



*NEW HAVEN SECTION*  
*305 FISCAL YEAR 2016-2017*

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



ASQ New Haven Newsletter

October 2016 Issue

## ORCHID ORTHOPEDIC SOLUTIONS PLANT TOUR

Orchid Connecticut is a world leader in bone screw manufacturing technology. Our machining techniques provide cost efficiencies that make us very competitive, while our technology allows us to machine the most advanced screw threads on the market. With expertise in titanium alloys, stainless steel and CoCr alloy, we are capable of making virtually any screw in the orthopedic market. In addition to our manufacturing technology, Orchid Connecticut has world class inspection and validation capabilities that further separate us from our competition.

Orchid is a world leading Medical Device Contract Design and Manufacturing company that offers a comprehensive portfolio of services including design, forging, casting, machining, plastics technologies and implant bone in-growth coatings as well as quality and regulatory consulting. You can expect the following when working with Orchid:

- Expertise. At Orchid, we have a tremendous amount of experience in the medical device industry and we utilize the latest technologies to provide our customers with unparalleled service.
- Lean. The principles of single-piece flow, waste minimization and process simplification are ingrained in our culture. With 66 separate Quality Certifications, including 2 Master Black Belts, 5 Six Sigma Black Belts and 30 Six Sigma Green Belts, Orchid has the experience and training to ensure that we utilize Lean Principles in the most effective manner possible.
- Stability. Orchid's facilities have a combined history of over 475 years. With that kind of longevity and the capital resources of Altor behind us, Orchid is not only stable, but poised for growth.
- Complete Value Stream Partner. From design concept and prototyping through manufacturing, packaging and sterilization, Orchid has the capabilities to

make your product a reality with the speed and precision that only our expertise can provide

At Orchid, they believe in giving back. And we demonstrate that belief at every opportunity, in every one of the many communities in which we operate. From financial support to numerous volunteer hours, we maintain our commitment to helping people live a better life – not just by what we make, but by what we do.

### WEBSITE:

[HTTP://WWW.ORCHID-ORTHO.COM/ORCHID-CONNECTICUT](http://www.orchid-ortho.com/orchid-connecticut)

### MEETING PLACE AND CONTACTS

**Date:** October 19, 2016

**Place:** Orchid Orthopedic Solutions Plant Tour

**Time:** Registration: 5:00; Dinner: 5:30; Speaker-Tour: 6:15

**Dinner:** Pizza

**Cost:** \$15.00

**ONLINE:** [WWW.ASQNEWHAVEN.ORG](http://www.asqnewhaven.org)

Jay Krishnamoorthy (203)589-5350 or email: [JAYK\\_2@COMCAST.NET](mailto:JAYK_2@COMCAST.NET)

Bill Folsom: (203) 402-9111 or email: [WILLIAM.FOLSOM@DCMA.MIL](mailto:WILLIAM.FOLSOM@DCMA.MIL).

### DIRECTIONS TO ORCHID ORTHOPEDIC SOLUTIONS

**North** Follow I-95 S to Plains Rd in Milford. Take exit 36. Take a slight right onto Plains continue onto Naugatuck Ave then turn right onto Grinnell St. Continue onto Plains Rd then turn right onto Raton Dr., turn right again the plant will be on your left.

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**South** Follow I-95 N to Take exit 35 for School House Rd toward Bic Drive. Turn left onto Schoolhouse Rd /Sub Way. Continue to follow Sub Way. Turn right onto Naugatuck Ave then turn left onto W Rutland Rd. Then turn right onto Raton Dr., turn right again and the plant will be on your left.

### **MESSAGE FROM THE CHAIR**

I have been reading this book written in 2004 *Built to Last: Successful Habits of Visionary Companies*. It draws upon a six-year research project at the Stanford University Graduate School of Business, James C. Collins and Jerry I. Porras about eighteen truly exceptional and long-lasting companies and studied each in direct comparison to one of its top competitors. They examined these companies from their very beginnings to the present day as start-ups, as midsize companies, and as large corporations.

The book discusses what makes these companies truly exceptional as different from comparison companies and what common practices they followed throughout their history. It further talks about how these top companies organized via a coherent framework of practical concepts that can be applied by managers and entrepreneurs at all levels. It examines how these visionary companies shatter myths with insights and practical guidance to those who would like to build landmark companies that stand the test of time.

As we embark on a tough political season how can our leaders benefit in understanding where this country needs to go and what visionary concepts they must share? Do they know what's happening in the world with the pulse of the global economy and what demands our manufacturing base needs to drive the world of quality? Are they aware of the root cause of why we outsource so much or must we be accosted with old time catchalls that it's the government's fault with taxes and regulations, spewing their nonstop rhetoric of tax cuts and a free economy?

