



ASQ

AMERICAN SOCIETY
FOR QUALITY™

Olde Colony Section 0111
c/o 224 Bay Street
Taunton, MA 02780

Place
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Here

Monthly dinner meeting: Thursday,, Jan 20, 2005

Avoiding Moving Operations Overseas

Gary's Restaurant, West Bridgewater, Mass

Mission Statement of the ASQ Olde Colony Section

Our mission is to be the leading quality resource in the Southeastern Massachusetts area for manufacturing and non-manufacturing industries, while supporting the goals and objectives of the American Society for Quality.

Happy New Year and welcome to our January 2005 dinner meeting invitation and newsletter. We hope this year to bring you interesting speakers, networking opportunities, and the chance to view quality from outside your job, all in line with our mission statement above. But it only succeeds with your participation; either as a volunteer, a speaker with a tale to tell, as a dinner meeting guest or via a comment to us by email. It is your section. Please participate.

Olde Colony Monthly Dinner Meeting

- Date:** Thursday, January 20th, 2005 (note change to Thursday)
- Time:** Register 6:00 PM, Dinner at 6:30 PM, Speaker 7:30 PM
- Cost:** \$20.00. Discount to retired / unemployed ASQ members.
- Location:** Gary's Restaurant, West Bridgewater, Mass (Rte 28)
- Directions:** From Route 24, take exit 16A (Rte 106) toward West Bridgewater. Travel about 2 miles to traffic light which intersects Rte 28. Get in right hand lane and turn slight right following Route 28 / S. Main Street toward Bridgewater. Gary's is approximately 1 mile on right hand side of the road, on Route 28.
- Menu:** Chicken, Fish or Beef
- Reservations:** Contact Alin Darabus, Arrangements Chair at 508-587-3500, ext. x225 or by email: arqc@accround.com OR aldarabus@aol.com

AVOIDING MOVING OPERATIONS OVERSEAS

Today more North American businesses are seriously considering moving some or all of their operations to China or other low cost areas. This presentation explores this current movement and is intended to help those organizations facing this decision to make the correct choice. *There are ways to keep operations at home!*

Topics to be covered are:

- ◇ -Factors that are forcing offshore manufacturing movement
 - .It is not just labor costs?
- ◇ The current state of Manufacturing in China and other low cost areas
- ◇ -Disadvantages of offshore manufacturing
- ◇ -Advantages of offshore manufacturing
- ◇ -Hidden costs that many organizations never consider and measure
- ◇ -The Future of China/Asia
 - .Risks
- ◇ -The Future of Latin America
 - .Risks
- ◇ -Avenues to Keep Manufacturing in North America
 - .The danger of cost cutting
 - .Tools that will improve operations and automatically reduce costs
- ◇ -The Final Decision
 - .Financial analysis
 - .Capturing all the hidden costs

(continued next page)

Our Speaker this month is Mark Hehl

Mark Hehl is President of Hehl & Associates, which provides offshore supply chain development consulting services. His efforts have produced significant increases in quality, meaningful reductions in lead times and substantial cost savings.

Previously, Mr. Hehl was Manager of Worldwide Quality for The Timex Corporation. During his tenure, he implemented quality improvement and Six Sigma initiatives with the supply base in China. In recognition of his contributions, these suppliers honored him with the award of the Chinese name □□□.

His work experience spans many industries including: aerospace, metal parts, plastics, glass, consumer products, pharmaceuticals, textiles, cosmetics and automotive. He holds a BS Degree in Electrical Engineering from the New York Institute of Technology and a MS Degree in Management from the Polytechnic Institute of New York. Mark was a Delegate and featured presenter (*Quality Improvement in China*) at the Third China-American Quality Symposium held in Shanghai, China, September 2004.

Mr. Hehl spends a significant amount of time in China, Latin America and other offshore locations assisting his clients and their suppliers on various sourcing and improvement projects. He is very familiar with the Chinese and Latin American cultures and ways of conducting business at these locations.

Welcome to New Volunteer

This month we would like to welcome **Alin Darabus**, our latest volunteer who will be taking on the responsibilities of **Arrangements Chair**, a position that has been open on the section executive board since Bill Dansereau moved to New Hampshire.

Alin is an active member of the section, attending many of our dinner meetings in the last several years. Alin also just recently passed the **ASQ Certified Mechanical Inspector** exam given by Olde Colony at Bridgewater State College. He is employed at AccuRounds in Avon, Mass.

Alin will make arrangements for the e'board meetings and plan where our monthly dinner meetings will be held. Alin will also be your contact for reservations if you plan on attending any of our meetings. Please let him know whether you are an ASQ member, employed, unemployed or retired, and what you would like for a menu choice. If you have any ideas or comments for a restaurant or meeting place, please contact Alin. (arqc@accurounds.com)

The following members were nominated for next year's officers (new year beginning July 2005)

Chair	Dave Gaugler
Chair-Elect	Denise Robitaille
Treasurer	Monica Morrissey
Secretary	George Mc Bride

Per our new Section Operating Agreement (SOA) / by-laws, we will be seeking any and all other nominations at the next several upcoming meetings.

The e'board also unanimously nominated Roger Kelleher as Region 1 Director, replacing Lou Geoffrion. Thanks Lou for your past help.

Olde Colony Education Offering Onsite Training Opportunities

Olde Colony section offers a wide variety of cost-effective courses for training at your site. Our ASQ professionals have practical knowledge and on-the-job skills that neither colleges nor corporate trainers usually possess. Olde Colony instructors have both certified knowledge and teaching experience. Please call or write Roger Berg, Education Chair (508-746-6345 or r@berg.ms), for the following:

- Q Information about customized on-site training
- Q A listing of available on-site courses
- Q Suggested course topics that Olde Colony might offer/develop for its members
- Q Instructor application for section members and other ASQ professionals who wish to be considered as instructors for our courses

March 5, 2005 Examinations: *Certified Quality Manager, Certified Mechanical Inspector, Certified Reliability Engineer, Six Sigma Black Belt and Certified Quality Technician*

Certified Mechanical Inspector Course #105 (1.6RUs) *Joe Hanley* Eight 2 hour sessions beginning in January. \$390 for members and \$420 for others. The instructor is Joe Hanley. Joe started on the bench and worked his way up to Senior Quality Engineer. RAB certified, Joe Hanley is an auditor and consultant for laboratory and quality systems. Early registrants will be able to determine the course's meeting night.

