

ASQ Section 305—New Haven

MONTHLY MEMBER NEWSLETTER

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IN THIS ISSUE

Special Interest Articles

Book Review of *Lean Solutions: How Companies and Customers Can Create Value and Wealth Together*, by James P. Womack and Daniel T. Jones (2009).

Highlights

Chair message

January's Meeting

Job Opportunities

New Members

Facebook Link

Program Schedule

ASQ Board List



The Global Voice of Quality™

Upcoming Program

DOCUMENTING PROCESS—WHEN DO YOU STOP? WITH ERIC NOACK



Eric Noack plans to discuss Lean vs. Compliance and how to make the details of Lean tools complement the eloquence of medical Compliance Procedures and Work Instructions.

Eric is the Director of Operations at Orchid Orthopedic Solutions in Milford Connecticut. He's been there since March 2016. Previously he worked at Covidien and Primerica Financial Services. Eric is a graduate of Worcester Polytechnic Institute.

From the wealth of his experience working at Orchid Orthopedic Solutions Eric plans to share some of the successes and difficulties in applying Lean Manufacturing, using its multitude of tools. With these tools he will explain some defined details regarding the level of complexities involved with medical compliance. The talk should be interesting as it applies smart

manufacturing techniques with the intricacies of medical devices

MEETING PLACE AND CONTACTS

Date: February 15, 2017

Place: Casa Nova Ristorante

Time: Networking: 5:30;

Dinner: 6:00; Speaker: 7:00

Dinner: Chicken, Beef or Fish

Cost: \$25.00

ONLINE:

WWW.ASQNEWHAVEN.ORG

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

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

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.

Message from the Chair

This year already is marked with a great deal of controversy that may either bring us together or push us further apart. In understanding where we can come together as quality types I suggest you pick up this book: *Lean Solutions: How Companies and Customers Can Create Value and Wealth Together*, by James P. Womack and Daniel T. Jones (2009).

Womack and Jones were the early preachers for the lean production philosophy, a set of "waste-not-want-not" principles that most businesses now accept. But good business requires more than efficient production. Noting that consumers are still not happy, despite an abundant supply of high-quality, low-cost products, the authors now have subjected consumption to "lean" analysis as well and they've found that consumption is as inefficient as production used to be. Consumers face lengthy delays, unhelpful "help" lines, ineffective service representatives, and other annoying and costly wastes of time and energy. Apply lean principles to consumption as well as to production.

A great divide exists today between consumers and providers. Consumers have a *larger* selection of higher quality goods to choose from and can obtain these items from a growing number of sources. Computers, cars, and even big-box retail sites promise to solve our every need. So why aren't consumers any happier?

Everything surrounding the process of obtaining and using all these products causes us frustration and disappointment. Why is it that, when our computers or our cell phones fail to satisfy our needs, virtually every interaction with help lines, support centers, or any organization providing service is stained with so much hassle? *Lean Solutions* provides some fixes to this broken producer-consumer model applying innovative principles of lean consumption, showing companies how to eliminate inefficiency during consumption.

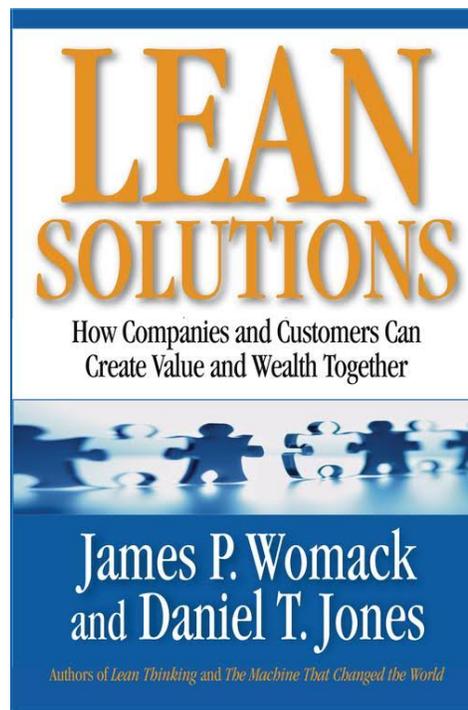
Neither the authors cite it's not like companies don't care nor that the people trying to fix our broken products are inept, rather few companies today see consumption as a process of linked goods and services.

Like any successful process it must occur seamlessly for the consumer to be satisfied. Buying a home computer, for example, involves researching, purchasing, integrating, maintaining, upgrading, and, ultimately, replacement.

Lean Solutions has a number of success stories: Fujitsu, a leading service company for technology, has transformed the way call centers solve problems learning how to eliminate the underlying cause of current problems rather than fixing them again and again. They talk about a successful car dealership that has adopted lean principles to streamline their business, making for dramatically reduced wait times, fewer return trips, and greater satisfaction for customers.

Across all industries, companies that apply the principles of lean consumption will learn how to provide the full value consumers desire from products without wasting time or effort for all resulting as profitable and competitive. *Lean Solutions* will inspire managers to take the first steps toward perfecting their company's process of giving consumers what they really want.

Larry Spinello, Section Chair, ASQNHS



January's Program Highlights

MANAGING CHANGE WITH TOM GIORDANO

Last month Tom Giordano and Jay Krishnamoorthy did a quality experiment on managing change. They talked about how change is all around us especially today with our new administration. All sorts of new stuff on the horizons with energy, healthcare and domestic economics. With such a fast paced global economy in front of us it's dire that we involve ourselves to plan and find a way to reach our goals with smart strategies. It's about meeting your needs and wants and finding how to do it in a financially sound way. It's about keeping your head in the game at all times, using all of our resources and experiences wisely. Right now it's important for businesses to see the road ahead and be aware that the government may not be there to help you, especially with one that seeks to move to method of free market approach.

