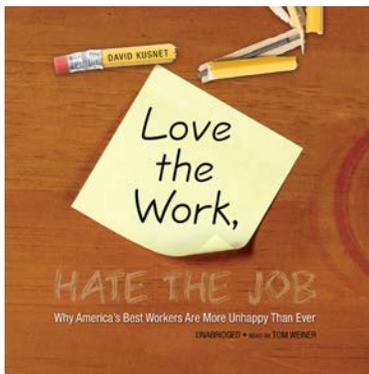




## IN THIS ISSUE

### Special Interest Articles

#### Book Review:



## Upcoming Program

### SELF DIRECTED WORK TEAMS WITH DAVID CADDEN

Self-Directed Work Teams - The cornerstone of an employee-centric workplace

This presentation will trace the history of the “employee empowerment” movement, how it is a key component of Lean Manufacturing, the steps to implement SDWT, and a report on SDWT’s success at one large Southern CT manufacturer.

Biographical summary Dr. Dave Cadden:

Dr. Cadden was born in New York City. He received his B. S. degree in Civil Engineering from the Brooklyn Polytechnic Institute (now known as New York University’s Polytechnic Institute). He also earned a M.S. degree in Management from the same institution. He then attended Baruch College – CUNY - where he earned a M.B.A. and a doctorate. His first full-time teaching position was at Fairfield University. He began teaching at Quinnipiac in 1983. He was awarded emeritus status in 2014. Recently, he co-authored the textbook “Small Business Management in the 21st Century” with Dr. Sandra Lueder (his wife) for Flat World Publishers. Dr. Cadden has contributed to a number of media outlets, including NBC Evening News, Fox Radio, the local ABC and

Fox television station, the New York Times, the New Haven Register and the E-Commerce times. He has been a consultant for Anthem – Blue Cross and McDonald-Douglas. He is a long time APICS member and currently serves as VP of Student Chapters at New Haven Chapter’s board.

#### MEETING PLACE AND CONTACTS

Date: November 15, 2017  
Place: Honeywell, Northford , CT  
Time: Networking: 5:15;  
Dinner: 5:30; Speaker: 6:30  
Dinner: Pizza; Cost: \$15.00

Online: [WWW.ASQNEWHAVEN.ORG](http://WWW.ASQNEWHAVEN.ORG)  
Bill Folsom: (203) 494-4002 or email: [asqguy@gmail.com](mailto:asqguy@gmail.com)

#### DIRECTIONS TO HONEYWELL

From the North: Take I-91S to Exit 12 and turn left onto Washington Ave. After a series of lights take a left onto Clintonville Rd (CT-22) and continue straight for about 2 miles your Honeywell will be on your left at 12 Clintonville Rd, Northford, CT 06472.

From the South: Take I 91N and take Exit 11 for North Haven. Turn right off exit CT-22 E/Bishop St then continue straight thru the light which merges onto Clintonville Rd. Follow the directions above from the North.

### Highlights

- Book Reviews
- Last Month’s Meeting
- New Members
- Program Schedule
- ASQ Board List
- Job Opportunities



## **BOOK REVIEW: “LOVE THE WORK, HATE THE JOB WHY AMERICA'S BEST WORKERS ARE MORE UNHAPPY THAN EVER” BY DAVID KUSNET**

David Kusnet talks to the realities of people's working lives in his book: *Love the Work, Hate the Job Why America's Best Workers Are More Unhappy Than Ever*. It's an important study of how people do their jobs making a case for the American worker. It's a cry to for more freedom in the workplace to achieve a better productive end. Kusnet's book tries to make us realize that liberty and productivity go hand in hand. It offers a keen analysis and political insights into the plight of American workers struggling to have government pay attention to their needs.

Ever wonder why workers would strike because their health insurance? Kusnet explains these troubles and why more and more Americans express dissatisfaction with their jobs as their work becomes more intellectually challenging and less physically exhausting. When pollsters ask people about both job satisfaction and work satisfaction, they discover workers, blue collar, white collar, and the like, love their careers but not their working conditions.

