



Jodi Sutherland <jodilysutherland@gmail.com>

**Your campaign REMINDER!!! Guests Welcome! Please join ASQMV & Angelo Scangas for Supplier Quality Management & Improvement Workshop - December 5th at the Radisson, Chelmsford has been sent**

Constant Contact <support@constantcontact.com>  
To: jodilysutherland@gmail.com

Mon, Dec 2, 2013 at 1:08 PM



Dear ASQ Merrimack Valley,

Your campaign '**REMINDER!!! Guests Welcome! Please join ASQMV & Angelo Scangas for Supplier Quality Management & Improvement Workshop - December 5th at the Radisson, Chelmsford**' was sent on 12/02/2013 around 13:04 PM EST.

Below is a copy of the message your subscribers received. See how your campaign is doing by visiting Reports [in your account](#) to get real-time results and stats.

**Subject:** REMINDER!!! Guests Welcome! Please join ASQMV & Angelo Scangas for Supplier Quality Management & Improvement Workshop - December 5th at the Radisson, Chelmsford

You're receiving this email because of your relationship with ASQ Merrimack Valley Section. Please [confirm](#) your continued interest in receiving email from us. To ensure that you continue to receive emails from us, add [suggestions@asqmv.org](mailto:suggestions@asqmv.org) to your address book today.

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# ASQMV Quality News



**December 2013**



**December ASQMV Meeting**  
**Thursday, 5 Dec 2013**  
**Guests Welcome!**  
**Supplier Audits**

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

## Quick Links

[ASQMV Education](#)  
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For more information, **EMAIL US.**

## November Meeting Highlights "Free the Genie"

Fun was had by all at the meeting, which was proven by various outbursts of laughter and questions.

There are conditions that drag-on the vitality and innovation in an organization. The power of positivity and creative thinking can remove these drag-ons. The presenter, Bennett Neiman, with humor provided an overview of the drag-ons, thoughts on how to transform the culture and attitude of the workforce, and some creative thinking techniques such as brainstorming.

### Brainstorming Ground Rules

- Offer wild ideas
- Withhold judgement
- Generate an abundance of ideas
- Add to others' ideas
- Listen
- Be brief

Types of brainstorming that were provided were rapid fire and carousel. See what you can do for your organization and....

**Check out the meeting materials at the ASQMV website!**

## Calendar Section Meeting Dates

## How to increase the VALUE of your supplier audits

In a world of ever-increasing costs and price pressures from customers, companies are focusing on cost-control and streamlining efficiencies more than ever. Supply chains are continuing to expand, making it increasingly difficult and expensive for companies to effectively manage their supplier base. In addition, companies are being held to higher accountability for quality of product and service. Those with a critical eye on quality must be selective in the criteria and techniques used to select and monitor suppliers. How do you ensure suppliers' standards meet yours, and where do you start?

Join us as we discuss:

- Which suppliers should be audited and why.
- How to prepare an effective audit plan.
- What to look for when performing supplier audits.
- Who should participate in the audit process.
- What should happen once the audit is completed.

## About the Speaker

### **Angelo C. Scangas**

Angelo Scangas is President of Quality Support Group, Inc., an International Consulting and Training organization. Angelo has worked in the Aerospace, Chemical, Automotive and Electronic industries for close to 30 years, holding positions in Operations, Quality and Engineering. Angelo has a B.S. in Chemical Engineering, M.S. in Manufacturing Engineering and a MBA.

## Register Here!!

**Cost: \$25**

### Schedule

5:30 - 6:00 Registration  
6:00 - 7:00 Dinner  
7:00 - 8:00 Presentation

### Location

Radisson Hotel and Suites  
10 Independence Way  
Chelmsford, MA 01824

### Directions

From the south take 93N to 495S, take Exit 34 (110, Route 4, Chelmsford). Turn right at the end of the exit ramp. Take the first right at the lights onto Alpine Lane. The Radisson is at the end of the drive.

From the west take 495N, take Exit 34 (110, Route 4, Chelmsford). Turn left at the end of the exit ramp. Take the first right at the lights onto Alpine Lane. The Radisson is at the end of the drive.

**5 December 13**

9 January 14

6 February 14

6 March 14

3 April 14

12 May 14

5 June 14

**Exam Dates**

**7 December 13**

1 March 14

7 June 14

From the east take 95S to Route 3N to 495S, take Exit 34.  
Turn right at the end of the exit ramp. Take the first right at the lights onto Alpine Lane. The Radisson is at the end of the drive.

