



ASQ

AMERICAN SOCIETY  
FOR QUALITY™

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

Monthly dinner meeting:

Wednesday, September 19, 2007

***Value Stream Mapping***

La Casa Mia, Rt 138 South, Raynham, MA

Place  
Stamp  
Here

*The Olde Colony ASQ Section 0111 Was Recognized as One of the 2005-06 SMP Sections Gold Excellence*



The Section Management Process (SMP) is a section 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. In the first level, Section Basics, sections demonstrate their viability and commitment to serving ASQ members by meeting the basic requirements for being a section. Sections meeting the Section Basics requirements are eligible for future recognition in the Section Planning Level and Performance Level (Total Quality and/or Section Excellence Awards). ASQ would like to honor the 135 sections that met the 2005-06 Level 1 Section Basics Requirements and thank the volunteers of these sections for their dedication to their members and section management.

### **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:** September 19, 2007 (third Wednesday)
- Time:** Registration 6PM, dinner 6:15PM, Speaker 7PM
- Cost:** \$25.00. Discount to retired / unemployed ASQ members.
- Location:** La Casa Mia, Route 138South, Raynham, MA
- Menu:** Chicken, fish or beef entree
- Directions:** Take Exit 8 off Route 495 onto Route 138South. Go 1/2 mile into Raynham, La Casa Mia is on the right.
- Reservations:** Please contact Alin Darabus, Arrangements Chair, at 508-587-3500, ext. x225 or by email: [adarabus@accurounds.com](mailto:adarabus@accurounds.com) with your name and dinner choice.

### *About the Topic:*

Value Stream Mapping gives you the tools to stand back and identify the waste in your business and to streamline processes to get rid of waste. Think of it as your personal magnifying glass and your source for solutions to eliminate that waste. With Value Stream Mapping, you actually scrutinize business processes from beginning to end and draw a visual representation of every process involved in the material and information flows. Then you draw a future state map to show how things should work for your best competitive advantage.

And there's a lot of waste that can be kicked to the curb. Statistics show that as much as 60% of operations in a manufacturing business do not add value to the customer. The effective application of Value Stream Mapping can:

- \* Reduce lead time
- \* Improve product quality and space utilization
- \* Reduce rework/scrap and inventory levels
- \* Reduce indirect labor costs

It's difficult to imagine you could get all these benefits from one tool. However, when you think about all the extra baggage your business is carrying daily in the form of productivity killers, doing away with all of them would make a big impact, right? The best way to address this is through Value Stream Mapping.

### *About the Speaker:*

Angelo Scangas has assisted numerous clients in the areas of process improvement, Lean Six Sigma, ISO 9001:2000, ISO 14001, ISO/TS 16949 and ISO 13485 certifications. He has extensive training experience in internal auditing, advance product quality planning, FMEA, problem solving, project management, and SPC.

Angelo has worked in the medical devices, biomedical, automotive, textile, chemical, and electronics industries for more than 30 years, holding positions such as director of manufacturing, director of quality, and plant manager.

Angelo is a member of the American Society of Quality and AIAG. He is a Certified AIAG, IAOB and RAB-Lead Auditor. He is also a member in the Quality Management and Automotive Divisions of ASQ.

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

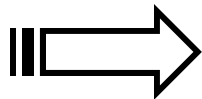
You receive RU credits for attending the dinner meetings! If you have ASQ certification(s), that means an easy way to accumulate credits !

# CERTIFICATION / RECERTIFICATION



EXAMS GIVEN FOR:	EXAM DATE	APPLICATION DEADLINE
CBA, CHA, CMQ/OE, CQI, CQT, CRE, SSBB	October 20, 2007	August 31, 2007
CQM/OE, CQA, CQIA, CQE, CRE, SSBB	October 13, 2007 16th Annual Audit Conference	September 7, 2007
CQM/OE, CQA, CQE, CSQE, SSBB	October 14, 2007 Intl. Conference on Software Quality	September 7, 2007
CCT, CQA, CQE, CQIA, CQPA, SSGB, CSQE	December 1, 2007	October 5, 2007
CBA, CHA, CQI, CQT, CRE, SSBB	March 1, 2008	January 11, 2008
CQA, CQE, CQT, CAQE, CQIA, CQPA	June 7, 2008	April 4, 2008

## This month's hint from the Certification Chair:



The address to send the completed application and fees is DIFFERENT from the Section address. Please see bottom of this page for correct address to send info.

