

ASQRS College Scholarship Program

The ASQRS Scholarship Committee invites scholarship applications for the 2003 to 2004 academic year. Up to four \$1000 scholarships will be awarded, to be presented at the 60th Annual ASQRS Quality Conference on March 30, 2004. The eligibility requirements 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.
3. Submit the application by January 15, 2004.

Scholarship application forms may be obtained from the Rochester section web site at www.asqrs.org, or by contacting Brian Stimson by phone (585-453-5070) or by e-mail (bstimson@ocdus.jnj.com).

The scholarship program is the major outreach activity of the Rochester section, which began awarding college scholarships in 1961 with two \$150 scholarships in honor of Mason E. Westcott, chair of the Statistics Department at the Rochester Institute of Technology. These awards were presented to faculty-selected recipients at RIT and Monroe Community College. A second award, in honor of RIT Professor Austin Bonis, was subsequently added for RIT students.

In 1991 the Rochester Section established a substantial scholarship fund from the proceeds of a very successful Juran seminar, organized by the ASQRS Education Committee. Students at Nazareth College, St. John Fisher College, and the University of Rochester were added to those eligible for scholarships. All recipients were selected by their school's faculty and received \$1000 awards.

In 1993 two scholarships were added for children of section members. Recipients of the additional awards were selected by the ASQRS Scholarship Committee. Beginning in 1996, the ASQRS Scholarship Committee assumed responsibility for establishing the eligibility criteria and selecting the scholarship recipients, based on standard procedures and practices.

Current members of the Scholarship Committee include Joan Alliger, B.J. Coons, Ivan Enstrom, Bob Meisel, Dave Schreiber, and Brian Stimson. For committee members, a unique benefit of participating in the scholarship program is the opportunity to meet and talk with the scholarship recipients—college students who believe in themselves and in their ability to succeed.



60th Annual ASQRS Quality Conference

The Many Facets of Quality

March 30, 2004 at the RIT Inn and Conference Center

CALL FOR PAPERS EXTENDED to November 17, details on page 3.

Visit www.asqrs.org for more information.

Next dinner meeting

November 19, 2003

Program: Joint Meeting with NAPM

Details on page 4.

Employment

Employers please send notices of job openings to our Placement chair, Mary Tyler, mary.c.tyler@delphi.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.

We need an **expanded newsletter team to work on an online newsletter**. If you are interested please contact the editor ann@annlwiley.com.

Education and networking

Area degree programs of potential interest to members include the RIT Master of Science in Product Development. This is a two-year, 60 credit hour program with classes on Fridays. Visit www.mpd.rit.edu.

On our web site

You will find the schedule of meetings, the schedule of certification exams for the year, a listing of events in Rochester and outside the area, and job information.

Thank you

To the **conference committee** for the special effort made this year to select a new location and recruit speakers.

Quality Audit

American Society for Quality Rochester
Section newsletter

Published monthly September to June.
Deadline is the 25th of the preceding month.
Send submissions to the editor,
ann@annl Wiley.com. Contact information for
all section leaders is on the section web site,
www.asqrs.org.

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Letters from members: The newsletter was late!

A member wrote to say that the September issue arrived in his office on October 3 and asked for a list of the dinner meeting dates for the year.

We mail the newsletter in time to announce the meetings, but it is not mailed first class. Both the post office and corporate mail rooms hold bulk rate mail. The solution? **Rely on the web site, www.asqrs.org, and on our email list.** The **calendar of meetings for the year** is posted on the Dinner Meetings page on our web site.

We send e-mail reminders at least once a month to members who have subscribed to the section's e-mail list. **To subscribe** or unsubscribe, visit www.asqrs.org/maillinglist.htm. **If you have subscribed, but have not been receiving messages**, your company may not be allowing the messages to be delivered. You may want to change your email address and receive the reminders at home. Please visit the mailing list page and send a message to the webmaster with your email address change.

Message from the chair

by B.J. Coons

Quality professionals are always faced with the challenge to make and document change while maintaining objectivity. This is a difficult task for a quality engineer who is participating in and leading project teams as well approving changes and quality improvements.

The change control system is the only effective way to document and maintain objectivity for any change. The change control system must be clear and concise. It must include procedures to ask appropriate questions to effectively verify or validate new systems, products or processes. It must also be generic enough to be used across organizations within a company, completely replacing potentially inconsistent department or divisional processes.

In addition an effective change control system must be adequate to implement change in a timely manner. However, we must be cautious when we measure timeliness. The system must be in place long enough to get data not confounded by training or lack of comfort from new users.

How do we measure the system? The key is documentation. Ask yourself if the objective evidence is clearly documented. Could someone from outside the organization pick up the documented evidence and understand what was changed, why it was changed, what the risk is to the customer for making the change and how the change was verified?

If your change control system provides documentation to effectively answer these questions then you have a mechanism in place to maintain objectivity and protection for your customer.

Message from the editor

by Ann L. Wiley

If your calendar magnet was damaged by removing it from the post card mailer, please contact the Chair to request a replacement:
BJ53@rochester.rr.com.

