



American Society for Quality
Rochester Section 0204
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ASQ

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FOR QUALITY™

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QUALITY AUDIT

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

A Message from the Chair



Dermot Healy

Welcome to the March edition!

March is Conference Month! You have already received the conference flyer and are hopefully in the process of signing up, if of course you

haven't done so already. Hopefully we have made it really easy to do so this year, mail-in or on-line. Mark March 28 on your calendar! We look forward to seeing you there.

the details to provide you with excellent value for your money with these educational opportunities. As always, keep an eye on the ASQ Rochester Section website (www.asqrs.org) to get all the latest information.

We have already invited our loyal supporters from ASQ (Rochester and surrounding sections) and Rochester Chapter, Institute of Industrial Engineers (IIE) and again we are reaching out to the wider community to offer emerging markets with the same learning opportunity.

We are already seeing significant support for the Plant Tour option on March 29, 2007. Seating on the bus is limited to 53 and we are fast approaching that number. Get your place reserved before it is too late! IEC Electronics and Xerox Corporation are eager to show us around and provide insight into their processes.

This is also the time of the year when we start preparing for next year and beyond. We are getting a subset of the Leadership Committee together to coordinate this effort. We will be seeking input from our valued membership to assist in this endeavor.

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

Make sure you check out the wonderful speakers we have lined up. We have conference-wide presentations from Kenneth R. Christie from Boeing Corporation on *Transforming Boeing Commercial Aircraft to Lean & Moving Assembly Lines*, Mark Spearman, author of 'Factory Physics' *To Pull Or Not to Pull—What is the Question?* and Michael Bremer on *How to address the "missing links" in most performance improvement initiatives*. Along with these excellent sessions, we are offering 20 additional speakers with informative presentations on a very wide array of topics that we know, through asking you, will be of importance to you and your organization. I have mentioned before that we are heading back to the Rochester Riverside Convention Center and we are really looking forward to that. Planning and preparations have moved into high-gear and our team is working on all

SAVE
THE
DATE

Upcoming Dinner Meetings

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 Stella
Topic: TBD

Task Group: Customer Service

Wednesday, May 23, 2007

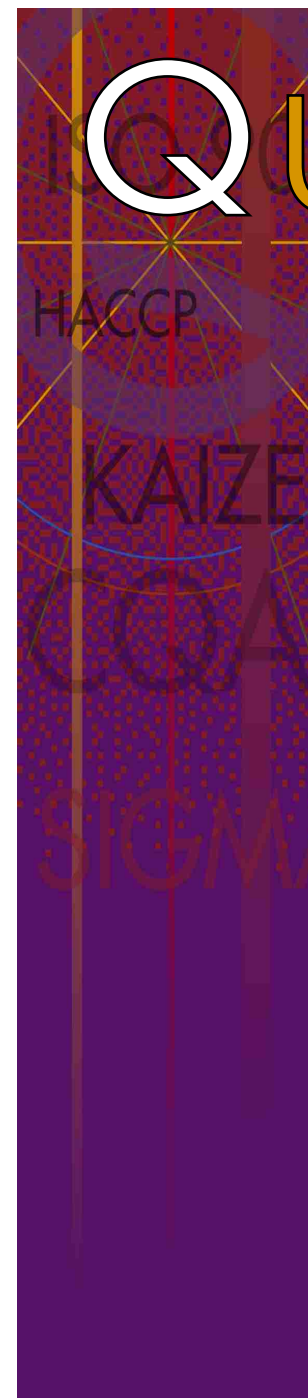
The Wishing Well
1190 Chili Ave., Roch.
328-4150

Speaker, Topic and Task
Group: TBD

Hope to see you there!

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:

- ASQRS Webmaster Retires – New Webmaster Needed
- Plant Tours – Thursday, March 29
- February Dinner Meeting Recap

ASQRS Webmaster Retires

Our awesome webmaster, Chuck Hardy, is retiring from that role effective this summer. Chuck has volunteered to manage the section website for six years (2001-2007) and has really helped bring us fully into the electronic age.