We must take hold and realize that why businesses fail is nearly always due to poor management decisions and lack of quality principles and hardly anything as trite as government taxes and regulations. Must we have to endure the now faded logic that an economy that is based upon the principles of private enterprise with minimum governmental restrictions will instill growth? Have we not learned that such ideals no longer apply with the very successful movement of trickledown

economics right out of America into the wide range of cheap labor markets around the world?

Unfortunately finding the truth today has become a complicated affair more than it ever has been in my lifetime. I blame much of the white washing of plain facts primarily on the unregulated social media and blogosphere, or in polite circles the Fifth Estate. The Fifth Estate extends the sequence of the three classical Estates of the Realm. To catch up on the other estates, the First is the Clergy, Second Nobility, Third are the Commoners, and the Fourth Estate is the Free Press. As with any process left to go uncontrolled we all know in a quality world such a process produces garbage. Whatever that can be gleaned from an uncontrolled system should ordinarily be met with trepidation however, because of the Fifth Estate, the masses question even the simplest of facts with fanciful muddled controversy. As any company that is built by design to last knows such lack of controls would just bring its downfall.

I can't imagine how any successful business can endure if they ran themselves like a Fifth Estate throwing all of our hard and closely held facts and deep seeded concepts out the window to usher in the whims and promises of blogosphere-like leaders. It's why I feel that we as a country need to take a firm hold of our future by staying close to established quality principles, not just applying them as a logical means to assure a proper and acceptable process flow on the assembly line, but in everything we do and say. Seek not the comments that cite speculative sources as fact and question anything that is not strongly rooted in the truth and not the wild imaginations of hate peddlers. It's what happened to past failed civilizations and it's something that can again happen today.

Larry Spinello, Section Chair, ASQNHS

### **SEPTEMBER'S MEETING**

We had an interesting tour of Bead Industries of Orange-Milford last month that I found to be uplifting. First, the managers gave us a history of their plant of over 100 years on its products and adaption to the market as technology moved along. They made it through two World Wars, a Great Depression and Recession not to mention the ups and downs of all worldwide pitfalls in between. Bead started off making bead chains using a system of cold forging and swaging. People may be

aware of the bead chains used as the pull chains for light bulbs and military dog tags the later numbering over 22 million.

In the early days of radio and electronics and vacuum tube devices Bead played a pivotal role in making these tubes more affordable. Previous versions had solid connectors that were quite pricey. Bead figured out a way to make rolled hollow tubes that assured a perfect fit and great hold for them in that industry.

Bead to date holds 25 patents that cover all aspects of their industry. A great deal of the work today in addition to the bead chains has been supplying the electronic industry with connector pins. We walked the plant floor and were amazed about the various different types and operations in making these connector pins. I could not get over the level of detail these tiny pins shared and how Bead setup their machining operations. To further assure the quality of the product their pin machine operation has an automated visual inspection optical-camera like device that measures and analyzes completed pins with specialized software to a multitude of features to their allowable requirements. Each pin would then be assimilated into a wheel of pins numbering in the thousands all properly fixed together so they can be placed into a customer's connector operations for rapid automated fabrication. If even one pin was improperly constructed or misaligned within the wheel, all of the stock would be sent back to Bead. A Bead worker told us that a rough count of pins made per day of all projects was around a billion, yes a billion! Hence the precision and level of accuracy needed in assuring the acceptance of these pins is paramount

We toured all sorts of pin operations and some interesting new projects that looked like winners to keep Bead again ahead in their visionary forefront. This ability to see where the future lies is the secret of a great business' success that brings me to what I meant about Bead being uplifting. This is a plant that has been around for over 100 years and you do not stay in business this long by business sense alone. Bead showed us a video about their employees and what I found great was how many of them worked so long there, a clear sign that this place took great care in assuring not just a quality assured plant but a fine working environment. If you get your employees to feel satisfied and moved to work, it is a feather in your cap. To stay ahead of the game requires that you measure your worth and where you see yourself in the next 5 to 10 years. Bead's history is a legacy of being a tough

competitor and pure example of what makes this country great, ingenuity.

As time goes by it would be fun to see what area Bead delves into next as they keep themselves in the game with assuring a fine product moving with the times.

## **JOB OPPORTUNITIES**

**Job Title:** Quality Manager - TRG Manufacturing Search Division

**Job Description:** Ready to drive change, and improve an organization's overall customer satisfaction? Tired of the same old quality role and ready to join an organization committed to change & optimization? Well then you owe it to yourself to read on.....

The TRG Manufacturing Search Division is actively searching for a well-rounded Quality Manager who wants to grow their career and advance.

