

## Highlights of the program: 59<sup>th</sup> annual ASQRS Quality Conference

The program sessions are set and the schedule is posted on our web site [www.asqrs.org](http://www.asqrs.org), with links to the abstracts and biographies of our presenters. The sessions cover Six Sigma, statistics and analysis, change, workplace communications and dynamics, supplier quality and involvement, sustainable innovation and more. A few highlights show the depth and quality of the planned program.

ASQ Fellow Duke Okes comes from Tennessee to present models for thinking about and guiding change and how they are applied.

Evelyn Richardson, CSTE, CSQE, of the University of South Australia, explains methods in software quality and reliability engineering. Lesle Hill applies her experience leading Kodak's effort to strengthen software best practices to her presentation of opportunities to learn from a software quality assurance audit.

Mary Garfield of Kodak's Six Sigma University presents structured methods for root cause analysis. Independent consultant Dennis Whitney reports on Kodak's experiences starting manufacture of photographic film and paper in China.

Master Black Belt Mark Zabel, Chair of the Corning/Elmira section of ASQ, presents NumberStanding, a framework for resolving statistical issues in Six Sigma projects. Master Black Belt Cathy Lee of Johnson & Johnson explains the infrastructure needed for consistent success of Six Sigma projects. Don't miss the chance to hear all our fine speakers on March 26 in the Rochester Riverside Convention Center.

### **Reminder: ASQRS Seminar on Geometric Dimensioning and Tolerancing**

Tuesday and Wednesday, **April 15 and 16, 2003**, 8:00 AM to 4:30 PM. **Holiday Inn Rochester Airport**, 911 Brooks Avenue. **Fee:** \$540 – includes course material handouts, break refreshments and lunches.

**Registration** deadline: April 1, 2003. Complete the form (available on [www.asqrs.org](http://www.asqrs.org), the education page) and send it, with payment, to: David Schreiber, 240 Maywood Drive, Rochester, NY 14618.

**Certification:** Seminar completion qualifies for 2 Recertification Units.

**This seminar details geometric dimensioning and tolerancing in accordance with the ASME Y14.5M Standard.** The instructor is **Donald E. Day**, president of Tec-Ease Inc. For **details** visit our web site, [www.asqrs.org](http://www.asqrs.org). For **further information** please call Rich Henderson (585-425-7302 (home)) or Dave Schreiber (585-442-3561).

## Next dinner meeting

February 18, 2003

### **Strategy in Gap Audits**

John Burr and Robert Berg

**Details:** See page 4 and

[www.asqrs.org](http://www.asqrs.org).

**Reservations:** Call 585-234-8630 by noon February 18. Walk-ins are welcome.

## Volunteer opportunities

To **volunteer to serve on a committee**, contact Volunteer chair Kathy Bannon, 585-453-4629, [kbannon2@ocdus.jnj.com](mailto:kbannon2@ocdus.jnj.com).

Present a **poster** at the ASQRS Quality Conference March 26. Send a 50-word abstract and a presenter biography to Dave Auda, [davidauda@yahoo.com](mailto:davidauda@yahoo.com), 585-392-6328, or Louise Voelkel, [leanthinking@aol.com](mailto:leanthinking@aol.com), 585-727-1837.

Be a **Conference exhibitor**. Contact Bill Jackson at 585-242-3897, [wjackson@harris.com](mailto:wjackson@harris.com).

Be a **Conference host**. Contact **Dermot Healy**, 585-279-1261, [dermot.healy@kayex.spx.com](mailto:dermot.healy@kayex.spx.com).

## Learning and networking opportunities

Events in Rochester and elsewhere are listed on our home page, [www.asqrs.org](http://www.asqrs.org).

## Thank you

To Chuck Hardy for posting all of the conference information on [www.asqrs.org](http://www.asqrs.org).

## Quality Audit

American Society for Quality Rochester  
Section newsletter

Published monthly September to June.  
Deadline is the 15<sup>th</sup> of the preceding month.  
Send submissions to the editor,  
[ann@annlwiley.com](mailto:ann@annlwiley.com). Complete contact  
information for all section leaders is on the  
section web site, [www.asqrs.org](http://www.asqrs.org).