Certified Quality Manager Course #101 (1.8 RUs) *Roger Berg* Three Saturdays, January 30, February 13 and 27 for 6 hours each day. \$375 for members and \$400 for others. This course will prepare you to respond to the constructed response questions as well as the multiple-choice questions.

All refresher courses are scheduled at the Moakley Center at Bridgewater State College. The conveniently located Moakley Center is near I495 and Route 24 and will provide reserved parking for registered class members.

For inquiries or registration about any course call or write Roger Berg, Education Chair, at 508-746-6345 or r@berg.ms.

Time for a professionalism refill?

Do you want ASQ or a generic brand?

Certification / Recertification Info

Certification Exam	Exam Dates	Application Deadline
Six Sigma BB, CRE, CQT, CQA-Biomedical, CMI, CQMgr, CHA	March 5, 2005	January 7, 2005
	October 22, 2005	August 19, 2005
CQA, CQE, CSQE, CCT, CQIA	June 4, 2005	April 1, 2005

Having trouble getting the required 18 RU'S?

If legitimate extenuating circumstances have made it impossible for you to meet this obligation, you may be able to qualify for recertification with a reduced RU requirement.

What are legitimate extenuating circumstances? They are determined on a case-by-case basis by the ASQ National Recertification Coordinator.

If you feel that you qualify call: Bill Carr at 1-800-248-1946.

Earn Recertification Units through On-Line Chats

RU's are granted for participating in the monthly 90-minute chat events being hosted on ASQNet. Members will be granted 0.15 RUs for each chat event they actively participate in. Download detailed instructions at http://www.asqnet.org/members/interact/chat/recert_units.html

Need an Application for Certification?

Applications for certification can be obtained from ASQ by calling 1-800-248-1946 or by downloading from the website at www.asq.org/cert/downloads/. Or you can register and pay on-line at www.asq.org, click on CERTIFICATION.

Don't let your certification lapse! You worked hard to achieve certification. Now keep it up to date.

WHERE TO SEND YOUR COMPLETED RECERT JOURNALS

Please send your completed recertification journal and supporting documents to:

Gerry Quinn
12 King Road
Holbrook MA 02343
Attn: ASQ RECERT.

Congratulations to the following ASQ Olde Colony members who recently passed certification exams.

Michelle J. Beauchesne
Certified Quality Auditor

Alin Daniel Darabus
Certified Mechanical Inspector

Erik Sojka
Certified Quality Engineer

Your Executive Board / Leadership Team

Section Chair Dave Gaugler jdgaugler@tmlp.com	Arrangements Alin Darabus AccuRounds 508-587-3500 x225 aldarabus@aol.com	
Vice Chair Denise Robitaille	Newsletter David Hicks Sippican Lockheed Martin 508-748-1160 x 274 dhicks807@yahoo.com	Education Chair / NEQC Rep Roger Berg Northeast Quality Research 508-746-6345 r@berg.ms
Treasurer George McBride gmcbride1@verizon.net	Internet Website / Database Dave Gaugler jdgaugler@tmlp.com	Region I Director Louis Geoffrion J.Magno & Associates Inc 781-224-0801 lgeoffrion@jmagno-assoc.com
Secretary Joe Hanley 401-431-1620 thehanleys@mindspring.com	Auditing Chair Paul Loonie Antenna Associates	Region 1 Deputy Director / Historian Dick Anderson raa508@aol.com
Certification / Recertification Gerry Quinn 781-767-2107 absrsg@comcast.net	Membership Monica Morrissey m.morrissey@att.net	UMass Dartmouth Students Ercan Tirtiroglu 508-999-8433
Advertising— open Examining—open	Recognition— open Publicity— open	Programs—open Scholarship—open

Section E'board meets
1st Tuesday of the
Month 6 pm to 8 pm

The Olde Colony E'Board meets the 1st Tuesday of the month from August through June to plan and execute the section activities. The committee consists of the 4 elected officers and all volunteer chairs— education, membership, etc. If you are interested in seeing how your section is run, stop by – there is no obligation. Meeting runs 6:00 PM to 8:00 PM. For more information, contact one of your e' board members

Have you Moved? Changed Jobs? Changed Email Address?

Don't forget to update your member information with ASQ National. Contact customer service at 1-800-248-1946 and have your member number ready. You can email the info to cs@asq.org. Or log onto www.asqnet.org, go to My Account and update the info yourself.

Please update your email so we can keep in contact with you.

TO CHANGE YOUR ASQ E-MAIL PREFERENCES:

- Go to www.asq.org and sign-in as member
- Go to My Account, then to Change Work/Home Addresses & E-mail, and update your preferences.
- If you need additional help, e-mail help@asq.org or phone 1-800-248-1946

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This month we would again like to advertise for a member interested in the role of **Publicity Chair**, a position open on the e'board.

Duties and Responsibilities:

- Communicate all section events to: local newspapers, radio & cable TV community calendars
- Liaison with ASQ Master Calendar, Olde Colony Website and Newsletter
- Attend section executive committee meetings to report progress
- Uphold ASQ and section bylaws, policies and procedures

Qualifications:

- Must be ASQ Olde Colony member in good standing
- Should possess good writing and communication skills
- Some experience working with the media preferred

Time Commitment:

Approximately two hours a month (outside of executive committee meetings)

If interested, contact one of the e'board members.

Advertisers

Our ad rates are \$100 for a full page; \$60 for a half page; \$40 for a quarter page and \$25 for a business card sized ad. Ads are used to defray the cost of the newsletter.

Please contact David Hicks, Newsletter Chair at dhicks807@yahoo.com

BRING THIS COMPLETED SURVEY TO A DINNER MEETING. YOU WILL RECEIVE A \$5.00 DISCOUNT* ON YOUR DINNER.

Survey of choices for improved Olde Colony section communication.

Your section leadership wants to provide the most cost-effective and efficient services for you. We brainstormed the following choices for next year's communication with section members. We discussed how much members read the newsletter and argued whether all section members like to use the internet.