### 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)

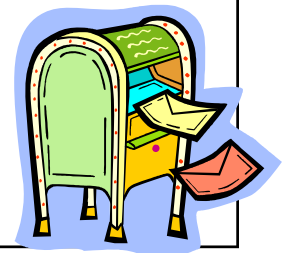
### Need an Application for Certification?

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.

## 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*

*Does your facility need Internal Auditor Training?*

**We can take our show on the road and train in your facility!**

ASQ Olde Colony Section has certified Internal Auditor Trainers that can come to your facility and train your employees. A great way to fulfill the ISO 8.2.2 requirement.

Interested parties should contact Jim Donaldson, Acting Education Chair at [jasdonaldson@verizon.net](mailto:jasdonaldson@verizon.net) for a quote and course description.

**There are two courses in the planning stages now:**

**Six Sigma Black Belt (SSBB)  
& Certified Quality Auditor (CQA)**

If you are interested in either course, please contact Jim Donaldson at [jasdonaldson@verizon.net](mailto:jasdonaldson@verizon.net)

**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

Jim Donaldson at [jasdonaldson@verizon.net](mailto:jasdonaldson@verizon.net)

## A MESSAGE FROM THE SECTION CHAIR



Dear members,

I thought I would echo the past chair's message from last March. This is a good time to describe to you some of the things that go on at our E-board meetings. This is our monthly review of the status of the section and our forum for planning activities to better serve our membership.

We, the e-board, would first like to invite members to participate. We have a few remaining open chair positions and committee members are also welcome. One of our newer members, Rose Perry, joined the e-board this past August. Rose is now training to be our Newsletter Chair. This is a critical position on the board. The Newsletter is the primary way we reach you, the members, with section and national news. We thank Rose for volunteering and allowing our Treasurer (Grace) to devote her time to the section finances.

We do some of our regular procedural stuff; get reports from various committees and Grace reviews our finances. Afterwards, the various chairs present information and/or solicit input. Gerry reviews the revised procedure for the Roger Maximuk Scholarship that we award annually. We discuss the on-going plans for certification and internal courses we are offering this Fall/Spring. Alin updates the locations and list of presenters for the next few dinner meetings; Lee brings us up to speed on new members. Dave discusses improvements to the website. New members arrive and are asked how they would like to pitch in. Monica feverishly captures salient points for inclusion in the minutes and I oversee the dialog.

Sometimes we set aside time for a more lengthy deliberation on a particular topic. August was set aside for discussing our education plan for the coming year. The education program is one of the main ways your section earns funds to offset the cost of programs that the e-board implements for you the membership (e.g. meetings, events, etc.). We're presently looking for a willing volunteer to take on the challenges and rewards of a successful education program. Call us; e-mail us; visit the website at [asqoldecolony.org](http://asqoldecolony.org); come to the meeting to find out more.

Looking forward to a great year of programs,  
Jim and the E-board



### 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.

### **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.



## The 34<sup>th</sup> National Energy & Environmental Conference

**Marriott Providence Downtown,  
Providence, RI  
November 4–7, 2007**

### Who should attend?

Professionals engaged in quality, environmental, or health and safety management working in design and construction, power generation, environmental management, or in the operation of research laboratories, nuclear fuel cycle facilities, or other complex facilities.

The ASQ Energy and Environmental and Design and Construction divisions' 34th National Energy and Environmental Conference will be held November 4–7, 2007, at the Marriott Providence Downtown, Providence, RI. This is an exciting new location for what is considered to be the nation's premier conference addressing quality, environmental, energy, and design and construction issues, and quality, environmental, and integrated management systems. The conference theme is "Preparing for the Future: featuring the resurgence of commercial nuclear power and new trends in ESH&Q" and will include:

- a keynote speaker who is a recognized leader in the energy and environmental industry
- an executive panel addressing nuclear energy, environmental, and design and construction topics
- 22 technical sessions in three separate tracks, addressing quality, energy, environmental, and design and construction topics, including:
  - A seven session track concentrating on nuclear power topics in design, construction, and operations
  - An eight session track addressing Environment, Safety, Health, and Quality (ESH&Q) and integrated management systems topics
- Exhibitors describing and demonstrating their latest products and services
- Daily networking opportunities to discuss your topics and interests with other conference attendees and speakers
- Continuing education units (CEUs) or ASQ recertification units to help you maintain your certifications

For additional information, please visit the conference Web site at: [www.asq.org/ee](http://www.asq.org/ee)  
or contact the conference chair, Jeffrey Worthington,  
at [jcworthing@comcast.net](mailto:jcworthing@comcast.net).