### OFFICERS

**Chair:** BJ Coons [BJ53@rochester.rr.com](mailto:BJ53@rochester.rr.com)

**Vice Chair and Section Management  
Process (SMP) chair:** Vacant

**Administrative Secretary:** Sue Bailey  
[sueb@theimc.com](mailto:sueb@theimc.com)

**Treasurer:** Michele Hansen  
[mhansen2@ocdus.inj.com](mailto:mhansen2@ocdus.inj.com)

**Secretary:** Deb Lydick  
[dlydick@ocdus.inj.com](mailto:dlydick@ocdus.inj.com)

**Past Chair and Nominations:** Vince Vezza  
[vincevezza@prodigy.net](mailto:vincevezza@prodigy.net)

**Region 2 Deputy Director:** Mary C. Tyler  
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**Region 2 Director:** Daniel Sniezek  
[daniel.sniezek@lmco.com](mailto:daniel.sniezek@lmco.com)

### EXECUTIVE COMMITTEE MEMBERS

The Section Officers and Kathy Bannon,  
Ivan Enstrom, Kathy Grimes, Rich  
Henderson, Dave Schreiber, Bob Stein,  
Mary Tyler, Ann L. Wiley, Dave Yavorski

### COMMITTEE CHAIRS

**Audit and Strategic Plan:** Ivan Enstrom  
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**Webmaster:** Chuck Hardy  
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### TASK GROUPS

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**ISO 9000:** OPEN

**Small Manufacturing:** Steve Bacon  
[sbacon@magnuscnc.com](mailto:sbacon@magnuscnc.com)

**Software QA:** Bob Hiller [bob\\_hiller@rte.com](mailto:bob_hiller@rte.com)

## Letters from members

Letters are important contributions and demonstrate involvement of our members. Please write to the editor, [ann@annlwiley.com](mailto:ann@annlwiley.com).

## Message from the chair

by BJ Coons

Stress. It seems that we cannot escape it and we hear more about the negative effects of stress all the time. Although many individuals experience stress in the home it appears that the workplace is the most common source.

Because we are not in control of the factors that cause stress in the workplace we may feel it is part of the job. With such an accepting attitude we can only try to reduce the effects of stress. Some helpful techniques are exercise, yoga, music, volunteer work, television.... And the list goes on.

Oddly as I sit at my computer writing this letter I realize that completing it on time causes me stress. I took this responsibility to have fun and reduce the effects of stress, but here again it surfaces.

Then I remember that I planned to stop at the gym and work out on my way home and I am stressed because I don't really want to go. But I need the exercise to help relieve the effects of stress, right?

I think we have all identified stress relievers in our lives, but sometimes the mechanism we chose becomes an additional factor of stress. With this in mind I would recommend that we remember why we chose to do what we do for relaxation and fun.

I do enjoy working with ASQRS and I have fun participating in the Section. And now that my letter is finished I am refreshed; it does help me to relieve the stress in my life. Now for my work out!

## Message from the editor

by Ann L. Wiley

As more and more information is published online rather than in print, organizations seem to be struggling to define a rationale for how they present information. In the past we had ready access to lists of **newly certified members** in the printed *On Q* ASQ newsletter. Now that information is password-protected on the members only ASQ site. That strikes me as less convenient, so beginning with this issue I will print the names of newly certified members of our Section.

Our Section is large, and appropriately the editor does not have a list of members. Unless ASQ identifies by Section members who have won awards or made news, it's possible I will not know about the **accomplishments of our members**. If you have news of your accomplishments or those of another member, please send me a message at any time, [ann@annlwiley.com](mailto:ann@annlwiley.com).

## Dinner meeting and Executive Committee reports

The January dinner meeting will be held after publication of this issue. The Executive Committee met January 21. Section elections will be held at the March meeting. All members are welcome to attend Executive Committee meetings. Please contact the Chair, BJ Coons, [BJ53@rochester.rr.com](mailto:BJ53@rochester.rr.com).

