

Monthly dinner meeting:

September 21: Are you a Quality Manager or Leader?
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 September 21, 2011 - 6:00 P.M.
Good Days Restaurant - West Bridgewater, MA

ABOUT THE SPEAKER AND TOPIC:

Are you a Quality Manager, or a Leader?

About the Topic:

In a series of questions and case studies, the speaker will help you recognize whether you are truly a driven leader, or merely an employee going through the daily grind. Then with this realization, he will show you how you can catapult not only yourself, but your team, and even you company, to a higher level of performance within a short period of time.

About the Speaker:

Demetrios Venetis has been teaching, mentoring, and coaching in corporate and academic environments for the past two decades. He has presented at ASQ Dinner Meetings and Conferences on topics from Leadership to Lean Six Sigma. He is a trusted teacher, mentor, and coach to hundreds of professionals from C-Level executives, to R&D Ph.D.'s, to mid-level managers, to hourly associates.

He has a BS in Plastics Engineering from University of Lowell (now UMass Lowell), an MBA from Worcester Polytechnic Institute, and invested two years in a Ph.D. in Business Management from University of Connecticut.

DINNER MEETING DETAILS

Date: **Wednesday Sep. 21, 2011**

Time: 6:00 P.M. Registration
6:15 P.M. Dinner
7:00 P.M. Program

Location: **Good Days Restaurant**
99 South Main Street (Rte 28)
West Bridgewater, MA

Cost: \$25.00 (Discount to retired/
unemployed ASQ Members.)

Reservations: Please email Bill Jolliemore at:
programs@asqoldecolony.org
(Please include your name and dinner choice.)



Register online using PayPal at:
www.asqoldecolony.org
(Please include your dinner choice in the notes.)

Menu: Pot Roast, Chicken Supreme, or
Baked Scrod.

Directions: Rte 24 to Rte 106 East (Exit 16). Good Days
is approximately 200 yards south of the

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



Quality Auditor Certification - CQA Refresher Course

The next CQA exam date is **Saturday, December 3, 2011**. To help you pass on the first try, ASQ Olde Colony is offering an online course refresher:



Online Certified Quality Auditor Course For registration and payment information contact our Education Chair,

Rochelle Jones, at (508)577-0788 or education@asqoldecolony.org

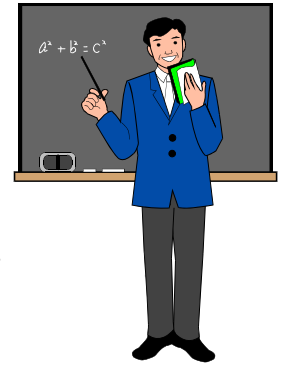
The **Certified Quality Auditor** (CQA) is a professional who understands the standards and principles of auditing and the auditing techniques of examining, questioning, evaluating, and reporting to determine a quality system's adequacy and deficiencies. The CQA analyzes all elements of a quality system and judges its degree of adherence to the criteria of industrial management and quality evaluation and control systems.

This course is presented in a way that reinforces current knowledge, re-introduces applications that may not be used every day, explains the rationale for use, and highlights sample multiple-choice questions. This course will be presented by an experienced live instructor, on-line, via the internet.

- 1 Instructor Led
- 2 Online (virtual) Course, thus instructor and students can be anywhere, as long as they have a computer with broadband internet access. Audio connection may be achieved via telephone or a computer equipped with a USB headset using VoIP technology. No driving is necessary.
- 3 All sessions are recorded, archived, and available to students throughout the duration of the course, until the exam date.
- 4 Begins **Tuesday, September 20, 2011**, and conducted for ten, 1.5 hour sessions. Thus this course will end before the **Saturday, December 3, 2011 exam date**.
- 5 The course will be held Tuesday evenings, from 5:00 p.m. to 6:30 p.m. E.D.T. The time permits one to start the training session right at the end of the work day from their desk, and the one and a half hour duration allows the student absorb the material without being overwhelmed, and get home at a reasonable time.
- 6 The **Certified Quality Auditor Primer** will be the primary text for the course. Please order it directly from the Quality Council of Indiana (<http://www.qualitycouncil.com>). The price of the course takes into consideration that the student is responsible for the purchase of the Primer.
- 7 Because this course takes place completely online, there will not be a central physical location to hand out hardcopy training materials. Therefore, the instructor will distribute handouts via e-mail, typically in the form of Adobe PDF files.
- 8 You must successfully complete the entire course before Recertification Units and a Certificate of Completion can be awarded.
- 9 ASQ Olde Colony discounted member price is \$300. We invite ASQ members outside of the Olde Colony Section 0111 to take advantage of this discount as well.
- 10 ASQ Olde Colony makes no warranty expressed or implied that your participation in this course will ensure that you will pass the certification exam.

