



American Society for Quality
Rochester Section 0204
PO Box 26376
Rochester, NY 14626

ASQ

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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 April edition!

Spring is finally here! With the conference just over, I hope that all attendees had a wonderful setting to learn new concepts and principles. This is probably the best networking event on the local quality calendar. With our partnership with the Rochester Chapter of the Institute of Industrial Engineers (IIE) we had some new faces and companies represented. I would like to see a continuation of this and other partnerships. We have again proven that the “united we stand” ethos really works! Attendance was up, exhibitor presence was greatly improved. The location was exceptional and there were loads of parking spaces, which had been a concern about moving the conference back downtown. We are currently reviewing the survey results and will use the information to further enhance the 2008 Conference.

It is that time of the year again to send out the Rochester Section annual survey. You should already have received an email with directions to complete the questions. This survey, coupled with the conference and dinner meeting surveys, are used to guide the section in setting up programs and activities for the upcoming year and beyond. We are a member-driven section, and therefore we rely

on your valuable input to ensure we are giving you value for money. The information generated will be used in mid-May at the long-range strategic planning meeting held by the section Leadership Committee. We will be brainstorming strategies to move the section onwards and upwards. We will publish some of the outcomes in future editions.

Our April dinner meeting is on Thursday the 19th at Logan’s Party House. The session will be presented by the ever-popular Eve Strella, of Strella and Associates in Pittsford. We will also host the Customer Service Focus Group prior to the dinner portion of the evening. Check out the flier on the ASQ Rochester Section website (www.asqrs.org) where you can also register on-line. Looking forward to seeing you there.

On behalf of the Rochester Section, I would like to thank Logan’s Party House for all their support in hosting numerous dinner meetings over the years. Our April meeting will be the last event we will have at Logans before they close permanently in June 2007. Thanks again to the owners and staff for all their wonderful support and hospitality over the years!

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

This issue’s highlights:

- GRQC to Visit U of R School of Nursing
- ASQRS Scholarship Winners
- March Dinner Meeting Recap

**SAVE
THE
DATE**

Upcoming Dinner Meetings

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!

VOLUNTEERS WANTED!

The Rochester Section needs you! We are looking for some people to assist in the running of our various programs for the 2007-2008 year and beyond. Areas included are conference, dinner meetings, membership, website maintenance, etc. If you would like to help out or are the least bit curious, please contact me at:
healy_dermot@hotmail.com.

We would love to have you on board!



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Great Rochester Quality Council to Visit the U of R School of Nursing

Hosted by Patricia A. Chiverton, EdD, RN, FNAP, Dean and Professor, University of Rochester School of Nursing

Please join us for a visit to a truly outstanding educational institution. Founded in 1924, the University of Rochester School of Nursing has long been a model in blending nursing practice and research into educational programs. Today the school offers a wide variety of innovative programs at the bachelor, masters and doctorate levels. Under the leadership of Dean Patricia Chiverton, the school has had amazing success in recent years. It is now nationally ranked by *US News and World Report* at #29 overall and #7 for its Pediatric Nurse Practitioner Program, and it has moved from #23 to #12 in NIH research funding rankings for schools of nursing. In 2006 the school received the Empire State Gold Certification from Empire State Advantage. This is New York State's recognition and mentoring program based on the Malcolm Baldrige National Quality Award.

The program will consist of a presentation explaining how the school has achieved this remarkable success and a brief tour of the facilities, featuring the new Loretta C. Ford education wing. The wing is part of an \$8.1 million expansion and renovation project. There will also be plenty of time for questions and discussion.

Patricia Chiverton is the Dean and Professor of the University of Rochester School of Nursing. She is also the Vice President of Strong Health Nursing and CEO of the Community Nursing Center. She holds an EdD from the Warner School of Education at the University of Rochester. Her areas of interest are Faculty Practice and Nursing Entrepreneurship. Dean Chiverton recently created the Center for Nursing Entrepreneurship, the first of its kind in an academic health science center. She is also a partner in a start-up company, Health Checkpoint. **Renu Singh** is Associate Dean for Finance and Operations and Assistant Professor for the School of Nursing, and serves as chief financial liaison to the U of R Medical Center. She holds a Master of Science Degree in Health Systems Administration from the Rochester Institute of Technology.