## Education update

The education committee is **seeking instructors** for all the courses we offer. For more information please visit [www.asqrs.org](http://www.asqrs.org). The education committee is also seeking new members. If you would like to serve, please contact Rich Henderson, Education chair, [rchender3@ocdus.jnj.com](mailto:rchender3@ocdus.jnj.com) or 585-425-7302 (home). For the schedule of certification exams and details of courses and seminars as they are scheduled, please visit [www.asqrs.org](http://www.asqrs.org) or contact Rich Henderson for additional information.

## Bylaws revision

by *Ivan Enstrom for the Executive Committee*

We are in the process of revising our Section Bylaws. In the January issue, we reported on the proposed changes. The Bylaw approval process proceeds as follows.

A draft of the revised Bylaws has been sent to ASQ headquarters. ASQ's bylaws expert has reviewed it and made some comments and suggestions. In general, our revision appears to be acceptable with the exception of the provisions for electronic publishing and voting on Section issues. This is the first time any Section has included this means of communication in its Bylaws, so it needs to be reviewed by ASQ legal and staff personnel before being submitted to the ASQ Bylaws Committee for detailed review and approval.

Then the Bylaw changes will be submitted to our members for approval. And finally, the ASQ Board of Directors must approve our revised Bylaws for it to become a legal governing document for our Section.

As you can see, this is a long and detailed process. We will keep you informed of our progress through the approval stages.

## Quality Conference keynote speaker

ASQRS Quality Conference keynote speaker Dr. Mary-Frances Winters is speaking at the breakfast meeting of the **Greater Rochester Quality Council** on February 20. Mary-Frances is discussing her book, *Only Wet Babies Like Change: Workplace Wisdom for Baby Boomers*. **Reservation deadline** is February 13: Susan Adukkalil, 585-263-3653, [susana@rballiance.com](mailto:susana@rballiance.com).

## Membership report

by *Bob Stein, Membership chair*

Currently the Rochester section has 788 members. Please welcome our new members, who joined in December.

Anthony Burroughs  
Barbara A. Geisman  
Marjorie L. Harbeck-Kolb  
Joan E. Mayer  
Keith A. Strassman  
Irene White  
Lawrence Yovanoff

## Newly certified members

Please congratulate our newly certified members, who passed their certification exams in October, 2002.

### Certified Quality Technician

Dave J. Balonek  
Arthur C. Green  
Catherine A. Oliver  
Rasa Petrauskas

### Certified Reliability Engineer

David J. Auda

### Certified Six Sigma Black Belt

Eric E. Alden  
John D. Dubuc

### Certified Quality Manager

Nancy J. Bach  
Lena M. Berg  
Candy L. Bolles  
John S. Boyno  
Michael H. Brown  
Robert Burkowski  
Amy S. Friend  
David R. Killius  
Marcia E. Peatross-Wilson  
Beth A. Spingar  
Troy David Sullivan  
Joseph F. Trimer



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## February Dinner Meeting Tuesday, February 18, 2003 *Strategy in Gap Audits* John Burr and Robert Berg

In moving towards any goal, we need to know what that goal is and where we are in relation to it. One method of starting is to plan and carry out a gap audit. This presentation uses the model of ISO 9001:2000 to illustrate the process of developing a plan for compliance and improvement. Participants will be involved in developing a plan of a gap audit for one of the ISO 9000:2000 requirements. Our presenters, John Burr and Robert Berg, are experienced instructors who have conducted audits extensively. Both are retired from Kodak.

The program will be held at **Logan's Party House** (390 to Scottsville Rd. exit, go south one mile).

The ISO 9000 Task Group meets at 5:00 PM. **Registration starts at 5:30 PM.** The buffet dinner is at 6:00 and the program starts at 7:00.

**To register, call** 234-8630 by noon on Tuesday, February 18, 2003.

**The cost is \$15.00** (\$5.00 for student members). Payment is by cash, check or (**NEW**) credit card. There is no charge to attend the program only. Walk-ins are welcome.

**59<sup>th</sup> Annual ASQRS Quality Conference**  
***Building Skills in a Changing Environment, March 26, 2003***  
Opening speaker—**Lindsay Collier**, Creative Edge Associates  
Keynote speaker—**Mary-Frances Winters**, The Winters Group  
Closing speaker—**Stevan Ramirez**, Chief Quality Officer, Kodak  
For highlights see page one and for details visit [www.asqrs.org](http://www.asqrs.org).