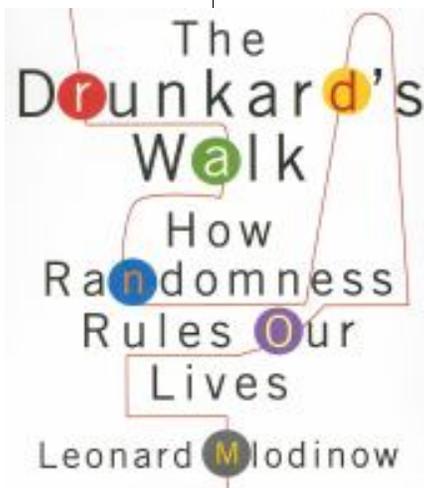




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The Global Voice of Quality™

Upcoming Program

ASQ TRANSFORMATION WITH MIKE DONOFRIO

The ASQ transformation was born out of concern that the Society was not keeping pace with members' needs in today's complex and competitive environment, creating an impediment to growth. Some of the changes proposed for ASQ include technical communities being restructured into three categories by industry or topic. These include Products and Services, Infrastructure and Resources, and Monitoring and Measurement. Section affairs will transition to a new geographic communities council (GCC) structure. Individual global members will transition to GCC with the same regional representation as U.S. and Canadian members, and local member communities (LMCs) will informally organize via myASQ.

Member units will still be led by the same quality professionals who lead them today. They will continue to make decisions, plan activities, and contribute to content. Little will change about these aspects. On the financial side, member units will have budgets and funds that will be jointly managed between member leaders and ASQ staff to allow more flexibility and greater investments in member value.

These transformation proposals will allow ASQ to operate more sustainably to ensure the Society's long-term success in our increasingly regulated, high-tech environment.

Mike Donofrio is the current Regional Director for ASQ Region 3 which consists of ten sections from Groton CT to Princeton NJ. A Quality Consultant and Manager for plating, medical device fabrication, and automotive industries, GE Black Belt and ASQ CQE/OE, CQA, and CQA. Education chair and past chair, secretary, treasurer of Southern CT section. Attended the Community Leadership Institute for ASQ member leaders in Seattle on April 28th.

MEETING PLACE AND CONTACTS

Date: May 24, 2018
Place: 91 Diner, New Haven, CT
Time: Networking: 5:15;
Dinner: 5:30; Speaker: 6:30
Meal: Beef, Fish & Chicken entrées
Cost: \$25.00

Online:

WWW.ASQNEWHAVEN.ORG

Bill Folsom: (203) 494-4002 or email: asqguy@gmail.com

DIRECTIONS TO 91 DINER

North: Take I-91S to New Haven to Exit 8 for Middletown Ave. Use the left lane to turn left onto Middletown Ave then turn left again at next light to 420 Middletown Ave.

South: Take I-91N in New Haven until Exit 8 Middletown Ave. Take a slight left off ramp and go straight at the light to Middletown Ave, destination will be on your left. 420 Middletown Ave.

CHAIR MESSAGE:

We are coming to the end of another program year for the New Haven Section of ASQ as we join our colleagues from APICS for a facility tour of Unicorr in North Haven. The Section leadership is in the planning stages for the next year (September – May) and we would like to solicit your input for some possible topics. Do you find that some of your new hires are lacking in a basic quality skill such as root cause/corrective action or data analysis? Let us know, because you are probably not the only one with the issue and we can work to find a speaker to help you out. Does your company provide a unique product or service, or have you broken the code on how to deal with a specific problem in your industry? If you are willing to share, maybe you would be open to hosting a facility tour. Please provide your feedback/suggestions to anyone of us listed on the Section Leadership Committee.

Have you tried logging in to the new my ASQ feature on the ASQ website? This quote is from a recent email I received, “my ASQ is a centralized online community providing timely, relevant, and customizable engagement for ASQ members and quality professionals around the globe.” By updating your profile with your experience and interests you can network with other ASQ members with similar interests. You can also have control over the info you receive from ASQ and how often you receive it. I encourage you to log in and try this new element of your ASQ membership. At the same time, I would like to remind you that you can’t spend all your time sitting and staring at a computer screen, it’s just not healthy! Come out to one of our programs next year and meet some like-minded quality professionals.

