

59th Annual ASQRS Conference Call for Posters, Exhibitors, Hosts

There is still time to reserve a booth as an exhibitor at the 59th ASQRS Conference to be held March 26, 2003. Contact Bill Jackson at (585) 242-3897 or wjackson@harris.com.

The conference committee is still seeking posters on any of the following topics: Lean, Value Stream Mapping, Six Sigma, Leadership and change management, Technology, and Case studies of change through successfully deployed skills. Posters are on view all day, and presenters are available at designated times to explain the presentation and answer questions. **Send an abstract of 50 words and a presenter biography** to Dave Auda, davidauda@yahoo.com, 585-392-6328, or Louise Voelkel, leanthinking@aol.com, 585-727-1837.

The conference committee is seeking Conference Hosts, volunteers who will assist speakers at the conference. Volunteers often choose the track of most interest to them, and work with speakers in that track. **Contact Hosts chair Dermot Healy**, 585-279-1261, dermot.healy@kayex.spx.com.

Section employment service

by *Mary C. Tyler*

As Placement chair for the Rochester section, I receive notices of job opportunities. Typically human resource managers contact the section chair, and the chair sends the information to me. Sometimes opportunities come through "head hunters."

I distribute these notices to section members who have asked to receive them, as well as to the officers, committee chairs, and members of the Executive Committee. I use the blind CC area for the distribution to protect the identities of recipients. Once the notices are distributed, it is completely up to the recipient to take action.

If you would like to receive notices of opportunities, please send me a message at mary.c.tyler@delphiauto.com and I will add you to the distribution list. If you no longer want to receive the notices, please send a message and I will remove you from the list.

If you have questions you may also call me at 585-647-7219.

Next dinner meeting

December 18, 2002

ISO 14000 Glenn Schnauber

Details: See page 4. Updates will be provided on www.asqrs.org.

Reservations: Call 585-234-8630 by noon December 17. 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. This is a great way to expand your network.

Write a feature article for the newsletter. Contact the editor, ann@annlwiley.com.

Become a **conference exhibitor**, present a **poster**, or serve as a **Conference Host**. Please refer to the article at the left for details.

Learning and networking opportunities

Events in Rochester and elsewhere are listed on our home page, www.asqrs.org.

Thank you

To Jim Coates for stepping forward to become the Program chair.

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
dlydick@ocdus.inj.com

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

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

Awards , Examining, Placement: Mary C.
Tyler mary.c.tyler@delphiauto.com

Certification and Education: Rich
Henderson rchender3@ocdus.inj.com

Communications and newsletter:
Ann L. Wiley ann@annlwiley.com

Conference: Kim Ludwig
kludwig@ultrafab.com

Database: Dave Yavorski
dyavorski@ocdus.inj.com

Historian: Ed Grizer
edison.grizer@kodak.com

Membership: Bob Stein bob@aqcnow.com

Programs: Jim Coates

Re-certification: Vince Vezza
vincevezza@prodigy.net

Scholarship: David Schreiber
daschreiber@juno.com

Student Chapter RIT: OPEN

Volunteers: Kathy Bannon
kbannon2@ocdus.inj.com

Webmaster: Chuck Hardy
webmaster@asqrs.org

TASK GROUPS

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

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

ISO 9000: OPEN

Small Manufacturing: Steve Bacon
sbacon@magnuscnc.com

Software QA: Bob Hiller bob_hiller@rte.com

Communication from members

The Executive Committee continues to suggest improvements to the newsletter. To save expense, we no longer print separate flyers for dinner meetings, refresher courses, and seminars. **Do you have concerns about this change?** Please write to the editor, ann@annlwiley.com.

Message from the chair

by BJ Coons

With the end of the year approaching we find ourselves assessing our 2002 achievements and planning 2003 goals. Many of us will make resolutions for the New Year regarding personal habits, and find we are unable to attain our goals!

In the work place we are also challenged with goals that may be impossible to achieve. Our targets can be unrealistically high, often because they are driven by requirements for performance in the marketplace.

On the other hand, there will be no improvement if we set our goals too low. Having a goal that we are already achieving will not effectively lead to change. Having a goal that we cannot reach for reasons beyond our control will not produce desired results either.

As we set out to establish new measures and goals we must keep in mind that our objectives should be practical and feasible. Some key factors for setting goals include: a determination of the current state, verification that an effective corrective action plan is in place, realistic timelines, and attainable targets.

