

Register now for the 59th annual ASQRS Quality Conference

The latest updates to the program are posted on our web site www.asqrs.org, with revisions to the schedule. Abstracts of the sessions and biographies of the presenters are posted too. The sessions cover key topics for *building the skills needed for a changing environment*. Don't miss the speakers, posters and exhibits, and the chance to network with colleagues on March 26 in the Rochester Riverside Convention Center.

ASQRS Seminar on Geometric Dimensioning and Tolerancing

The seminar will be held on Tuesday and Wednesday, **April 15 and 16, 2003**, 8:00 AM to 4:30 PM at the **Holiday Inn Rochester Airport**, 911 Brooks Avenue. The **fee of \$540** includes course material handouts, break refreshments and lunches.

The **registration** deadline is **April 1, 2003**. Complete the form (available on www.asqrs.org, the education page) and send it, with payment, to: David Schreiber, 240 Maywood Drive, Rochester, NY 14618. Seminar completion qualifies for **2 Re-certification 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. For **further information** please call Rich Henderson (585-425-7302 (home)) or Dave Schreiber (585-442-3561).

Certification and re-certification

With the help of Education Chair Rich Henderson, we are clarifying the difference between certification and re-certification.

Certification is the process of achieving that level of recognition in the first place, by study of an ASQ Body of Knowledge and passing a certification exam. Re-certification is the process followed once certification has been awarded. Re-certification is done at three year intervals. Once certified, individuals must maintain good records for submission to the Re-certification Chair by the renewal date, which is provided with notification of certification. For more information please contact Rich Henderson regarding certification and Vince Veza, Re-certification Chair, regarding re-certification.

Next dinner meeting

March 20, 2003

Customer Satisfaction in the Service Industry

Donald J. Riley

Details: See page 4 and www.asqrs.org.

Reservations: Call 585-234-8630 by noon March 19. 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.

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, 585-392-6328, or Louise Voelkel, leanthinking@aol.com, 585-727-1837.

Be a **Conference exhibitor**. Contact Bill Jackson at 585-242-3897, wjackson@harris.com.

Learning and networking opportunities

Events in Rochester and outside the area are listed on the Special Events page of our web site, www.asqrs.org. Follow the link on the home page.

Thank you

To those who attended the January program meeting. The section offers \$5.00 off on another dinner meeting. Details are on page 3.

Quality Audit

American Society for Quality Rochester
Section newsletter

Published monthly September to June.
Deadline is the 15th of the preceding month.
Send submissions to the editor,
ann@annlwiley.com. Complete contact
information for all section leaders is on the
section web site, www.asqrs.org.

OFFICERS

Chair: BJ Coons BJ53@rochester.rr.com

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

Administrative Secretary: Sue Bailey
sueb@theimc.com

Treasurer: Michele Hansen
mhansen2@ocdus.inj.com

Secretary: Deb Lydick
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Past Chair and Nominations: Vince Vezza
vincevezza@prodigy.net

Region 2 Deputy Director: Mary C. Tyler
mary.c.tyler@delphiauto.com

Region 2 Director: Daniel Sniezek
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
ienstrom@rochester.rr.com

Awards, Examining, Placement: Mary C.
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kbannon2@ocdus.inj.com

Webmaster: Chuck Hardy
webmaster@asqrs.org

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Customer Satisfaction: Joyce Kreiger
jkreiger@rochester.rr.com

Health Care: Dr. Rita Ratcliffe
drritamedex@aol.com

ISO 9000: OPEN

Small Manufacturing: Steve Bacon
sbacon@magnuscnc.com

Software QA: Trudy Howles tmh@cs.rit.edu

Letters from members

Rochester Section member **Steve Bacon**, who is ASQ Inspection Division Regional Councilor and a member of the Certified Mechanical Inspector Certification Committee, sent the **announcement of the “Inspector of the Year Award” from the ASQ Inspection Division**. The full announcement is posted on our web site, www.asqrs.org. Follow the link for Special Announcements on the home page. The application form is available at www.asqinspection.org.

This award recognizes professionals who often receive little recognition, and goes to an inspector who not only is a highly competent practitioner, but represents the customer, motivates others to produce quality products, trains others, and continually develops new skills and knowledge. Nominations are due this year before March 15. This is an annual award, so watch for next year’s application form too.

Letters are important contributions and demonstrate involvement of our members. Please write to the editor, ann@annlwiley.com.

Message from the chair

by BJ Coons

It’s conference time again—an opportunity to see old friends and colleagues while gaining valuable information and earning re-certifications units. The conference is also an opportunity to network, have a good meal, and get out for the day.

We are hoping for a strong attendance at the conference this year. The more members and guests who attend, the better the opportunity will be for all of us to network and to learn.

