



American Society for Quality
Rochester Section 0204
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ASQ

AMERICAN SOCIETY
FOR QUALITY™

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QUALITY AUDIT

Newsletter of the Rochester Section 0204 of the American Society for Quality

A New Year Message from the Chair



Dermot Healy

interest to you, our valued members. More are on their way! We are in advance planning for our now annual Hockey Night and details will be out soon.

Our upcoming January Meeting is going to be our first joint venture in a couple of years. We are teaming up with the Rochester Chapter of the Institute of Industrial Engineers (IIE). We have Kevin McManus delivering the program "25 Years of Quality - Have We Really Improved That Much?" at the dinner meeting (at the Wishing Well, Chili Avenue – please register at the ASQ Rochester Section Website). We are keeping the speaker around for a couple of days to provide the following seminars; "Does Your Company Culture Support High Performance?" on Thursday, January 18, 2007 and "Professional Development Workshop - Balanced Scorecards: How Teams Use Them on the Front Lines" on Friday, January 19, 2007. These are full day seminars and will be held at the Holiday Inn, Airport on Brooks Avenue.

As another years roll around, we at ASQ Rochester are already halfway through our fiscal year. We have already had four informative dinner meetings, containing a wide variety of subject matter of

Further details regarding the seminars are available at the IIE Website (www.iiech44.org).

This year the 2007 Conference, March 28, is also being co-sponsored with IIE and we are developing an excellent line-up of session speakers. We will have 3 keynotes (Opening, Closing and Lunchtime) all of whom are leaders in industry. We will have the conference flyers out very soon and will be posting lots of details on www.asqrs.org to give you all the latest information. We are really looking forward to being back at the Rochester Riverside Convention Center this year. We are already working on lining up some additional exhibitors with interest of our members. We will be offering plant tours the day after the conference. Our goal, as always, is to help educate and engage our members in the Greater Rochester area and beyond. Stay tuned for lots more information.

April 30 through May 2, 2007, the Rochester Section will have a presence at the ASQ World Conference in Orlando, Florida. This again will be an excellent opportunity to network with and benchmark the best sections out there as well as many industry leading companies. We have been very successful in the past and hope that we will have a good presence from the Western New York area.

On behalf of ASQ - Rochester Section I want

continued inside

**SAVE
THE
DATE**

Upcoming Dinner Meetings

Wednesday, Jan. 17, 2007

The Wishing Well
1190 Chili Ave., Roch.
328-4150
Speaker: Kevin McManus
Topic: "25 Years of Quality:
Have we come that far?"
Task Group: Joint Meeting with
IIE

Thursday, Feb. 22, 2007

Logan's Party House
1420 Scottsville Rd., Roch.
235-6978
Speaker: Ed Biernat
Topic: "Lean Accounting"
Task Group: Small Business

Wednesday, March 21, 2007

Rick's Prime Rib
898 Buffalo Rd., Roch.
235-2900
Speaker: J. Edward Bell,
Pharm.D.
Associate Quality Officer,
Strong Memorial Hospital
Topic: "Using Error Prevention
Principles in Medication
Safety"
Task Group: Health Services

Thursday, April 19, 2006

Logan's Party House
1420 Scottsville Rd., Roch.
235-6978
Speaker: Eve Strella
Topic: TBD
Task Group: Customer Service

Wednesday, May 23, 2007

The Wishing Well
1190 Chili Ave., Roch.
328-4150
Speaker, Topic and Task Group:
TBD

Hope to see you there!



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This issue's highlights:

- Kevin McManus of Great Systems to Speak
- Code of Ethics
- December Dinner Meeting Recap

Message from the Chair *continued from front*

to wish everyone a very Happy and Productive New Year. Please feel free to contact me at any time with comments or suggestions. Here's to 2007!

Dermot Healy
ASQRS Chair 2006-2007
healy_dermot@hotmail.com

Hear Kevin McManus of Great Systems

In January, there are three opportunities to hear from Kevin McManus of Great Systems. Kevin delivered the luncheon address at the 2004 IIE Rochester - Performance Improvement Conference and received rave reviews. He speaks regularly at national conferences and is a highly regarded coach, consultant, and trainer with extensive business and manufacturing experience.

