



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

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ASQ New Haven Newsletter

January 2017 Issue

## MANAGING CHANGE WITH TOM GIORDANO

The winds of change are all around us and change is happening faster and faster with each passing day. It is happening with technology, with how we communicate with one another and take care of ourselves. It's happening with education, information overload and even with our political system. The world seems to be getting far more complex than ever before, not simpler. The emotional impact of these changes can be significant. We humans like some predictability in our lives. We want to feel like we are in control. But we also know that in order to succeed and grow, we must change.

This meeting is a class exercise to begin unfolding the emotional feelings of change and how we can deal with them. We will form several competitive aircraft companies in this meeting and focus on the pressure and emotions of this competitive environment and the changes that the various companies need to make to excel...Come listen to Tom Giordano walk you through Managing Change in today's fast paced economy.

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:** January 11, 2017

**Place:** Honeywell Lecture Room

**Time:** Register: 5:30; Dinner: 6:00; Speaker: 7:00

**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 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 the From the North

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## MESSAGE FROM THE CHAIR

This Christmas holiday week, I read *Thinking, Fast and Slow* by the international bestseller author Daniel Kahneman a renowned psychologist and winner of the Nobel Prize in Economics. I loved his use of imagery as he toured the mind and explained the two systems that drive the way we think. System One is fast, intuitive, and emotional; System Two is slower, deliberative, and more logical. The impact of overconfidence on corporate strategies, the difficulties of predicting what will make us happy in the future, the profound effect of cognitive biases on everything from playing the stock market to planning our workweek. It's great fun trying to understand only by knowing how the two systems shape our judgments and decisions.

Kahneman engages the reader in a lively conversation about how we think and reveals where we can and cannot trust our intuitions and how we can tap into the benefits of slow thinking. He offers practical and enlightening insights into how choices are made in both our business and our personal lives and how we can use different techniques to guard against the mental glitches that often get us into trouble. He explores some common usage of words that when we are asked or told to figure out something we place into our first read as assumptions. Things like how many horses Moses took on the Ark. At quick response one might not realize that it wasn't Moses, but Noah. He further explains why it worked out so well because they were both Biblical characters and the syllables were the same and the name was not too short or long or very reflective like Jerimiah.

Anyway I recommend you read it as it applies some common problems we are enduring especially with all the Fake News that is hounding our airwaves and internet blogosphere. We read stuff that seems so well documented with those fast read assumptions that we take all in as gospel when most of it is indeed false. We as a nation need to be rescued from this hauntingly dangerous phenomenon, as it is not only confusing our way of thinking it keeps us so in the dark of the truth.

Another book I recommend for the fun of it is *The Genius of Birds* by Jennifer Ackerman. I could not get over how advanced birds are on so many levels in their ability to seek out food, build nests, vocal skills and use of tools to find and/or get food. Ackerman explains how a chickadee used a stick to collect insects in a log and how gulls strategically drop shellfish on rocks to break

their shells to eat. She explained that many birds like crows lament their loss of partners and offspring as based by their calls and flying patterns. But the one that I got a kick out of was how owls would gather mammal scat for placement around their nest where they would sit and wait for dung beetles to show up for the slim pickings. As bird droppings have too much uric acid it's not all that attractive to many insects so owls are left to bait their prey with more desirable dung. How awesome is that?

This upcoming 2017 season should be a whole of lot of interest as well as fun for us all. If anything you do this year, you should try to catch the plant tours. I get so much out of how other businesses plan their manufacturing assembly and how they apply the latest SPC techniques to control their product quality. It's almost like watching that kid show that explains how things are made from raw sources to the finished product. Hope to see you around...

Larry Spinello, Section Chair, ASQNHS

## NOVEMBER'S MEETING

In November we had a very interesting and timely meeting on a problem that we all saw when Obamacare took to the internet. Tom Giordano gave us a great insight into how the problem was fixed by the coming together of great instinctive people. As we all know when Obamacare came onboard it was hit by so many problems related to access and online availability. The exchange was wrought with constant timing out and loss of data entries that was causing so many people angst who were desperate to get affordable healthcare.