Please read the following pairs. Considering each pair by itself, please indicate with an "x" the one choice of the two that you would rather have your Olde Colony section do.

Monthly Newsletter (10/year) only
 Only updates on the section website

Monthly Newsletter (10/year) and updates on the section website
 Bimonthly Newsletter (5/year) and updates on the section website

Monthly Newsletter (10/year) only
 Monthly Newsletter (10/year) and updates on the section website

Only updates on the section website
 Monthly Newsletter (10/year) and updates on the section website

Only updates on the section website
 Bimonthly Newsletter (5/year) and updates on the section website

Monthly Newsletter (10/year) only
 Bimonthly Newsletter (5/year) and updates on the section website

Do you regularly read the section newsletter? Circle one:

seldom sometimes often always cover-to-cover

Do you like to use the internet for ASQ information? Circle one: Yes No

**Offer expires after the March 2005 meeting.*



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Monthly dinner meeting: Wednesday, Feb 23, 2005

AS 9100 Aerospace Standard with Grant O'Brien

Lorenzo's , Rte 28 Middleboro, Mass

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- Time:** Register 6:00 PM, Dinner at 6:30 PM, Speaker 7:30 PM
- Cost:** \$20.00. Discount to retired / unemployed ASQ members.
- Location:** Lorenzo's, Middleboro, Mass (Rte 28)
- Directions:** Route 495 to exit 5 or exit 6, into Middleboro Rotary. From rotary, take Rte 28 south. Lorenzo's is about 1/8 mile on the right.
- Menu:** Italian Buffet
- Reservations:** Contact Alin Darabus, Arrangements Chair at 508-587-3500, ext. x225 or by email: arqc@accurounds.com OR aldarabus@aol.com

AS9100 Supplier Information Session

The AS9100 standard (ISO 9000 based standard created by the leading aerospace companies of the US and World) is complicated to many organizations whose customers mandate them to follow it. The problem is that the communication between suppliers and customers is not always that effective. Thus, the suppliers of the aerospace industry are left in the dark with what they must do to meet the AS9100 standard, what value can be found in having an aerospace quality system, and what other offshoot of the AS9100 standard (AS9003, AS9110, AS9120) is right for them.

Our guest speaker Grant O'Brien will be discussing the background of the AS9100 standard from the necessity of its formation to the current status. Also, discussed will be the structure a registrar must follow to provide the registration, the other offshoot standards and their applicable markets, and where value can be found for a supplier.

Our speaker for this evening is Grant O'Brien
North American Eastern Regional Sales Executive-Aerospace
SGS Systems & Services Certification

As an employee of SGS, Grant initially sold a certification program specifically for the Services Industry with a territory of the US and Canada. Currently he is the sales representative for Aerospace Certification in Eastern North America (including Canada). Grant is certified as a provisional Aerospace Auditor with concentrations in AS9100, AS9003, and AS9120. Grant has a Bachelor in Business with a concentration in Marketing and International Business from Indiana University.

Meeting Highlights

Last month's speaker Mark Hehl discussed the pros and cons of purchasing materials off-shore, with most of the emphasis being on the People's Republic of China. He pointed out many of the hidden costs and risks that companies fail to include in their calculations when they decide to outsource a product or process to a foreign company. Companies seeking to conduct business with off-shore entities are well advised to investigate these cost and risks before switching from their domestic suppliers. Thank you to Mark.

This month's speaker Grant O'Brien will discuss the Aerospace Standard, one some of us haven't even heard of. I thought the ISO standard was supposed to reduce a lot of the other standards, but it seems to have created more. Something to ask Grant.

Nominations 2005

The following nominations were announced at the January meeting for next year's officers (new ASQ year beginning July 2005)

Chair	Dave Gaugler	Chair-Elect	Denise Robitaille
Treasurer	Monica Morrissey	Secretary	George Mc Bride

Per our new Section Operating Agreement (SOA) / by-laws, any other nominations require a petition signed by 10 members.

Congratulations to our Regional Director (RD) for Region 1 Roger Keller

Roger has accepted his nomination and will serve from July 1, 2005 - June 30, 2007. Region 1 includes our Olde Colony section, plus Boston, Worcester, Merrimac, and many of the other surrounding sections.

Errata

Sorry about the wrong email for Alin, our newest volunteer. The "s" is now in place. Editor error.

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Your Executive Board / Leadership Team

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Vice Chair Denise Robitaille 781.582.0088 derobitail@cs.com	Newsletter David Hicks Sippican Lockheed Martin 508-748-1160 x 274 dhicks807@yahoo.com	Education Chair / NEQC Rep Roger Berg Northeast Quality Research 508-746-6345 r@berg.ms
Treasurer George McBride gmcbride1@verizon.net	Internet Website / Database Dave Gaugler jdgaugler@tmlp.com	Region I Director Louis Geoffrion J.Magno & Associates Inc 781-224-0801 lgeoffrion@jmagno-assoc.com
Secretary Joe Hanley 401-431-1620 thehanleys@mindspring.com	Auditing Chair Paul Loonie Antenna Associates	Region 1 Deputy Director / Historian Dick Anderson raa508@aol.com
Certification / Recertification Gerry Quinn 781-767-2107 absrsg@comcast.net	Membership Monica Morrissey m.morrissey@att.net	UMass Dartmouth Students Ercan Tirtiroglu 508-999-8433
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Have you Moved? Changed Jobs? Changed Email Address?

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Please update your email so we can keep in contact with you.

TO CHANGE YOUR ASQ E-MAIL PREFERENCES:

- Go to www.asq.org and sign-in as member
- Go to My Account, then to Change Work/Home Addresses & E-mail, and update your preferences.
- If you need additional help, e-mail help@asq.org or phone 1-800-248-1946

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Monthly dinner meeting: Wednesday, March 16, 2005

ASQ Update with Lou Geoffrion

Lorenzo's , Rte 28 Middleboro, Mass

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ASQ Update with Lou Geoffrion

This month's speaker Lou Geoffrion will discuss the ASQ Board of Director's meeting which directly affects how decisions are made in ASQ. Lou is also our outgoing Region 1 Director, and according to Dick Anderson, our historian, Lou was the very first speaker for Olde Colony.

The letter on the next page is one of the items Lou will discuss, plus other goings-on of the society at the March meeting.