Sincerely
Bill Folsom,
Chair, New Haven ASQ

BOOK REVIEW: “THE DRUNKARD'S WALK: HOW RANDOMNESS RULES OUR LIVES” BY LEONARD MLODINOW

Leonard Mlodinow brilliantly demonstrates how our lives are extremely informed by chance and randomness and how everything from wine ratings and corporate success to school grades and political polls are less reliable than we believe.

By showing us the true nature of chance and revealing the psychological illusions that cause us to misjudge the world around us, Mlodinow gives us the tools we need to make more informed decisions. Mlodinow shows us how randomness, chance, and probability reveal a tremendous amount about our daily lives, and how we misunderstand the significance of everything from a casual conversation to a major financial setback. As a result, successes and failures in life are often attributed to clear and obvious cases, when in actuality they are more profoundly influenced by chance.

The rise and fall of your favorite movie star or the most reviled CEO, in fact, of all our destinies, reflects as much as planning and innate abilities. Even the legendary Roger Maris, who beat Babe Ruth's single-season home run record, was in all likelihood not great but just lucky. In turn, he points out the shocking realization that you are twice as likely to be killed in a car accident on your way to buying a lottery ticket than you are to win the lottery.

Mlodinow colorfully demonstrates how wine ratings, school grades, political polls, and many other things in daily life are less reliable than we believe. How could it have happened that a wine was given five out of five stars, the highest rating, in one journal and in another it was called the worst wine of the decade? By showing us the true nature of change and revealing the psychological illusions that cause us to misjudge the world around us, Mlodinow gives fresh insight into what is meaningful and how we can make decisions based on a deeper truth.



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Mlodinow's offers readers not only a tour of randomness, chance, and probability but also a new way of looking at the world as predictable as the steps of a stumbling man fresh from a night at the bar.

BOOK REVIEW: **ENEMIES: A HISTORY OF THE FBI BY TIM WEINER**

With the FBI in the news today, I thought to read up on a good book on its history. Tim Weiner's *Enemies: A History of the FBI* gives a great history of the FBI on their secret intelligence operations. Weiner shows the FBI was more than just America's police force, rather an agency of secretive involved intelligence missions. This book is the story of how past presidents used the FBI to conduct political warfare, and how the Bureau became the most powerful intelligence service the United States possesses.

The FBI has fought against terrorists, spies, anyone it deemed subversive and including its own presidents. The FBI's secret intelligence and surveillance wrangled between national security and civil liberties in continuous bout of the very essence of a free republic.

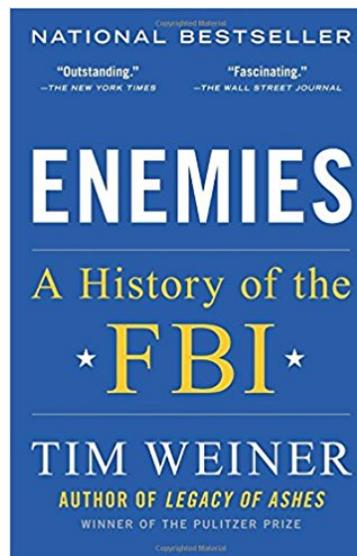
Weiner produced a well-written and researched book that everyone should read that delves into the Bureau's incompetence, illegality and need for personal power. Unlike all those movies and TV shows that show the FBI correlating a bunch of different databases in real time to find a suspect, the FBI did not have a searchable database as it could only send emails within an office and not across different offices.

