

## ASQ Certification Opportunities

According to an article on the ASQ web site ([www.asq.org](http://www.asq.org), certification pages), more than 85,000 individuals have earned ASQ certification since 1968, when the first certification exam was given. Many individuals have earned more than one designation.

By the year 2000 approximately 125 companies had formally recognized ASQ's certification as verification of an individual's knowledge of quality theory and techniques.

Both members and non-members may apply and, if qualified, take the examinations for the following certifications:

- CQA: Quality Auditor
- CQA-Biomedical: Quality Auditor-Biomedical
- CQA-HACCP: Quality Auditor-HACCP (FDA standards)
- CQE: Quality Engineer
- CQIA: Quality Improvement Associate  
Quality Manager
- CQT: Quality Technician
- CCT: Calibration Technician (NEW)
- CMI: Mechanical Inspector
- CRE: Reliability Engineer
- CSQE: Software Quality Engineer
- Six Sigma Black Belt

This year the **Rochester Section will offer refresher courses for:** CQA, CQE, QIA, Quality Manager, CQT/CMI and CSQE.

**The certification exams** will be offered locally. For the following, the *application deadline is January 10*: Six Sigma Black Belt, CQA-Biomedical, CQA-HAACCP, Quality Manager, CQT, CMI, and CRE.

For the schedule of exams and refresher courses, and course registration information, visit [www.asqrs.org](http://www.asqrs.org). For more information, contact Rich Henderson, Education chair, [rhender3@ocdus.jnj.com](mailto:rhender3@ocdus.jnj.com) or 585-425-7302.

## Education update

The Certified Software Quality Refresher Course will be offered in the spring, and the seminar on Geometric Dimensioning and Tolerancing will be offered in April. If you're interested in attending, please call 585-234-8630 so we can plan for capacity.

## Next dinner meeting

November 20, 2002  
**ISO 13485:2003-Medical Device Standard**, Aaron Lupo  
**Details:** See page 4  
**Reservations:** Call 585-234-8630 by noon November 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](mailto:kbannon2@ocdus.jnj.com). This is a great way to expand your network.

**Write a feature article** for the newsletter. This is a great way to learn, and to showcase your capabilities. Contact the editor, [ann@annlwiley.com](mailto:ann@annlwiley.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 all the members who set up and staffed the ASQRS booth at the Kodak Engineering Conference, October 9 and 10: Dave Auda, Jim Coates, Michele Hansen, Kim Ludwig, Louise Vella, and Vince Vezza.

## 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  
[mary.c.tyler@delphiauto.com](mailto:mary.c.tyler@delphiauto.com)

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

### 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  
[ienstrom@rochester.rr.com](mailto:ienstrom@rochester.rr.com)

**Awards and Examining:** Mary C. Tyler  
[mary.c.tyler@delphiauto.com](mailto:mary.c.tyler@delphiauto.com)

**Certification and Education:** Rich  
Henderson [rchender3@ocdus.inj.com](mailto:rchender3@ocdus.inj.com)

**Communications and newsletter:**  
Ann L. Wiley [ann@annlwiley.com](mailto:ann@annlwiley.com)

**Conference:** Kim Ludwig  
[kludwig@ultrafab.com](mailto:kludwig@ultrafab.com)

**Database:** Dave Yavorski  
[dyavorski@ocdus.inj.com](mailto:dyavorski@ocdus.inj.com)

**Historian:** Ed Grizer  
[edison.grizer@kodak.com](mailto:edison.grizer@kodak.com)

**Membership:** Bob Stein [bob@aqcnow.com](mailto:bob@aqcnow.com)

**Programs:** To be announced

**Re-certification:** Vince Vezza  
[vincevezza@prodigy.net](mailto:vincevezza@prodigy.net)

**Scholarship:** David Schreiber  
[daschreiber@juno.com](mailto:daschreiber@juno.com)

**Student Chapter RIT:** OPEN

**Volunteers:** Kathy Bannon  
[kbannon2@ocdus.inj.com](mailto:kbannon2@ocdus.inj.com)

**Webmaster:** Chuck Hardy  
[webmaster@asqrs.org](mailto:webmaster@asqrs.org)

### TASK GROUPS

**Customer Satisfaction:** Joyce Kreiger  
[jkrieger@rochester.rr.com](mailto:jkrieger@rochester.rr.com)

**Health Care:** Dr. Rita Ratcliffe  
[drritamedex@aol.com](mailto:drritamedex@aol.com)

**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

Improvements in the newsletter this month are based on comments from the Executive Committee. For the first time, I did not hear from members this month. 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*

Surveys, surveys, surveys...you find them everywhere. Whether you purchase a new automobile or visit your physician you are asked to complete a survey. Paper surveys seem to be used most often, but electronic surveys are gaining in popularity.

Our organization too has many surveys. This fall ASQ headquarters asked us to complete an online survey. Our Education committee is in the process of conducting a phone survey. Each dinner meeting ends with distributing a questionnaire, and we will conduct a section survey in January, as required by ASQ headquarters.

Although the means of distribution for the next section survey has not yet been determined, it has been demonstrated that mailings are not effective. Last year only 18 responses were returned from more than 800 surveys mailed to our members!

Throughout the year that follows the survey, the process of making decisions about section activities and services can be very difficult with responses from only 2 percent of the group.