Last Month's Highlights

Nineteen members heard Grant O'Brien discuss the growth and acceptance of the Aerospace Standard. Grant traveled from New Jersey, not to discuss the detail of AS9100 (although he did tell us it is basically ISO 9001, with about 150 additional requirements) but more how the registration process works, how it shares many characteristics with ISO (for example in the US both use RAB), and the advantages to the big contractors in the industry (Lockheed, BAE) in having knowledgeable, experienced auditors to perform supplier audits down to the 5th and 6th tier. Grant was there representing his company, SGS, a registrar, but he wasn't doing a heavy sell job; he brought plenty of good information. Thank you Grant.

Officers for 2005

Since there were no other petitions for officers, according to the Section Operating Agreement (SOA), your officers were announced at the February meeting and will be recorded by the secretary. Next year's officers (new ASQ year beginning July 2005) are:

Chair	Dave Gaugler	Chair-Elect	Denise Robitaille
Treasurer	Monica Morrissey	Secretary	George Mc Bride



Louis P. Geoffrion, Fellow ASQ
Regional Director Region 1
87 School Street
Manchester-by-the-Sea, MA 01944
978-526-4466 FAX 978-526-7663
lgeoffrion@jmagno-assoc.com

Date Feb 21, 2005

Letter from the Regional Director to Region 1 Members:

The recent ASQ Board of Directors meeting was a very contentious one because of a proposed change to the ASQ By-Laws. These changes in my opinion represent the most significant changes in the ASQ governance structure in many years.

As your Regional Director, I had been working aggressively since the November 2004 meeting to develop the best possible compromise/consensus which would protect the interests of all of the Sections [MY constituents !] while trying to accommodate the overall best interests of the Society.

The change process was initiated last year because some people [primarily at HQ] felt that many members considered the Board to be 'slow to act and too large'. When I requested data to support this position, none was provided, only statements that there was a 'perception' that came from some Emails and a few focus groups. I remain unconvinced that any substantive issue exists relative to size of the Board or any reduction in its members impacting the speed of decision making

Nevertheless, I recognized that there does exist a need to reconcile the By-Laws with the latest revisions of the Membership categories. A number of the changes that were approved with strong majority or unanimous votes were designed to improve these aspects and I support those changes.

The issues with which I have '*heartburn*' are those that reduce the size and makeup of the Board. I was able to work out with other RDs a strategy that ultimately produced a vote result that met the required majority votes which increased the representation for both the Sections [and other geographic units] and Technical Interest Groups [Divisions, etc.] from the numbers originally proposed to a 'better' level [4-6 each]. Yet these numbers, IMHO, are not adequate to provide good representation for all Section members and also to insure that there is a good diversity of ideas and experiences which will protect the individual members who are the heart of the Society.

These changes will be balloted to our membership shortly. I'm not sure at this writing what will be said to you with the ballot, but wish to urge you most emphatically to read everything and reflect on what is proposed relative to **YOUR** ideas about why you belong to ASQ and why you are interested in Section or Division activities.

Obviously you must vote to have your beliefs affect the outcome of this process.

Please consider carefully the implications and VOTE !

Contact me if you have any questions about this very important matter.

Lou Geoffrion, ASQ Fellow, Region 1 Director [member since 1973]

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Don't let your certification lapse! You worked hard to achieve certification. Now keep it up to date.

WHERE TO SEND YOUR COMPLETED RECERT JOURNALS

Please send your completed recertification journal and supporting documents to:

**Gerry Quinn
12 King Road
Holbrook MA 02343
Attn: ASQ RECERT.**

Advertisers

Our ad rates are \$100 for a full page; \$60 for a half page; \$40 for a quarter page and \$25 for a business card sized ad. Ads are used to defray the cost of the newsletter.

Please contact David Hicks, Newsletter Chair at dhicks807@yahoo.com

Olde Colony Education Page

Olde Colony Education Offering Onsite Training Opportunities

Olde Colony section offers a wide variety of cost-effective courses for training at your site. Our ASQ professionals have practical knowledge and on-the-job skills that neither colleges nor corporate trainers usually possess. Olde Colony instructors have both certified knowledge and teaching experience. Please call or write Roger Berg, Education Chair (508-746-6345 or r@berg.ms), about the following:

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Professional Career Investment Opportunity

Denise Robitaille, Olde Colony Section Co-Chairperson, will be teaching a Lead Assessor Training Program with Lorcan Mooney. When you complete the training and pass the exam, you will be awarded a certificate attesting that you have *met the training requirements of the RAB's Registration Scheme for Assessors and Lead-Assessors of Quality Management Systems*. This credential is a career investment. The course will be in Burlington March 28-April 1. Cost is only \$995. For more information about the course and team discounts, call Denise at 781.582.0088. This class is limited to 20 participants.

Tailor a course to your company's needs. Some OC members have expressed an interest in a CQT certification or similar course for the summer or fall of this year. If you would like to help plan this course or if your company might like to send participants please call Roger Berg at 508 -746-6345.

Earn Rewards with ASQ's Each One Reach One Member Referral Program

When you promote ASQ's mission among your colleagues by recruiting new members, you share access to a wealth of opportunities for learning and knowledge exchange. Recruiting new members shows your commitment to quality. A special reward program is available from January 1 until June 30, 2005 to thank you for growing our quality community. Learn more at www.asq.org/eoro.

Your Executive Board / Leadership Team

Section Chair Dave Gaugler jdaveg@comcast.net	Arrangements Alin Darabus AccuRounds 508-587-3500 x225 aldarabus@aol.com	
Vice Chair Denise Robitaille 781.582.0088 derobitail@cs.com	Newsletter David Hicks Sippican Lockheed Martin 508-748-1160 x 274 dhicks807@yahoo.com	Education Chair / NEQC Rep Roger Berg Northeast Quality Research 508-746-6345 r@berg.ms
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Advertising— open Examining—open	Recognition— open Publicity— open	Programs—open Scholarship—open

Section E'board meets
1st Tuesday of the
Month 6 pm to 8 pm

The Olde Colony E'Board meets the 1st Tuesday of the month from August through June to plan and execute the section activities. The committee consists of the 4 elected officers and all volunteer chairs— education, membership, etc. If you are interested in seeing how your section is run, stop by – there is no obligation.

