



American Society 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

As the incoming Chair, I would like to formally thank Eric Alden for his dedication and support to the Rochester Section as our leader for the past two years. I will now have the extreme

privilege to preside over the many programs and events we as a section will provide. We will continue to build on our strong foundations and I look forward to seeing you all throughout the coming year. You can pencil-in another hockey night in February and conference in March; also each month from September through next May we will have our ever-successful dinner meetings. Our many committees always strive to get the latest, greatest and even cutting-edge programs and events to our valued membership.

We have already begun planning activities; in early May we have refined the course of action to help pave the way for the next three years of goals and objectives. We have listened to our valued members through our local and ASQ National surveys and have taken to heart as many as possible of your suggestions to build a more invigorated and cohesive section. We are already well in the planning stages for the dinner meetings program. A diverse group of interesting speakers is eagerly waiting to share their knowledge with our section. The 2007 conference team is already setting their sights

on bringing another excellent line-up of speakers to educate and engage the Rochester Section and beyond.

In May 2006 at the ASQ World Conference in Milwaukee, the Rochester Section attained ASQ's Section Excellence Gold Award for 2004-2005 year. This award was due to the Section meetings and often exceeding the defined goals we had set out to achieve. I had the pleasure of accepting the award in person.

One focus of our efforts this coming year will be to further enhance our collaboration with other local organizations. We will seek out joint opportunities with professional societies and organizations to help enlarge our body of knowledge and that of other groups. Together we can unite to forge ahead to increase the mutual understanding and fellowship.

We will continue to seek growth and understanding of quality principles in the non-traditional quality industry to further our cause and grow our network. We will continue to strive to be the leading local resource in the quality arena.

We have been here to enrich the community and this year will be no different. Please feel free to contact me at any time with comments and suggestions.

Here's to a great year!

Dermot Healy
ASQRS Chair 2006-2007
healy_dermot@hotmail.com

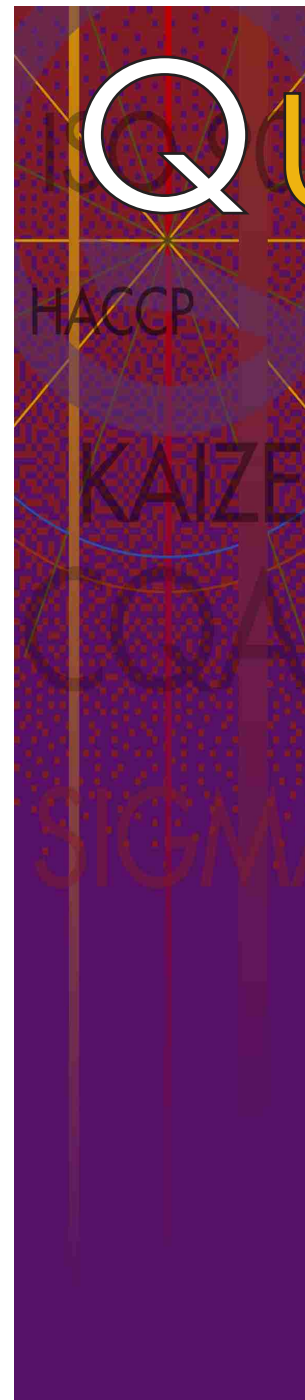
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DATE

Upcoming Healthcare Events

Dr. Rita Ratcliffe, Chair of the Health Services Task Group, invites everyone to enjoy a great presentation by Dr. Foster Gesten on Pay for Performance (or "P4P") in Health Services Delivery. Dr. Gesten, Medical Director of the Office of Managed Care at the State Health Department in Albany, is in the thick of it! He will enlighten us on the growing interest in P4P both nationally and locally. The question of course is whether P4P will be effective in enhancing operational performance, clinical quality, and patient safety throughout multiple health service sectors. You owe it to yourself, your family, and your co-workers to kick off the 2006-2007 program year by joining us at the ASQRS Dinner Meeting on September 20, 2006, at The Wishing Well. And be sure to bring friends from the healthcare sector, as the discussion is always enlivened by those serving on the front line! Health Services Task Group 5:30 pm (Dr. Gesten will be there as well); Dinner 6:30 pm;

Presentation 7:30 pm. Dinner \$18. As always, there is no charge to attend the program only. **Please share this with your friends.**

And are we fortunate or WHAT!? At the March 21, 2007, Dinner Meeting, you do not want to miss a presentation by Dr. Ed Bell, Associate Quality Officer at Strong Memorial Hospital. Dr. Bell, a pharmacologist and a truly dynamic speaker, will be discussing the application of error prevention principles to medication safety. Dr. Bell devotes all of his time to patient safety, with a special focus on human factors, and making extensive use of lean and six-sigma tools. This you will NOT want to miss! So mark this date in your calendar right now. And again, be sure to bring friends who work in healthcare, and anyone you know who takes medications! Details to follow. Check the ASQRS Website at www.asqrs.org. ■



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This issue's highlights:

- New Section Officers
- Leadership Transition
- Upcoming Healthcare Events

A Leadership Transition By Eric Alden

July 1, 2006 marked the end of our fiscal year, and the transition to new leadership. I wish to thank ASQ Rochester for the opportunity to lead one of the greatest sections within ASQ. My goal over the last two years was to create an environment where synergy could flourish. As I reflect over the achievements of the section, I am proud to see the results of many donated hours, talents, and passion for quality. Our efforts were validated with the receipt of Section SMP Gold, the highest recognition bestowed by National.