Because ASQ headquarters is holding us accountable for retained membership we must provide services that interest our members, and motivate them to return year after year. Surveys appear to be the only device we have to reach our members and to learn what you need. Please take the time to answer the next survey you receive, and keep in mind that the information is essential for future planning.

## Message from the editor

*by Ann L. Wiley*

As we work through the first year of more informative newsletters, we are determining what topics we need to report on each month. We are focusing on section activities and services as part of the effort to increase attendance at section events.

We want to add feature articles, and would like these to be written by our members. I will be offering highlights from ASQ electronic newsletters and the web site as space permits.

Please send ideas for the newsletter and articles at any time to the editor, [ann@annlwiley.com](mailto:ann@annlwiley.com).

## Plant tour report

Twelve people visited the 900,000-square-foot Nalge Nunc facility in Penfield on October 3, 2002. Our Nalge Nunc hosts were Paul Schlau and Gary Coates. At the plant the group saw the molding process of 5-gallon carboys and half-liter bottles. The group also observed the clean room assembly of Nalge filters used in many chemical and biomedical laboratories. The plant is an impressive operation. Thank-you to Dave Schreiber for making the tour arrangements.

This month, publication of the newsletter precedes the monthly meeting. A report will appear in December. Please visit [www.asqrs.org](http://www.asqrs.org) for information about future meetings.

## Executive committee report

The Executive Committee met on October 15. We are designing letterhead to conform to guidelines from ASQ headquarters. The nominating committee has started work for the 2003 elections. Ivan Enstrom and Mary Tyler are working on revising the bylaws. with input from the Executive Committee.

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 Scholarship Reminder

*by Dave Schreiber, Scholarship chair*

The ASQRS Scholarship program is aimed at two audiences. The first is children of members of the American Society for Quality Rochester Section, and we trust that the eligible college students in this category will indeed submit scholarship applications.

The second category is eligible college students who are permanent residents of Monroe, Genesee, Livingston, Ontario, Orleans, Seneca, Wayne, or Wyoming counties of New York State. If you have relatives, friends, or neighbors in this second category, please do them a favor and advise them of the availability of these \$1000 scholarships.

The eligibility requirements are spelled out on the application form, along with other relevant information. Scholarship application forms may be obtained via the Rochester Section web site at [www.asqrs.org](http://www.asqrs.org), or by contacting Brian Stimson by email ([bstimson@ocdus.jnj.com](mailto:bstimson@ocdus.jnj.com)) or by phone (585-453-5070).

## Proposal for ASQ certification for airport security

ASQ has presented a proposal to the new Transportation Security Administration (TSA), Department of Transportation, for development of a program of certification for airport security screening personnel. Details are on the ASQ web site, [www.asq.org](http://www.asq.org).

## Membership report

*by Bob Stein, Membership chair*

Currently the Rochester section has 751 members. Please welcome our new members, who joined in September.

Nancy J. Bach  
Richard Adams Baritot  
Christine M. Barna  
Michael F. Bohan  
Anu Chaudhri  
Heather El Homsy  
Elizabeth A. Falk  
Robert C. Hochstetler  
Mary J. Kane (RSQC)  
John William Leclair  
Matthew P. Lockhart  
William J. Mantelli  
Marcia E. Peatross-Wilson  
Christine K. Rutter  
Debra E. Strub  
Kitren A. Vanstrander  
Jacqueline Weaver  
John T. Wheatley

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

The committee continues work on the program for the **2003 ASQRS Conference** to be held on **March 26 at the Rochester Riverside Convention Center**.

There is still time **to reserve a booth as an exhibitor**. Contact Bill Jackson at (585) 242-3897 or [wjackson@harris.com](mailto:wjackson@harris.com).

The follow up session for the 2002 conference, scheduled for October, had to be cancelled for lack of registrants. Those who did register were invited to contact Tony Czarnecki with any unresolved issues. Tony will locate resource people to help with these issues. Registrants also received a certificate to attend a dinner meeting.



Rochester Section 0204

American Society for Quality Rochester Section  
PO Box 30885  
Rochester, New York 14603

Phone: 585-234-8630

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

Non Profit Org  
US Postage  
PAID  
Rochester NY  
Permit No 216

---

## November Dinner Meeting Wednesday, November 20, 2002 *ISO 13485:2003-Medical Device Standard* Aaron Lupo

**Aaron Lupo**, Corporate Quality Systems Specialist for Sterilization Technical Services, Inc., Rush, New York, will provide an overview of the **ISO 13485:2003-Medical Device Standard**. Aaron will review how ISO 13485: 2003 differs from other standards, how it can be used with other known standards, and the obstacles to look out for as you implement the standard.

STS manufactures medical devices, and Aaron is responsible for ensuring compliance with ISO, FDA, and EN Standards, as well as coordinating audits, the Corrective Action Program, and ISO/EN Certification activities. Aaron is an RAB Certified Auditor and a member of ASQ.

The program will be held at **The Wishing Well Restaurant**, 1190 Chili Ave. (390 to the Chili Avenue exit). The **Health Care 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 November 19, 2002.

**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.

Mark your calendar for the **59<sup>th</sup> ASQRS Annual Conference, *Building Skills in a Changing Environment*, March 26, 2003.**  
For details visit [www.asqrs.org](http://www.asqrs.org).