

Quality Audit

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NEWSLETTER OF THE AMERICAN SOCIETY FOR QUALITY ROCHESTER SECTION (<http://www.asqrs.org>)**2000-2001 ASQRS OFFICERS**

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The Value of Certification

Chair's Message by Bob Stein

You may be aware that ASQ offers certification recognition for members employed in the different quality fields. The most popular of these are Certified Quality Engineer, CQE, Certified Quality Auditor, CQA, Certified Quality Manager, CQM, Certified Quality Mechanical Inspector, CQMI, and Certified Quality Technician, CQT.



There are some new ones like the Certified Software Quality Engineer, CSQE, and Certified Quality Auditor -Hazard Analysis and Critical Control Point, CQA-HACCP that have been in place for about 1 year. Some of the older certification programs such as the Certified Reliability Engineer have not seen a lot of applicants. This I feel is because of industry lack of attention to reliability issues and the importance of specialists who can help avoid future problems.

OK, so what's the importance of all this? Anybody working in a company that is not under the threat of declining performance or profitability? How does this affect your job or future security? Are you competitive with the others who are in similar positions and who may lose their jobs? One of the ways to be more competitive and valuable to your company is to sharpen your professional skills and obtain an ASQ certification in your field. Call it insurance that you may have to use someday.

The November 2000 issue of "Quality Progress" has featured the ASQ annual salary survey with the following results regarding the value of certified respondents.

CERTIFIED RESPONDANTS AVERAGE SALARY INCREASE:

Auditor - \$5716	Reliability Engineer - \$22962
Inspector - \$3968	Manager - \$8665
Software Quality Engineer - \$4261	Technician - \$5503
Quality Engineer - \$7171	

Can you use a pay raise? ASQ offers certification exams twice a year and many are offered here in Rochester, depending upon the level of interest. ASQ Rochester Section also offers refresher courses for those who wish to reinforce their knowledge of the exam body of material or just need a skills tune up. In addition we offer seminars regularly on other important quality topics which can be used in your business and make you a more valuable employee.

My recommendation is to do a personal "value portfolio" checkup and determine your marketability. Pursue a certification if you wish or let us know what skills you would like to learn. You don't want to wait until it's too late.

If you need more information regarding ASQRS educational opportunities call, Paul Hutner - 771-3173 or Bob Stein 247-4154

Have a great Thanksgiving and I hope I see you at our next meeting.

Welcome New Members!



Mr. John E. Clement

Ms. Patricia L. Dengler

Mr. Thomas R. Dobles

Mrs. Dawn M. Freeman

Ms. Jennifer A. Haney

Mr. Patrick D. McAuliffe

Mr. Terry J. Miller

Mr. Robert R. Novick

Ms. Linda Pittenger

Mr. Jeff L. Slutsky

AMBULATORY SURGERY CENTER RECOMMENDED FOR CERTIFICATION TO ISO 9002

The Ambulatory Surgery Center on the Myers Campus of ViaHealth of Wayne was recently recommended for certification to the ISO 9002 international quality system standard by Laura Prioli, MPA, Healthcare Services Manager of SG International Certification Services, Inc.

This is the first ambulatory surgery center in the United States to be recommended for ISO 9002-1994 certification.

Laura Prioli, Healthcare Lead Auditor, announced on November 15, 2000, that she was recommending the certification of the quality/management systems of the Ambulatory Surgery Center to the international quality system standard ISO 9002-1994. ViaHealth of Wayne, President Neil Stroman, contracted with ISOHealth/ Fred A. Kaempffe in January 2000 to lead the newly designated Ambulatory Surgery Center to this certification status. The ASC nursing staff was instrumental in the development of their center to achieve continual improvement in patient care and safety, reduced risk exposure, and the economic health of the center.

The Ambulatory Surgery Center expects to receive its SGS/RAB registration certificate in about a month. This certification will be for a three-year period and will be supported by ongoing SGS surveillance audits and ASC internal audits.

Hosts/Hostesses Wanted

No experience necessary—just an interest in hosting a speaker at the ASQRS 57th Annual Quality Conference on March 28, 2001. Please contact Mary Kane at 453-4705. Help to make this event a success!

ASQRS Scholarship Alert

If you missed last month's scholarship application insert, we are giving you a second chance. Please note the eligibility rules on the application form, as well as the January 15th cut off date.



**ASQ's Six Sigma:
The Quality of Business**
Hilton San Diego Resort, San Diego, CA
January 22 - 23, 2001
See flyer inside.

November Dinner Meeting

Manage Things, Inspire People, and Engage Culture are the essential elements of **A Leadership Trilogy**, which was the title of the November dinner presentation by William W. Walence, PhD, founder of RIT's Master of Science program in Health System's Administration. This model, applicable across all business sectors, asserts that this dynamic trilogy results in leadership. The model moves beyond the traditional dichotomy between leading people and managing things and infuses the influence of organization culture on the success of a leadership system.

Dr. Walence explained how a trilogy is three dramas or musical compositions that are closely related. As leaders, we are actors. Corporations are social organizations—a theater if you will—in which we realize, or fail to realize, purposeful productive worklives. The actors include the full cast of employees in any organization.

Leading an organization through change is a common experience in today's workplace. As professionals responsible and accountable for quality in our organizations, we have daily opportunities to manage things, inspire people and engage the cultures of our organizations toward positive outcomes and improved processes.

The well-received presentation is currently posted on the section's website www.asqrs.org and will be available for a short while thanks to the generosity of Dr. Walence. I would encourage you to take the time to review the presentation and to consider how you can continue to make a positive difference in the workplace.

Save the date: ASQRS Conference—March 28, 2001

Upcoming Events

January 15 / 16, 2001 - ISO Transition Training -Call Paul Hutner - 771-3173

January 15, 2001 - ASQRS Scholarship application deadline - Call Dave Schreiber - 442-3561

March 28, 2001 - ASQRS Annual Quality Conference - Riverside Convention Center - Watch our web site for details - www.asqrs.org

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Contact Kathy Grimes Newsletter Editor at 396-6039

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December

- 4-6 Response Surface Methods for Process Optimization
- 7-8 Internal Auditing to ISO 9000
- 11-12 Reliability through Maintenance
- 13-15 Engineering Quality by Design – Interpreting the Taguchi Approach

January

- 15-17 Data Analysis Using MINITAB
- 19 ISO 9000/2000 Overview and Implementation
- 22-24 Statistical Process Control
- 29-30 Developing ISO 9000/QS-9000 Documentation

February

- 1-2 Unleashing the Power of Exploratory Graphical Methods
- 5-9 Strategy, Methods & Practice of Experimental Design
- 8-9 Internal Auditing to ISO 9000
- 12-15 Harnessing SPC and ANOVA to Improve Complex Processes