



American Society for Quality
Rochester Section 0204
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ASQ

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FOR QUALITY™

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Rochester, NY
Permit No 216

FEBRUARY 2007 VOLUME 44, ISSUE 6

QUALITY AUDIT

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

A Message from the Chair



Dermot Healy

Welcome to the February edition!

In this edition you will find a listing of the members that have attained ASQ Certification in a wide variety of areas.

Please join me in congratulating all involved for their hard work and perseverance. For the first time, our section now has two Certified Biomedical Auditors. ASQ National is listening to the members and adding certification programs in new areas where the need has been demonstrated.

I had mentioned a couple of months ago that we would be having our third annual night at the Rochester Americans Ice Hockey, well the date has been confirmed. On Friday, February 23, 2007 we will have a private party room for ASQ members and guests. Some details are posted in a flyer in this edition and we will have further information on the website. The Rochester Section will be picking up the tab for the food and sodas before the game. We had about 50 people attend last year and a great time was had by all. We hope you can make it. Jim Schwartz is the main organizer and he would be delighted to provide any further assistance; his contact details are on the flyer.

Planning for the 2007 Conference on March 28 is proceeding very well. You will see the flyer in your mailbox very soon, if, of course, it hasn't arrived already. As I have mentioned before, we have leaders from manufacturing and service industries joining us to give talks or presentations on a wide variety of topics of interest to our members. We have the program set and ready to go and we are continuing with the finer details to ensure an excellent educational environment is created. Keep an eye on the ASQ Rochester Section website (www.asqrs.org) to get all the latest information. The Conference Flyer has details about the plant tours that are being offered the day after the conference. Our partnership on this event with the Rochester Chapter of the Institute of Industrial Engineers is already proving to be a great success. We look forward to seeing you and your colleagues there.

Along with the dinner meetings between now and May, we are also working on additional learning opportunities. As always, we are using your input to develop these programs. The Audit and website will keep you up to date with all the offerings.

As always, please feel free to contact me at any time with comments or suggestions.

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

SAVE THE DATE

Upcoming Dinner Meetings

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

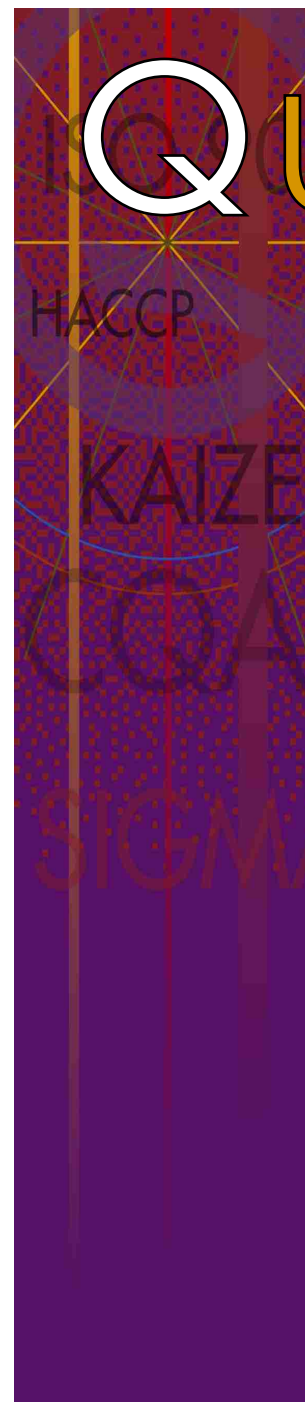
Logan's Party House
1420 Scottsville Rd., Roch.
235-6978
Speaker: Eve Strella
Topic: TBD
Task Group: Customer Service

Wednesday, May 23, 2007

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

Don't miss the March meeting...

Dr. Rita Ratcliffe, Health Services Focus Group Chair, encourages everyone to join us on March 21 at Rick's Prime Rib for an evening of education and fun! Dr. Ed Bell, pharmacologist and Associate Quality Officer at Strong Memorial Hospital, with colleague Reginald Stewart, also an Associate Quality Officer at Strong, will discuss the application of error prevention principles to medication safety. Dr. Bell devotes his time to patient safety, with a special focus on human factors, and making extensive use of lean and six-sigma tools. This you will NOT want to miss! The fun begins at the Health Services Focus Group at 5:30 pm, continues throughout dinner at 6:30 pm, and on through the presentation at 7:30 pm. So mark this date on your calendar right now. Be sure to bring family and friends from the healthcare sector, and anyone you know who takes medications or deals with hospitals! Dinner is \$18, but there is no charge to attend the program only. ■



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This issue's highlights:

- ASQ Honorary Members
- January Dinner Meeting Recap
- Upcoming Healthcare Event

ASQ Honorary Members

“Honorary member” is ASQ’s highest grade of membership. As specified in ASQ’s constitution, “an Honorary member shall have rendered acknowledged eminent service to the quality profession or the allied arts and sciences.” In order to attain the highest grade of membership, an individual must be nominated by at least 10 regular members and the award must be approved unanimously by the board of directors.

Walter A. Shewhart, known as the father of statistical quality control, was the first to be named an Honorary member; this occurred in 1947, a year after ASQ was founded. Two years later, George D.

