



NEW HAVEN SECTION
305 FISCAL YEAR 2016-2017

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ASQ New Haven Newsletter

November 2016 Issue

WHAT CAN WE LEARN FROM HEALTHCARE.GOV WITH TOM GIORDANO

Nearly three weeks after the troubled launch of HealthCare.gov, it had become clear that the early explanation for the problems—sky-high user volumes—was "anything but the whole story," *TIME*'s Steven Brill writes. Jeff Zients, former deputy director of the Office of Management and Budget, and White House Technology Officer Todd Parks were tasked with "finding fresh eyes who could decide whether the thing was salvageable," Zients recalls. (Zients is a former CEO of The Advisory Board Company.)

The duo recruited a group of unknown—except in elite technology circles—coders and troubleshooters working in various enterprises across the country. Many of those unknowns, including Civis Analytics' Gabriel Burt and Google's Mikey Dickerson, were former "Obama-campaign whiz kids" who helped develop one of the most accurate voter targeting models ever used in a national campaign.

Come listen to Tom Giordano walk you through what we can learn from the Healthcare.gov nightmare.

Tom Giordano is a 28 year veteran of Philips Healthcare. He retired in 2005 as Vice President of Marketing, where he was responsible for 240 marketing professionals and several billion dollars in product. Through his career, Tom held a wide variety of positions of increasing responsibility at Philips, starting in engineering, progressing to product management, then marketing management and finally senior level business leadership. In 2004, he was awarded the prestigious Presidential Award from Philips for forming a new entrepreneurial business unit that tripled sales in 18 months. Tom played a key role as a course developer and instructor in the management development and executive training efforts within Philips, most recently

with the Philips High Potential Development Center. Following his retirement from Philips, Tom joined the adjunct faculty with the graduate business schools of the University of New Haven in Connecticut and the University of Washington in Seattle. In 2009 he became President of Sectra Healthcare North America to lead a very successful turnaround effort.

Tom holds executive coaching certifications with both Lore International and Tilt 360. He continues to be a mentor in the University of Washington mentor program and was featured in the book "Mentoring Moments" by Susan Canfield. He is also continues as one of the professional coaches for the University of New Haven's Executive MBA program. Tom serves on the Patient Advisory Board of Saint Vincent's Hospital in Bridgeport, CT. Tom holds a BS in Electrical Engineering from Drexel University in Philadelphia and a MS degree in Engineering from the University of Florida.

MEETING PLACE AND CONTACTS

Date: November 16, 2016

Place: Casa Nova Restaurant

Time: Networking: 5:30; Dinner: 6:00; Speaker: 7:00

Dinner: Buffet; **Cost:** \$25.00

DIRECTIONS TO CASA NOVA RISTORANTE

From the South: Take Merritt Parkway (Rt 15) North: Take exit 53N and follow Route 110 North for about a mile, the restaurant will be on your left.

From the North: Take Merritt Parkway (Rt 15) South: Take exit 53 and follow Route 110 North as above.

ONLINE: WWW.ASONEWHAVEN.ORG

Jay Krishnamoorthy (203)589-5350 or email: JAYK_2@COMCAST.NET

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

MESSAGE FROM THE CHAIR

You cannot read anything today without our economy being discussed in some form or another. As a quality assurance operative, I am worried about where America's future will lie in quality. So much has been said of how supply chains are abandoning assuring a quality product since the cost to offload is incredibly cheaper. Estimates for buying almost whole product lines of skilled processing are 10 times less expensive, numbers are even higher for unskilled labor to the tune of 30 times as cheap. The question remains is the desire to make it right the first time gone by the wayside for buying it at the cheap for an acceptance sort upon receipt? In addition, the impact from automation has hit America hard in jobs as can be said for the rest of the world in our current global economic arena, placing quality in a not so good place. A driving force as I just mentioned is this global economy, what does this term mean and how will it affect America and the world on meeting quality assurance?