Kusnet followed the workers at four companies in the Seattle area in the turning-point year of 2000: Microsoft, Boeing, Kaiser Aluminum, and Northwest Hospital. He tells the stories of skilled and dedicated workers battling not so much for better pay and benefits as for respect and a say in the future of the business. Exposing a powerful paradox of globalization, he argues that Americans can only compete with quality products, not cheap labor. Nevertheless, indiscriminate cost cutting and the pursuit of short-term profits prevent the best workers from doing their best work, fueling the workplace conflicts of the twenty-first century.

Of late, our government is not answering the quest to help these workers as they continue to live out past American glory days of yesteryear where everyone bought American. Many of our leaders of both political sides just cannot see that those days are long gone as we are now living in a global economy. Old backward foolish plans to just give away free money to businesses in the way of tax cuts with no strings attached is not what we need. As anyone with half a brain should realize tax cuts given freely out just provides more funds for businesses to keep doing what they are already doing: selling out to cheap foreign labor while they replace everyone with machines that make just more machines.

Growing numbers of Americans are doing work that they care about and enjoy, but they're frustrated by stagnant wages, shrinking health coverage, shaky pension plans, and company policies that make it more difficult for them to do their jobs well. Corporate executives may be becoming less loyal to their employees, but those same employees still want to be loyal to their company. Kusnet tries to open your eyes to our present existence but to this reader unless matters are taken into hand by our government with smart socialism we may be going down that slippery slope watching the rest of the world pass us by due to our arrogance of being the best around.

Larry Spinello  
ASQ New Haven Section Chair



## Last Month's Program Highlights

### CONNECTICUT FOOD BANK TOUR WITH DEREK CABLE

Last month Derek Cable of Connecticut Food Bank (CFB) gave an interesting talk and tour of his workplace. I found his enthusiasm exciting and strive to help his fellowman very worthwhile. Derek hit us with all sorts of interesting facts about CFB and what efforts he and his team goes through in meeting the needs of the hungry and the science behind assuring food is properly stored and ready for delivery.

CFB provides food and resources to a network of community-based food programs, such as soup kitchens, food pantries, shelters, residential programs and day programs serving adults and children in six of Connecticut's eight counties: Fairfield, Litchfield, Middlesex, New Haven, New London and Windham. The Connecticut Food Bank is the largest centralized source of emergency food in Connecticut and last year distributed enough food to provide more than 18 million meals.

Nearly half a million Connecticut residents struggle with hunger; more than 127,000 children are food insecure. These are people from all over, children, working parents, seniors or people living with disabilities. They are your neighbors. He cited that 1 in 8 adults and 1 in 6 children get help from CFB.

The Connecticut Food Bank works through a network of community-based programs, such as soup kitchens, food pantries and shelters to provide nutritious food to people in need, but they know they need to do more. As a charity group, they are always looking for volunteers to work the bank and food donations to supply their quest.

One thing I thought that was very in the mainstream of being a humanitarian, all those who wait in line to get food are NOT asked to show an id for citizenship, or for proof

they are out of work or of low income. This means virtually ANYONE can get this great service, all for free. Hopefully those who are out there who do not need these services are understanding enough to let those who really need it get this service.

Derek showed us their Mobile Pantry Trucks, which delivers a weekly distribution of fresh produce, dairy, and nonperishable food items to 4,470 households during an eight-week distribution. The success of these Mobile Pantries provides service to reach working families who struggle to make ends meet, despite holding one or more jobs. Their Mobile Pantry operates in 40 cities and towns across six counties in Connecticut. Their goal is to continue to provide this program to fill gaps in service to food insecure communities to alleviate hunger in our state.

Some of the science Derek gave us was about food storage and CFB's fight against food decay and mold breakdown. Every day they take extreme measures on how they handle food in refrigerated rooms to slow down the food breakdown process. So many procedures and process controls are used to assure that food is kept palatable and safe for those they wish to feed.