Businesses need to see the world ahead of them as a vision that is in concert with how they can ride that wave and stay in the game. Many times it would mean assuring that they have the tools and materials, supply chain and quality principles to engage into being competitive.

Tom and Jay started their experiment by splitting us up into several teams of management groups to build paper airplanes. Something as simple as a paper airplane you would think should be a easy achievement. Each team had to plan out their tasks like buying the right enough material to build the plane, special paper. This amount had all the costs involved. Seems simple enough, right?

When the teams started pushing out the paper planes we learned right away that we could not meet the specifications of the plane as we could not pass the



Tom Giordano of University of New Haven

quality inspection via these special fixtures. Many of us were left astonished as each of our paper planes were rejected and crushed in hand as failures. For my team in the second round of assembly we thought we needed to catch up so we doubled our supplies however we did not take any actions to improve our assembly process. Guess what happened? Yes, all of our next batch were crushed in hand as failures.

After we did our best to manage our change we ended up plummeting our teams into financial bankruptcy. Tom and Jay had us hear all the past groups and read all of their gripes into their follies in not assuring the proper management of their airplane operations. It was refreshing to hear so many other people were in the same abject boat of angst in trying to achieve this simple yet far from achievable goal....The long and short of this meeting is stressing the importance of assuring that projects and goals must be FULLY planned out before ever starting!

Membership Update

WELCOME NEW MEMBERS!

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

THOMAS KAVANAGH

AJITH KUMAR ALLAM

DAVID LONG

WILLIAM LOCASCIO

JOHN MALEK

MICHELLE A. MALONE

LYNN MATHEWS-FROEHLICH

DAVID MICHAELS

ADITYA OZARKAR

RYAN O'CONNOR

JOHN H. PIZZONIA

KEITH PORTER

JASON ROMAN

ROCIO SANTANA VILLA

J DEANNA SCIACCA

JUSTIN SCHLAUDER

RICHARD G. STINE

STACY ST. JOHN

ANDREW STILLSON

NINAD TAMBE

RICHARD TOMER

AMBER WELLS

ELIZABETH WONG

KYLE ZUKAUSKAS

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ASQ New Haven



OUR MISSION STATEMENT

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



The Global Voice of Quality™

Program Schedule 2016-2017

DATE	TOPIC	SPEAKER/ FACILITATOR	PLACE	COMMENTS
15-FEB 17	DOCUMENTING PROCESS - WHEN DO YOU STOP?	ERIC NOACK	CASA NOVA RISTORANTE	
22-MAR 17	3D PRINTING - UNH	DR. MARIA-ISABEL CARNASCIALI, PH.D	UNIVERSITY OF NEW HAVEN, WEST HAVEN CT	JOINT WITH APICS NEW HAVEN
12-APR 17	LEVERAGING LEAN LOGISTICS TO LEAD IN THE 21ST CENTURY	MIKE FORD	HONEYWELL, NORTHFORD CT	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

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.



COURSE CANCELLATION:

Unfortunately due to the lack of enough participants we had to cancel February's scheduled course at Honeywell, BUSINESS OF INNOVATION with University of New Haven's Tom Giordano and Education Chair Jay Krishnamoorthy

Job Opportunities

QUALITY ENGINEER WANTED:

QUALIFICATIONS: The candidate must have experience developing quality systems for small precision manufactured components. Must have excellent verbal and written communication skill.

ADDITIONAL ATTRIBUTES/CAPABILITIES:

- Must be a US Citizen due to government contracts.
- Develops, implements, manages and integrates a Quality Management System.
- Initiates and implements quality improvement activities as appropriate to raise the performance of the company's products and processes.
- Help to train employees.
- Serves as a quality control resource for problem identification, resolution, loss reporting and continuous improvement.
- Supports engineering efforts by participating in development projects.
- Designs, implements and documents procedures.
- Establishes and implements metrics for monitoring system effectiveness.
- Performs root-cause analysis and other problem solving activities to identify effective corrective actions and process improvements.
- Develops quality planning methods.
- Develops process certification standards and assist in process certification.
- Reviews customers purchase orders, contracts and change requests and ensure that the necessary criteria and provisions are included in quality and process plans.
- Oversees calibration and testing programs.
- Reports to management on quality issues, trends and losses.
- Participates in internal and external quality audits.
- Interfaces with supplier and customer quality representatives concerning quality problems and assure that effective corrective action is implemented.
- Experienced to handle all ISO Audit and upgrades with minimum direct oversight.
- Leads process quality improvements (working with Process Engineering) through the development and implementation of process controls, sampling systems, and SPC. Develops statistical process control systems. Capable of preparing customer PPAP needs.
- Periodic reviews of FMEA and Control Plans to ensure Risk Management and Process Controls are embedded in the manufacturing processes.
- Bachelor's degree in mechanical engineering, electrical engineering, manufacturing engineering or business administration, or equivalent number of years of experience.
- Ten (10) years of experience in QA systems implementation and management.

RESPOND TO: Ditron Inc.,

Fax: 1-845-227-2872

E-mail: humanresources@ditroninc.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;

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



Jay Krishnamoorthy of Honeywell and ASQ New Haven



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