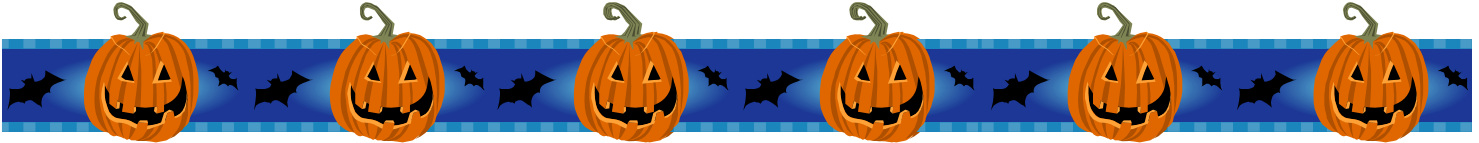


## Monthly dinner meeting:

October 19: The Exciting World of FMEAs! (part 1)  
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.

**MONTHLY DINNER MEETING**

Wednesday October 19, 2011 - 6:00 P.M.  
Good Days Restaurant - West Bridgewater, MA

**ABOUT THE SPEAKER AND TOPIC:**

**The Exciting World of FMEAs!**

***About the Topic:***


To most engineers FMEA is a four letter word. If you are a Quality Engineer, it is an exercise you are often responsible for. If you are a Design Engineer or a Manufacturing Engineer, it is something you are asked to help with. FMEA: Failure Mode and Effects Analysis is an attempt to eliminate failures by anticipating causes of failures and taking steps to eliminate these causes.

We will be viewing a video on a presentation by Henry Petroski, an engineering professor at Duke University. The video shows scenes of engineering disasters and explains how it is we learn through analyzing our failures. Next month, we will discuss FMEAs in the real world and the AIAG form.

***About the Speaker:***

Lee Thomson has been a member of ASQ for twenty five years, holding certifications as a Quality Engineer and a Quality Auditor. Lee has worked in manufacturing for over forty years; he has worked in the electrical and electronic components industry for military applications, web handling equipment and the switch manufacturing industry. It was during his time working for military and automotive customers that he gained experience with FMEA's. Lee has co-chaired a one day seminar on FMEA for the Olde Colony Section and held the Chair position for the Olde Colony Section.

**DINNER MEETING DETAILS**

<p>Date: <b>Wednesday Oct 19, 2011</b></p> <p>Time: 6:00 P.M. Registration 6:15 P.M. Dinner 7:00 P.M. Program</p> <p>Location: <b>Good Days Restaurant</b> 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: <b>programs@asqoldecolony.org</b> (Please include your name and dinner choice.)</p> <p> Register online using PayPal at: <b>www.asqoldecolony.org</b> (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>
---	--

*You receive RU credits for attending dinner meetings. An easy way to accumulate credits for ASQ recertification!*



# Survey Results

## 2010-11 Loyalty and Satisfaction Survey Results

Total Number of Respondents: 11

### Survey Questions - Satisfaction

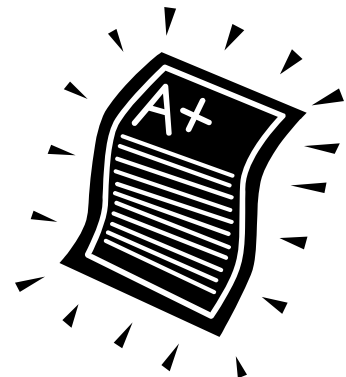
Question	Score (out of a possible 10)
My section offers significant networking opportunities with other professionals in my field.	7.70
My section's communication s are timely and provide useful information.	8.40
My section offers useful courses and training for professional development in my field.	7.50
My section provides valuable resources and support pertaining to specific industries and interests.	6.50
The cost of section meetings, trainings, activities, etc. are reasonable for the value provided.	8.40
My section leadership is accessible for questions, concerns and suggestions.	8.89
My section provides open opportunities to be active in leadership.	9.00
How do you rate your overall satisfaction with your section?	8.64
<b>Overall Satisfaction Score:</b>	<b>8.128</b>

### Survey Questions – Loyalty

Question	Score (out of a possible 10)
Based on this section experience, how likely are you to renew your ASQ membership?	9.36
How likely are you to recommend ASQ section membership to a business associate?	7.82
Please rate the overall value you receive as a member of ASQ.	8.09
<b>Overall Loyalty Score:</b>	<b>8.424</b>

### What is the one thing you would like to see improved in this section?

- Additional Educational Opportunities
- Membership participation
- More learning opportunities
- Networking with other professionals.
- The website
- Website update needed



# Olde Colony Section Bulletin Board

## CERTIFICATION / RECERTIFICATION

### 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. 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/>.

### 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.



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.

