



American Society for Quality
Rochester Section 0204
PO Box 30885
Rochester, NY 14603

ASQ

AMERICAN SOCIETY
FOR QUALITY™

585.234.8630
www.asqrs.org

Non Profit Org
US Postage
PAID
Rochester, NY
Permit No 216

OCTOBER 2004 VOLUME 41, ISSUE 2

QUALITY AUDIT

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

A message from the Chair

October is Quality Month, and ASQRS is off and running! Thanks to a great team, we are putting our plans into action!

In September, the program team put on a very informative session with Dr. David Rowlands of Xerox on how Lean Six Sigma can be successfully applied to marketing. The key is first being able to translate initiatives into dollar values, and second, to create a competitive atmosphere in which executives can compete for being the first to complete certification requirements and project results. A very informative video showed the power of Kaizen techniques enabling a group to significantly reduce the non value portion of their operation.

The communications team is continually improving the ability to get our message out! Watch for new looks and valuable information



Dave Rowlands (left) and Eric Alden

in our newsletter and website. Keep checking our website www.asqrs.org for news on upcoming events and education programs!

Remember, October is Quality Month, so take advantage of the many opportunities ASQ offers for both the quality professional and our employers. We have a great team, and there is always room for more. I am looking forward to meeting you at one of our many functions!

Eric Alden

CQE, CQM, CSSBB

Back To School — Improve Your Skills

October is National Quality Month — Don't Forget to Make a Difference!

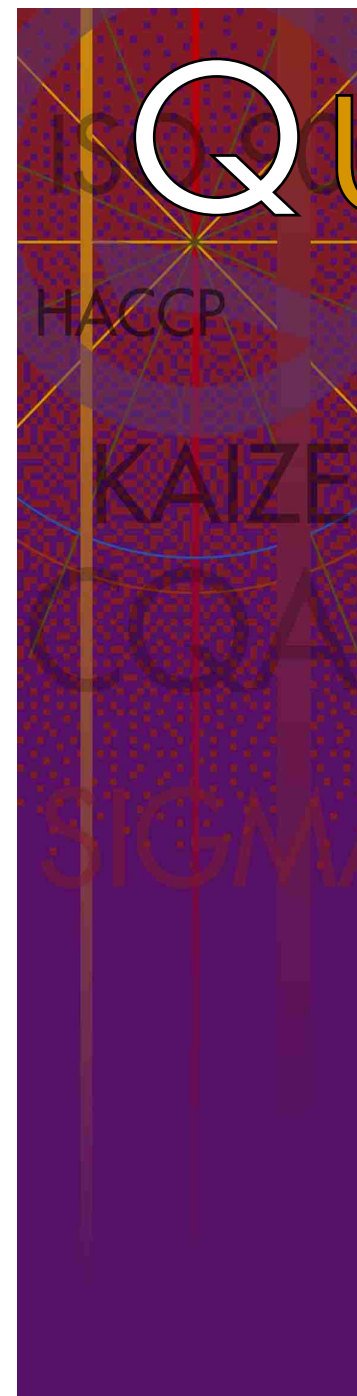
by Rich Henderson, Education Chair

In last month's Education Committee article, I listed the numerous opportunities that benefit our Society's members. During October, each member should commit to active participation in the ongoing Quality movement. Professional certification by the Society should be high on every members' "to do list" if she/he hasn't already achieved ASQ Certification(s). Though, by the time you read this the deadline for registration for the December Exams (Oct. 1) has passed, you should still contact me if you're interested in signing up for any of these Certifications: Certified Quality Auditor, Quality Engineer, Software Quality Engineer, Quality Improvement Associate or Calibration Technician. Don't forget, the Section is offering a

continued on page 3

This issue's highlights:

- ASQRS College Scholarship Program
- Welcome New Members!
- Call for Papers



**SAVE
THE
DATE**

Upcoming Dinner Meetings

Dinner is optional. You can come for the presentation only which begins at 7:30 PM. There is no charge for attendance at the program. See www.asqrs.org for more information.

Thursday, October 21, 2004

Jill Finan: Process Excellence Tools for Non-Traditional Applications
Logan's Party House, 1420 Scottsville Road, Rochester, NY

Wednesday, November 17, 2004

Alan Kaminsky: Quality and Security in Wireless Networks
Rick's Prime Rib, 889 Buffalo Road, Rochester, NY

Thursday, December 16, 2004

Task Force Appreciation Night
DiVinci's Italian Restaurant, Stone Ridge Plaza, 1550 West Ridge Road, Rochester, NY

Sentry Group Plant Tour

Please join us on October 26th at 3:30 P.M. for this special tour. Our thanks go to Lynn Tremblay for her efforts in setting up the Plant Tour for October. Watch the ASQ website for details — www.asqrs.org



ASQ

AMERICAN SOCIETY
FOR QUALITY™

ASQRS College Scholarship Program

The ASQRS Scholarship Committee is pleased to announce the continuation of our scholarship program for the 2004 - 2005 academic year. Up to four \$1000 scholarships will be awarded in 2005, to be presented at the 61st annual ASQRS Conference on Wednesday, March 16, 2005.

The eligibility requirements for this scholarship are:

1. Be a child of an ASQ Rochester Section member or be a permanent resident of Genesee, Livingston, Monroe, Ontario, Orleans, Seneca, Wayne or Wyoming counties of New York State.
2. Be enrolled in the junior or sophomore year of college studies.
3. Submit the scholarship application paperwork by January 15, 2005

Scholarship application forms may be obtained via the Rochester Section web site at www.asqrs.org, or by contacting Brian Stimson by phone (585-453-5070) or e-mail (bstimson@ocdus.jnj.com). Accordingly, if you have a child or know of a student who meets eligibility requirements 1 and 2, please advise them of this scholarship offer.