Instructor: Tony DeMarinis

Tony holds BS degrees in Biology and Microbiology from Penn State University and a MS degree in Total Quality from The National Graduate School. Tony is currently employed with Sealed Air Corp as a Quality Manager. Previously he was with Davol, Inc., as a Quality Systems Manager, the Director of Quality Assurance at Scott Laboratories and Sr. Microbiologist at the National Cancer Institute. He is a Certified Manager of Quality/Organizational Excellence, Certified Quality Auditor-Biomedical. Tony has over 15 years experience using Quality Management techniques and value added auditing, including direct involvement with FDA and ISO audits.



Some comments from our first group of online CQA students:

I liked Tony's presentations, slides, articles, and book excerpts. The variety of materials in addition to the Primer made the course more interesting. There was a lot of material to read and digest in a short period of time.

I would have liked more time to discuss the blue questions from the Primer and the articles. Thanks! I'm so glad I had the opportunity to take your class!

Gloria I. Wadle
ASQ North Tennessee Section 1106

This is the 3rd auditor training I have been to and it was by far the best.
The best part was the availability of links to go back and listen to past lessons.

Lynn Taylor
ASQ North Central Pennsylvania Section 0501

ASQ Olde Colony Section 0111 Course Withdrawal Policy for Online CQA course starting September 20, 2011:

If you need to cancel your registration or withdraw from the course, we will refund your paid registration fee as noted below:

- 1) Requests for cancellations/withdrawal received by September 13, 2011 receive a full refund, or the course fees may be transferred to another ASQ Olde Colony Section 0111 course of your choice.
- 2) Requests received by September 27, 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.
- 3) Requests received by September 27, 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.
- 4) ***There are no refunds or transfers past October 1, 2011.***
- 5) Registrants who fail to attend without advance notice are liable for the entire course fee.

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 |



Olde Colony
Section
The Global Voice of Quality™

NETWORKING

JOIN OUR SECTION GROUP ON

Linked 

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!

Useful Websites:

www.asq.org

www.asqoldecolony.org

www.asq.org/qualityprogress

www.isixsigma.com



Conferences:

—22nd FDC West Coast Conference
Anaheim, CA
Sep 30, 2011

—20th Annual Service Quality Conference
Seattle, WA
Oct 3-4, 2011

—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



Quotes of the Month:



"The recipe for action should consist of 90 percent substance and 10 percent exhortation." - J.M. Juran

"Things which matter most must never be at the mercy of things which matter least." - Goethe



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

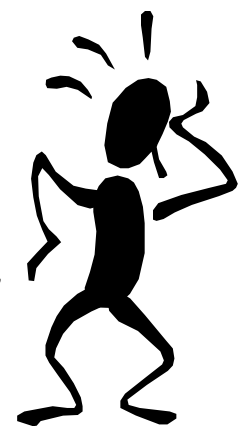
If you meet the qualifications above and you are interested in monetary compensation and recertification units, please forward your cover letter and resume to education@asqoldecolony.org.



Chair's Corner

Having agreed to be the chair elect, it seems the hardest part about holding this position (and the chair position for that matter) is writing the chair message! So please bear with me while I muddle my way through something that could pass for educated insight. Also, don't be surprised to see lots of clip art to take up this space. More pictures, less words.

I have found over the years, one of the most difficult concepts to get across is mistake proofing. When finishing a root cause analysis and determining how to prevent the mistake from happening again, I have tried to incorporate the permanent corrective action within the work instructions so the person actually performing the task knows what is required of her/him. This doesn't always work, however. For example, we sell a product, that when purchased by our customers, comes with a tool that would make it easier to use, much like giving away a funnel every time you sell a can of paint. This is standard operating procedure, and has been for years.




Imagine my surprise when I started receiving numerous phone calls from customers wanting to know where their funnels were? Upon investigation, it was discovered that our shipping personnel had decided to leave the funnels out, because, after all, it wasn't in the work instructions! Imagine that.


YOUR 2011-2012 EXECUTIVE BOARD / LEADERSHIP TEAM

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

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 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 Tuesday of every month from 6-8PM at the Flat Iron Cafe in Middleboro, MA.