EXAMS GIVEN FOR:	EXAM DATE	APPLICATION DEADLINE
CBA, CHA, CQI, CQT, CRE, SSBB, CMQ/OE	October 1, 2011	August 8, 2011
CQA, CQE, CCT, CSQE, CQIA, CQPA, SSGB, CPGP	December 3, 2011	October 14, 2011
CBA, CHA, CQI, CQT, CRE, SSBB, CMQ/OE	March 3, 2012	January 13, 2012
CQA, CQE, CCT, CSQE, CQIA, CQPA, SSGB, CPGP	June 2, 2012	April 13, 2012

## Education

We will be offering the CMQ/OE again in December 2011 for those of you who are interested. We will post the details in next month's newsletter. For more information you can contact Rochelle Jones at [education@asqoldecolony.org](mailto:education@asqoldecolony.org).

## Useful Websites:

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

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

[www.asq.org/qualityprogress](http://www.asq.org/qualityprogress)

[www.isixsigma.com](http://www.isixsigma.com)

[Www.qualitysupportgroup.com](http://Www.qualitysupportgroup.com)



## Conferences:



### —19th National Quality Education Conference

Indianapolis, IN  
Nov 6-8, 2011

### —67th Annual Deming Conference on Applied Statistics

Atlantic City, NJ  
Dec 5-9, 2011

### —20th Annual ASQ Audit Conference, Solid Legacy ...Influential Future

October 27–28  
Reno, Nev.

### —ASQ RD Reliability in the Solar Universe webinar

Thursday, Nov 10 11:00 - Thursday, Nov 10 12:00 - 2011  
On-Line



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!

# FMEA Primer

Failure modes and effects analysis (FMEA) is a step-by-step approach for identifying all possible failures in a design, a manufacturing or assembly process, or a product or service.

“Failure modes” means the ways, or modes, in which something might fail. Failures are any errors or defects, especially ones that affect the customer, and can be potential or actual.

“Effects analysis” refers to studying the consequences of those failures. Failures are prioritized according to how serious their consequences are, how frequently they occur and how easily they can be detected. The purpose of the FMEA is to take actions to eliminate or reduce failures, starting with the highest-priority ones.

Failure modes and effects analysis also documents current knowledge and actions about the risks of failures, for use in continuous improvement. FMEA is used during design to prevent failures. Later it's used for control, before and during ongoing operation of the process. Ideally, FMEA begins during the earliest conceptual stages of design and continues throughout the life of the product or service.

Begun in the 1940s by the U.S. military, FMEA was further developed by the aerospace and automotive industries. Several industries maintain formal FMEA standards.



Source: <http://asq.org/learn-about-quality/process-analysis-tools/overview/fmea.html>



ASQ Olde Colony has openings available for members who would like to put their technical, quality, and customer service skills into helping other members. You can earn great compensation as well as valuable recertification units.

## MINIMUM QUALIFICATIONS

- Current & Active Membership in the ASQ Olde Colony Section
- You must be consistently available Monday – Thursday from 4:30 p.m.– 7:00 p.m.
- You must demonstrate and prove an ability to support the class instructor. Successful candidates will have to arrange, organize, manage, present at, and technically support/administrate a live Webinar using GotoMeeting/GotoWebinar to be considered.
- Access to a full multi-media computer and reliable high speed internet access

If you meet the qualifications above and you are interested in monetary compensation and recertification units, please forward your cover letter and resume to [education@asqoldecolony.org](mailto:education@asqoldecolony.org).