You will become the proactive change-agent focused on improving the overall quality strategy for a growing global manufacturer. You will achieve great visibility and receive great recognition for your contributions and there are plenty you can make. Our client has grown tremendously over the last several years, and is currently underway in a very strategic growth plan. This person will lead the quality programs for their entire division. This is an exciting opportunity for a dynamic Quality Manager to make an immediate impact and be a part of their successful growth plan for the years to come. This is a great role for a data-driven leader who has the strong technical background and exceptional people skills necessary to be an effective influencer of others while rolling out new or improved quality programs. A key responsibility for this role will be to implement Quality KPI's that will ensure correct deployment of quality processes and help them achieve defined project targets. This includes compliance with products specifications throughout the entire life cycle or the process, while being the Voice of the Customer within the Company.

If this is you or someone you know, give us a call!

Desired Qualifications:

- Bachelor's Degree (Engineering/Technical preferred) with a minimum of 8 years of Manufacturing Experience
- Experience with ISO-9001 certifications, along with AS9100/Defense experience a plus
- Data Driven Leader, with experience using classic Lean Tools
- Naturally Driven Individual with the "Quest to Succeed"

•Excellent Written & Oral Communication Skills If you are interested in this or future opportunities in your area, please send a Word-Formatted resume to joey@richgroupusa.com. All inquiries are kept confidential and your information will not be shared without your approval.\*Please note that candidates for these positions must be legally authorized to work in the US without sponsorship. All qualified applicants will receive consideration for employment protected by applicable law.

### ASQ NHS BOARD MEMBER REQUEST

We are also looking for ASQ members to join our Section Leadership Board. Our current openings are:

**Vice Chair:** In a section that does not use a chair-elect system, the vice chair is second in command after the chair. If there are multiple vice chairs, their responsibilities and succession order shall be established by the SLC and documented in section policy and position descriptions. See more details on our webpage.

**Web Chair:** Develop and maintain a continuous reliable source for section information via the Internet. Maintain section's mini web page on [www.asq.org](http://www.asq.org), including all information and links to any external section website. See more details on our webpage

### LEAN ENTERPRISE INSTITUTE MESSAGE!

Our mission at the Lean Enterprise Institute is to make things better through lean thinking and practice. Whether it's improving the work, developing skills, learning, or sharing, we strive to be better.

Just by joining [lean.org](http://lean.org) it would be fair to say you too are trying to make things better. We want to hear what you have been doing. Please tell us what you are doing to make things better. What was the challenge you were facing? What did you do to overcome the obstacle? Tell us. Here's a link to share your story: <http://www.lean.org/soundoff.cfm>

Some stories will be published on the Lean Post (with your permission of course) and shared with the Lean Community! Don't worry if you are not the best story teller, we have editors available to work with you to make your piece better. Thank you for being a part of the Lean Community, and I'm looking forward to hearing from you.

Joshua Rapoza  
Lean Enterprise Institute, Inc

### NORTHEAST QUALITY CONTROL CONFERENCE

This month the North East Quality Control will be having a conference on various important quality topics. Every two years NEQC has been having these conferences so do not miss this one, their next conference will be in Oct. 2018. Please contact Mr. Jay Patel at +1-877-987-3801 or [jayp@qpsinc.com](mailto:jayp@qpsinc.com) or Michelle (office mgr.) 1-877- 987-3801. Act now, there is less than two weeks to the conference! So don't delay

Four recognized keynote speakers addressing the theme during Oct 4-5 conference:

- \* Dr. James Wade – Raytheon Company
- \* Dr. Joseph DeFeo – Juran Global
- \* Mr. Jim Desrosiers – Management Consultant
- \* Ms. Denise Robitaille – ISO Expert

Four Pre-Conference Seminars on October 3, 2016

- \* The Role of Leadership in the Successful Management and Implementation of Quality Systems
- \* World-Class Journey using Lean Six Sigma
- \* ISO 9001:2015 Implementation
- \* AS9100:2016 Transition

Four Post-Conference Seminars on October 6-7, 2016

- \* Root Cause Analysis (prevent problems and errors)
- \* Deploying ISO 13485:2016
- \* Understanding and Auditing to ISO 9001:2015
- \* Risk Management for Medical Devices, Pharma, and Biotech

There are four tracks each day, covering a range of topics, including:

- \* ISO, covering 9001:2015, AS9001:2015, ISO 13485:2016, ISO 14001:2015,
- \* Risk
- \* Lean Six Sigma
- \* People
- \* FDA and Medical Devices
- \* Processes and Tools

