



American Society for Quality
Rochester Section 0204
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ASQ

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QUALITY AUDIT

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

A Message from the Chair



We are almost at the end of another ASQ year, and summer will be here soon. Last month we had a very successful conference. Attendance and overall satisfaction showed even more improvement. Our

dinner meeting program has also been very well received and our education offerings are garnering great support; check out the education link on the website for details of all the opportunities. Thanks to you, our loyal members, for your excellent support of the section. I hope you have been able to take advantage of some of this year's educational offerings. We are already planning for next year!

Just recently a group from the Leadership Committee attended the ASQ World Conference in Houston, Texas (May 3 - 7). They had the extreme pleasure of accepting ASQ National SMP Awards. Our section achieved 2006-07 Total Quality Mark of Achievement and 2006-07 Gold Excellence Mark of Achievement. We will display the awards at dinner meetings and other events. Our section representatives actively participated in two days of ASQ Member-Leader training prior to the official start of the Conference. This was then followed by a grueling but very beneficial two and a half days of semi-

nars, case studies, and other events. We will use this new knowledge to more effectively run the section, and to offer education and other opportunities to our members.

We hope you were able to respond to the section's annual survey. You should have received it via email. As always, your responses are very important to future planning and we will be using the results – along with comments, suggestions and data obtained during the year's activities – to help in the planning of activities for next year and beyond. On May 17th, the Leadership Committee will be coming together to further our section's long-range strategic plan. This culminates in the submission of our Section Management Process (SMP) to ASQ National with the results of the 2007-2008 Plan detailing the goals and objectives we collectively set for the section. Then the process starts over again as we will have to submit our 2008-2009 Plan. We are successful as a section by listening and reacting to the needs of our members.

Our final Dinner Meeting of the ASQ year is on Wednesday, May 21, 2008 at Holiday Inn Airport on Brooks Avenue. Walt Prystaj of PEN Associates will present the session. Walt will be discussing "The Seven Management and Planning Tools" also known as the "Seven New Quality Tools". He will show their development and use and their effects on quality and continuous improvement in

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Wednesday, May 21

Dinner Meeting
Holiday Inn Airport
Walt Prystaj
Seven Management & Planning Tools
(New Seven Quality Tools)
Focus Group: Six-Sigma
(Kamran Zaman)

Tuesday, June 3

Wicked Musical at the
Auditorium Theatre

Membership *Continued from inside*

ASQ Count of Certifications: 0 Certifications 63%, 1 Certification 25%, 2 Certifications 8%, 3 Certifications 2.7%, 4 Certifications 1.3%, 5 Certifications 0.4%

Summary Findings:

ASQ Rochester has maintained its membership level throughout the changing demographics of the Rochester industry. A total of 139 different companies participate in the section to share and learn best practices. 73% of the members are not from the large companies, and may not have the same access to learning that the larger companies enjoy. While 65% of the members align to Manufacturing, Healthcare is significantly becoming a strong focus of members. Much of the manufacturing is also related to healthcare products. New members, less than 3 years, represent 27% of the membership. 63% of the members have not yet realized the value of ASQ certifications in terms of job knowledge, market value, and pay.

ASQ Rochester is an award-winning, vibrant organization focused on quality professionalism. Get involved and volunteer for the many leadership or support positions in the section. Join us and extend invitations to peers to the many dinner meetings, conferences, and social networking events taking place throughout the year. We have a great team, and there is always room for more!

Eric Alden
CQE, CRE, CQM, CSSBB



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This issue's highlights:

- April Dinner Meeting Recap
- GRQC Healthcare Sector Team
- A Message from the Membership Chair

A Message from the Chair Continued from front page

the management planning activities. Check out the flyer for further details at www.asqrs.org, where you can also register on-line. We hope you can make it.

I would like to thank everyone for his or her excellent support given to me as Section Chair over the last two years. I have been very proud and honored to lead the Rochester Section and promise to continue my support for many years to come.

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

Dermot Healy
ASQRS Chair 2007-2008
healy_dermot@hotmail.com

April Dinner Meeting Recap

In April, we had the pleasure of hosting Dr Alberto Miller from Broome Community College (BCC). He gave us a wonderful insight into The Cooperative Association of States for Scholarship (CASS) program at BCC. Dr Miller detailed the origins of the program which selects individuals from disadvantaged regions of certain Central American countries and brings them to the US for leadership training in the hopes that they will return to their home countries and apply the

knowledge and skills attained for the betterment of their communities. These include: interpersonal skills, initiative and creativity, flexibility, conflict resolution, teamwork, management priorities and decision-making. Dr Miller has used to great affect the ASQ Model for the Section Management Plan (SMP) and has tailored it to assist in the process of goal setting and achievement reporting of the student-lead committees.