In his introduction Tom gave a quick background of our healthcare system and how so many of us who are able to get affordable health insurance via our work group plans were also being subject to so much waste. He told us that so many people who fell between \$20K and \$50K of income and were not part of a group plan simply could not afford health insurance due to the exorbitant amount often exceeding \$15K per family. Therefore, they would have to resort to getting their only care via hospital emergency rooms across the nation. As these emergencies were costly under any situation, the fact that they had no insurance placed hospitals into a severe bind. So much so the typical costs would run over 10 times they normally would. As a result, this tremendous cost would drive all other insurance premiums way up to compensate for hospital losses.

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So when Obamacare came along it was a blessing for all of us in driving premiums down and keeping costs stable as well as establishing fair guidelines to improve thrifty and common sense finances. Stuff like preexisting conditions, keeping your kids on your plan until age 26 and digitizing the medical record was hailed everywhere, except for anti-Obama skeptics, as a most needed system. In order to get Obamacare off the ground required that we use out best angle, the internet. Here is where the government went wrong as they thought by pitching a commercial approach system they would get a plan that would match most internet online purchasing. We learned all too quickly that this approach was not the way to go.

Therefore, the Obama team called upon experts around the country to help fix the slow system problems. They got together and had them dig into and poll everyone involved with the site to speak their minds freely. As each member of the Obamacare site would cite their mistakes they were rewarded with group claps to instill in everyone that we all needed to work together and find all the problems out for the proper fix.

As everyone teamed together, they were questioned for all possible problems no matter how simple or obscure. They first saw fit that they needed a better dashboard to keep everything properly orchestrated as an available environment. Tom talked about other systems in healthcare that worked like EPIC and how training was done under a fast support system. They all agreed that in the Rollout of Obamacare site they needed to catch mistakes early with fixes that had an all at once phase to catch risks.

He then talked about how the database bottlenecks were due to a lack of a proper cache to maintain all temporary memory> He also noted that data scalability was needed to assure prioritization. In hindsight, he said project metrics should have been established in order to quickly spot problems as they occurred.

As regards to managing the rollout site, he said that they should have no one leader to handle this problem. Using an Agile managerial technique where people would engage quickly to the point meetings going after all the main topics and problems in a fine focus. All members at this meeting would be standing, presenting their reports in a timely bulleted fast approach keeping meeting stealers to a minimum.

It was very interesting seeing how Obamacare was saved from the many who needed it and still need it today. With the recent advent of higher premiums, relating from a lack of a Public Option using an unfortunate substitute with a Medicaid expansion fix, Obamacare is again in the crosshairs. Although experts are predicting a far better year for 2017 with Obamacare with premiums likely to reduce, how it will remain to stay afloat with a very discriminating congress and an unpredictable executive administration remains to be seen. We hope that the authorities will see through their political rhetoric and simply fix Obamacare to assure those who cannot afford health insurance are saved.

## **NEW PRODUCT INTRODUCTION (NPI) COURSE: THE BUSINESS OF INNOVATION**

ASQ New Haven wishes to announce a one day Professional Workshop New Product Introduction (NPI) course: THE BUSINESS OF INNOVATION. This course is from a business, marketing, operations, quality and project management perspective, based on interest shown by many members of different groups. This course scheduled on Feb 10th, 2017.

University of New Haven's Tom Giordano will be the lead instructor and ASQ New Haven Program and Education Chair Jay Krishnamoorthy will be the Guest Speaker on the Project Management, Quality and Operations aspects of NPI.

Only 30 seats available for the course, if more people are interested, we can have another session immediately following this one

## **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.

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## 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.

