

Monthly dinner meeting:
Quality Management Principles
Excerpts from the next CMQ/OE Refresher Course

Wednesday, May 18, 2011
Good Days Restaurant
Bridgewater, MA

ASQ Olde Colony Section 0111 has Achieved QMP Bronze and Total Quality Levels for 2009-2010!



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 Bronze 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.

ABOUT THE TOPIC:

Quality Management Principles

Excerpts from the next CMQ/OE Refresher Course


If you think you want to be a certified Quality Manager (CMQ/OE) or if you just want to better understand the forces driving quality professionals, you will get something out of this talk. One of the more enjoyable aspects of Tony's classes is his ability to use humor and analogies to teach the quality concepts. For tonight, he has pulled some of the lighter material from his CMQ/OE class to discuss the fundamental principles in the CMQ/OE Body of Knowledge, including Leadership, Strategic Planning, Management, Customer Focus, Supplier Control, Training and Development.

ABOUT THE SPEAKER:

Tony DeMarinis has BS degrees in Biology & Microbiology and a MS in Quality Management. He is currently Quality Manager at Sealed Air, Nelipak Custom Thermoformed Products. Previously he was Quality Systems Manager at Davol, Dir. of Quality Assurance at Scott Laboratories and Sr. Microbiologist at the National Cancer Institute. He is a Certified Six Sigma Black Belt, Certified Quality Auditor-Biomedical and Certified Quality Manager. He has taught the refresher courses for the CQA and CMQ/OE certification programs for the RI and Olde Colony sections for many years. Tony has over 20 years experience using quality management techniques and value added auditing including the use of Failure Investigation and Root Cause Analysis to improve processes and products

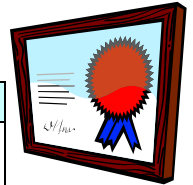
Contact Information: Anthony.demarinis@sealedair.com

DINNER MEETING DETAILS

<p>Date: Wednesday May 18, 2011</p> <p>Time: 6:00 P.M. Registration 6:15 P.M. Dinner 7:00 P.M. Program</p> <p>Location: Good Days Restaurant 99 South Main Street (Rte 28) West Bridgewater, MA</p> <p>Cost: \$25.00 (Discount to retired/ unemployed ASQ Members.)</p>	<p>Reservations: Please email Bill Jolliemore at: programs@asqoldecolony.org (Please include your name and dinner choice.)</p> <p>Register online using PayPal at: www.asqoldecolony.org (Please include your dinner choice in the notes.)</p> <p>Menu:  Pot Roast, Chicken Supreme, or Baked Scrod.</p> <p>Directions: Rte 24 to Rte 106 East (Exit 16). Good Days is approximately 200 yards south of the intersection of Rte 106 and Rte 28 on Rte 28.</p>
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You receive RU credits for attending dinner meetings. An easy way to accumulate credits for ASQ recertification!

Certification / Recertification



EXAMS GIVEN FOR:	EXAM DATE	APPLICATION DEADLINE
CBA, CHA, CQI, CQT, CRE, SSB, CMQ/OE	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>.

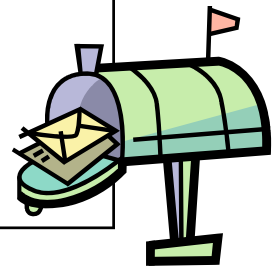
Congratulations to:

Michael Cunningham, Brenda F. Bollivar, Michael B. Bridgett, and Paul DaRosa for their certification as a Certified Manager of Quality/Organizational Excellence.

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**



Conferences:

World Conference on Quality and Improvement
May 16-18, 2011
David Lawrence Convention Center
Pittsburgh, PA

Education: Current Classes offered by ASQ Olde Colony Division

Manager of Quality/Organizational Excellence Certification - CMQ/OE

The Certified Manager of Quality/Organizational Excellence is a professional who leads and champions process-improvement initiatives-everywhere from small businesses to multinational corporations-that can have regional or global focus in a variety of service and industrial settings.

A CMQ/OE facilitates and leads team efforts to establish and monitor customer/supplier relations, supports strategic planning and deployment initiatives, and helps develop measurement systems to determine organizational improvement. The CMQ/OE should be able to motivate and evaluate staff, manage projects and human resources, analyze financial situations, determine and evaluate risk and employ knowledge management tools and techniques in resolving organizational challenges.

If you are interested in becoming a CMQ/OE, the next exam date is **Saturday, October 1, 2011**. To help you pass the exam on the first try, ASQ Olde Colony is once again offering our successful virtual Certified Manager of Quality/Organizational Excellence Refresher Course, starting **Monday July 18, 2011**.

Our experienced instructor, Anthony DeMarinis, is a CMQ/OE 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.



Comments from several of our students:

This is a VERY INTENSIVE course! You learn more than what is presented in the CMQ/OE Primer and in the CMQ/OE Handbook from a true practitioner in the field. I have used some of the tools that were presented and have had favorable results.

Thanks.