Edwards, the first president of ASQ, became the second Honorary member. The next, Martin A. Brumbaugh, founder and first editor of Industrial Quality Control magazine, was named in 1960. A trio

of new Honorary members was named in 1965: Simon Collier, a past president, Harold F. Dodge, known for his work in sampling, and Mason E. Wescott, mentor to a generation of applied statisticians.

Eugene L. Grant, a great teacher of quality control, and Joseph M. Juran, who made quality management his life subject, joined the list in 1968. W. Edwards Deming, who fostered quality improvement on two continents, was added in 1970.

Ellis R. Ott, educator of a generation of quality control professionals, became an Honorary member in 1978. He was followed in 1982 by Harry G. Romig, an educator who was closely associated with Harold Dodge. Armand V. Feigenbaum, whose name became synonymous with the term “total quality control,” and Kaoru Ishikawa, who helped develop a specifically Japanese quality strategy, became Honorary members in 1986.

William A. Golomski, a past president and distinguished educator, was honored in 1992. In 1996, Dorian Shainin was honored for a lifetime of achievement. Also added to the roll in 1996 was statistician George E.P. Box. Genichi Taguchi (1997) was known for developing a methodology to improve quality and reduce costs.

Author and educator J. Stuart Hunter became an Honorary member in 1998. Philip B. Crosby achieved Honorary membership in 2001. He is legendary for promoting the concept of “zero defects,” and for defining quality as conformance to requirements.

“An Honorary member shall have rendered acknowledged eminent service to the quality profession or the allied arts and sciences.”

A recent addition is Dr. Lloyd S. Nelson (2003), the founding editor of the Journal of Quality Technology and long-time author of the journal’s “Technical Aids” feature.

In 2004 Dr. Frank M. Gryna and Dr. John D. Hromi became ASQ Honorary Members. Dr. Gryna may best be known as the co-author to Dr. Joseph Juran for the Juran Quality Handbook and Quality Planning and Analysis. Dr. Hromi was recognized for his exemplary service as a practitioner, educator and consultant of quality management and applied statistics principles and techniques.

Dr. Yoshio Kondo joined his esteemed colleagues as an honorary member in May of 2004. Dr. Kondo was recognized for his exceptional contribution to the global quality community as a thought-leader in the fields of human motivation and total quality management and his exemplary personal dedication to the promotion of quality throughout the world. ■

Article provided by ASQ National

January Dinner Meeting Recap

We had the pleasure of hearing from Kevin McManus of Great Systems, speaking on the topic of “25 Years of Quality - Have We Really Improved That Much?”. This was a compelling talk on the notion that despite advances in the use to technology we still are not seeing the strides forward in productivity that we should be witnessing. Kevin chronicled a number of initiatives from the last 25 years from “If Japan can do it, why can't we?” leading to Quality Circles, Total Quality Management and onward to the current wide support of Six-Sigma and Lean Enterprise. Some of these methodologies have fallen by the wayside but the need for improvement is still as necessary as ever. Programs that have failed in the past can always be attributed to lack of management commitment and understanding. Today, companies are more aware of the pitfalls and are making sure to avoid as many as possible. We know that strong teams are needed and the resources to help those teams achieve goals and objectives must be made available.

Kevin has been inspired by Dr. W. Edwards Deming, Dr. Peter M. Senge and Dr. Stephen R. Covey, and uses their methodologies and concepts to teach organizations the path forward. He teaches leadership and measurement system design as well as high performance system design and analysis. He is also a strong advocate for the Baldrige Award and has been a senior examiner for a number of years.

This was first joint meeting of ASQ Rochester Section and Institute for Industrial Engineers (IIE) - Rochester Chapter this year. ■



Left to right: Kevin McManus, Jim Coates and Greg Hart (President, IIE-Rochester Chapter) at January's Dinner Meeting.

2007 Baldrige Criteria

ASQ members can now access the www.nist.gov website to download the 2007 Baldrige performance excellence criteria. The criteria ask over 200 questions to help an organization review their performance in the areas of leadership; strategic planning; customer and market focus; measurement, analysis and knowledge management; workforce focus, process management, and results. Many applicants find that the process of review is one of the most important benefits of becoming engaged with the program. This year’s criteria include areas that are growing in importance to organizations: strategic advancement, supply chain partnerships, work system decision making, workforce performance, and use of innovation.

The criteria are available at or by calling (301) 975-2036. ■

Congratulations!

ASQ Rochester Section congratulates the following for their success in the recent Certification and Recertification exams (10/21/2006 and 12/02/2006).

OCTOBER 2006

**Manager of Quality/
Organizational Excellence**
David R. Dilgard
David C. Miller

Certified Biomedical Auditor
Michelle A. Hansen
Scott T. Riley

Certified Quality Inspector
Edmond Falco
Adam T. Lievens
David A. Pratt

Certified Quality Technician
John P. Bianchi
Deneen N. Lawson

DECEMBER 2006

Certified Software Quality Engineer
Paul N. Hauser

Certified Quality Improvement Associate
Frank M. Battaglia

Certified Quality Engineer
Rodney S. Halat

Certified Quality Auditor
Scott C. Bourgeois
Phyllis A. Myers

Certified Calibration Technician
Marion L. Burke

Welcome New Members:

Please join us in welcoming our new members!

Gregory P. Fenlong
Fran Gersonia
Robert B. Pratt

Daniel A. Sabins
Brian G. Tuttle