, and help manage the entire survey process, you can virtually eliminate the time you're spending reviewing, assessing, and tabulating your responses. Continuously updated and aggregated results, combined with efficient and easy to use report functions will help you immediately identify specific problem areas and provide you ample time to formulate concrete plans for improvement.

Your customers are talking.  
Are you listening?

*About our Speaker:*

Rick Heffernen of BizGrader: Headquartered in Providence, RI, BizGrader is engaged in the business of creating, deploying, and managing private and public satisfaction survey and business performance reviews for all types of industries. These are as diverse as hospitality, insurance, realty, technical services, manufacturing, and distribution. Its primary focus is to provide its clients with timely, accurate, and easily accessible information regarding the client's end-user satisfaction dispositions, and services / product reviews, through a highly flexible and customizable survey platform.

### **DID YOU KNOW ?????**

You receive RU credits for attending the dinner meetings! If you have ASQ certification(s), that means an easy way to accumulate credits !

# CERTIFICATION / RECERTIFICATION PAGE

Certification Exam	Exam Dates	Application Deadline
<b>CRE, CQM, Certif. Six Sigma BB, Certif. HACCP Auditor</b>	October 21, 2006	August 18, 2006
<b>CQA, CQE, CSQE</b>	December 31, 2005 June 3, 2006	October 21, 2005 April 7, 2006

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](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/](http://www.asq.org/cert/downloads/). Or you can register and pay on-line at [www.asq.org](http://www.asq.org), click on CERTIFICATION.



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

## 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.

# *Education and Scholarship Announcements*

PLEASE NOTE:

The Spring CMI Training was unfortunately cancelled due to lack of students, but will re-open for enrollment as a CMI Refresher Training. The course will begin in late summer 2006 to prepare for the October exam..

## Are you a teacher at heart?

If you are interested in becoming an instructor for a course, or have given a course previously that you are interested in giving again to help the Education goals of our members, please contact our Education Chair, Jim Donaldson at [jasdonaldson@netzero.com](mailto:jasdonaldson@netzero.com).

Are you attending college or grad school?  
Is your child attending?

## **DO YOU WANT HELP WITH TUITION?**

Why not apply for the 2006 Roger Maximuk Scholarship?

### **2006 ROGER MAXIMUK SCHOLARSHIP**

Olde Colony Section annually awards up to \$1500.00 in scholarships to eligible members and their dependents.

We have opened this scholarship to graduate students as well.

Please go to [asqoldecolony.org](http://asqoldecolony.org) website 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.

## Your Executive Board / Leadership Team

<b>Section Chair</b> <b>Dave Gaugler</b> jandaveg@comcast.net	<b>Arrangements</b> <b>Alin Darabus</b> AccuRounds 508-587-3500 x225 aldarabus@aol.com	<b>Education Chair</b> <b>Jim Donaldson</b> 508-748-6957 jasdonaldson@netzero.com
<b>Vice Chair</b> <b>Denise Robitaille</b> 781.582.0088 derobitail@cs.com	<b>Newsletter / Advertising</b> <b>Grace Kish</b> grace.e.kish@lmco.com	<b>NEQC Rep</b> <b>Roger Berg</b> Northeast Quality Research 508-746-6345 r@berg.ms
<b>Treasurer</b> <b>Monica Morrissey</b> m.morrissey@att.net	<b>Internet Website / Database</b> <b>Dave Gaugler</b> jandaveg@comcast.net	<b>Region I Director</b> <b>Roger Keller</b> 508-668-1131 Roger@KellerQuality.com
<b>Secretary</b> <b>Joe Hanley</b> 401-431-1620 thehanleys@mindspring.com	<b>Scholarship</b> <b>Gerry Quinn</b> 781-767-2107 absrsg@comcast.net	<b>Region 1 Deputy Director / Historian</b> <b>Dick Anderson</b> raa508@aol.com
<b>Certification / Recertification</b> <b>Gerry Quinn</b> 781-767-2107 absrsg@comcast.net	<b>Membership</b> <b>Andy Cerier</b> Invensys Corporation 508-549-4201 Andrew.cerier@ips.invensys.com	<b>UMass Dartmouth Students</b> <b>Ercan Tirtiroglu</b> 508-999-8433
<b>Examining—open</b>  <b>Programs—open</b>	<b>Recognition— open</b>  <b>Publicity— open</b>	<b>Auditing—open</b>

Section Executive Board  
meets 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](mailto:cs@asq.org).

Or log onto [www.asqnet.org](http://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](http://www.asq.org) and sign-in as member
- Go to My Account, then to Change Work/Home Addresses & E-mail, and update your preferences.
- If you need additional help, e-mail [help@asq.org](mailto:help@asq.org) or phone 1-800-248-1946

# Olde Colony Section Bulletin Board

The Executive Board is looking for a few more volunteers . . .why not you?  
Volunteering does not require devoting tons of time; we are all very busy between work and personal commitments. Your time commitment can be as little as a few hours a month. Aside of the experience you gain, you also get 1.5 ru credits per year.  
If you think you may be interested in volunteering, contact Denise Robitaille, Vice Chair, at 781-582-0088 or [derobitail@cs.com](mailto:derobitail@cs.com)

**Do you want to reach over 230 Quality professionals in the Southcoast Massachusetts area for as little as \$40 a month? If so, you should be advertising with us.**

The Olde Colony Section of American Society for Quality is offering advertising space in our monthly newsletter, mailed to all our membership at the beginning of each month. We send out newsletters September through June. We are a non-profit organization and use the money collected from advertising to help defray the costs of printing and mailing to our membership.

- A full page ad is \$100.00
- A half page ad is \$60.00
- A quarter page ad is \$40.00

Contact Grace Kish, Advertising Chair at [grace.e.kish@lmco.com](mailto:grace.e.kish@lmco.com) or 508-748-1160 x600.

Don't forget—June is the last Diner Meeting before our Summer Break.

Please join us for our dinner meeting at Bailey's in Wareham.

Mark your calendar: June 21, 2006.