Lawrence H. Lagman, Quality System Manager
U.S. Food and Drug Administration - Arkansas Regional Laboratory Central Arkansas Section 1407

Thanks, Tony! Your examples and extra reading really helped demonstrate the ASQ way of thinking about quality. I don't think I would have passed without the class :) *Lisa Bellows* /FDA Philadelphia District/ ASQ

Section 505

Just wanted to let you know that I passed the exam. I've been pretty nervous about it and am very relieved. Thanks for your help and patience with all my questions. Thanks, *Rosanna L. Buhl*,/ Quality Systems Manager/ Battelle Environmental Product Line/ ASQ Olde Colony Section 0111

Hello! Tony, This is to thank you for all the sincere efforts you put to prepare us for the CMQ/OE exam; I just passed and believe that it could not be possible without your help...t was great attending your course, I learned a lot and won't hesitate to recommend the course to other aspirant. *Akhilesh Manchanda*, P.Eng./ MP - Engineering Quality Management/ Enbridge Inc./ ASQ Canada, Edmonton Section 0410

If you are interested in this course or have further questions, please contact:

Rochelle Jones, education@asqoldecolony.org

Education & Scholarship Announcements

2011 ROGER MAXIMUK SCHOLARSHIP

Applications are now being accepted for the 2011 Roger Maximuk Scholarship. Due to the success of our Education Committee, this year the Olde Colony Section is awarding \$5,000 in scholarships to eligible members and their dependents. Awards will be made in the following amounts: The top two awards will be for \$1,500.00 each; the next two awards will be for \$750.00 each and the final award will be for \$500.00.

Please go to our website, <http://www.asqoldecolony.org/>, for details and an application form. Applications must be submitted through the US Postal Service and must be postmarked by June 1 to be eligible. Applications must be mailed to:

**Scholarship Committee Chairman
Olde Colony Section 0111
c/o 276 Everett Street
Middleboro, MA 02346**



**Olde Colony
Section**
The Global Voice of Quality™

NETWORKING

JOIN OUR SECTION GROUP ON



Join the ASQ Olde Colony Section 0111 group on LinkedIn! Simply search "ASQ Olde Colony Section 0111" (without the quotes) in the LinkedIn groups directory and request to join. We look forward to seeing you online!

Olde Colony Section Bulletin Board

ASQ Olde Colony Section 0111 Course Withdrawal Policy for Online courses starting July 18, 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 July 11, 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 July 25, 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 July 25, 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 July 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.

Special Recognition: Life long members!

We tip our "hats" to these members for their commitment to our section.

Bill Cardillo (deceased)	51 years
Harold Gilmore	51 years
Robert Irving	41 years
Joe Hanley	38 years



Elected Officials: July 1, 2011-June 30, 2012



Monica Morrissey
Joe Hanley
Aaron Jones
Jean Patton

Chair
Secretary
Treasurer
Chair Elect

A Message from the Section Chair



Approximately twenty years ago my brother decided to go into business for himself. He rented office space, bought office equipment and started advertising. I decided that it would be a nice gesture to send him some flowers with a congratulatory message.

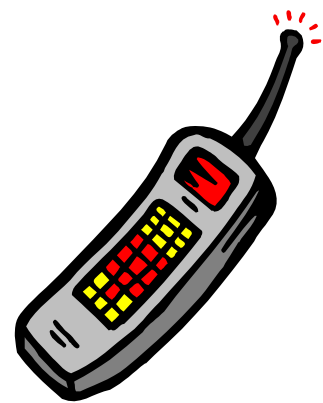
Subsequently I ordered flowers with an appropriate message and had them delivered to him. A short while later my brother called and wanted to know if I was trying to play some kind of a joke on him. He said the note read "Rest in Peace." Needless to say I was furious and in my anger stormed into the florist's and chewed him out for his mistake.

He duly apologized for his mistake and then he said " Rather than get angry you might imagine this, somewhere there is a funeral going on with a bouquet of flowers with a message that reads "Congratulations on your new location".

As I sat down to write this little piece it brought to mind the above story because I wanted to spend some time in congratulating each and every one of you, the section members, for the terrific job you did in responding to the recent telephone survey that Aaron Jones recently conducted for the Section.

The results are scheduled to be printed in a lot more detail than what I am putting to paper here, so look for those results in the June newsletter. By way of summary let me start by saying that we had 45.8% of our members reply . Aaron made 217 calls plus e-mails. Of those he had 13 reply via e-mail and 80 by way of phone calls. For those not impressed by that return rate, let me say that experts tell us that if a survey receives between 5 & 10 % is considered a success.

Finally let me thank Aaron for the excellent job he has performed on the survey and also for the many hours spent phoning you and getting your responses. Thank you Aaron and if I do send you flowers for a job well done I'll make sure the note reads "Congratulations for a job well done"!




**THANK YOU
FOR THE CALL!**


YOUR 2010-2011 EXECUTIVE BOARD / LEADERSHIP TEAM

Section Chair Joe Hanley 401-431-1620 thehanleys2@verizon.net	Programs & Arrangements Bill Jolliemore programs@asqoldecolony.org	Education Chair Rochelle Jones education@asqoldecolony.org
Chair Elect Demetrios Venetis desk: 978-436-6579 cell: 978-821-9734 DemetriosVenetis@Entegris.com	Treasurer Karen Taylor asqoldecolony0111@comcast.net	Secretary Monica Morrissey m.morrissey11@comcast.net
Membership Aaron Jones asq@aaronjones.net	Voice of the Customer Rose Perry rose.perry@verizon.net	Newsletter Jean Patton jeanmwpatton@mac.com
Auditing Denise Robitaille 781-582-0088 derobitail@cs.com	Internet Website / Database Dave Gaugler jandaveg@comcast.net	Region I Director Diane Dixon 978-779-3000 diane.dixon@future.ca
Certification / Recertification Gerry Quinn 781-767-2107 absrsg@comcast.net	Scholarship Gerry Quinn 781-767-2107 absrsg@comcast.net	Region 1 Deputy Director Guimor Andrade 781-939-0940
Immediate Past Chair Jim Donaldson 508-748-6957 jasdonaldson12@gmail.com	Historian Monica Morrissey m.morrissey11@comcast.net	UMass Dartmouth Students Ercan Tirtiroglu 508-999-8433
		Open: NEQC Rep Advertising Examining Publicity Recognition

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.