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. Citizen, Permanent POC: email Christopher\_Tapia at [Christopher\\_Tapia@Praxair.com](mailto:Christopher_Tapia@Praxair.com)

## ASSISTANT QUALITY MANAGER

Ready to take on your first management position? The highly knowledgeable Quality Manager will groom you to take on his role down the road. This booming aerospace component manufacturer is the second most profitable division in the international corporation. Sales have never been better.

Their customers include a long list of Fortune 50 aerospace corporations and they have orders locked in for at least the next 3 years.

The recently renovated facility is the largest in the U.S., and it is conveniently located right off Route 8. There is no union.

>The position is open due to the incumbent being promoted to Manager.

>You'll be handling a staff of 24, including engineers and Team Leaders inspecting machined aerospace parts, working to AS9100 specifications.

>There will be very little travel, and you'll be taking over the quality department when the manager is on the road.

>Salary ranges \$80,000 – \$90,000, maybe \$95,000, depending on level of experience.

>Benefits include Aetna Choice POS II Medical, Met Life Dental, vision care, tuition aid, and 401 (k).

>They seek local candidates, and they will not hire candidates who jump positions every year or two.

>Requires permanent U.S. residency, a people-oriented personality, a BS (or AS) degree, 6+ years of Quality Engineering experience with a manufacturer working to AS9100 standards, and fine communication skills.

>A background in machining is preferred, but just about any manufacturing background will work, provided you are strong in implementing and interpreting statistical controls.

Submitting Agency WALLACE ASSOCIATES

GREGORY GORDON, Principal

Tel: (203) 879-2011

e-mail: [GGordon@wallacejobs.com](mailto:GGordon@wallacejobs.com);

LinkedIn: <http://www.linkedin.com/pub/gregory-gordon/17/553/307>

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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!

AMY AQUILINO  
ROBERTO BALLESTER  
DANA BOCHAN  
MICHAEL BRADSHAW  
HARRY E. BROOKS  
ANTHONY CAVALLARO  
MARK CRAWFORD  
JENNIFER E. DESMARAIS  
LINA FRAZER  
SCOTT HAEFFNER  
TANIA HINDS  
THOMAS HULL

DENNIS E. KLEIN  
AJITH KUMAR ALLAM  
DAVID LONG  
JOHN MALEK  
MICHELLE A. MALONE  
LYNN MATHEWS-  
FROEHLICH  
DAVID MICHAELS  
ADITYA OZARKAR  
RYAN O'CONNOR  
JOHN H. PIZZONIA  
KEITH PORTER

ABHIJITH RAO  
ROCIO SANTANA VILLA  
J DEANNA SCIACCA  
JUSTIN SCHLAUDER  
VIKAS SHETGERE  
MANPREET SINGH  
ANDREW STILLSON  
NINAD TAMBE  
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 2017

DATE	TOPIC	SPEAKER/ FACILITATOR	PLACE	COMMENTS
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 17	PIEPER-OLSON VETERINARY HOSPITAL TOUR	HOSPITAL TOUR	PIEPER-OLSON VETERINARY HOSPITAL, MIDDLETOWN, CT	JOINT WITH APICS NEW HAVEN

### SECTION LEADERSHIP COMMITTEE

<p><b>Section Chair and Newsletter Chair:</b> Lawrence Spinello (203) 248-4085</p> <p><b>Vice Chair:</b> Diego Dussan (203) 648-7583</p> <p><b>Secretary and Healthcare Liaison Chair:</b> Julie Petrellis (203) 294-7319</p> <p><b>NEQC Rep, Treasurer, Nominating and Past Chair DRD:</b> Bill Folsom (203) 402-9147</p>	<p><b>Audit and Placement Chair:</b> Gene Contardi (203) 795-6914</p> <p><b>Membership</b> Suzette Herrick (774)239-6743</p> <p><b>Web Chair, Programs and Education Chair:</b> Jay Krishnamoorthy (203)589-5350</p> <p><b>Certification</b> Frank Tyszka and Art Bystryk</p>
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