We had the pleasure of meeting some of the students at our annual conference. Dr Miller informed us that the students planned and self-funded the trip to Rochester, this trip being just one of their many undertakings during their time here in the US. We wish this program continued success. ■



L to R: Dr Alberto Miller, Dr Rita Ratcliffe, Larisa Makova, Dermot Healy and George Hansen at the April Dinner Meeting.

Congratulations!

Congratulations to our newest Certified Quality Technicians and Inspectors who took certification exams in March 2008:

Certified Quality Technician

Thomas D. LaMonte
Scott R. VanDyke

Certified Quality Inspector

Scott C. Bourgeois
Gina M. Fostano

GRQC Celebrates Healthcare Sector Team

On Tuesday, July 8, 2008, from 8-10 AM at Monroe Community Hospital, Auditorium A, the Greater Rochester Quality Council (GRQC) Healthcare Sector Team will celebrate the impressive operational achievements of seven organizations, which provide long-term health services to families in the Greater Rochester area.

The organizations are Arc of Monroe, CP Rochester, Lakeside Health Beikirch Care Center, Strong Health Geriatrics Group, Thompson Health MM Ewing Continuing Care Center, Unity Health System Long Term Care, and Wayne County Nursing Home.

In March 2008, Senior Executives at each organization chartered a specific project focused on streamlining an operational process critical to the safe, accurate, and efficient provision of services to clients and their families. Each Project Team employed Lean Six-Sigma methodologies to improve their process. Team Leaders brought together front-line personnel with direct involvement and knowledge of the identified operational process. Coached by volunteer Six-Sigma Black Belts from local firms, these cross-functional teams systematically proceeded through the five-phased Six-Sigma approach.

At this celebratory event, teams from each entity will share their experiences, challenges, achievements, lessons learned, next steps, organizational impact, and personal takeaways. Each Team Leader now has led his/her first Lean Six-Sigma project, and is prepared to lead another. Leaders may also wish to earn Green Belt Certification and advance to Black Belt Certification.

In addition to the project achievements, there has been a fundamental knowledge transfer to the organization: the Lean Six-Sigma methodology is now ready for broader application to other internal processes. This multiplier effect is precisely the intent of offerings to healthcare entities by the GRQC Healthcare Team: to facilitate the steady deployment of process improvement knowledge to healthcare entities, and to continuously improve the quality and value of health services delivery.

For information and registration contact Susan George at the Rochester Business Alliance at 585-256-4612 or e-mail: Susan.George@RBAAlliance.com ■

ASQRS is a founding member of GRQC, an affiliate of the Rochester Business Alliance

A Message from the Membership Chair

Quality professionals share a passion for quality and recognize the importance of the tools in their ability to influence key business decisions. It is through this ability, that we make significant differences for our employers, our families and our communities. Rochester is fortunate to have so many quality professionals, and a strong ASQ section!

The Vision, Mission and Strategic Objectives

Vision: To be a recognized authority and champion for quality in the Greater Rochester Area.

Mission: To advance individual and organizational excellence in the greater Rochester Community through education and training in quality principles and technologies, and to promote quality professionalism by members.

Strategic Objectives: To provide education opportunities, attract and retain members, to reach out through community and co-sponsored activities, and to continuously improve the Section's effectiveness and image.

ASQ National has awarded the Rochester Section the highest level "SMP Gold" for many years running. This is

a reflection of achieving goals, member feedback and retention, and a result of hard work by many dedicated professionals.



Our Membership Demographics as of April 2008:

Total Members: 559

Companies: 139

Gender: 25% Female, 75% Male

Industry: Manufacturing 65%, Health Care 10%, Consulting 8%, Education 6%, Service 6%, Other 8%

Top 10 Companies: OCD 6%, B&L 4%, Kodak 4%, RIT 3%, Sentry 3% Xerox 3%, Arco 2%, Red Cross 1%, Carstream Health 1% Others 73%

Years of Service: <1 Year 4%, 1 – 2 Years 23%, 3 – 5 Years 16%, 5-10 Years 14%, 10 – 20 Years 28%, Greater than 20 Years: 15%.

Member Type: Regular 53%, Senior 41%, Student 3%, Fellow 3%

ASQ Certifications: CQE 17%, CQA 11%, MGR 8%, CQT 5%, CSSBB 5%, CRE 3%, CSQE 2%, CGB 1%, BioMed 1%, Calibration Tech 1%

Continued on back page

