



# Quality Audit

Newsletter of the Rochester Section 0204

Volume 41 Issue 4 December 2003

Published monthly September to June. Deadline is the 25<sup>th</sup> of the preceding month. Send submissions to the editor, [ann@annlwiley.com](mailto:ann@annlwiley.com). Contact information for all section leaders is on the section web site, [www.asqrs.org](http://www.asqrs.org).

## Next dinner meeting

December 18, 2003. Details on the back page and [www.asqrs.org](http://www.asqrs.org).

## Employment

Employers please send notices of job openings to our Placement chair, Mary Tyler, [mary.c.tyler@delphi.com](mailto:mary.c.tyler@delphi.com). Members, please ask Mary to forward the notices to you. Find additional Job Resources on [www.asqrs.org](http://www.asqrs.org).

## 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).

## Education and networking

The Special Events page on [www.asqrs.org](http://www.asqrs.org) lists courses and meetings of related organizations and ASQ Divisions.

## Letters from members

### Message from the editor

One member requested a printed newsletter. We appreciate the response and expect others agree. Efforts to develop feature articles have not been fruitful. Our printing process is affordable and smooth but can not reproduce photos. We lack space for detailed line art. Our newsletter has been duplicating information on our web site. Therefore we are publishing a two-page newsletter beginning this month. Please send information for publication to [ann@annlwiley.com](mailto:ann@annlwiley.com) and it will appear in the newsletter or on the web site.

## Message from the chair

by B.J. Coons

Have you ever phoned a company for help after purchasing a new PC and after advancing from one automatic message to another been placed on hold to speak to a representative? Recently I spent a total of an hour and thirty minutes on the phone; and was disconnected three times. Each disconnect occurred immediately after finally reaching a representative. But I was determined, and when I actually reached someone, my problem was solved in three minutes. I often think these multiple transfers and disconnects are intentional, to discourage us from making contact. Yesterday I received an email newsletter from Ron Rosenberg, a dynamic speaker I met at ASQ Leadership training. His message describes the purchase of a printer and the inconsistencies between the store's published return policy and the information received from the sales clerk. Let's face it; true customer service is becoming a thing of the past. Unfortunately we have learned to accept poor customer service. To survive we research nearly every purchase and service we use. The Internet and media are making it easier for us to be informed consumers, but the message is "Buyer Beware."

## Dinner meeting report

At the November 19 meeting, 25 ASQ attendees heard Marilyn Gettinger present ideas about saving cost in the purchasing process and reducing pressure on suppliers to achieve savings. Pre-dinner speaker Emily Neece discussed the job market and support available from Career Development Services, [www.careerdev.org](http://www.careerdev.org).

## Membership report

As of mid-November the Rochester Section had 718 members. Please welcome our new members who joined in October. They are listed on our home page at [www.asqrs.org](http://www.asqrs.org).

## ASQRS Scholarship

Two groups of sophomore and junior college students may apply for ASQRS Scholarships: children of members of the ASQ Rochester Section, and students who are permanent residents of Monroe, Genesee, Livingston, Ontario, Orleans, Seneca, Wayne, and Wyoming Counties of New York State. If you have eligible children, relatives, friends, neighbors or acquaintances please advise them of these \$1000 scholarships. Eligibility requirements and application forms are on [www.asqrs.org](http://www.asqrs.org) or are available from Brian Stimson, [bstimson@ocdus.jnj.com](mailto:bstimson@ocdus.jnj.com) or 585-453-5070.



## 60<sup>th</sup> Annual ASQRS Quality Conference

*The Many Facets of Quality*

March 30, 2004 at the RIT Inn and Conference Center

If you would like to be an **exhibitor** please contact Bill Jackson, [wjackson@harris.com](mailto:wjackson@harris.com). To **volunteer to be a host** contact Kim Ludwig, [kludwig@ultrafab.com](mailto:kludwig@ultrafab.com), 585-924-2186. For Conference information visit [www.asqrs.org](http://www.asqrs.org).



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ASQ Rochester Section

## Night with the Rochester Americans

Saturday, January 17, 2004 at 7:00 PM

Tickets, Pizza and Wings \$10.25

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

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**December Dinner Meeting: Thursday, December 18, 2003**

### ***Quality Assurance in the Blood Bank***

**Speaker: Kay Schwartz, MT (ASCP), CQA, Quality Director  
American Red Cross Biomedical Services, NY-Penn Region**

**Program:** Overview of the quality program within a blood center.

**Software Task Group:** The Task Group will start assembling papers, books, and columns for publication on a resources site. Members will report on the recent 13<sup>th</sup> ASQ International Conference on Software Quality and other conferences held recently.

Task Group Chair Trudy Howles has updated the web page to list the RIT Golisano College Dean's Lecture Series speakers, [www.asqrs.org](http://www.asqrs.org). For details on the lectures as they are scheduled visit [www.rit.edu/~gccis](http://www.rit.edu/~gccis).

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

**Location:** Sea Breeze Inn, 4581 Culver Road, Rochester, NY 14622-1344. Phone: 585-323-1950. Located near the end of Culver road, across from Sea Breeze Park.

**Software Task Group:** 5:00 PM

**Registration:** 5:30 PM

**Dinner program:** 6:30 PM

**Reservations:** Call 585-234-8630 by Wednesday, December 17, 2003.

**Cost:** \$15.00 (\$5.00 for student members)

**Payment:** Cash, check or credit card

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