Meeting runs 6:00 PM to 8:00 PM. For more information, contact one of your e' board members

Have you Moved? Changed Jobs? Changed Email Address?

Don't forget to update your member information with ASQ National. Contact customer service at 1-800-248-1946 and have your member number ready. You can email the info to cs@asq.org. Or log onto www.asqnet.org, go to My Account and update the info yourself.

Please update your email so we can keep in contact with you.

TO CHANGE YOUR ASQ E-MAIL PREFERENCES:

- Go to www.asq.org and sign-in as member
- Go to My Account, then to Change Work/Home Addresses & E-mail, and update your preferences.
- If you need additional help, e-mail help@asq.org or phone 1-800-248-1946

BRING THIS COMPLETED SURVEY TO A DINNER MEETING. YOU WILL RECEIVE A \$5.00 DISCOUNT* ON YOUR DINNER.

Survey of choices for improved Olde Colony section communication.

Your section leadership wants to provide the most cost-effective and efficient services for you. We brainstormed the following choices for next year's communication with section members. We discussed how much members read the newsletter and argued whether all section members like to use the internet.

Please read the following pairs. Considering each pair by itself, please indicate with an "x" the one choice of the two that you would rather have your Olde Colony section do.

Monthly Newsletter (10/year) only
 Only updates on the section website

Monthly Newsletter (10/year) and updates on the section website
 Bimonthly Newsletter (5/year) and updates on the section website

Monthly Newsletter (10/year) only
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Do you regularly read the section newsletter? Circle one:

seldom sometimes often always cover-to-cover

Do you like to use the internet for ASQ information? Circle one: Yes No

**Offer expires after the June 2005 meeting.*



ASQ

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FOR QUALITY™

Olde Colony Section 0111
c/o 224 Bay Street
Taunton, MA 02780

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Monthly dinner meeting: Thursday, April 21, 2005

The Dashboard concept in ISO with Brian Hettrick

The Fireside Grille , Rte 18 Middleboro, Mass

Mission Statement of the ASQ Olde Colony Section

Our mission is to be the leading quality resource in the Southeastern Massachusetts area for manufacturing and non-manufacturing industries, while supporting the goals and objectives of the American Society for Quality.

Olde Colony Monthly Dinner Meeting

- Date:** Thursday, April 21 2005 (3rd Thursday)
- Time:** Register 6:00 PM, Dinner at 6:30 PM, Speaker 7:30 PM
- Cost:** \$20.00. Discount to retired / unemployed ASQ members.
- Location:** Fireside Restaurant, Middleboro, Mass (Rte 28)
- Directions:** Route 495 to exit 6, toward Middleboro & Rotary. From rotary, take Rte 18 south. The Fireside (30 Bedford St) is just off the rotary.
- Menu:** Chicken, Baked Haddock or Lodon Broil
- Reservations:** Contact Alin Darabus, Arrangements Chair at 508-587-3500, ext. x225 or by email: arqc@accurounds.com OR aldarabus@aol.com

Please contact Alin early so we can have an accurate count for the meeting.

Firms strive for a balance....Compliance + Continual Improvement = Competitiveness

But for many firms this equation looks more like this:

Compliance + Continual Improvement = Competitiveness

The conundrum that firms face is how to balance compliance and continual improvement efforts in a way that doesn't diminish but actually enhances competitiveness.

Brian's solution has been to utilize the Dashboard concept along with ISO 9001:2000 to create a plug-'n-play system – or a truly integrated management system. This management system has the ability to integrate compliance, governance, risk, environmental, and business continuity along with the basic operations – in a way that allows firms to continually improve and most importantly... remain competitive – while dealing with the 'Quilt Effect.'

His use of ISO 9001:2000 is unique in that most firms don't even realize its ISO that they are implementing. They just think that they are putting in place a way to run the business even more efficiently and effectively than they have in the past. And the Dashboard is an extremely valuable management tool that helps kick off this whole process...and of course – creates value (which benefits everyone!)

At the April 21st meeting, you'll get to actually experience how the Dashboard can help turn under performing management systems into high performing Business Management Systems. Business owners from any industry as well as individuals in quality, operations and support functions will all benefit from this presentation.

Our Presenter:

Brian E. Hettrick

PO Box 414

North Salem, NH 03073

603-896-6700

bhettrick@comcast.net

(continued on next page)

Brian Hettrick, our Presenter (continued)

As president of **i³ management systems**, Brian uses his twenty-five plus years of experience in finance, operations and business management system consulting to focus on one thing – creating value. Brian is known for his line...“If at the end of the day, you’re doing something because Brian told you to – that’s the wrong answer! It should be because it adds value, if it doesn’t...we need to change it to make sure it does”

Prior to forming his own business, Brian was a Director with KPMG for four years. And was their representative on the US TAG, during the period of the latest ISO 9001:2000 revision.

He has worked in a variety of industries and with many diverse firms, such as Citibank, US Marines, Heinz, Milliken and many smaller machine and manufacturing plants throughout the Northeast. Brian was also a facilitator for the experiential portion of the Center for Creative Leadership’s Leadership Development Programs (LDP) conducted by the Hartford Graduate Center

For several years Brian was an RAB ISO 9000 Auditor. He is a current member of the American Society of Quality (ASQ) and a past member of the Automotive Industry Action Group’s (AIAG) CQI and Customer Satisfaction Measurement Workgroups.

Brian has spoken at a number of conferences including:

- 1994 Italian Banking Association’s Conference – “Quality within Financial Services”
- AutoTech 1996 – “Integration of ISO 9000 and Lean Manufacturing”
- ASQ’s 1998 Automotive Conference – “The Voice of Benchmarking”
- NICSA’s 2001 Conference – “Quality as a Profit Center & FS 9000”
- NICSA’s 2003 Technology Forum – “ISO/FS 9000 for FS Firms”

He was project leader and one of the authors of *The Voice of the Customer Research Report* published by GOAL/QPC. His article on JAC PAC Foods entitled *Quality Culture* was published in the National Provisioner. He was a contributing author in an article entitled *ISO 9000 is the new ‘gold standard’ for Banking* in ISO 9000/14000 – a global newsletter. He has been quoted in several financial service trade publications on the emerging use of ISO 9000 and its impact on mergers & acquisitions and technology within financial services.