The Section Scholarship Committee manages this program. Selection of award recipients is made by the committee, based on the application materials submitted and on the funds available. In all cases, the decision of the committee is final.

The awarding of college scholarships dates back to 1961 when two \$150 scholarships were created in honor of Mason E. Westcott, chair of the Statistics Department at the Rochester Institute of Technology; and one

each was presented to faculty-selected recipients at RIT and MCC. Subsequently, a second award, in honor of RIT Professor Austin Bonis was added to the RIT selection agenda.

In 1991 the Rochester Section established a \$50,000 scholarship fund from the proceeds of a very successful Joe Juran seminar with the backing of the Section Education Committee, which organized and directed the seminar. At that time three other local schools (Nazareth, St. John Fisher and the University of Rochester) were added to the list. All six scholarship recipients were selected by their school's faculty and received \$1000 awards.

In 1993, the number of scholarships was increased to eight with the addition of two scholarships for Section members' children (one for college level and one for high school seniors) with the recipients for the additions selected by the Scholarship Committee. In 1996 it was decided to go with college-only scholarships and to have the committee establish the eligibility criteria and select the scholarship recipients, based on standard procedures and practices. As noted above, we now offer up to four \$1000 scholarships to eligible college students, with the selection of the recipients to be determined, via delineated application criteria, by the Scholarship Committee.

A primary benefit of this program is that it provides the committee the unique opportunity to meet and converse with the scholarship recipients, college students who believe in themselves and in their ability to succeed.

Stress Buster Tips from you ASQ Section Leadership Team:

Take a 5-minute ergo break in the morning and afternoon. Do ergo exercises to stretch your wrists, arms, legs, back. Keep one or more pictures of loved ones on your desk. Look at them for a smile break.

Upcoming Courses

Certified Quality Auditor Refresher Course

Six Tuesday Evenings, 6:00 PM to 9:00 PM
October 5, 19, 26, November 2, 9, 16
Ortho-Clinical Diagnostics
100 Indigo Creek Drive, Rochester, NY
(Canal Ponds Park, Long Pond Road and Ridgeway Avenue)

Measuring & Improving Customer Satisfaction

One-Day Workshop, 8:00 AM to 5:00 PM
November 4, 2004
Holiday Inn, Rochester Airport
911 Brooks Avenue, Rochester, NY

Using Quality Costs to Achieve Continuous Improvement Seminar

Two all day sessions, 8:00 AM to 4:30 PM
December 1 and 2, 2004
Holiday Inn, Rochester Airport
911 Brooks Avenue, Rochester, NY

Geometric Dimensioning and Tolerancing Seminar

Two all day sessions, 8:00 AM to 5:00 PM
December 1 and 2, 2004
Holiday Inn, Rochester Airport
911 Brooks Avenue, Rochester, NY

Statistical Process Control Seminar

Two all day sessions, 8:00 AM to 5:00 PM
December 7 and 8, 2004
Holiday Inn, Rochester Airport
911 Brooks Avenue, Rochester, NY

Welcome New Members!

Twelve new members joined our organization in August. Their names are also on our home page this month. We now have 659 members.

Lawrence Burt	Tammy B. Linder	Eugene P. Torres
Jim Carlock	Joseph J. Quirk	Kenneth L. Van Fleet
Ann M. Delaney	Derek S. Ross	Robert W. Wetzel
William L. Jackson	Linda Q. Sherwood	Lynne Witkowski

American Society for Quality Rochester Section

CALL FOR PAPERS

The Quality Journey, Winning the Bottom Line
March 16, 2005 — R.I.T INN & CONFERENCE CENTER

We are interested in presentations on the following topics:

1. The Human Aspects of Quality
2. Tools Training
3. Quality Assessment
4. Quality in Non-Manufacturing Industries
5. Software and Validation

For details visit www.asqrs.org. Presentations must be 60 minutes long and may be in lecture, tutorial, or case study format. Please identify the level of your presentation based on basic, intermediate or advanced skills. A presenter's submission must consist of a topic abstract of 250 words or less and a speaker biography of 100 words or less. Completed submissions must be received by November 15, 2004. Receipt of all submissions will be acknowledged. Authors whose submissions are accepted for presentation will be notified by November 30, 2004. Address questions to: Dave Auda, (716) 759-5830, Anwar El-Homsi, (585) 750-8203, or the e-mail address listed below. Send your submission to: asqrs_committee@yahoo.com

Back To School — Improve Your Skills *continued from front*

Refresher Course for Quality Auditor that began Tuesday evening, October 5th. If interested, we can still fit you in and catch you up with the others who have enrolled. Details of our Fall education offerings are on our website.

Time is running out! Register for any of the four Fall Seminars:

- Using Quality Costs to Achieve Continuous Improvement
- Measuring and Improving Customer Satisfaction
- Geometric Dimensioning and Tolerancing
- Statistical Process Control

You can find registration forms on our website (asqrs.org) or you may call (585) 234-8630 and press selection #2. I will call you back. Suggest that your employer send an employee or a small group to one or more of our seminars

for National Quality Month. These seminars are a cost effective way to obtain professional development and enhance employee competence and value. In addition, please don't forget the monthly dinner meetings at which timely topics are presented by local quality speakers. The dinner costs just \$15.00 and the program is always free. Again, details are available on the Rochester Section website. If your budget won't permit a seminar or professional certification, many outstanding quality learning tools and reference materials are available through the National ASQ website's Quality Book Store (www.asq.org).

No matter what you choose to do, please celebrate National Quality Month. Carry a Quality message to your friends and co-workers.

