



ASQ

AMERICAN SOCIETY
FOR QUALITY™

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

Place
Stamp
Here

Monthly dinner meeting: Wednesday, Nov 17, 2004

Process Mapping *with Jay Patel*

Yangtze 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.

Welcome to our November 2004 dinner meeting invitation and newsletter. This month we have Jay Patel, who is a frequent speaker for Olde Colony. Last month about 15 members attended our round table discussion led by Roger Berg. It was an informative and fun session, even though we rushed Roger so we could listen to the ball game. Thanks Roger for a job well done. And those Sox did it! Statistically, it was about time.

Please share the info in the newsletter with your co-workers.

Olde Colony Monthly Dinner Meeting

- Date:** Wednesday, Nov 17, 2004
- Time:** Register 6:00 PM, Dinner at 6:30 PM, Speaker 7:30 PM
- Cost:** \$20.00. Discount to retired / unemployed ASQ members.
- Location:** Yangtze Restaurant, West Bridgewater, Mass (Rte 28)
- Directions:** From Route 24, take exit 16A (Rte 106) toward West Bridgewater. Travel about 2 miles to traffic light which intersects Rte 28. Follow Rte 28 South. The Yangtze restaurant is about a mile on the left.
- Menu:** Chinese Buffet
- Reservations:** Contact David Hicks by email at: dhicks807@yahoo.com or by phone 508-748-1160 x274

Process Mapping

Do you understand process concept? Do you want to reduce your documentation by 50%? Do you want to make your ISO system simpler and user friendly? Then, come to this session and learn how to map your processes.

ISO requires the adoption of a process approach. Companies that develop effective and efficient processes are those most likely to succeed.

Understand what process mapping is and how it differs from flow-charting and regular procedural text. Learn how to make your quality management system easy to develop, implement, and understand by all employees and beneficial to the bottom line. This provides the tools and methodology to identify your current business processes and provide a future roadmap for re-engineering your processes

*Don't miss this opportunity to hone your skills and organize your Quality Management System for the best! ******

SPEAKER

JAY P. PATEL, ASQ- Fellow, Six Sigma BB, CQA, CQIA, CQE, CQM, BIO Medical Auditor, ; RAB-QSLA

Jay P. Patel is the CEO of Quality & Productivity Solutions, Inc., a national consulting and training firm specializing in Six Sigma, Lean, ISO and Business Improvements. He has more than 20 years of experience in the management and quality and held wide-ranging positions including Plant Manager and Corporate Director of Quality. His professional experience includes working at: General Electric, Allied Signal- Bendix, United Technologies-Carrier, and Cabot Safety Corporation and many Fortune 500 companies. He has Bachelor and Master degrees in Engineering with MBA. Jay is an RAB-Quality System Lead Assessor. He has been a Chapter President of the Project Management Institute and the Institute of Industrial Engineers. He was also ASQ Worcester Section and NEQC Chairman. Jay has been serving professional societies since last 20 years. Jay has been the recipient of many recognition awards including ASQ Fellow and recognition award, NEQC's R.Shaw award, IIE Engineer of the Year, PMI Capital Berkshire Chapter's Project Manager of the Year.

Olde Colony Education Page

Olde Colony Education Offering Onsite Training Opportunities

Olde Colony section offers a wide variety of cost-effective courses for training at your site. Our ASQ professionals have practical knowledge and on-the-job skills that neither colleges nor corporate trainers usually possess. Olde Colony instructors have both certified knowledge and teaching experience. Please call or write Roger Berg, Education Chair (508-746-6345 or r@berg.ms), for the following:

- Q Information about customized on-site training
- Q A listing of available on-site courses
- Q Suggested course topics that Olde Colony might offer/develop for its members
- Q Instructor application for section members and other ASQ professionals who wish to be considered as instructors for our courses

March 5, 2005 Examinations: *Certified Quality Manager, Certified Mechanical Inspector, Certified Reliability Engineer, Six Sigma Black Belt and Certified Quality Technician*

Certified Mechanical Inspector Course #105 (1.6RUs) Joe Hanley Eight 2 hour sessions beginning in January. \$390 for members and \$420 for others. The instructor is Joe Hanley. Joe started on the bench and worked his way up to Senior Quality Engineer. RAB certified, Joe Hanley is an auditor and consultant for laboratory and quality systems. Early registrants will be able to determine the course's meeting night.

Certified Quality Manager Course #101 (1.8 RUs) Roger Berg Three Saturdays, January 30, February 13 and 27 for 6 hours each day. \$375 for members and \$400 for others. This course will prepare you to respond to the constructed response questions as well as the multiple-choice questions.

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.

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

Time for a professionalism refill?

Do you want ASQ or a generic brand?

Certification / Recertification Info

Certification Exam	Exam Dates	Application Deadline
CQA, CQE, CSQE, CCT, CQIA	December 4, 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.

Congratulations to Nelson Marques in passing the Certified Mechanical Inspector exam.

Your CQE Exam is Dec. 4

Are you prepared for the Quantitative Methods section?

The 3 day seminar series helps you prepare for the CQE exam by covering the most difficult section, Quantitative Methods. Learn the techniques and get practical hands-on advice with sample exam problems and solutions. The material is keyed to the CQE Body of Knowledge and linked to popular exam preparation material.

Locations Springfield, MA – (3 Tuesdays) Nov. 2, Nov. 9, & Nov. 16

Nashua, NH – (3 Thursdays) Nov. 4, Nov. 11, & Nov. 18

Fee \$495 per person – location, directions, and other information provided at registration

Contact: Dan O'Leary CQE, CRE, C.P.M.

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Advertising— open Arrangements— open	Recognition— open Publicity— open	Help your Section. Earn RU's. Opportunities await.

E'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:

- Go to 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 or phone 1-800-248-1946

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This month we would like to advertise for a volunteer for **Publicity Chair**, a position open on the e'board.

Duties and Responsibilities:

Communicate all section events to: local newspapers, radio & cable TV community calendars
Liaison with ASQ Master Calendar, Olde Colony Website and Newsletter
Attend section executive committee meetings to report progress
Uphold ASQ and section bylaws, policies and procedures

Qualifications:

Must be ASQ Olde Colony member in good standing
Should possess good writing and communication skills
Some experience working with the media preferred

Time Commitment:

Approximately two hours a month (outside of executive committee meetings)

If interested, contact one of the eboard members.

Advertisers

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.

Please contact David Hicks, Newsletter Chair at dhicks807@yahoo.com