# Chair's Corner

I used to work for a coatings manufacturer as the Quality manager. Included in my long list of duties/responsibilities was training of new employees. Not a big deal since I had a presentation to fall back on. But to make things more interesting, upper management decided I would also do the "revision" training. This meant whenever a change was made to a document, I would need to round the troops up and go over any changes made to the procedure or process. Sometimes this involved multiple training sessions since there were over 100 employees and three shifts. When faced with this task, I would inwardly flinch, groan, and whisper oaths under my breath. It always put a damper on my day.

I don't enjoy public speaking. I will do it, if needed, but it has never been on my top ten list for most fun things to do. Before these revision training sessions, I would need to hunt down the employees, since they didn't want to be there any more than I did. I got to watch workers fall asleep sitting up while listening to me speak. Ok, I may be dry, but I'm not that boring! And if anyone had the right to fall asleep, it was me, having to suffer through 10 of the same presentations one right after the other! I even tried enticing them with donuts and coffee, but full bellies and a warm environment only made them fall asleep faster.

On one occasion I had to go over yet again root cause analysis, discussing how telling the employee to pay better attention was not really a corrective action. As I finished the last session, nudging the last snoring worker awake, I said to myself, no way are they even going to care about corrective actions.

A week later, I was addressing a corrective action from a customer who was charged the same amount of freight for two different quantities of packages. The customer was on the verge of rage, since we seemed not to care that she was paying too much freight for less packages. Our shipping department had given her our standard response, "our employee was spoken to, and told to be more aware."

Trying to mistake proof the process, I put together an excel spreadsheet that would generate the correct weight if the shipper entered in the item and the total quantity being shipped. When I brought this to the shipping supervisor, I was told, "well, we really won't have time to enter in that info. Just too much to do. Just not going to happen."

I asked "So how do we make the customer happy in this case?" The response almost knocked me over. "Well I was thinking about what you said last week about that root cause stuff, and so I'm putting together a chart with the weights on it. I think that will work."

Holey moley! Some of them actually were listening! Happy Dance and group hug everyone!

**Happy Halloween!**



*Jean Patton*

Vice Chair



## Quotes of the Month:

LIVE OUT OF YOUR IMAGINATION, NOT YOUR HISTORY. **STEPHEN COVEY**



IT'S NOT WHAT THE VISION IS, IT'S WHAT THE VISION DOES. **ROBERT FRITZ**

# YOUR 2011-2012 EXECUTIVE BOARD / LEADERSHIP TEAM

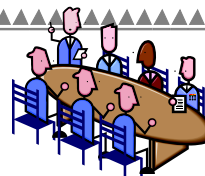
<b>Section Chair</b> <b>Monica Morrissey</b> m.morrissey11@comcast.net	<b>Programs &amp; Arrangements</b> <b>Bill Jolliemore</b> programs@asqoldecolony.org	<b>Education Chair</b> <b>Rochelle Jones</b> education@asqoldecolony.org
<b>Chair Elect</b> <b>Jean Patton</b> jeanmwpatton@mac.com	<b>Treasurer</b> <b>Aaron Jones</b> asq@aaronjones.net	<b>Secretary</b> <b>Joe Hanley</b> thehanleys2@verizon.net
<b>Membership</b> <b>Aaron Jones</b> asq@aaronjones.net	<b>Voice of the Customer</b> <b>Rose Perry</b> rose.perry55@comcast.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>Joe Hanley</b> 401-431-1620 thehanleys2@verizon.net	<b>Historian</b> <b>Monica Morrissey</b> m.morrissey11@comcast.net	<b>UMass Dartmouth Students</b> <b>Ercan Tirtiroglu</b> 508-999-8433
<b>NEQC Rep</b> <b>Ron Field</b> ron.field@bhienergy.com		<b>Open:</b> Advertising    Recognition Examining      Publicity



**Please Note Change in Day!**

The Olde Colony Executive Board meets the 1st **Wednesday** 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 Monica Morrissey, Chair, at m.morrissey11@comcast.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 Wednesday of every month from 6-8 pm at the Flat Iron Cafe in Middleboro, MA.