LAST MONTH’S HIGHLIGHT’S

Lou Geffrion, ASQ Fellow and departing Region 1 Director spoke to us of some of the recent changes in ASQ. This included metrics on how the society is monitoring declining membership and some of the actions taken to try and reverse this trend. The membership high of 125,000 from several years ago is now under 100,000. The international membership is growing, especially in South America with a huge potential in China, but domestic membership is declining. Seems to echo the dinner meeting we had several months ago of so many jobs heading for China.

Lou also asked the members to take some time to look at the changes in the Society By-laws and vote. Lou can be contacted at lgeoffrion@jmagno-assoc.com

Certification / Recertification Info

Certification Exam	Exam Dates	Application Deadline
Six Sigma BB, CRE, CQT, CQA-Biomedical, CMI, CQMgr, CHA	March 5, 2005	January 7, 2005
	October 22, 2005	August 19, 2005
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	December 3, 2005	October 7, 2005

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Please contact David Hicks, Newsletter Chair at dhicks807@yahoo.com

Olde Colony Education Page

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Alvin Toffler

BOSCON 2005

Progressive Quality – Leading the way!

April 7- 8, 2005

Crowne Plaza Hotel

Woburn, MA

Go to asqboston.org for details

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Please update your email so we can keep in contact with you.

TO CHANGE YOUR ASQ E-MAIL PREFERENCES:

- Go to www.asq.org and sign-in as member
- Go to My Account, then to Change Work/Home Addresses & E-mail, and update your preferences.
- If you need additional help, e-mail help@asq.org or phone 1-800-248-1946



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Olde Colony Section 0111
c/o 224 Bay Street
Taunton, MA 02780

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No May monthly dinner meeting:

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Olde Colony Monthly Dinner Meeting

Sorry but there is no dinner meeting slated for May 2005. We apologize for the short notice and if you have any questions feel free to contact your E'Board. Please join us for our June 15 dinner meeting with Wally Hauck at Bailey's in Wareham, Mass.

ASQ Olde Colony Roger Maximuk Annual Scholarship

Each year the Olde Colony section of ASQ has awarded a scholarship in memory of Roger Maximuk, one of the section's founding members. To download the scholarship application, go to our website www.asqoldecolony.org. Or contact one of the board members for more information.. Applications must be postmarked by June 1.

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Re-certification Issues from your Recert Chair

We are all quality professionals that somewhat enjoy telling others that there are better ways of doing things. So that must mean that we don't do anything wrong ourselves. Right? Well if you think that's true, read my list of frustrations that are based on my actual experience in performing re-certification of us "Certified" folks over the past 5 years.

1. The re-certification period is 3 years prior to your re-certification date. If you are due on 6/30/05, then your period starts on 6/30/02. The dates 1/1/02 to 6/29/02 don't count.
2. **Please** read the applications. If you pay by credit card and sign on the line that says Credit Card Holder, you still have to sign on the line that says Applicant.
3. How about reading instructions on each page where you are claiming credit. Each section has limits to the number of credits that you may accumulate. E.g. If you accumulate more than 9 credits for education, the rest go up in smoke.
4. When claiming credit for employment it must meet all of the requirements. Employment in a field outside of the body of knowledge will not get any credit. You must also provide data for every required element.
 - 4.1. Full time or part-time must be specified
 - 4.2. The time period must be clearly specified
 - 4.3. It must be signed by your supervisor or HR and must be on company letterhead. You can't sign the document yourself unless you are self employed.
5. Don't send the entire re-certification booklet with your application. It just gets in the way.
6. Do send the required application pages from the booklet. You need to clearly indicate on those pages where you are allocating your credits.
7. Objective Evidence is required. I'm sure that you all know what that is but just in case you don't let me remind you. I need:
 - 7.1. Signatures
 - 7.2. Dates
 - 7.3. Number of hours
 - 7.4. Number of RU's
 - 7.5. Course names
 - 7.6. Course providers
 - 7.7. Etc.

I can not assume anything. You can't send me your plane tickets as evidence of attending a week long conference. How do I know that you actually attended? I need more and it's all spelled out in the booklet.

8. You cannot double dip. If your company goes offsite to do strategic planning; you can't count that as employment and an offsite conference.
9. You have a 12 month window in which to re-certify (6 months prior to your re-certification date and 6 months after your re-certification date). This does not give you an extra 6 months to get credits. If you go 1 day beyond the 6 month grace period then you should get your books out because you are going to be taking another test.
10. If you are paying cash to re-certify, it would be nice if you included a check.

Now that I've vented, I'm still happy to be doing this job and (as they say) giving something back.

Gerry Quinn, CQA, CQMgr
ASQ Olde Colony Re-Certification Chair

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Abraham Lincoln

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Quality Manager Refresher The CQM exam is October 22, 2005. We are considering offering a Saturday CQM Refresher Boot Camp for two Saturdays sometime prior to the certification exam. Early inquirers will help decide the two days the course will be offered.

Tailor a course to your company's needs. Some OC members have expressed an interest in a CQT certification or similar course for the summer or fall of this year. If you would like to help plan this course or if your company might like to send participants please call Roger Berg at 508 -746-6345.

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Monthly dinner meeting:

Wednesday, October 19, 2005

Brainstorming Techniques

Lorenzo's , Rte 28 Middleboro, Mass

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- Date:** October 19 2005 (3rd Wednesday)
- Time:** Register 6:00 PM, Dinner at 6:30 PM, Speaker 7:30 PM
- Cost:** \$20.00. Discount to retired / unemployed ASQ members.
- Location:** Lorenzo's, Middleboro, Mass (Rte 28)
- Directions:** Route 495 to exit 5 or exit 6, into Middleboro Rotary. From rotary, take Rte 28 south. Lorenzo's is about 1/8 mile on the right.
- Menu:** Chicken, Beef or Fish
- Reservations:** Contact Alin Darabus, Arrangements Chair at 508-587-3500, ext. x225 or by email: arqc@accurounds.com OR aldrabus@aol.com
- Please indicate dinner choice

BRAINSTORMING TECHNIQUES

Brainstorming is an excellent way of developing many creative solutions to a problem. It works by focusing on a specific problem, and then coming up with many solutions to it. Ideas should deliberately be as broad as possible, and should be developed as fast as possible. Once developed, methods of implementation are created. Before too much time is passed, the problem now has a management plan.