It's useful to comment that a great deal of this book deals with the early days of its origin as far back as WWI and whole lot of time talking about the crafty and sly J. Edgar Hoover and little regarding contemporary times. Lots of good stuff of how LBJ and Nixon and how they utilized Hoover to do their clandestine political games. I am also inclined to believe that had Hoover not been so secretive on how he write tapped and bugged everyone without warrants, so many people he saw as leftist communist operated (which was pretty much everyone back in those days of anti-war protesting and civil rights with MLK and RFK) Nixon's folly with

Watergate may have never occurred. Because Nixon was so dependent on Hoover getting all of his so-called anti-government news, he would have been more reluctant to do any crooked spying on his own. You see, Hoover died a month before Watergate happened which meant his steady stream of secretive packaged up illegal stuff came to a halt. Nixon had no one to backfill and plaster up this whole affair the way Hoover usually did in his unique and convincing style.

Another cool story that Weiner revealed was the FBI's interview of Saddam Hussein in his last days before his execution, who's report so dismayed President Bush. When asked what did you do with those WMDs, his reply, we destroyed them years ago. He then asked the FBI in return, If we still had them why in the world didn't we use them when America invaded us? AWESOME

America is greatest country on earth that's a given, but as we know, may have gone too far in the name of national security. This book is an excellent account of times when we were wrong, which we need to understand in order to get it right in the future. I plan to read Comey's book, *A Higher Loyalty: Truth, Lies, and Leadership* to see if he matches up with previous FBI antics, something tells me today's FBI stands a lot higher and less deep in the slime as it was in the past. Well, that may not be such a hard feat considering who's running our country these days where yesteryear's slime has turned into a whole pile of rat infested garbage.



APRIL'S HIGHLIGHTS: QUALITY 4.0 WITH JOE DEFEO

Last month Dr. Joseph A. DeFeo, Chairman of Juran Global gave an interesting talk about Quality 4.0. He discussed this new approach to quality management where we continuously examine the cost of quality (COQ) parameters right along with cost of poor quality (COPQ). COPQ is a Lean Six Sigma term, which typically is considered to make up a small proportion of the costs that a company experiences relative to COQ. In our efforts to minimize waste in order to improve the COQ, we usually apply prevention techniques that are accompanied with a required amount of inspection, auditing and testing. As we strive ahead in today's fast-paced global economy with Quality 4.0 it is important that we stay current with technology and systems of automation. In doing so we need to hone our skillsets to develop a "smart" factory with "smart" technology. Stuff that we run the gamut with like IOT, the cloud, robotics, 4th and 5th generation software applications, virtual tech savvy access; all in a real-time control environment. Prevention and maintenance along with constant measurements is where the world of quality is heading.

Joe asked people in the audience if they are seeing smart quality at work where some spoke about the advances they are seeing in the aerospace and medical commodities. Conditioned base management of mechanical and electronic equipment heavily controlled by various software systems with built in sensors and probes. He mentioned what key elements need to be

employed and what problems some companies are facing with material sources and subcontracting tasks. With the fast speed of the global economy, America has lost some of its origins of manufacture as cheap labor has moved much of it offshore.

Joe then talked about the enormous effects of automation and simulation that are commanding a huge interest for many manufacturers. Getting all of the new space age stuff working requires a whole lot of data that covers many areas of any given product. With these data points businesses are capable of projecting where they are and how far and close to reaching financial goals. In the process of trying to forecast ahead future earnings, Lean and Six Sigma gives us the foundation to support what is needed towards meeting the Juran Trilogy. The Juran Trilogy involves three processes: Quality Planning, Quality Control and Quality Improvement; all functioning as a development quality into the product/process.

Joe then spoke some more about COPQ and the concept of making better product by simply just making it with less defects. In turn, cost of operations drop while profits increase. He described the pathway of inputs to outputs with process steps in-between controlled by critical to quality (CTQ) insertion points. The need of assuring that the product meets all goals with prevention feedback, as well as the effect of time on cost and how quality must be built-in with the right data points. For all major processes, data points should be placed for gathering and analysis. The need for data availability of the data keepers to study and find new ways to improve quality and reduce costs is imperative. Working out lean



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manufacturing concepts should help in decreasing the need for RCCA, QC and overall required staff, with less waste and work comes greater quality parts.