Overall, I enjoyed Derek's enthusiasm and explanation of his job and full-throated dedication, one that we all can admire. The importance of effective quality management and conforming to all handling requirements cannot be overemphasized for CFB's operation of its processes towards achieving the best, safest and healthiest foods and services.



# Membership Update

## WELCOME NEW MEMBERS!

NELLY ANGAH

TAWFEEQ JAMAL ALDEEN

DANA BOCHAN

MICHAEL BRADSHAW

HARRY E. BROOKS

ROB BROPHY

ANTHONY CAVALLARO

DAVID CHABER

MARK CRAWFORD

SHIVANI DESAI

JENNIFER E. DESMARAIS

LINA FRAZER

SCOTT HAEFFNER

LUIS ISTURIZ

TANIA HINDS

JO-ANN HUTCHINSON

BRIAN JONES

AJITH KUMAR ALLAM

DAVID LONG

WILLIAM LOCASCIO

JOHN MALEK

MICHELLE A. MALONE

LYNN MATHEWS-FROEHLICH

DAVID MICHAELS

J DEBRA MRAZ

JEAN NDJOMOU

SCOTT NEJFELT

ADITYA OZARKAR

DANIEL OSTRAVAGE

JOHN H. PIZZONIA

KEITH PORTER

JASON ROMAN

ROCIO SANTANA VILLA

RACHEL RUSSICK

J DEANNA SCIACCA

JUSTIN SCHLAUDER

RICHARD G. STINE

STACY ST. JOHN

AARON SUMMERS

NINAD TAMBE

BLANCA G ACA-TECUANHUEHUE

MICHAEL VAGELL

AMBER WELLS

ELIZABETH WONG

KYLE ZUKAUSKAS

## OUR MISSION STATEMENT

*PROVIDE  
COMMUNICATION,  
NETWORKING, AND  
DEVELOPMENT  
OPPORTUNITIES  
TO SUPPORT  
KNOWLEDGE,  
SKILLS AND  
ABILITIES IN  
QUALITY  
PRINCIPLES AND  
CONCEPTS.*



# PROGRAM SCHEDULE 2017-2018

DATE	TOPIC	SPEAKER/ FACILITATOR	PLACE	COMMENTS
NOVEMBER 15, 2017	SELF DIRECTED WORK TEAMS	DAVID CADDEN	HONEYWELL OF NORTHFORD, CT	JOINT WITH APICS AND ISTM-CT
JANUARY 21, 2018	EIGHT WASTES A LEAN INTERACTIVE TOPIC	ANTHONY ZAMPELLO	HONEYWELL OF NORTHFORD, CT	JOINT WITH APICS AND ISTM-CT
FEBRUARY 18, 2018	TBA	TBA	TBA	
MARCH 17, 2018	ICE CREAM SUNDAE PRODUCTION	MIKE FORD	HONEYWELL OF NORTHFORD, CT	JOINT WITH APICS AND ISTM-CT
APRIL 21, 2018	TBA	TBA	TBA	JOINT WITH SOUTHERN SECTION
MAY 19, 2018	TBA	TBA	TBA	

## SECTION LEADERSHIP COMMITTEE

**Section Chair and Newsletter Chair:**

Lawrence Spinello (203) 248-4085

**Vice Chair and Education Chair:**

Diego Dussan (203) 648-7583

**NEQC Rep, Treasurer, Nominating**

**and Past Chair DRD:**

Bill Folsom (203) 494-4002

**Secretary and Membership Chair:**

Suzette Herrick (774) 239-6743

**Web Chair:**

Don Wilson (Newly Assigned)

**Programs:**

Unassigned

**Audit and Placement Chair:**

Gene Contardi (203) 795-6914

**Certification**

Frank Tyszka and Art Bystryk



# Job Opportunities

## QUALITY ENGINEER WANTED:

Title: **Quality Systems and Compliance Manager**

Location: Near New Haven, CT.