The Executive Committee would like to publish the newsletter online only. We plan email notification on our distribution list when each issue is posted. If you need a printed newsletter please contact the editor
ann@annl Wiley.com.

Dinner meeting report

At the October 23 meeting, 35 people heard Dr. Rita Ratcliffe, chair of the Health Care Task Group, present cases of medical errors, explain systemic causes, and suggest improvement methods and prevention strategies for health care consumers.

Executive Committee report

The Executive Committee met on October 21. We are planning more joint programs, hospital and plant tours, and potentially a science fair. ASQ sections will have new, simplified bylaws next year. All members are welcome to attend meetings of the Executive Committee. Please contact the Chair, B.J. Coons, BJ53@rochester.rr.com.

60th Annual Quality Conference Call for Papers extended to November 17

The ASQRS Conference Committee is seeking 60-minute presentations (lecture, tutorial, or case study format) on the following topics for our 60th Annual Quality Conference.

Lean—real life examples of lean projects, presented for new and intermediate practitioners

Six Sigma—the statistical toolbox

Quality 101—presentations on basic quality principles, for example, cost of quality, maintaining quality, making measurable improvements, statistical process control

The Multidisciplined Employee—presentations on coping with expectations of “wearing multiple hats,” for example, the manufacturing supervisor who is responsible for quality and cost

Design and development quality—presentations on ensuring quality in the design and development stages of new products and processes

A presentation topic abstract of 250 words or less and a speaker biography of 100 words or less are **due by November 17, 2003**. Please indicate the level of your presentation: basic, intermediate, or advanced.

Receipt will be acknowledged and notification of acceptance made by November 30.

Submit to asqrs_committee@yahoo.com. Address questions to Dave Auda, 585-759-5630 or Anwar El-Homsi, 585-750-8230.

Freund Scholarship for graduate study

The Freund scholarship is awarded annually by ASQ to one or more individuals for graduate study of the theory and application of quality control, quality assurance, quality improvement, and total quality management. Both members and non-members are eligible. The approximate amount of the award is \$5000.

To obtain information and an application call ASQ at 800-248-1946 and request item B0499 or download the application from www.asq.org/join/about/awards/freundscholar.html.

The Freund scholarship honors the late Richard A. Freund, president of ASQ in 1972–73. You can read about his career at Eastman Kodak Company and RIT and his many contributions to quality at www.asq.org/join/about/history/freund.html.

Membership report

As of mid-October the Rochester Section had 708 members. Please welcome our new members who joined in September.

Paul J Barnoskie Jr.
Joseph James Daniels
Karen L. Ellmore
Larry L. Hessney
William J. Hinkel, Jr.
Mary Kane
Julie Ann Lewis
Thomas Paul Maines
Philip Mistretta
Suzanne Marie Mueller
Russell John Nawotka
Theresa Ann Ornt
Ian A. Rice
Jia Sheng
Kamran U. Zaman

Tour report

On October 9, 24 members and guests toured the High Falls Brewery, an FDA-regulated food-processing plant that produces many brews. The plant makes excellent use of an older facility, with modern equipment and teamwork by approximately 450 employees.

Rochester Section achieves Total Quality

We have achieved the Section Management Process “Total Quality” level for 2002 to 2003. Regional director Dan Sniezek writes:

“This is a great achievement for your section and it reflects favorably on your section volunteers. Your accomplishment helps to make your section, your community and ASQ stronger. ... Thank you for the efforts of the section volunteers that have contributed to this achievement.”



Rochester Section 0204

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Web: www.asqrs.org

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November Dinner Meeting: Wednesday, November 19, 2003

Joint Meeting with National Association of Purchasing Managers

Speaker: Marilyn Gettinger

Pre-dinner program: Emily Neece, Director of Executive Center Services for Career Development Services of Rochester, will speak on **Changing Jobs in Challenging Times**. Emily's experience includes a 25-year career in human resources most recently at Blue Cross/Blue Shield. She is past president of the Rochester Women's Network.

Dinner program: Marilyn Gettinger will present **They're Never Satisfied: Taking Cost Reduction to the Next Level** on the latest ideas for reducing costs including streamlining activities. Marilyn owns New Directions Consulting Group. She teaches courses in materials and supply management and has presented for many years at industry conferences.

Location: Burgundy Basin Inn, 1361 Marsh Road, Pittsford

Pre-dinner program: 5:00 PM

Registration: 5:30 PM

Dinner program: 6:30 PM

Reservations: Call 585-234-8630 by Thursday, November 13, 2003.

Cost: \$20.00

Payment: Cash, check or credit card

You can earn recertification units by attending ASQ dinner and task group meetings.

There is no charge to attend the program only. Walk-ins and guests are welcome.

Certified Quality Manager Refresher Course

January 15, 22, 29 and February 5 and 12, 2004, 6:00 to 9:00 PM

Ortho Clinical Diagnostics, 100 Indigo Creek Drive, Rochester. Instructor: Deborah Lydick.

Details www.asqrs.org.