Special Workshops

Tour of Dunkin' Donuts Warehouse and Distribution Center

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## **ATTENDEE GIFTS!!**

This month's ASQ New Haven attendee gift will be the ASQ logo Pen, a real helpful implement for home and at work to assist each day of your Quality conscious life. We hope this gift choice will be appreciated by all



## **NEW MEMBERS! WELCOME ABOARD!**

LESTER ALLEN  
AMY AQUILINO  
ROBERTO BALLESTER  
DANA BOCHAN  
MICHAEL BRADSHAW  
HARRY E. BROOKS  
FRANK CORNIELLO  
MARK CRAWFORD  
JENNIFER E. DESMARAIS  
MOISEY GINZBURG  
SCOTT HAEFFNER  
TANIA HINDS

THOMAS HULL  
DENNIS E. KLEIN  
AJITH KUMAR ALLAM  
DAVID LONG  
JOHN MALEK  
MICHELLE A. MALONE  
LYNN MATHEWS-  
FROEHLICH  
DAVID MICHAELS  
JOHN H. PIZZONIA  
KEITH PORTER  
ABHIJITH RAO

ROCIO SANTANA VILLA  
J DEANNA SCIACCA  
VIKAS SHETGERE  
RAVI KUMAR  
OELLE STEVENS  
ANDREW STILLSON  
SHANNON TISO  
RICHARD TOMER  
AMBER WELLS  
ELIZABETH WONG  
KYLE ZUKAUSKAS

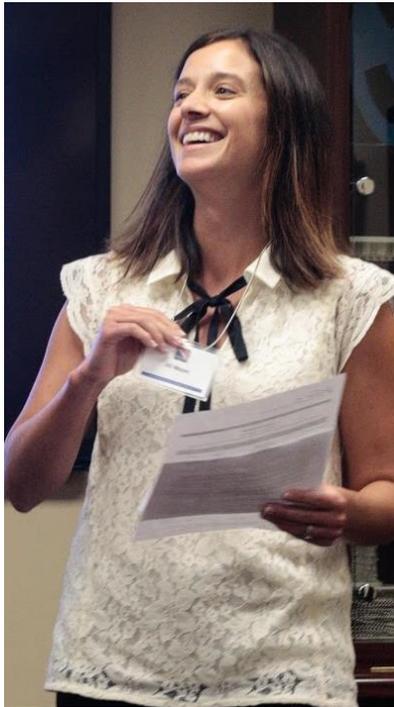


### **FIND US ON FACEBOOK! ASQ NEW HAVEN**

Get updates on ASQ events, quality topics, and education opportunities!

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Pictures of the Bead Industry Tour...First three are Bead's Jill Mayer (Corporate President), Ron Andreoli (President), and Lou Guerci (VP of Sales and Marketing).



## ASQ PROGRAM SCHEDULE FOR 2016-2017

DATE	TOPIC	SPEAKER/ FACILITATOR	PLACE	COMMENTS
19-OCT 16	ORCHID ORTHOPEDIC SOLUTIONS - PLANT TOUR	ERIC NOACK	ORCHID ORTHOPEDIC SOLUTIONS	
16-NOV 17	WHAT CAN WE LEARN FROM HEALTHCARE.GOV	TOM GIORDANO	CASA NOVA	
18-JAN 17	MANAGING CHANGE	TOM GIORDANO	HONEYWELL LECTURE ROOM	JOINT WITH APICS NEW HAVEN
15-FEB 17	DOCUMENTING PROCESS - WHEN DO YOU STOP?	ERIC NOACK	BRAZIS	
22-MAR 17	3D PRINTING - UNH	DR. MARIA-ISABEL CARNASCIALI, PH.D	UNIVERSITY OF NEW HAVEN, WEST HAVEN CT	JOINT WITH APICS NEW HAVEN
19-APR 17	TBD	TBD	TBD	JOINT WITH SOUTHERN SECTION
17-MAY 16	PIEPER-OLSON VETERINARY HOSPITAL TOUR	HOSPITAL TOUR	PIEPER-OLSON VETERINARY HOSPITAL, MIDDLETOWN, CT	JOINT WITH APICS NEW HAVEN

### SECTION LEADERSHIP COMMITTEE

**Section Chair and Newsletter Chair:**  
Lawrence Spinello (203) 248-4085  
**Secretary and Healthcare Liaison Chair:**  
Julie Petrellis (203) 294-7319  
**NEQC Rep, Treasurer, Nominating  
and Past Chair DRD:**  
Bill Folsom (203) 402-9147  
**Audit and Placement Chair:**  
Gene Contardi (203) 795-6914

**Membership**  
Suzette Herrick (774)239-6743  
**Web Chair, Programs  
and Education Chair:**  
Jay Krishnamoorthy (203)589-5350  
**Certification**  
Frank Tyszka and Art Bystryk