# Lean and Quality Conference and Expo

## The Pursuit of Operational Excellence



**September 24 - 27, 2007**  
**Crowne Plaza Ravinia Hotel**  
**Atlanta, GA**

More than twenty years after most companies started Six Sigma quality programs, there is still a need for companies to step up quality programs, increase lean initiatives, and focus on customer value. The existing mishmash of process improvement programs often compete for resources and attention.

Bringing them all together under one umbrella is exactly what will be offered at the Lean and Quality Conference and Expo 2007, Atlanta, Sept. 24-27 including post-conference workshops.

The conference, sponsored by the Institute of Industrial Engineers and the Atlanta section of the American Society for Quality will offer some of the most innovative companies and thinkers who will disclose their best practices to a targeted group of quality, Lean, and Six Sigma professionals at the Crowne Plaza Ravinia.

Keynote speakers are William Schnettgoecke, Jr., VP Lean+ from The Boeing Company, Mark Price, President, George Group Federal Services, and Kevin J. Duggan, Founder of the Institute for Operational Excellence.

A key element in increasing customer value is to use value stream mapping which will be a two-day focused workshop held at SafeHouse, a charitable organization in Atlanta. The participants will dig into SafeHouse at various processes and present to the SafeHouse management team ways to lean and improve the processes for increased customer value. Other post-conference workshops include: White Collar Kaizen: Rapid Improvement for Service, Administrative, and Knowledge-worker Environments and Supply Chain Improvement. Post-conference workshops will be held Sept. 26& 27.

The conference, also open to the public, will feature exhibits, over 60 sessions on quality processes, global logistics, Lean and Six Sigma as applied to defense, healthcare, plastics and other manufacturing and service industries. Register online or via PDF mailed/faxed now at [www.iienet.org/leanconference](http://www.iienet.org/leanconference) or call (770)449-0460 x 102 or (800)494-0460 x 102.

ASQ members get a reduced rate for the conference.  
Register online by Sept. 1 to be entered in a drawing to win a \$100 Visa Gift Card

The post-conference workshops are open to non-conference attendees.

# YOUR 2007-2008 EXECUTIVE BOARD / LEADERSHIP TEAM

<b>Section Chair</b> <b>Jim Donaldson</b> 508-748-6957 jasdonaldson@verizon.net	<b>Arrangements</b> <b>Alin Darabus</b> AccuRounds 508-587-3500 x225 adarabus@accuounds.com	<b>Education Chair (acting)</b> <b>Jim Donaldson</b> jasdonaldson@verizon.net
<b>Chair Elect</b> <b>Joe Hanley</b> 401-431-1620 thehanleys@mindspring.com	<b>Newsletter / Advertising</b> <b>Rose Perry</b> rose.perry@verizon.net	<b>NEQC Rep</b> <b>Alin Darabus</b> AccuRounds 508-587-3500 x225 adarabus@accuounds.com
<b>Treasurer</b> <b>Grace Kish</b> grace.e.kish@lmco.com	<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>Monica Morrissey</b> m.morrissey11@comcast.net	<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>Lee Thompson</b> 508-675-1125 Lee@fallrivermfg.com	<b>UMass Dartmouth Students</b> <b>Ercan Tirtiroglu</b> 508-999-8433
<b>Programs—open</b>  <b>Examining—open</b>	<b>Recognition— open</b>  <b>Publicity— open</b>	<b>Auditing</b> <b>Dick Anderson</b> raa508@aol.com

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 Grille in Middleboro, MA. For more information, contact one of your executive board members. Everyone is welcome.

**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 Jim Donaldson, Chair, at 508-748-6957 or email at jasdonaldson@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 Wednesday of every month from 6-8PM at the Flat Iron Grille in Middleboro, MA .