**Buffet Dinner Menu**

Fresh rolls and butter  
Soup du Jour  
Mixed greens salad  
Roasted red bliss potatoes  
Green beans and carrots  
Harvest Chicken  
Roast Sirloin of Beef with demi mushroom sauce  
Chef's selection of desserts  
Coffee service

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**12 Days of Certification**

The weather is turning and thoughts are turning to sugarplums, snow, ... and certifications. The winter is the best time to devote some of your extra time to your career. The two exams in early March and June prompt many folks to use the winter season to review and study for one of the [many certification programs](#) offered by ASQ. **Have you considered getting yourself a certification for the holidays?**

**Twelve week timeline.** You need a minimum of twelve weeks before an exam to decide whether you want to undertake an exam. The deadlines for the exam registration are typically about seven weeks ahead of the exam; the review course deadlines may be a few weeks before that and you will need time to [select a certification](#) that matches your skills and career goals and judge whether you are positioned to pursue this program.

**Eleven-thousand stickies.** Like many, you will be placing color coded labels, stickies or tabs into your reference materials to point out key topics.

**Ten hours a week.** You will need to devote some time, 2-3 hours in the classroom and home study. both in the classroom and in home study, to prepare for the exam. Ten hours is a good estimate.

**Nine No. 2 pencils.** The exams use those classic fill-in-the-dots exam sheets and will require you to find some classic No. 2 lead yellow pencils you grew up with. The unofficial average number of pencils brought is 8.37 pencils; you're Quality, so be safe and make it nine.

**Eight o'clock comes early.** The exams start promptly at 8AM and you should arrive earlier to register, lay out your gear and mellow. Here is where you get to use your advanced math skills and common sense.... **GO TO BED and get eight hours sleep.** Nothing good will happen from staying up late to cram a control chart into your cranium.

**Seven tricks to answering.** There are some simple tricks or skills that can help you during the exam that could make the difference. 1) Circle key words, like *never, all, only, and, or* and such when answering logic-based questions. 2) Use the process of elimination (POE) by crossing out the answers that are clearly wrong. 3) Be the race rabbit on page one, by reading and answering all the questions you can. 4) Skip the hard questions. 5) Use questions to help answer previous questions. 6) Place notes and ideas on the questions you may first skip to help bring you up

**NEQC & Historian**  
Alison Vonlderstine

[Contact us at our website](#)

## ASQMV Recertification

**Get a new Recertification  
Journal now!**

### **Certification Exam Review Course Winter 2014**

**Course:** CQM/OE  
**Instructor:** John Perigaut  
**Application Deadline:** 12/23/13

**Start Date:** 1/7/14  
**Day:** Tuesdays, 7 weeks  
**Time:** 5:30-8:30 PM

**Cost:** \$470 (course and materials)

**Exam Date:** 3/1/14  
**Exam Application Deadline:** 1/10/14

#### **Merrimack Valley Quality Professionals,**

We look forward to seeing you at the December meeting to share ideas on how to increase the value of supplier audits. The January topic will be a leadership workshop, January 9th, save the date!

Please provide your feedback on this newsletter as we continue to evolve it into a primary communication newsletter.

Please send any of your feedback to [asqmv@asqmv.org](mailto:asqmv@asqmv.org).

Thank you,

John Kulungian  
ASQMV Chair

**View our profile on **

to speed when you return later to tackle them. 7) Answer ALL the questions. There are no penalties for getting them wrong, but BLANK is surely wrong.

**Six Days for Results.** For the non-essay exams, ASQ targets 6-7 business days to get you an email about [your results](#).

**Five years' experience.** Many certifications (but not all) require five or more years of experience in the field. Please check [the requirements and time earned for your college time](#) with ASQ.

**Four exam dates a year.** There are typically four exam dates a year; the first Saturday in October, December, March and June. They don't offer every exam at each date and there are other special exam events at conferences that can be viewed at [ASQ](#).

**Three good references.** Some feel compelled to bring every quality book they own, when rather three good sources will get most through the exam. A [review primer](#) from the *Quality Council of Indiana* is a useful compilation and allows you to stick pages from other resources into it in order to keep similar info together. The [ASQ Press](#) publishes many handbooks for many of the certification areas that have proven useful to many. A third book may include a good quality reference from Juran, a statistics book or text specific to the skill sets being tested.

**Two highlighter BOK survey.** The ASQ publishes a [body of knowledge \(BOK\)](#) for each certification. Print out this document and grab two highlighters. With one color, shade every topic you know well, use frequently or are comfortable using. Use the second highlighter to shade those areas where you have been exposed to before and a quick review could bring you up to speed. The remaining white areas are the materials you have to learn. *That is the snow you must wade through.* Many of the review books and courses offered by ASQ Sections are *review courses*; they are not made to teach you from scratch on many topics. If white dominates your BOK survey, consider a book or online or earlier course in those areas (i.e. statistics) to round out your background before commencing a review before an exam.

**And One Exam-Legal calculator.** The ASQ has some detailed [rules on calculators](#) that can be used. You should not use your kids Hello Kitty model, as that may be underpowered. If you borrow your older child's model, the programmable and graphical models are not allowed. Pick up a tried-and-true TI-30 or similar model.

A [Certification Handbook](#) and much [more](#) is available online to help prepare you for the exam and your dreams of certification. The words "certified quality ....." will look much better on your resume than that reindeer sweater ever will.



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