Much progress has occurred since he took the reins. There have been two redesigns. The many improvements include making reservations on line for dinner meetings and the conference, as well subscribing and unsubscribing from the mailing list. All these are now fully automated. We are thankful for these accomplishments. Chuck is ready to pass the baton to the next webmaster for this great organization. Chuck has offered to assist in the transition and will help train a new person to take over.

If you are interested in a leadership role for the section, we would love to hear from you. Please contact Kathy Grimes, Communication Chair, at 585-396-6039 or email me at Kathy.Grimes@thompsonhealth.com. We would love to hear from you!

Commitment time varies by the month:

Dec-Jan-Feb: 2-4 hrs. a week getting ready for the conference

Mar-Apr-May-Oct-Nov: 2 hrs. a month on the average

Jun-Jul: Virtually no time required

Aug-Sep: (start of the season) 2 hrs. a week

Required:

Must be an ASQ member in good standing

Other Skills:

- Use of Dreamweaver website software
- Use FTP
- Converting files to PDF
- Set up and use Paypal merchant account

Able to understand the following software:

- HTML
- IE
- Word
- Fireworks
- Adobe
- Netscape
- Powerpoint
- Photoshop

Please consider helping us out! ■

Plant Tours – Thursday, March 29

Morning Tour – Xerox Corporation

Expect nothing less than a super tour that starts out in the Gill Hatch Center with a brief introduction to Xerox, Lean Six Sigma, and Xerox PSG products. The tour highlights Xerox's success in implementing Lean Sigma in one of our iGen digital printing press manufacturing facilities. Here you will see and experience a world-class implementation of Lean Sigma.

Note: Tour host has the right to deny access to site(s) due to competitive reasons.

Afternoon Tour – IEC Electronics

IEC is a global contract electronic manufacturer located in Newark, NY. The operation's quality management system is registered to ISO-9001:2000 standards. The company's specialties include New Product Introduction in a Technology Center. An Advanced Materials Technology Laboratory is used to analyze processes and to research the latest technologies used in electronics manufacturing. Tour participants will see how basic Lean Sigma tools are applied throughout the organization, and how all levels of the organization are involved in maintaining the Lean Sigma environment, with an emphasis on tangible bottom and top line results. The journey has seen a dramatic increase of on time delivery, an improvement of overall service levels, recovery of revenue, and company growth.

Registration fee: \$65.00 for ASQ or IIE Member (\$95 for non-members) ■

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 www.nist.gov or by calling (301) 975-2036. ■

2007 Conference Reminder

Please register if you have not already done so!

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

“Partners in Excellence”

Wednesday, March 28, 2007

Rochester Riverside Convention Center
123 E Main St, Rochester NY – Parking Included

Conference Costs:

\$145.00 ASQ or IIE Member Registration Fee (\$175 for non-members) for a full day of networking and training. ■



Dermot Healy presenting a certificate to Ed Biernat after his presentation on “Lean Accounting” at the February 22, 2007 Dinner Meeting.

February Dinner Meeting Recap

On February 22, we had the pleasure of hosting Ed Biernat, president of Consulting with Impact Ltd. Ed delivered a wonderful talk on Lean Accounting. He engaged the audience with examples of methodologies that he has successfully utilized to increase efficiency in the accounting department, as well as many others. Ed took some time to show us that in a manufacturing company the manufacturing portion of the process is the area where least benefit from improvement projects will be obtained. He stated that “feeding the beast (i.e manufacturing)”, which includes accounting, stood to benefit more. Traditionally, we put the vast majority of our efforts and resources into fixing manufacturing issues, when up to 70% benefit can be exacted elsewhere.

Ed is a strong advocate of using Kanbans. While he outlined many advantages, he also provided some of the pitfalls to be avoided. All in all, communication is key for success in any lean project. This includes involving the accounting department from the inception stage onwards. ■

Welcome New Members:

Please join us in welcoming our new members!

Dale L. Cornish

Joseph F. Formica

Paula M. Hollinger

Michelle M. Kavanaugh

Laura A. Mcfarlane

Danny Mckewon

Mary Ann O'Mara

Stephen Riccioni

Christopher L. Roth