

## ASQRS 2002-2003 education program

By Rich Henderson, Education chair  
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The **schedule of refresher courses and seminars** and the **certification exam schedule** are set for the year. For details, please visit [www.asqrs.org](http://www.asqrs.org) or contact me, Rich Henderson.

For the refresher courses, the number of sessions, dates, instructors, and locations are being finalized. The following refresher courses will be offered:

- CQE Refresher Course
- CQA Refresher Course
- CQT/CMI Refresher Course
- CSQE Refresher Course
- QIA Refresher Course
- Certified Quality Manager Refresher Course

We also have a full schedule of **two-day seminars**. The following will be offered:

- ISO 9000: 2000** (instructor TBD)
- Statistical Process Control** (Vince Veza)
- GD&T** (Don Day, Tec-Ease)
- Six Sigma Seminar** (Cathy Lee)
- How to Create an Effective Quality System** (Rich Henderson)
- Using Quality Costs to Achieve Continuous Improvement** (Dr. John Schottmiller)
- Hospital System Failure Modes & Effects Analysis** (Dr. Rita Ratcliffe and Rich Henderson)

The following **certification exams**, which will be offered locally, have *application deadlines of January 10, 2003*: Six Sigma Black Belt, Certified Quality Auditor—Biomedical, Certified Quality Auditor—HAACP, Certified Reliability Engineer, Certified Quality Technician, Certified Mechanical Inspector, and Certified Quality Manager.

The education committee is doing a brief telephone survey of approximately 100 members of the Rochester Section to assess wants and needs. The survey will consist of fewer than 30 questions and take 10-15 minutes. If we call you, please take the time to respond. Individual responses are confidential. Aggregate results and analysis will guide further program development.

## Next dinner meeting

October 24, 2002

### Statistical Process Control

**Place:** Logan's Party House  
1420 Scottsville Road

**Time:**

- 5:00 PM **Small Manufacturing Task Group meeting**
- 5:30 PM Registration
- 6:00 PM Dinner
- 7:00 PM Program

**Program:** **Vince Veza**, a consultant and past chair of the Rochester Section of ASQ, will present an overview of SPC.

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

**Reservations:** Cash, check or (**NEW**) credit card. Call 234-8630 by noon October 24.

There is no charge to attend the program only, but please register to ensure adequate seating. Walk-ins are accepted.

## Volunteer opportunities

Volunteer to serve as Rochester Section **Program Chair**. This job includes setting up the dinner meetings for each month, both securing the speaker and arranging for the place. However, the 2002 to 2003 program is already set. The new Program Chair will manage each meeting with a team which is also already assembled.

Volunteer to serve as **publicity chair for the annual Conference**. This job includes writing articles and flyers.

Contact Volunteer chair Kathy Bannon, 585-453-4629,  
[kbannon2@ocdus.inj.com](mailto:kbannon2@ocdus.inj.com).

## 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@annl Wiley.com](mailto:ann@annl Wiley.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  
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**Administrative Secretary:** Sue Bailey  
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**Treasurer:** Michele Hansen  
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**Secretary:** Laura McFarlane  
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**Past Chair and Nominations:** Vince Vezza  
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**Region 2 Deputy Director:** Mary C. Tyler  
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**Region 2 Director:** Daniel Sniezek  
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### EXECUTIVE COMMITTEE MEMBERS

Kathy Bannon, Ivan Enstrom, Kathy Grimes,  
Rich Henderson, Dave Schreiber, Bob  
Stein, Ann L. Wiley

### COMMITTEE CHAIRS

**Audit and Strategic Plan:** Ivan Enstrom  
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**Programs:** OPEN

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**Scholarship:** David Schreiber  
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**Student Chapter RIT:** OPEN

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

## Letters from members

Section leaders have written to say they like the new look of the *Quality Audit*. Thanks to Kathy Bannon, Ivan Enstrom, and Deb Lydick for writing. We need comments from all members on the newsletter and other section business, as well as aspects of quality.

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

## Message from the chair

by BJ Coons

October was previously designated as Quality Month. For 13 years this was a tradition sponsored by ASQ. Quality Month was instituted to promote quality with corporate executives. This objective was accomplished, and ASQ decided to discontinue support in 1998.

But shouldn't we as a section take time to celebrate quality? To embrace the concept and recognize the efforts put forth to implement quality?

Our section, like others, is struggling with declining membership and many members are overwhelmed by the stress in the job market. Juggling commitments to family, work, community and ASQ is a difficult task. However, many of our members still find hours each month to volunteer in the community and ASQRS.

I salute you! Your efforts astound me and I am proud to be part of such a committed group. You are a strong force that continues to survive and progress in a changing environment. Your continued support through membership renewals and volunteerism makes it possible for the section to operate. As part of our own Quality Month celebration I am sending all of you a heartfelt "thank you."

## Message from the editor

by Ann L. Wiley

Your section leadership is aware that many members are unemployed or underemployed. Full employment for all members is essential. Our web site, [www.asqrs.org](http://www.asqrs.org), has a comprehensive list of job resources, including recruiters, web sites, and newspapers. Are there other ways you would like the newsletter or web site to help members find employment and stay employed? Please share your ideas. Send a message to [ann@annl Wiley.com](mailto:ann@annl Wiley.com).