Direct reports: 8 Inspectors

Industry: Aerospace - sensors

The Quality Systems and Compliance Manager develops, implements and maintains the Quality Management Systems to assure compliance with AS9100 standards. In this position, they will effectively assure compliance of customer requirements by managing quality policies, standards, procedures, programs and practices while driving other functions in the organization to do the same. The QS&C Manager is also responsible for maintaining all FAA, EASA, CAAC, DER, NADCAP and any additional quality certifications necessary for the business.

### Essential Duties and Responsibilities

- Develop, implement, and maintain the Quality Management System to assure compliance with AS9100 standards.
- Manage all regulatory and industry specific certification programs including but not limited to FAA & FAA Repair, EASA, DER, CAAC, NADCAP and others.
- Function as primary point of contact with the FAA, EASA, DER, CAAC and AS9100 bodies to establish and coordinate site surveillance audits, documentation changes affecting the Quality Management System
- Manage the internal audit program through development and issuance of a yearly audit schedule, creation/revision of audit checklists, performing audits, and issuing status reports to management.

- Complete customer-issued Supplier Surveys or certifications
- Follow and stay current with AS9100 procedures, policies, manuals, and subscriptions
- Collaborate with product quality engineers to support plant-specific requirements and changes
- Support the corrective and preventive action program (CAPA) and Corrective Action Requests issued internally, received from customers, or resulting from third party audits as needed.
- Coordinate required certification audits with outside contractors to maintain certificates
- Support the document creation and document control processes to ensure compliance with quality systems manual
- Create and facilitate training for employees and plant leaders to support understanding of the quality manual.
- Maintain training records for any unique certifications (FAA Repair, NADCAP, etc.)
- Provide guidance to product quality teams and plant leaders regarding compliance with quality systems.

**Travel:** Up to 15% travel (domestic and/or international) as necessary.

**Citizenship:** Must be a "US Person" as defined by US Govt. and able to work without restriction with ITAR related data

### Qualifications and Experience

- Bachelor degree in Quality or related field such as Engineering, or equivalent experience
- Seven or more years of experience in a quality systems or product quality role including 5 years of experience with Quality Management Systems; experience in Aerospace strongly preferred.
- Ideal candidate will be a certified auditor.

To Apply: Send resume to [susan@hrgvs.com](mailto:susan@hrgvs.com) and a day phone number



## QUALITY CONTROL INSPECTOR

Cambridge America is looking for a Quality Control Inspector. This job posting is for internship to hire position. We are looking for someone with a **strong attention to detail, team oriented, and with Microsoft Excel skills** in data sheets and formulas. Our business is quickly growing, and we are pursuing *applications now* for the Quality Department. If you are a student, this internship would be **perfect** for someone looking to learn and build experience in Quality Control/ Assurance.

### Responsibilities:

- Read and understand drawings and specifications
- Monitor or observe operations to ensure that they meet production standards
- Recommend adjustments to the process or assembly
- Inspect, test, or measure materials or products
- Measure products with rulers, calipers, gauges, or micrometers
- Accept or reject finished items
- Remove all products and materials that fail to meet specifications
- Discuss inspection results with those responsible for products
- Report inspection and test data

### Qualifications:

- 1+ years experience in Quality Control
- Currently ongoing or completed Quality Program at College level.
- Team-oriented, strong communication, and adaptable
- Capable in many excel functions and data sheets.

### PREFERRED SKILLS

- ISO: 9001 Knowledge, is a plus
- Certified by ASQ as associate or above, is a plus

Applicants can submit resumes and info at Office Manager's email: [patrandol@cambridgepcb.com](mailto:patrandol@cambridgepcb.com) or to [billbansavage@cambridgepcb.com](mailto:billbansavage@cambridgepcb.com). All applicants are welcome to apply, please leave all contact info in email or resume.

## ELECTRONICS TRAINING MANAGER

Electronics Company in the Route 8 Corridor area needs a Training Manager. Pay wages start at \$65K. Technical degree is required.

They MUST have IPC-A-610 and J-STD-001 trainer certification, as well as IPC-7711/7721 trainer certification (preferred).