In response to less work, Joe further noted, when we see so many process steps improving with reduced operations, the need for more workers drops, which in itself greatly reduces the cost of manufacture. This statement posed a few questions from the audience about less workers in the success formula. If there is less work for people to do wouldn't this make a good case for layoffs? Speculation was offered of what would be the saturation point where quality costs so drives a need of workers, if fewer people are working, who will be there to buy what anyone is selling. In response, Joe stated that a smart business would command a vision ahead to expand their operations, not cut them back. In addition, as everyone applies classic commonsense lean applications we as country cut costs which helps to reduce our cost of living. When the cost of living drops the need to offload to other sources whether within our borders or not drops, making the country as a whole more competitive to assure work for all.

Taking back Joe's main thrust on Quality 4.0, it is important for us to maintain our skill assessments to reduce all gaps for assuring correct skills are in place. With fine tune skillsets that include the latest statistical analysis techniques, we can develop the tools needed for Critical Thinking, our means to move ahead. In the end, past functions

like RCCA and problem solving should be less, not more, as we push to move the world of quality forward



Dr. Joseph A. DeFeo, Chairman of Juran Global

Membership Update

WELCOME NEW MEMBERS!

NELLY ANGAH

TAWFEEQ JAMAL ALDEEN

KATARINA BRILA

ROB BROPHY

MARIA CAVALLO

DAVID CHABER

SHIVANI DESAI

JAMES FLEMING

CHAITANYA GANGINENI

ANTHONY L GARRETT SR

LUIS ISTURIZ

JO-ANN HUTCHINSON

BRIAN JONES

WILLIAM LOCASCIO

JEAN NDJOMOU

SCOTT NEJFELT

RYAN O'CONNOR

J DEBRA MRAZ

DANIEL OSTRAVAGE

TANYA PARKER

JASON ROMAN

JOHN M. ROSEN

RACHEL RUSSICK

J DEANNA SCIACCA

MOHAMMAD YASEEN SHAIK

PRASHANTH SOBBANI

RICHARD G. STINE

STACY ST. JOHN

AARON SUMMERS

NINAD TAMBE

BLANCA G ACA-TECUANHUEHUE

MICHAEL VAGELL

AMBER WELLS

OUR MISSION STATEMENT

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



PROGRAM SCHEDULE 2018

DATE	TOPIC	SPEAKER/ FACILITATOR	PLACE	COMMENTS
MAY 23, 2018	ASQ TRANSFORMATION	ASQ Region Head, Mike Donofrio	91 Diner, New Haven CT	

SECTION LEADERSHIP COMMITTEE

Section Chair and NEQC Rep:

Bill Folsom (203) 494-4002

Vice Chair and Education Chair:

Diego Dussan (203) 648-7583

Treasurer and Newsletter Chair:

Lawrence Spinello (203) 248-4085

Secretary and Membership Chair:

Suzette Herrick (774) 239-6743

Web Chair and Nominating Chair:

Don Wilson

Programs:

Unassigned

Audit and Placement Chair:

Gene Contardi (203) 795-6914

Certification

Frank Tyszka and Art Bystryk



Job Opportunities

Materials Planner

Innovate to solve the world's most important challenges...Honeywell Fire is a strategic business unit in Home & Building Technologies Division. Honeywell Fire innovates to protect and save lives worldwide every day. It is a global leader in many growing industries, including commercial fire systems, smoke and gas detection, Intrusion, Access Control, Video Security Systems, and home and hospital patient monitoring. Its quality products, integrated system solutions, and services make life safer, more comfortable, more secure, and more productive in every corner of our world.

What You Will Do:

The Materials Planner's primary objective is to ensure consistent material flow into the manufacturing facility while achieving inventory targets. This position entails materials and inventory planning and all execution activities.