Looking at this global economy phenomena and its effect on quality many economists have offered a variety of angles. James Kenneth Galbraith, son of economist John Kenneth Galbraith and renowned economist in his own right, in his book *The End of Normal. The Great Crisis and the Future of Growth* talks to the effects of the global economy citing that the days of easy growth and full employment are over.

Following the crisis of 2008, economists scrambled to explain the financial meltdown, variously blaming the government, banks or income inequality for the most severe setback since the Great Depression. Almost all have offered prescriptions for restoring economic health presuming a normal growth rate, but for a blip in the 1970s, that has persisted since the end of World War II. Throughout his discussion, Galbraith slaps around today's economists from the left and right, chiding them for their narrow-mindedness and reluctance to widen their perspective and their unwillingness to concede that their theoretical models rest on radically transformed ground.

We face a far different future, he insists, with the world economy no longer under the financial or military control of the United States and its allies, with energy markets costly and uncertain, new technologies destroying more jobs than they create and the private financial sector no longer supercharging growth. Under these new conditions, preserving post-WWII growth rates is impossible. Instead, the most we can hope for is an era of "slow growth," engineering the economy "to grow at a low, stable, positive rate for a long time" and adjusting ourselves "materially and psychologically to that prospect."

Some of Galbraith's remedies are likely to be accosted by many on the right with his call to increase smart social services, decrease the scale of the military, increase the minimum wage. His forceful words and admittedly, provocative suggestions are designed to start a debate. Many people leaning right in their philosophies may find some of his discussion a bit too much, but students of economics will enjoy the robust, fearless rebuke he delivers to some of the discipline's giants. Galbraith brilliantly gives an wide open, if dismaying analysis of the new normal, "a qualitatively different form of capitalism" for the 21st century.

So where are we to go when a global economy so dominates our future to assure a lower cost product? Will quality be pushed aside to meet a cost and schedule manipulation as top management cries for less analysis on performance and more delivery of product on time at low production costs? It's indeed a troublesome dilemma that we may all face.

Larry Spinello, Section Chair, ASQNHS

OCTOBER'S MEETING

Orchid Orthopedic Solutions is a \$300 million provider of medical device development and manufacturing. They are headquartered in Holt, MI with 12 sites in the US and 15 other sites across the world. We toured the Milford, CT facility which opened in 1987. It covers 26000 square feet, and employs 88 people working three shifts.

The primary product at Milford is bone screws used in spinal, cranial-maxilla-facial (CMF), and other reconstructive surgery. The company uses a variety of lathes, CNC machines and wire EDM machines in their manufacturing processes. Raw material includes titanium, stainless steel and cobalt chrome. After manufacturing, the parts are finished by roto-tumbling,

grit blasting, tumble blasting and hand deburring processes. The parts are also cleaned and might undergo citrus passivation. The parts are inspected by a variety of hand devices (dial indicators, micrometers, Vernier calipers) and also by CMMs, optical comparators and Orchid is beginning to implement vision systems as part of their inspection techniques.

They took us around the plant and showed us how they set up their Torno Screw machine operations. As we walked around there was an obvious organization of how they managed their people as being the key to their success. In the front of the plant, they showed us some charts that tracked all sorts of product lines, processes and lots under production. They gave a personal touch with these charts by having a picture of each employee with every major operation process step.

Plenty of screw styles and applications were being made each having some unique properties for use in a medical operation. I was amazed on how the screws are put together and the level of precision taken. In fact, each screw would be labeled to achieve a defined accountability should they need to be reviewed down the road if a medical surgery operation went foul. Just shows how Orchid built in its integrity of their product ready to be held accountable no matter what.

As we toured the plant I thought it should interesting to share that our tour guide was a recipient of these medical screws. As a kid, he was diagnosed with Scoliosis, which required that his back be straightened using these titanium medical screws that were screwed into his spine with correcting rods. His desire to know his condition drove him to be heavily involved so much so he thought it would be his life choice to assure that this medical procedure met the finest level of quality. Knowing first hand why it is important to get it right the first time and all the time, has a fine personal impact. I thought this person's decision to go this road was impressive to say the least.