Contact:

Joe Kulas

Vice President

Career Transition Services & Operations

A Woman-Owned Small Business

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

## ASQ NHS BOARD MEMBER REQUEST

We are looking for ASQ members to join our Section Leadership Board. We have an opening for Programs Chair....

Programs Chair: Tasks for this position would be to ensure that section meetings and/or programs occur regularly. Determine focus of section meetings and programs. Solicit speakers to match topics and setup the arrangements, if applicable, to coordinate speaker needs. Work with newsletter editor to publish events in a timely manner. Attend SLC meetings and general membership meetings. As many of our meetings these past few years have been shared with APICS, ISTM and our Southern Section ASQ, finding speakers and great topic ideas have been a team effort. ASQ Board also plans to work with the new Programs chair on a variety of issues.



## QC INSPECTOR FOR CHESHIRE, CT AREA PACKAGING COMPANY (FDA REGULATED ENVIRONMENT)

### Responsibilities:

- Performs inspection of incoming materials, in-process and finished products, approves per specification, documents in accordance with cGMP procedures
- Follow quality processes and procedures in compliance with FDA requirements & cGMP
- Document all instances of rejected product or raw material problems in daily production reports and maintain all logs.
- Create and maintain files for all quality related correspondence.
- Support investigations as needed
- Report any unusual discrepancies or problems promptly to management.
- Suggest new testing or inspection methods to minimize inspection efforts required.
- Train co-workers in quality control concepts as requested.
- Participates in Regulatory agency (EPA, OSHA, FDA, AND ISO) visits/audits
- Other Duties as assigned Skills:
- Self-starter
- Able to follow both written and verbal instruction
- Organized
- Extremely dependable
- Must possess good judgement skills
- Knowledge of production environment and processes
- Awareness of Quality and Safety
- Ability to take direction from supervisor
- Knowledge, including practical application of FDA QSR, ISO regulations
- Strong Team Player
- Able to work under pressure
- Able to work in fast-paced environment

Must be able to lift up to 50lbs and have at least 3 years of experience in an FDA environment Associate's degree preferred.

Please submit resumes to:  
Suzette Herrick MBA, CQA Quality &  
Compliance Manager of Unipharm, Inc  
[sherrick@unipharmus.com](mailto:sherrick@unipharmus.com)

## QUALITY ASSURANCE COMPLIANCE SPECIALIST

Sigma Systems of New Haven CT is seeking a Quality Assurance Compliance Specialist who...

- Ensures Quality and Compliance for global product complaint program activities against internal policies and procedures as well as domestic and international GMP regulations.
  - Partners with internal cross-functional areas, to execute a best in class GMP Global Complaints program by supporting the organization's operational excellence of ongoing compliance and continuous improvement activities.
  - Supports review of finished product contract packaging and shipping batch records and performs lot disposition to certify compliance with specifications and procedures and ensure that product is delivered on time of supply need.
  - Interacts with local and global Quality Assurance team members to ensure global complaints are processed, investigated and managed as per Global procedures
  - Evaluates Product Quality Complaints related to product quality issues or adverse event reporting, working effectively with internal/external partners as require to include; sample evaluation, thorough lot/product history trend analysis, and product impact assessment.
  - Assist with the management of CAPA related to Global product complaint investigations as required and in collaboration with local Quality staff.
- Skills and Experience:
- Minimum of 4-8 years cGMP related experience in biopharmaceutical / pharmaceutical or related industry with 3-5 years direct QA experience in a cGMP environment
  - Knowledge of domestic and international regulatory requirements related to cGMP operations
  - Experience with respect to product quality complaint management systems
  - Experience with electronic Quality Management systems such as SAP, TrackWise, firstDocs, etc.

**Education:** BS Degree in Biology or Chemistry

**Contact:** Venkat Amarakanti "Amar" Recruiter  
201 Boston Post Road West, Suite 201, Marlborough,  
MA 01752  
Tel: 508-925-9441 | Fax 508-357-6301  
[vamar@sigmainc.com](mailto:vamar@sigmainc.com) | <http://www.sigmainc.com>

