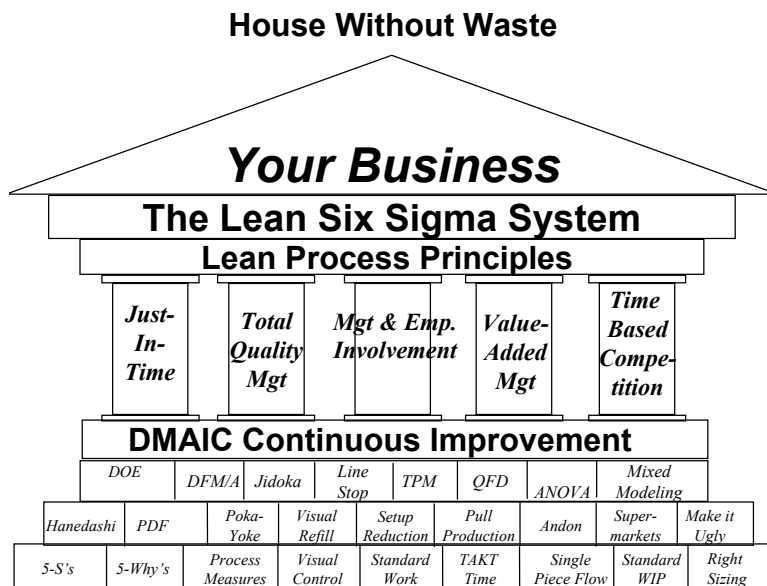


Integration of Improvement Processes

by Ann L. Wiley

The closing speaker at this year's ASQ Conference reported that Harley Davidson faces the challenge of integrating the lean process and Six Sigma. Many conference sessions were devoted to both processes, but few to their integration. With these comments our May dinner meeting speaker, Don Baker, opened his presentation, *Integration of Lean and Six Sigma*.

Lean thinking originated with the Toyota Production System and Six Sigma with Motorola. These processes are being implemented widely at this time. Yet many other processes and methods are also used in most organizations. People want to see how all the processes and methods are integrated in day-to-day work. Diagrams like the one below can help. Have you drawn a diagram showing how your key improvement initiatives are inter-related? How would you describe the relationships shown here?



This diagram is courtesy of Don Baker (RIT Center for Quality and Applied Statistics (CQAS)), and depicts the primary focus of the lean process on eliminating waste and of Six Sigma on eliminating defects.

Six Sigma and the lean process are often implemented by different departments. All achieve improvements, but by integrating the processes organizations can achieve greater improvements. Lean thinking is an important method in Six Sigma, while the Six Sigma deployment structure supports sustained success with the lean process. In Rochester, both Kodak and Xerox are integrating the lean process with Six Sigma, and RIT has a curriculum to support integrated implementation.

Next dinner meeting

June 18, 2003

Networking and program on certification

Details: See page 4 and the flyer on www.asqrs.org.

Employment

Employers please send notices of job openings to our Placement chair, Mary Tyler, mary.c.tyler@delphiauto.com. Members, please ask Mary to forward the notices to you. Find additional Job Resources on www.asqrs.org.

Volunteer opportunities

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

Learning and networking opportunities

Events in Rochester and outside the area are listed on the Special and Joint Events page of our web site, www.asqrs.org. Follow the link at the bottom of the home page. Joint Events are those held in cooperation with other members of the Rochester Joint Council of Professional Business Groups.

Thank you

To the members who volunteered to serve on the Communications Committee in response to last month's call. Their help allows us to expand and improve our public relations effort.

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@annliley.com. Complete contact information for all section leaders is on the section web site, www.asqrs.org.

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Profile of Vice Chair Eric Alden

Our newly elected Vice Chair, Eric Alden, has been actively involved in development and quality engineering projects for 20 years. Eric brings experience from the plastics industry, sunglass manufacturing, contact lenses, and optical thin films, and is currently working for Xerox as a Six Sigma Black Belt. He received RIT's Da N To Tsu (Best of the Best) award at the 1999 QED for designed experiment work in anti reflective ophthalmic coatings. Eric has the ASQ CSSBB, CQE, and CQM certifications and a BS in Mechanical Engineering and an MS in Applied Statistics from RIT. Eric is looking forward to a successful ASQ Section year in 2003 to 2004.

Message from the chair

by BJ Coons

Volunteering is a marvelous antidote for stress; it provides an outlet for skill and creativity. As I become involved in different volunteer organizations I am amazed at the dedication and professionalism of these individuals. Naturally, my friends and colleagues in ASQ are exemplary, but I would like to tell you about another group of remarkable quality oriented professionals.

The Seneca Park Zoo Docents provide education to the general public and visitors to the zoo. Dressed in green shirts and Khaki slacks, they stand in front of exhibits to greet the public and answer questions about the animals and programs at the zoo.

The group that selects potential Docents takes great care to interview each person. The volunteers must then complete classes (three hours, one night a week, for eleven weeks) with weekly homework, a final exam and 12 hours of mentor training. Volunteers are then certified, and become full-fledged Docents after a six-month probationary period.

The time and energy it takes to become a Docent are remarkable, but the many hours of work behind the scenes to assemble training materials, arrange interesting speakers and provide mentorship is astounding. The instructors spend countless hours each year qualifying new Docents. The quality of the program is better than many work-related training programs I have attended. The spirit and dedication that it takes are not entirely unique, but a pleasure to observe.

During your next visit to the zoo look for the Docents, ask questions and remember that these volunteers are dedicated folks who have completed an intense training program. They belong to a Quality group of Professionals.