- Evaluate requisition requirements and administer purchase orders to Suppliers
- Manage purchase orders with Suppliers to support production requirements
- Facilitate constraint reviews with Suppliers and escalate materials at risk
- Address material shortages timely to minimize production impact
- Manage Supplier performance in support of site On Time To Request (OTTR) goals
- Resolve instances of rejected materials coordinating with Supplier, Quality, and Operations
- Coordinate with NPI Sourcing as materials transition from prototype to release for production
- Review supplier invoices for payment when necessary
- Analyze inventory to initiate inventory reduction opportunities
- Manage inventory levels for materials in support of site Days of Supply (DOS) goals
- Work closely and coordinate efforts with Operations, Sourcing, Sales, Forecasting, Marketing, Engineering, and Quality
- Use SAP to fullest extent in support of planning activities
- Manage key master data settings and collaborate with Strategic Sourcing if demand patterns change

- Manage ECN's for assigned materials
- Support Materials Supervisor in execution of inventory/master data projects
- Conduct activities in a safe and healthy manner and works in accordance with established HS&E requirements to ensure the protection of employees, the public, and the environment. Takes actions necessary to "stop" work when an unsafe condition or action is identified. Every employee has the right and responsibility to stop work when unsafe conditions or actions are identified.

Knowledge, Skills, and Competencies

- Leadership – strong skills to work across all functions and levels of an organization and ability to lead change
- Communication and interpersonal – crisp verbal skills, effective listening skills; effective facilitation skills; effective writing and documentation skills – both technical and functional
- Execution – persistent drive for results utilizing sound project management, organizational and problem solving skills

Key Behaviors

- Pro-activeness/self-learner
- Sense of urgency
- Ability to cope with changing priorities
- Team player – involves working with different departments (cross-functional)
- Data driven & hands-on approach when necessary

You Must Have

- Bachelor's Degree in Business or related field, in lieu of education, must have 5 years of experience in Business/Materials Planning environment

We Value

- Strong experience in materials planning in an electronics manufacturing environment
- Proficiency in SAP and Excel (v-lookups, pivot tables, etc.)
- Solid analytical and problem solving skills
- Ability to lead process improvement
- Knowledge in Sigma or lean
- Ability to work independently and take direction from others
- Established skills and experience in Materials management
- Some professional planning experience which could include: inventory, supply chain management, production planning, distribution and logistics, shipping and receiving, or forecasting
- Must have proven experience working in a fast-paced environment with ability to manage multiple priorities
- Excellent communication skills



QUALITY ENGINEER/VALIDATION SPECIALIST

Small packaging organization in Waterbury, CT requires validation project support for facility and cleaning validation.

Responsibilities

- Develop protocol templates for facility and cleaning validation.
- Author, execute, and summarize validation protocols for packaging facility and cleaning validation.
- Coordinate projects directly with vendors and service providers to ensure that all validation and installation requirements are being satisfied during the execution of protocols.
- Develop timelines for all projects and ensure that deadlines and goals are being met. Update management and team on progress.
- Proactively work with members of the project team to identify issues that might delay the project; make recommendations to improve timelines for project completion.
- Compile and analyze validation data, prepare reports, and make recommendations for changes and/or improvements.
- Maintain all of the documentation pertaining to qualification and validation of assigned projects and equipment/systems.

Education and Experience Requirements

- Bachelor's Degree; scientific background preferred
- Understanding of FDA requirements related to cleaning and facility validation
- Validation experience in pharmaceutical environment
- Strong interpersonal skills and demonstrated ability work independently
- Organized and task oriented
- Excellent critical thinking/analytical and problem-solving skills

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
- 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 in a 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@unipharm.com

QUALITY ASSURANCE TECHNICIAN, AUTOMOTIVE MANUFACTURING ENVIRONMENT

Location: Engineering Specialties, Inc 452 Twin Lakes Road. North Branford, CT 06471; www.esict.com

Qualifications: Minimum of 3 years Receiving Inspection experience. Certification Reviewing based upon customer needs and drawing specifications. Proficiency in the use of Quality Lab measuring/ test equipment. Knowledge of Gage R&R, SPC, Sample plans, Control Plans, is a Plus. Excellent organizational skills with attention to details. Strong Computer skills – Word, Excel, Outlook. Team player, safety conscious, strong communication skills.

Please email resume to dawn@esict.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
Date: March 29, 2018