Orchid demonstrated to me that they are in the game to make the very best with quality in mind. I know if I were ever in the situation to receive a medical screw I would rest at ease knowing it was produced by Orchid.

JOB OPPORTUNITIES

Praxair Surface Technologies (PST), a subsidiary of Praxair, Inc., a Fortune 300 company that supplies atmospheric, process, specialty gases, high-performance

coatings, and related services & technologies is seeking a Plant Quality Manager for our North Haven, CT facility.

This position is responsible for planning, organizing, and leading the quality function, both Quality Control (QC) and Quality Assurance (QA), for the business to ensure customer satisfaction. This person will partner with customers and production in addressing quality questions, problems, provide recommendations, establish and monitor corrective actions.

Plant Quality Manager

- Coordinates and/or performs internal audits per established schedule to evaluate location's compliance
- Coordinates external audits by customers, corporate quality and ISO registrar
- Develops and implements corrective actions to address non-conformances identified by audits
- Maintains ISO/NADCAP/AS-9100 registrations and others, as applicable
- Coordinates and/or maintains process gages to ensure calibration and proper operation
- Develops / reviews / revises quality system procedures and SOPs as necessary
- Maintains and controls procedures, instructions and records
- Relevant temporary change authorizations (TCAs) are maintained and kept current
- Responsible for lab services to support production.
- Maintains met lab equipment and evaluates lab technician performance
- Coordinates training schedules for quality programs and maintains training records
- Supervises quality personnel / technicians including training, direction, controlling work procedures, etc. to meet objectives
- Implements quality control guidelines and procedures to ensure that raw materials and finished goods comply with engineering and product specifications

Qualifications

- Bachelor's degree in a technical field
- 5-10 years of experience working with quality tools and methodologies
- Experience with quality systems - ISO and AS are strongly desired
- Management experience with direct reports desired
- Must possess organizational skills with the ability to use resource materials to manage multiple projects

- Strong written and verbal communication skills
All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status, or disability status.

Citizen, Permanent Resident (green card holder) or otherwise classifiable as a U.S. person under relevant ITAR regulations.

POC: email Christopher_Tapia at Christopher_Tapia@Praxair.com

PST is a supplier which abides by the International Traffic in Arms Regulations (ITAR). As such, persons considered for this position must be either a U.S.

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!

AMY AQUILINO
ROBERTO BALLESTER
DANA BOCHAN
MICHAEL BRADSHAW
HARRY E. BROOKS
FRANK CORNIELLO
MARK CRAWFORD
JENNIFER E. DESMARAIS
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MICHELLE A. MALONE
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DAVID MICHAELS
ADITYA OZARKAR
RYAN O'CONNOR
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



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

ASQ PROGRAM SCHEDULE FOR 2016-2017

DATE	TOPIC	SPEAKER/ FACILITATOR	PLACE	COMMENTS
16-NOV 16	WHAT CAN WE LEARN FROM HEALTHCARE.GOV	TOM GIORDANO	CASA NOVA	
11-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

<p>Section Chair and Newsletter Chair: Lawrence Spinello (203) 248-4085</p> <p>Secretary and Healthcare Liaison Chair: Julie Petrellis (203) 294-7319</p> <p>NEQC Rep, Treasurer, Nominating and Past Chair DRD: Bill Folsom (203) 402-9147</p> <p>Audit and Placement Chair: Gene Contardi (203) 795-6914</p>	<p style="text-align: center;">Membership Suzette Herrick (774)239-6743</p> <p style="text-align: center;">Web Chair, Programs and Education Chair: Jay Krishnamoorthy (203)589-5350</p> <p style="text-align: center;">Certification Frank Tyszka and Art Bystryk</p>
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