

From: ASQ Merrimack Valley Section <jodilynsutherland@gmail.com>

To: jls14 <jls14@aol.com>

Subject: Please join ASQMV and Izzy Gesell - Practiced Spontaneity:Enhanced Leadership, Teamwork and Communication through Improvisation Theater Skills - May 1st

Date: Mon, Apr 21, 2014 8:17 am

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Merrimack Valley
Section
The Global Voice of Quality™

ASQMV Quality News



[Welcome New Members!](#)

Chhuuarin Dos

May ASQMV Meeting

Thursday, 1 May 2014

Guests Welcome!

Nina Abedi-Tari
Christopher S. Adam
Ruksana Khalifa
Ignacio J. Carrillo
Vincent Bu
Miguel Reyna
Ruan R. Siviski
Jason Bridgeo
James Kennedy
Shawn P. O'Grady
Arnaud G. Sow

Practiced Spontaneity ***Enhanced Leadership, Teamwork and Communication through Improvisation Theater Skills***

Calendar **Section Meeting Dates**

5 June 14

Alan G. Robinson PhD
Book synopsis

Exam Dates

7 June 14

April Meeting Summary

CAPA ISSUES and PITFALLS Timothy Barash, BSI

Below is a summary of some common pitfalls in each step of CAPA.

Containment

No consideration of containment

Root Cause Analysis

- Restatement of the problem
- Insufficient depth of analysis (no "5-Whys", etc.)
- No analysis of the breadth of the nonconforming condition (isolated event versus systemic problem)

Action Plan Implementation

- Action plan not fully implemented with no explanation/reason documented
- Different action plan implemented with no explanation/reason documented

Verification of Effectiveness

- Effectiveness = implementation (not!)

We all need to be nimble, confident and creative these days in order to personally thrive while inspiring others. Interestingly, the same is true of Improv Theater performers. In fact, the skills that make improvisers so successful are the same ones that make quality professionals successful.

Improvisation theater games are deceptively powerful tools for enhancing our leadership, teaming and communication skills.

The games invite participants to enter and embrace the unknown, relate to others without assumption or judgment, exist in a state of absolute and unconditional acceptance of what is offered, relish process as much as focusing on outcome and enjoy and value working with others.

In this entertaining, informative and immediately applicable program we'll go behind the curtain and into the mind of improvisers and leave with ways to be more confident, spontaneous, and balanced people, personally & professionally.

Speaker: Izzy Gesell

Izzy Gesell M.ED, CSP (Certified Speaking Professional) is an "organizational alchemist" who helps people navigate their internal logjams and emerge more confident, spontaneous and effective. Through keynotes, breakouts, coaching and facilitated sessions, Izzy offers imaginative, intuitive and immediately useful insights and programs. He delivers meaningful material in an enjoyable way.

Among the first to use Improv Theater concepts as tools for personal and organizational learning, he is the author of *Playing Along: Group Learning Activities Borrowed From Improvisation Theater*, a co-author of *Humor Me: America's Funniest Humorists on the Power of Laughter*, a co-author of *Cancer and the Healing Power of Play* and a contributor of a chapter on improvisation as a facilitation tool in the IAF Group Facilitators Handbook.

- Effectiveness verification inadequate
- Effectiveness verification indicated as "N/A" with no explanation
- Effectiveness verification not conducted
- Not enough time allowed between action plan implementation and effectiveness verification

Preventive Action

- Preventive action is NOT a follow-on to corrective action
- No stand-alone preventive actions
- Description of the potential nonconformity is actually a description of the action to be taken
- Putting the "cart before the horse"
- What is the "potential nonconformity"?
- No root cause
- No verification of effectiveness

Clients include NASA, American Institute of Architects, Microsoft, Hewlett Packard, Cargill and many regional and national associations.

Izzy was raised in Brooklyn NY. A former stand-up comic and special education teacher, he has earned a BA in Psychology, an MS in Education and a P.... that's 1/3 of a PhD and now lives in Northampton, Massachusetts.

Schedule

- 5:30 - 6:00 Registration
- 6:00 - 7:00 Dinner
- 7:00 - 8:00 Presentation

Meeting Location

Aprile's European Restaurant
75 Princeton Street
N. Chelmsford, MA 01863

Directions

Take Route 3 North to exit 32 (Chelmsford rotary) for Route 4. If coming from NH, take Route 3 South to exit 32. Follow the rotary and take the Route 4 North exit. Continue onto Route 3A North. The destination is on the left in the mill building. The restaurant is in the area of the mill building closest to the road and the function room is on the second floor.

European Buffet Menu

- Traditional Caesar Salad
- Hearty Parmesan Crusted Rolls
- Chicken Parmesan w/fresh mozzarella & tomato sauce
- Traditional Stuffed Shells
- Penne Gaetano (medallions of chicken sautéed in garlic, oil, fresh plum tomatoes, fresh basil & white wine topped with romano cheese)
- Assortment of Bakery Fresh Gourmet Mini Pastries
- Lavazza Roasted Coffee, Decaf and Assorted Teas

Quick Links

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**Interested in
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**Join our
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For more information:
EMAIL US.**

ASQMV

Leadership Committee

2013-2014

**Chair
John Kulungian**

**Vice Chair
Barbara Morin**

Treasurer

Register Here !!

Cost: \$25

**Please Join ASQMV for our 3rd Annual
Community Outreach Activity**

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Tom Bregani

Programs
Bill Hoose

Arrangements
Melissa MacIntosh

Education
Gary Belt

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Jodi Sutherland

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Jim Lacey

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Jeff Johns

Membership
Roger Benson

Auditing
Deborah Akmakjian

Recertification
Charlie Muzzey

Historian
Alison VonDerstine

NEQC Liason
Maura Zigmont

Contact us at our website

When: Sunday, June 8, 2014 @10:30am

Where: Lowell Transitional Living Center

What: Third annual Steps to Home walk, a family friendly, 2 or 5 mile walk through historic downtown Lowell.

How will this help our community: All proceeds raised benefit programs and services that help homeless individuals succeed on their journey from homelessness to permanent, affordable housing.

How can you help: You can give by donating to this activity via ASQMV and/or by being part of the walk.

Who to contact: Roger Benson, ASQMV Membership Chair, roger.benson@verizon.net, 978-732-3367

See the following Link for more details: <http://www.ltfc.org/>

Merrimack Valley Quality Professionals,

Please provide your feedback on this newsletter as we continue to evolve it into a primary communication tool.

Please send any of your feedback to asqmv@asqmv.org.

We look forward to seeing you Thursday, May 1st at the section meeting.

Regards,
John Kulungian
ASQMV Chair

ASQMV
Recertification



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