Brainstorming is not a new concept; it is a critical tool used by designers, engineers, managers and improvement teams alike. In order to get the most of your brainstorming sessions the team needs to follow basic rules and steps.

As more businesses require new and cost effective ways to improve their processes and products, brainstorming techniques are becoming a more common powerful tool.

This presentation includes a hands-on workshop so even the most seasoned brainstormer can come away with some new ideas.

ABOUT THE SPEAKER:

Grace Kish is a Quality Assurance Engineer, and has been in the Quality field for 20 years. She has conducted several training sessions on continual improvement methods and teams. She is in Who's Who in Science and Engineering and Who's Who in the World.

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**Gerry Quinn
12 King Road
Holbrook MA 02343
Attn: ASQ RECERT.**

Advertisers

Our ad rates are \$100 for a full page; \$60 for a half page; \$40 for a quarter page and \$25 for a business card sized ad. Ads are used to defray the cost of the newsletter.

Please contact Grace Kish, Newsletter Chair at grace.e.kish@lmco.com

Olde Colony Education Page

Olde Colony Education Offering Onsite Training Opportunities

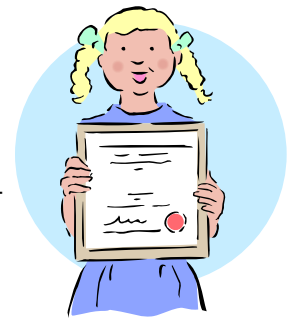
Olde Colony section offers a wide variety of cost-effective courses for training at your site. Our ASQ professionals have practical knowledge and on-the-job skills that neither colleges nor corporate trainers usually possess. Olde Colony instructors have both certified knowledge and teaching experience. Please email Jim Donaldson, Education Chair (jasdonaldson@netzero.com), about the following:

- Q Information about customized on-site training
- Q Suggested course topics that Olde Colony might offer/develop for its members
- Q Instructor application form for section members and other ASQ professionals who wish to be considered as instructors for our courses

Refresher courses for Certification

Olde Colony will schedule refresher courses when there is a sufficient expression of interest. All refresher courses are scheduled at the Moakley Center at Bridgewater State College. The conveniently located Moakley Center is near I495 and Route 24 and will provide reserved parking for registered class members.

For inquiries or registration about any course, email Jim Donaldson, Education Chair, at jasdonaldson@netzero.com.



Tailor a course to your company's needs. Some OC members have expressed an interest in a CQT certification or similar course for the summer or fall of this year. If you would like to help plan this course or if your company might like to send participants please email Jim Donaldson at jasdonaldson@netzero.com



Education Chair:

Jim Donaldson

jasdonaldson@netzero.com

Your Executive Board / Leadership Team

Section Chair Dave Gaugler jdandaveg@comcast.net	Arrangements Alin Darabus AccuRounds 508-587-3500 x225 aldarabus@aol.com	Education Chair Jim Donaldson jasdonaldson@netzero.com
Vice Chair Denise Robitaille 781.582.0088 derobitail@cs.com	Newsletter / Advertising Grace Kish grace.e.kish@lmco.com	NEQC Rep Roger Berg Northeast Quality Research 508-746-6345 r@berg.ms
Treasurer Monica Morrissey m.morrissey@att.net	Internet Website / Database Dave Gaugler jdgaugler@tmlp.com	Region I Director Louis Geoffrion J.Magno & Associates Inc 781-224-0801 lgeoffrion@jmagno-assoc.com
Secretary Joe Hanley 401-431-1620 thehanleys@mindspring.com	Auditing Chair Paul Loonie Antenna Associates	Region 1 Deputy Director / Historian Dick Anderson raa508@aol.com
Certification / Recertification Gerry Quinn 781-767-2107 absrsg@comcast.net	Membership Joe Hanley 401-431-1620 thehanleys@mindspring.com	UMass Dartmouth Students Ercan Tirtiroglu 508-999-8433
Examining—open	Recognition— open Publicity— open	Programs—open Scholarship—open

Section E'board meets
1st Tuesday of the
Month 6 pm to 8 pm

The Olde Colony E' Board meets the 1st Tuesday of the month from August through June to plan and execute the section activities. The committee consists of the 4 elected officers and all volunteer chairs— education, membership, etc. If you are interested in seeing how your section is run, stop by – there is no obligation.

Meeting runs 6:00 PM to 8:00 PM. For more information, contact one of your e' board members

Have you Moved? Changed Jobs? Changed Email Address?

Don't forget to update your member information with ASQ National. Contact customer service at 1-800-248-1946 and have your member number ready. You can email the info to cs@asq.org. Or log onto www.asqnet.org, go to My Account and update the info yourself.

Please update your email so we can keep in contact with you.

TO CHANGE YOUR ASQ E-MAIL

PREFERENCES:

- Go to www.asq.org and sign-in as member
- Go to My Account, then to Change Work/Home Addresses & E-mail, and update your preferences.
- If you need additional help, e-mail help@asq.org or phone 1-800-248-

North East Quality Council 56th Annual Conference

The North East Quality Council (NEQC) is a grouping of more than twenty Sections of the [American Society for Quality \(ASQ\)](#), located in the North East. To deliver superior educational products and services that maximize value to the customer and lead individuals and organizations throughout the North East to performance excellence.