Remember success is often measured by improvement toward a desired result, so keep your goals realistic and be sure the right support systems are in place to succeed.

Have a wonderful holiday, and a happy and prosperous new year.

Message from the editor

by Ann L. Wiley

We apologize for the lateness of this issue. We lacked the essential program information, because our original speaker had to step aside. We will not print hard copy without basic program information, but we will always post a PDF of the monthly newsletter on our web site www.asqrs.org early each month.

This month our web site will have more information on the program as soon as it is available. The web site is frequently updated after the newsletter is finished but before your hard copy newsletter arrives, so please be sure to visit the site often for the most current information about all our section activities.

Best wishes for the holidays. Please send ideas for the newsletter and articles to ann@annlwiley.com.

Dinner meeting report

On October 24, more than 30 people attended the monthly dinner meeting and heard immediate past chair Vince Vezza address the topic of statistical process control. The discussion focused on uses of SPC in the manufacturing industry. On November 19, 27 people heard Aaron Lupo address the topic of ISO 13485. The program provided significant help in keeping up-to-date on the standard. Aaron's slides are posted on our web site, www.asqrs.org.

Executive committee report

The Executive Committee met on November 19. Spending and receipts were reviewed and are within budget. A draft of the bylaws was approved to be sent to ASQ headquarters for the next step in the revision process. Changes will be published through the newsletter and web site prior to the vote on adoption.

All members are welcome to attend Executive Committee meetings. Please contact the Chair, BJ Coons, BJ53@rochester.rr.com.

Education update

The fall offerings were withdrawn for lack of registrants, and the committee is probing interest in **refresher courses**. These courses are offered periodically to ASQ members and non-members as overviews of the Body of Knowledge for each Certification area. Refresher courses help applicants prepare for taking the ASQ Certification exams.

In refresher courses, the Body of Knowledge for the area is presented in review format with ample time for sample questions and interaction between instructor and students. Courses are 18 hours, with the exception of the CQE course, which is 36 hours.

As we probe interest, we are also **seeking instructors** for all the courses we offer. You will find a complete list on the education page of our web site at www.asqrs.org.

Minimum requirements for instructors are ASQ Certification in the specific subject area or other certifications generally considered more advanced in Body of Knowledge complexity. You will find examples and details on the education page of our web site.

The Rochester Section provides competitive compensation and dates and times for offerings are flexible.

Seminar offerings for spring are anticipated. For the schedule of certification exams and details of courses and seminars as they are scheduled, visit www.asqrs.org. For more information, contact Rich Henderson, Education chair, rhender3@ocdus.jnj.com or 585 234-8630, Box #2.

Membership report

by Bob Stein, Membership chair

Currently the Rochester section has 769 members. Please welcome our new members, who joined in October.

Jacquelyn M. Bell
William Timothy Bibens
Steven W. Cox
Nicole Deutsch
Bernadette L. Dupont
Steven Eckerson
Michelle M. Epping
Jack Feola
Karen L. Green
John W. Greene
Dennis A. Hogan
Delroy V. Morgan
David J. Walsh
Scott Wambach

ASQRS Scholarship

by Dave Schreiber, Scholarship chair

There is still time for Monroe County sophomore and junior college students to submit applications for the ASQRS scholarships. January 13, 2003 is the cut off date. To obtain an application form visit the ASQRS web site at www.asqrs.org or contact Brian Stimson by email, bstimson@ocdus.jnj.com, or by phone, 585-453-5070.

New certification exam

ASQ has a new certification exam, Certified Calibration Technician. The BOK and requirements are available at www.asq.org/cert/types/cct/index.html. The first administration will be June 7, 2003 with an application deadline of April 4, 2003.



Rochester Section 0204

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

Phone: 585-234-8630

Web: www.asqrs.org

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December Dinner Meeting Wednesday, December 18, 2002 ISO 14000 Environmental Management Glenn Schnauber

Glenn Schaubert is an expert on ISO 14000 and an experienced auditor for ISO 9000-2000 and QS 9000 as well as ISO 14000. Please visit www.asqrs.org for more information as it becomes available.

The program will be held at **Logan's Party House**. Follow Route 390 to the Scottsville Road exit, and go south one mile. There is no 5:00 PM task force meeting. **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.

59th ASQRS Annual 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 more information visit www.asqrs.org.