You can introduce yourself to the members and showcase your skills by writing a short article on any quality-related topic. Be sure to include a few words about your background. I want to include feature articles in the newsletter. We can start them in print, and post the full text on the web site. We need your contributions. Please send them to [ann@annl Wiley.com](mailto:ann@annl Wiley.com).

## Dinner meeting report

Approximately 20 people attended the September dinner meeting, and heard Reuven Shapira present a view of service and how it relates to manufacturing, engineering, and lean concepts. Please visit [www.asqrs.org](http://www.asqrs.org) for information about future meetings.

## Executive committee report

The Executive Committee met on August 20 and September 17. Our audit is complete, as required by the Section Management Process (SMP) of ASQ, and our SMP submission was approved and sent to ASQ headquarters. Our database shows 71% of our members are from Monroe County, and 29% from other counties.

This year the Executive Committee follows a standard agenda for all meetings as follows: Timekeeper, Review events calendar, Secretary's report, Treasurer's report, Discussion of new items. All members are welcome to attend Executive Committee meetings. Please contact the Chair, BJ Coons, [BJ53@rochester.rr.com](mailto:BJ53@rochester.rr.com).

## ASQRS College Scholarship Program

*by Dave Schreiber, Scholarship chair*

The major outreach activity sponsored by the American Society for Quality Rochester Section is its Scholarship Awards Program. Your ASQRS is proud to announce the continuation of this program for the 2002–2003 academic year.

The scholarship recipients will receive \$1000 each, to be awarded at the 59<sup>th</sup> ASQRS Conference on March 26, 2003. The purpose of our scholarship program is to encourage college students to include the application of quality concepts in their current education endeavors and in their future careers. Scholarship application forms may be obtained from the Rochester Section web site at [www.asqrs.org](http://www.asqrs.org), or by contacting Brian Stimson by phone (585-453-5070) or by e-mail ([bstimson@ocdus.nj.com](mailto:bstimson@ocdus.nj.com)).

The recipient eligibility requirements for this scholarship are:

1. Be a child of an ASQ Rochester Section member or be a permanent resident of Genesee, Livingston, Monroe, Ontario, Orleans, Seneca, Wayne, or Wyoming counties of New York State.
2. Be enrolled in the junior or sophomore year of college studies.

Please note that the application must be submitted by January 13, 2003.

## Ivan Enstrom receives Wescott Award

In 2001 our Audit and Strategic plan chair Ivan Enstrom received the Mason E. Wescott Award. The Executive Committee votes to present this award to a member who, like Mason E. Wescott, has made outstanding contributions to the Rochester Section and to the field of quality. The plaque was presented at the dinner meeting on September 18. Congratulations and thanks, Ivan.

## Membership report

*by Bob Stein, Membership chair*

Currently the Rochester section has 723 members. Please welcome our new members, who joined in August.

David J. Auda  
Donna M. Duffort  
Sherry D. Hubler  
Steven M. Majewski  
James Wentworth  
Mick Winters

## 59<sup>th</sup> ASQRS Conference

The committee is working on the program for the 2003 Conference to be held on March 26 at the Rochester Riverside Convention Center.

**Lindsay Collier** will be the opening speaker. Keynote speaker will be **Mary Frances Winters**. The call for papers is receiving a good response, and in October the team will review papers and select speakers.

Mary Frances Winters has a new book, *Only Wet Babies Like Change: Workplace Wisdom for Baby Boomers*. She held a book signing at Barnes and Noble in Pittsford Plaza in September.

The follow up session for registrants at the 2002 Conference is planned for October. If you were registered for the 2002 conference, and want to attend the follow up session, contact Tony Czarnecki, [anthony.czarnecki@heidelberg.com](mailto:anthony.czarnecki@heidelberg.com).



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## Plant tour in October

A tour of the Nalge Nunc plant will be offered on **October 3**. For details please visit [www.asqrs.org](http://www.asqrs.org).

## Thank you

To **Jim Carlock** for serving as Program Chair of the Rochester Section for the past several years. After a challenging job search in these times, Jim has accepted a new position. His good fortune, and that of his new employer, means the section loses a fine Program Chair. We thank Jim for his work and wish him great success in his new job.

## Learning and networking opportunities

**The Rochester Section has a full schedule of refresher courses and seminars.** Page one of this issue announces the year's events. Mark your calendar for the **ASQRS Annual Conference, *Building Skills in a Changing Environment*, March 26**. For details visit [www.asqrs.org](http://www.asqrs.org).

## More learning and networking opportunities

### In Rochester:

October 9 to 10. National Association of Purchasing Management. *World Class Supply Management*. [www.napmr.org](http://www.napmr.org).

October 17. Greater Rochester Quality Council and The Gleason Works. *Kaizen Events: Using Value Stream Mapping to Drive Process Change*. Register by October 10. [SusanA@RNYchamber.com](mailto:SusanA@RNYchamber.com).

November 14. Greater Rochester Quality Council and MITA. *Celebrate Personal Renewal*. [SusanA@RNYchamber.com](mailto:SusanA@RNYchamber.com).

### Outside Rochester:

October 30. ASQ Buffalo Section. *Quality Conference Exposition: Supply Chain Management*. [www.asqbfo.buffnet.net](http://www.asqbfo.buffnet.net).

Find information about ASQ's Six Sigma courses at [www.asq.org/ed/sixsigma/](http://www.asq.org/ed/sixsigma/).