Theme:
Quality + Productivity= Excellence

Dates:
Oct 16-20, 2006
Conference: Oct 17-18, Seminars: Oct 16, 19-20

Location:
Holiday Inn, 31 Hampshire Street, Mansfield, MA

Conference Committee:
Chair: Jay P. Patel
Arrangements: Jack Reardon
Communication: Harry Farmer
Exhibits: Helen Van diver
Program: Carol Beauchesne
Publicity: Ann Warmuth
Transactions: Sanjay Patel

Tracks:
Quality
Productivity
Reliability
Software
Medical Devices
Healthcare
Quality System
Six Sigma
Teams
Supply Chain
Excellence
Leadership

Contact Information:
Jay P. Patel, Conference Chair
Phone: (508) 987-3800; Fax: (508) 987-1464
E Mail: jayp@qpsinc.com

Place
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Here



ASQ

AMERICAN SOCIETY
FOR QUALITY™

Olde Colony Section 0111
c/o 224 Bay Street
Taunton, MA 02780

Monthly dinner meeting:

Wednesday, November 30, 2005

Process Auditing

Lorenzo's , Rte 28 Middleboro, Mass

**NOTE!!! Meeting date is LAST Wednesday in November
due to no meeting in December. Be sure to make a note
of this in your calendar. See you there!!**

Mission Statement of the ASQ Olde Colony Section

Our mission is to be the leading quality resource in the Southeastern Massachusetts area for manufacturing and non-manufacturing industries, while supporting the goals and objectives of the American Society for Quality.

Olde Colony Monthly Dinner Meeting

Date: November 30 2005 (LAST Wednesday)

NOTE !! WE ARE MEETING LAST WEDENSDAY THIS MONTH !!!

Time: Register 6:00 PM, Dinner at 6:30 PM, Speaker 7:30 PM

Cost: \$20.00. Discount to retired / unemployed ASQ members.

Location: Lorenzo's, Middleboro, Mass (Rte 28)

Directions: Route 495 to exit 5 or exit 6, into Middleboro Rotary. From rotary, take Rte 28 south. Lorenzo's is about 1/8 mile on the right.

Menu: Italian Buffet

Reservations: Contact Alin Darabus, Arrangements Chair at 508-587-3500, ext. x225 or by email: arqc@accurounds.com OR aldrabus@aol.com if you plan on coming to ensure enough food on the buffet for everyone.

PROCESS AUDITING

Section 8.2.3 of the ISO9001:2000 standard requires that participants audit the quality management system. While seemingly daunting to most, this task can be one of the most eye-opening and fruitful actions a company can perform. Process Auditing can identify both opportunities for improvement as well as best practices that can be shared with all departments.

In this discussion, one method of Process Auditing will be explored. Even if your company does not have ISO certification, the full benefits of Process Auditing can be realized.

Don't miss this opportunity to hear about this important topic.

ABOUT THE SPEAKER:

Joe Hanley has over forty-five years in quality having spent time in most positions from Inspector to Manager. In addition to his wide breadth of knowledge in quality, Joe has been in ASQ for almost as long, as a former member of the Boston and Rhode Island Sections, and present member of Olde Colony. Joe presently serves as our Secretary and Membership Chair.



CERTIFICATION / RECERTIFICATION PAGE

Certification Exam	Exam Dates	Application Deadline
CRE, CQM, Certif. Six Sigma BB, Certif. HACCP Auditor	March 4, 2006	January 13, 2006
	October 21, 2006	August 18, 2006
COA, CQE, CSQE	December 31, 2005	October 21, 2005
	June 3, 2006	April 7, 2006

Having trouble getting the required 18 RU'S?

If legitimate extenuating circumstances have made it impossible for you to meet this obligation, you may be able to qualify for recertification with a reduced RU requirement.

What are legitimate extenuating circumstances? They are determined on a case-by-case basis by the ASQ National Recertification Coordinator.

If you feel that you qualify call: Bill Carr at 1-800-248-1946.

Earn Recertification Units through On-Line Chats

RU's are granted for participating in the monthly 90-minute chat events being hosted on ASQNet. Members will be granted 0.15 RUs for each chat event they actively participate in. Download detailed instructions at http://www.asqnet.org/members/interact/chat/recert_units.html

Need an Application for Certification?

Applications for certification can be obtained from ASQ by calling 1-800-248-1946 or by downloading from the website at www.asq.org/cert/downloads/. Or you can register and pay on-line at www.asq.org, click on CERTIFICATION.



Don't let your certification lapse!
You worked hard to achieve certification. Now keep it up to date.

WHERE TO SEND YOUR COMPLETED RECERT JOURNALS

Please send your completed recertification journal and supporting documents to:

Gerry Quinn
12 King Road
Holbrook MA 02343
Attn: ASQ RECERT.

Olde Colony Education Page

Olde Colony Education Offering Onsite Training Opportunities

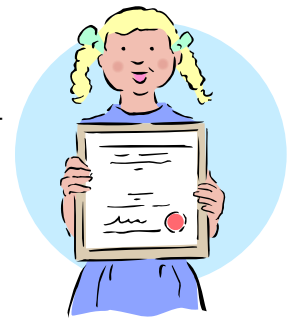
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If you are interested in becoming an instructor for a course, or have given a course previously that you are interested in giving again to help the Education goals of our members, please contact our Education Chair, Jim Donaldson at jasdonaldson@netzero.com or call 508-748-6957.



Education Chair:

Jim Donaldson
15 Maple Avenue
Marion, MA 02738
508-748-6957

jasdonaldson@netzero.com

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Vice Chair Denise Robitaille 781.582.0088 derobitail@cs.com	Newsletter / Advertising Grace Kish grace.e.kish@lmco.com	NEQC Rep Roger Berg Northeast Quality Research 508-746-6345 r@berg.ms
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Or log onto www.asqnet.org, go to My Account and update the info yourself.

Please update your email so we can keep in contact with you.

TO CHANGE YOUR ASQ E-MAIL

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- Go to My Account, then to Change Work/Home Addresses & E-mail, and update your preferences.
- If you need additional help, e-mail help@asq.org or phone 1-800-248-1946

ASQ Elde Colony Section Announcements

Are you looking for CQA training?

*****We have a class forming now! *****

Contact Jim Donaldson, Education Chair, at 508-748-6957 or
jasdonaldson@netzero.com



Do you have a suggestion
for a great dinner topic?
Would you like to speak at
the next dinner meeting? If
so, we want to hear from
you!!

Contact Alin Darabus,
Arrangements Chair, at
508-587-3500 x225



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a business card sized ad. Ads
are used to defray the cost of
the newsletter.

Please contact Grace Kish,
Newsletter Chair, at
grace.e.kish@lmco.com

Congratulations to our own Vice Chair, Denise Robitaille! She
has been chosen by Quality Digest as one of "The Driving Forces
in the Quality Profession".

Check out this great article at:

http://www.qualitydigest.com/oct05/articles/01_article.shtml