Message from the editor

by Ann L. Wiley

In the coming year we will profile section leaders so our members can learn their qualifications. A member encouraged us to include illustrations in the newsletter, and we will try to do so in every issue.

Please send comments and feature articles at any time to ann@annliley.com.

Report on the 59th Annual Quality Conference

by Kimberly S. Ludwig, Conference Chair

On March 26, 2003, the 59th Annual American Society for Quality Rochester Section (ASQRS) Quality Conference was held at the Rochester Riverside Convention Center. Planning for the event, *Building Skills in a Changing Environment*, began in May 2002.

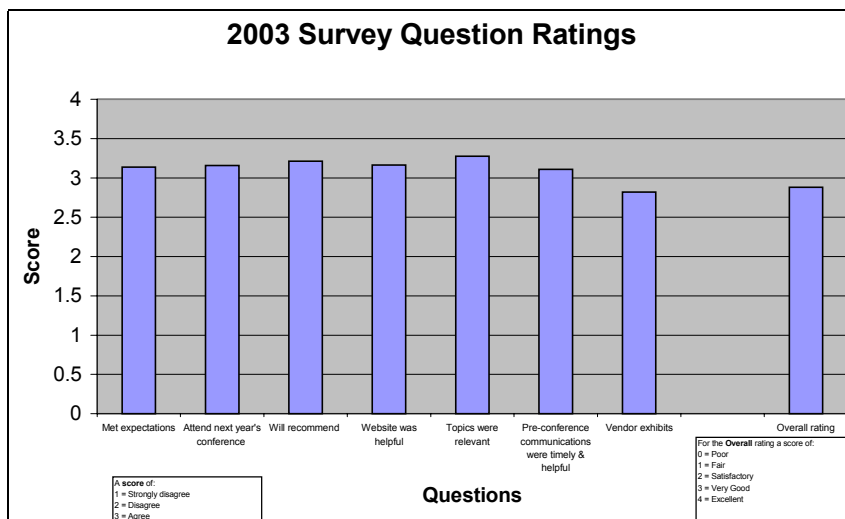
Lindsay Collier, of Creative Edge Associates, opened the conference with his address, *You Can't Change Without Changing the Way You Think*. The day then progressed into breakout sessions in the following areas:

- Continuous Process Improvement
- Leadership: Initiating Change
- Leadership: Sustaining Change
- Technology: Bridging Multiple Disciplines
- Case Studies: Changed Environments through Successfully Deployed Skills

Before lunch, there was time to visit the Exhibitors and purchase autographed books from speakers Lindsay Collier and Dr. Mary-Frances Winters of The Winters Group. Her lunch time address, *On the Edge...Leading Change*, was the first keynote presentation to be delivered by a woman in the history of the Conference. This was just one of the ways the Conference Committee incorporated "change" into the program.

Another change this year is that Daniel Sniezek, the ASQ Region 2 Director, joined us for the day. Dan also shared a few words at lunch. After lunch, everyone progressed into the second set of breakout sessions.

Stevan Ramirez of Eastman Kodak Company delivered the closing address, *The Opportunity to Change*. Stevan challenged each attendee to come back to the conference next year, bringing one or two additional people along. The 60th Annual Quality Conference committee is at work to plan an event that will more than merit your meeting the challenge to attend, and bring your colleagues.



Membership report

by Bob Stein, Membership chair

Currently the Rochester section has 803 members. Please welcome our new members, who joined in April.

Sanjay Ahuja
Robert J. Fagan
Vince J. Germano
Nancy Fame Green
Bradley A. Johnson
Joseph J. Konecki
W. Oula Nahas
John J. Scheible
Jack Edward Trostle
Holly M. Williamson

Dinner meeting report

At the May 22 dinner meeting, over 40 people heard Don Baker explain integration of the lean process and Six Sigma. Some of Don's remarks are reported on the front page. The Software Task Group met before the dinner meeting.

Executive Committee report

The Executive Committee did not meet in May, due to the ASQ Conference. Meetings are planned during the summer. All members are welcome to attend. Please contact the Chair, BJ Coons, BJ53@rochester.rr.com.

Explanation of Conference ratings

Scores to the left represent the average of responses for 67 surveys, on the questions, from left to right, Met expectations, Attend next year, Will recommend, Website helpful, Topics relevant, Pre-conference communications timely and helpful, Vendor exhibits, and Overall rating.



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June Networking and Dinner Meeting: Wednesday, June 18, 2003 *The ASQ Certification Process*

**Steven D. Bacon, Quality Manager, Magnus Precision Manufacturing and
ASQ course instructor**

The ASQ Certification Process

The Certification process is essentially the same for all certificates. Steve gives a very interesting presentation on the Certification process, covering general information, the exam development process, volunteering, and re-certification.

Steve Bacon has served as Vice Chair of the Lynchburg, Virginia, section of ASQ, and as an instructor for the Certified Quality Technician and Certified Mechanical Inspector courses. Steve also served as Regional Counselor for the Inspection Division of ASQ.

The program will be held at the Rochester Business Alliance, Hutchison House, 930 East Avenue.

Registration starts at 5:00 PM. The buffet **dinner** is at 6:30 PM and the **program** starts at 7:30 PM.

To **register**, call 234-8630 by noon on Tuesday, June 17, 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.

Bring a guest and receive \$5.00 off the \$15.00 price for you and your guest. Walk-ins are welcome.

Task Group News

The Health Care Task Group is working on a pro-bono project to improve patient flow and decrease wait times for patients in a medical office. For more information contact Dr. Rita Ratcliffe, driritamedex@aol.com.

The Software Task Group is updating the membership list. If you are interested in joining, please send an e-mail to Trudy Howles at tmh@cs.rit.edu.