When: Thursday, April 19, 2007

Registration, networking and coffee: 8:00 a.m. to 8:20 a.m. Program: 8:20 a.m. to 10:00 a.m.

Where: University of Rochester School of Nursing, Loretta C. Ford Education Wing, 255 Crittenden Blvd., Rochester. Meet in the 1w501 Fiaretti Classroom – First Floor.

Cost: No Charge for GRQC members, \$15 for non-members.

Directions and Parking: Park in the Visitor's Lot on the south side of Crittenden Boulevard, across the street from Strong Hospital and just to the west of the School of Nursing building. Enter the School using the entrance to the new wing, which faces west toward the parking lot. Questions? Contact Lucy Carroll at 585-273-5639.

PLEASE RSVP: Susan George at 585-256-4612 by Monday, April 16, 2007

Fax: 585-263-3679 or E-mail: Susan.George@RBAAlliance.com ■

Upcoming Task Force Meeting

May 23, 2007 – before dinner

“Getting Quality Infected with Agile Software Development”

Agile software development methodologies continue to gain in popularity in the commercial world. Some may argue they have jumped the gap from the early adopter stage to mainstream usage. Agile teams typically have the characteristic of being “test infected” as a result of the test driven design approach to continually developing unit tests in tandem with code construction. Can one also make the case for other agile practices having a similar effect and enabling an entire project to become “quality infected”? This talk will explore the current state of agile software development and examine its role in traditional process and product quality activities.

Tom Reichlmayr is an Assistant Professor of Software Engineering in the B. Thomas Golisano College of Computing & Information Sciences at RIT. He is a member of the Agile Alliance and is actively involved in designing curriculum that incorporates the best practices of agile software development. Prior to his position at RIT he worked in industry as a software engineer for 23 years, primarily for Asea Brown Boveri (ABB), developing process automation solutions. ■

Scholarship Winners Announced

The ASQRS Scholarship Committee has selected four recipients for the year 2007 ASQRS College Scholarship Awards. Each of the four will receive a \$1,000 check to assist them with their college expenses – presented at the March 28th ASQ/IEE Conference luncheon. The recipients are:

Ms. Kristie Antonitto

Kristie is a third-year student at the Rochester Institute of Technology, and is majoring in Nutritional Science.

Ms. Leah L. Kammerdiener

Leah is a third-year student at the University of Rochester, who is majoring in Biology and English Literature.

Mr. Whitney McClary

Whitney, a second-year student at Monroe Community College, is majoring in Political Science.

Benjamin T. Skomsky

Benjamin is a second-year student at Syracuse University, and is majoring in Economics and Political Science.

In closing, a few tidbits with regard to this year's applications:

- 65% came from women and 35% from men.
- 70% denoted family and friends as their source for hearing about this scholarship.
- The applicants represented 13 colleges. ■

March Dinner Meeting Recap

We had the extreme pleasure of hosting Dr. J. Edward Bell, Associate Quality Officer at Strong Memorial Hospital. He delivered a wonderful talk about “Using Error-Prevention Principles in Medication Safety.” He was well received by the large audience with a very significant number of healthcare professionals, including a large contingent of Health Administration Master Program students from Roberts Wesleyan College. They, along with the rest of the attendees, were eager to seek guidance and insight from Dr. Bell. With the assistance of Dr. Rita Ratcliffe, ASQRS Chair of the Health Services Focus Group, Dr. Bell and his colleague, Reginald Stewart, led the evening's pre-program discussion. Dr. Bell showed several examples of how Lean Six Sigma techniques were used to greatly reduce the risk of incorrect medicating of patients and reduction of non-value added time for chemotherapy patients. To date, some excellent progress has been realized. ■

Welcome New Members:

Please join us in welcoming our new members!

Ronald D. Atkinson	Michael J. Gualtieri
Paul A. Bonsignore	Carl R. Kesselring
Ann E. Brown	Kim R. McNallie
Jeffrey A. Carpenter	Martin J. Webster
David Geary	