



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

With summer just around the corner, we are nearing the end of the ASQ Year! What a great year it has been. We have had a very successful conference, and attendance at our dinner meetings and other events has been great. Thanks for your loyal support. Hopefully you have benefited from the many educational opportunities we have provided.

Just recently a group from the Leadership Committee attended the ASQ World Conference in Florida (April 28 through May 2). We had the extreme pleasure of accepting ASQ National SMP Awards – our section achieved 2005-06 Total Quality Mark of Achievement and 2005-06 Gold Excellence Mark of Achievement. We will display the awards at next year's dinner meetings and events. The awards ceremony was just part of some wonderful days of intensive learning. The Rochester Section



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representatives participated in two days of ASQ Member-Leader training prior to the official start of the Conference. Then a further 2 and a half days of seminars, talks, breakout sessions. Over the course of the summer, we will develop plans to utilize the majority of the knowledge amassed.

The ASQ Rochester Section hopes you had a chance to complete the annual survey. We will be using these results and additional data gathered during the year's activities to help in the planning of activities for next year and beyond. As I mentioned last month, we are a member driven section and we need your input to help the planning process. On May 12, the Leadership Committee will be coming together to further our section's long-range strategic plan. We are required to submit our Section Management Process (SMP) to ASQ National. The 2006-2007 Plan detailed the goals and objectives we set for the section. When this year's results are tabulated we will submit our findings to ASQ National for review. Then the process starts over again as we will have to submit our 2007-2008 Plan. We have been very successful so far, as can be seen from the awards achieved. We will publish some of the outcomes in future editions.

Our final Dinner Meeting of the ASQ year is on Wednesday May 23, 2007 at The Wishing Well, on Chili Avenue. The session will be

continued inside

**SAVE
THE
DATE**

Final Dinner Meeting for the ASQ Year!

Wednesday, May 23, 2007

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

Speaker: Chuck Chada

Topic: Lean Six Sigma

Task Group: Software

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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This issue's highlights:

- New Certifications for the Rochester Section
- Upcoming Task Force Meeting
- April Dinner Meeting Recap

Message from the Chair *continued from front*

presented by Chuck Chada, Xerox Corporation. He will be discussing Lean Six Sigma. Chuck is the Vice President of Lean Six Sigma and Customer Experience, and has dealings in many key areas including Supply Chain Services, Global Purchasing, Manufacturing and the Development and Marketing of Xerox supplies. In this role he is responsible for leading the required cultural change and driving improvements in Xerox business results by ensuring that Lean Six Sigma principles are integrated into both the day-to-day operations and the strategic direction of the organization. Check out the section website (www.asqrs.org) for more details and registration. We hope you can make it.

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

Congratulations to New Certification Recipients in the Rochester Section

Certified Biomedical Auditor

June S. Gulisano
Michael Ben

Certified Quality Inspector

Wade A. Smith
James P. Baybutt
Zachary A Beason

Certified Quality Technician

James O. Ellicott

Certified Six Sigma Black Belt

David P. Stein
Thomas Smith

**Certified Manager of Quality/
Organizational Excellence**

Ronald C. Heintz
Edit K. Johnson

A Note Regarding Email Notices

We would like to remind our members that if you would like to receive the Rochester Section meeting and activity notices via email, please sign up by logging on to www.asqrs.org, select "mailing list", then fill in your preferred email address and select Submit. You will then be included in our Section communications for the monthly dinner meetings as well as special events such as planned plant tours and recreational activities. As noted on the website, there is no SPAM and communication is limited to important notices only. ■

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. ■



Jim Coates with Eve Strella (Presenter)

April Dinner Meeting Recap

We had the wonderful pleasure of hosting Eve Strella of Strella & Associates, Pittsford, NY. The presentation on April 19 was "Team Dynamics and Culture Change for Lean Six Sigma". Building and sustaining the team during significant culture change is difficult. Top management must support the effort and provide the necessary support both financially and otherwise to keep the team focused on the set objectives. Eve has led this effort in numerous organizations to great effect. Eve discussed some techniques that can promote high velocity culture change. Managers need to know the team dynamics and plan accordingly. Eve is a great advocate of the DISC profile process and has found it to be a valuable tool. DISC helps an organization build productive teams, develop more effective managers, reduce the interpersonal conflict, and will help to improve customer service by better understanding the individual team members. ■

Welcome New Members:

Please join us in welcoming these new members, bringing current total membership to 565!

Alan C. Bellis
William W. Downing
Robert H. Gabriel
Catherine A. Goodfellow
Esther Heller
Lawrence W. Hill
Barb Klube-Falso
John R. Lemmon
Daniel Malarik

Michael Patrick O'Reilly
Richard R. Share
Christopher Smock
Jeff Spruill
Kenneth E. Waller

This newsletter is a monthly publication of the Rochester Section of the American Society for Quality. The deadline is the 10th of the month preceding the publication month. Send submissions for consideration to the editor, Kathy Grimes, at kgrimes@rochester.rr.com. Complete contact information for all section leaders is on the section website, www.asqrs.org.