Dinner meeting and workshops require separate registrations. The three opportunities are:

- Wednesday 1/17
ASQ-IIE Dinner Meeting: 25 Years of Quality - Have We Really Improved That Much?
- Thursday 1/18
Full-day Workshop: Does Your Company Culture Support High Performance?
- Friday 1/19
Full-day Workshop: Balanced Scorecards: How Teams Use Them on the Front Lines.

Details on the meeting and workshops are available on the Great Systems website (www.greatsystems.com)

About Kevin McManus

Kevin McManus is a performance improvement coach for Great Systems! He is a dynamic speaker and international trainer for the TapRooT root cause analysis process. During his twenty five years in the business world, he has served as an Industrial Engineer, Training Manager, Production Manager, Plant Manager, and Director of Quality. Kevin has been a member of IIE for more than twenty-five years, and currently serves as Senior VP of Continuing Education on the IIE Board of Trustees. He has served as an Examiner and Senior Examiner for the Malcolm Baldrige National Quality Award for seven years. Kevin also writes the monthly performance improvement column for Industrial Engineer magazine. ■

ASQ Board of Directors Advances 15 to Fellow Member Status

On November 9, 2006, the board of directors of the American Society for Quality elected the following Fellows of the Society in recognition of their significant contributions to quality.

Thomas Andrew Britt	David A. Manalan	Larry R. Smith
Lev M. Klyatis	William Q. Meeker Jr.	Manly P. Thornton
Ramesh Konda	Sheila R. Poling	Aaron WK Tong
Edwin G. Landauer	Gordon A. Skattum	Willy W. Vandenbrande
Sandford Liebesman	Jim L. Smith	Jeffrey C. Worthington

ASQ Code of Ethics

A. Fundamental Principles

ASQ requires its members and certification holders to conduct themselves ethically by:

- I. Being honest and impartial in serving the public, their employers, customers, and clients.
- II. Striving to increase the competence and prestige of the quality profession, and
- III. Using their knowledge and skill for the enhancement of human welfare. Members and certification holders are required to observe the tenets set forth below:

B. Relations With the Public

Article 1: Hold paramount the safety, health, and welfare of the public in the performance of their professional duties.

C. Relations With Employers and Clients

Article 2: Perform services only in their areas of competence.

Article 3: Continue their professional development throughout their careers and provide opportunities for the professional and ethical development of others.

Article 4: Act in a professional manner in dealings with ASQ staff and each employer, customer or client.

Article 5: Act as faithful agents or trustees and avoid conflict of interest and the appearance of conflicts of interest.

D. Relations With Peers

Article 6: Build their professional reputation on the merit of their services and not compete unfairly with others.

Article 7: Assure that credit for the work of others is given to those to whom it is due. ■

Welcome New Members:

Please join us in welcoming our new members!

Christopher Arena
Dennis Rice

SAVE THE DATE

The American Society for Quality Rochester Section and the Rochester Chapter of the Institute of Industrial Engineers present

Partners in Excellence

Wednesday March 28, 2007
The Rochester Riverside
Convention Center

December Dinner Meeting Recap

We had an extremely insightful talk from Duane Beck, PhD, Rochester Institute of Technology. Duane has worked extensively in the areas of corrections and intervention. He showed us the numerous parallels between dealing with conflict and anger management in the prison system and how the same principles are just as effective in the business world. Duane has developed programs to assist the individual to achieve a higher degree of self awareness. Getting a deeper understanding, even to the spiritual level, of the individual and the factors that trigger both good and bad behaviors will lead to a more effective employee. The individual will be capable of being a better employee when they are their supervisors complete this activity. Personalities are always changing, so this should be a continuous process.

Duane has also used Lean and Six Sigma principles to facilitate his endeavors and has even used similar principles for assisting children dealing with bullies. ■



Duane Beck with Jim Coates at December's Dinner Meeting.