A strong attendance at the conference also provides needed revenues for the section to continue to provide services, including this monthly newsletter, certification exams at local facilities, dinner meetings, education offerings, and scholarships.

Many of us have been unemployed or underemployed for long periods in recent months. Others of us are greatly challenged to keep pace with demands of our jobs. Many of us are no longer getting support from our employers to attend the conference—neither payment of the fee or time off. I encourage everyone to **reward yourself** with a day of education and networking, **and attend the conference**. I hope to see you there!

Message from the editor

by Ann L. Wiley

I am beginning to contact members about writing feature articles for our newsletter, but don’t wait for me to find you—please send messages and contributions at any time to ann@annlwiley.com.

Dinner meeting report

Senator Joseph Robach was scheduled to be our guest speaker at the January 23 dinner meeting at the Wishing Well Restaurant. Senator Robach drove from Albany back to Rochester to attend the meeting but, due to miscommunication, went to the wrong location for the meeting. There were about 30 people who attended and both Senator Robach and the section would like to apologize to everyone for the mix-up. We are working to reschedule Senator Robach to join us at a future meeting.

Despite this mix-up, the meal was very good and several people commented on the good networking opportunity. The Software Task Group met before dinner and had a very good brainstorming discussion about possible future topics for this group. Trudy Howles volunteered to lead this group; her contact information appears on page two and on our web site.

In an effort to compensate those who attended the January meeting we would like to offer \$5.00 off on a future dinner meeting. Please contact the Chair, BJ Coons, with your name and address so that we can mail the information to you.

The February 18 meeting at Logan's Party House went very well. We had 30 people attend the dinner, and a few walk in for the meeting only. John Burr and Robert Berg gave a great presentation on auditing strategy. Bob Stein stepped in to facilitate our ISO 9000 task group where we had eight people attend.

Executive Committee report

The Executive Committee met on February 20. The section has received nine scholarship applications, and winners will be selected in late February. The Long Range and Strategic Planning committee presented a strategic plan for 2003–2004. The Executive Committee approved the plan, and the plan, along with the vision and mission statement, will be posted on the section web site. The Executive Committee also approved the section policy “Conduct of Support of the ASQ Certification Program.” This policy is consistent with a new directive from ASQ headquarters and ensures confidentiality of certification examinations. All members are welcome to attend Executive Committee meetings. Please contact the Chair, BJ Coons, BJ53@rochester.rr.com.

Section elections at March meeting

Elections for the 2003 to 2004 ASQ year will be held at the dinner meeting on March 20. In accordance with the bylaws elections were announced at the February meeting. Fifteen members must be present or vote by proxy and approve the candidates. They are: Chair: BJ Coons, Vice-Chair: Eric Alden, Secretary: Deb Lydick, and Treasurer: Michele Hansen.

Membership report

by Bob Stein, Membership chair

Currently the Rochester section has 805 members. Please welcome our new members, who joined in January.

Pamela G. Aiello
Angelo M. Bucelato
John A. Carbone
Juanita A. Cornell
Theodore C. Decker
Scott M. Dixon
Karen L. Hopkins
Robin Lynn Jock
James A. Jones
Philip E. Lavonas
Kerri J. Neale
Barry Thomas Srolis
Dan R. Zahn

Newly certified members

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

Certified Quality Auditor

Daniel J. Bradley
Kenneth E. Graves
Karen L. Green
William C. Rutter

Certified Quality Engineer

Christine M. Barna
James K. Bober
Matthew P. Lockhart
Scott T. Riley
Mark J. Trudeau

Certified Software Quality Engineer

Michael F. Bohan
Bernadette L. Dupont
Elizabeth A. Falk
John W. Greene
William R. Hamilton
Dennis A. Hogan
Mark S. Mooney
Scott Wambach
John T. Wheatley
Ronald J. Wiegand



Rochester Section 0204

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March Dinner Meeting Thursday, March 20, 2003

Customer Satisfaction in the Service Industry

Donald J. Riley, CEO, Rochester-Genesee Regional Transportation Authority

Rochester-Genesee Regional Transportation Authority has challenged itself to become an industry leader in customer service and satisfaction. To reach this goal numerous programs have been implemented in the past six years. These include:

- Secret Shopper
- Customer Service Training
- A new web site
- Customer Relationship Management Software
- Integrated Phone System

Learn how these efforts have taken service to a new level for the transportation and service industries.

The program will be held at the **Wishing Well Restaurant**, 1190 Chili Avenue (390 to Chili Avenue Exit).

The Customer Satisfaction 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 Wednesday, March 19, 2003.

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

59th 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

Register now! For more information visit www.asqrs.org.