The following individuals and committees deserve recognition for outstanding efforts:

Leadership Team: Jim Schwarz, Cary Mayo, Joyce Krieger, Dermot Healy. All bills were paid, and all National requirements were met!

Program Team: Jim Coates, along with Rita Ratcliffe, Debbie Gualtieri and the Task force chairs, delivered nine dinner meetings with a variety of topics and speakers from around the country.

Communications Team: Kathy Grimes and Chuck Hardy for publishing our Quality Audit with color and photographs, and maintaining our website and expanding Pay Pal abilities.

Membership Team: Lynn Tremblay with help from Frank Battaglia for the plant tour, from Ed Biernat for help with the Health Care

community, and Ken Schlafer for help with our community service event.

Education Team: Rich Henderson and Mary Ann O'Mara for training programs, and to Rich Hare and Vince Vezza for the certification process.

Scholarship and Finance Team: David Schreiber and Rich Henderson for good fiscal advice and awarding scholarships.

Conference Team: Amy Friend, Leigh Rundel and the whole cast of ASQ Players that performed Lori Marra's "Quality Carole"!

I would like to specially recognize Ivan Enstrom, who served as the section's guide and mentor. Ivan's experience and knowledge provided the backbone that enabled so much of the section's success!

For most all of our volunteers, the personal gains have far exceeded the energy expended. Individuals have gained skills to improve their careers and their employer's bottom line. We forged lasting friendships, and reinforced our commitment to Rochester and our community.

Dermot Healy has capably taken the reigns to lead the section into the next adventures. I thank you again for this opportunity, and I hope to see you soon at the next events! ■

Empire State Advantage Reviewer Training in Syracuse

The Empire State Advantage (ESA): Excellence at Work program is the only Baldrige-based training, mentoring and award program in New York State. ESA will be offering 2-day reviewer training at Syracuse University on October 12 and 13, 2006. If you are interested in participating in this valuable training, please contact George Hansen at or call him at 518-482-1747. ■



Leadership Strategic Planning 2006-2007



A special thank you to Joyce Krieger for organizing a wonderful volunteer recognition picnic!

New Section Officers 2006-07

Chair – Dermot Healy

Dermot is currently employed by Eaton Aerospace in Phelps, New York as the Quality Supervisor. Eaton Aerospace manufactures solenoid valves for the aerospace and defense industries. Dermot has a Bachelor of Engineering in Mechanical Engineering from the University of Huddersfield in England and Irish National Diploma in Quality Control and National Certificate in Industrial Engineering, also Irish credentials. Dermot is a Senior Member of ASQ and has been active with the organization for 10 years. He has held multiple positions culminating in chair elect before assuming his new role as Chair of the Rochester Section. Dermot is a new homeowner in West Henrietta and has been in Rochester for 11 years.

Vice Chair – Jim Schwartz

Jim is currently employed at Ortho-Clinical Diagnostics, a division of Johnson & Johnson that produces analyzers to perform clinical chemistry and Immunodiagnostic testing. He has been active in the Rochester Section since the early 1990's, holding the positions of Secretary and Treasurer. He lives in Parma with his wife Bev and dog Leia (3 kids are on their own). Jim is a graduate of RIT and has a Masters in Business. He held certifications as a Quality Technician, Quality Auditor, Quality Manager and Mechanical Inspector.

Secretary – Carey Mayo

Carey has worked for 16 years in the Quality and Regulatory Affairs groups at Ortho-Clinical Diagnostics, a Johnson & Johnson Company (and formerly the Clinical Diagnostics Division of Kodak). She is a Senior Member of ASQ and has been the Secretary of the Rochester Section since 2005. Carey received her BS degree in Biology from Cornell University and her MS degree in Applied and Mathematical Statistics from RIT. She is a Certified Quality Engineer, Certified Black Belt, and Certified Regulatory Affairs Professional.

Treasurer – Frank Antonitto

Frank, a Rochester native, attended RIT where he received a BS and an MBA. His main area of study was computer programming and process improvement techniques. Frank was a sergeant in the U.S. Army and received an ARCOM medal. He was on orders to Viet Nam when they decided to stop sending troops there. He then ended up in Germany. Frank worked for 30 years with Xerox in Webster, 18 years in programming and 12 years in purchasing. He also worked at ITT in their MRP planning group. Frank received his CPIM and CIRM from APICS, my CPM from NAPM, and in Oct. 2004, his CSSBB from ASQ. He and his wife have two grown children and reside in Ontario. ■

Welcome Associate Newsletter Editor

Please join the Rochester Section in a warm welcome for Lawana Jones who joins the leadership team as Associate Newsletter Editor. Lawana works at GE, Vendor Financial Services in Irondequoit. She previously worked for Xerox Corporation for over 14 years in Software Development and numerous other positions. Lawana joined the ASQ Rochester Section in 2003. She is a Certified Six Sigma Green belt, and is currently working on Six Sigma Black Belt Certification. Welcome Lawana! ■

Congratulations to our new ASQ Fellow

Joan Alliger is a long-term member of ASQRS and has held many leadership positions in the Section, including Chair. Please join us as we congratulate Joan on her election as Fellow. This is a very well deserved recognition of her significant contribution to ASQ. Congratulations Joan!

Note from our Historian, Ed Grizer

When you are sorting through things, please think of the ASQ Rochester Section Historical Archives. If you come across anything interesting that you think the Section should have a copy of, please contact Ed Gizer, our Section Historian, at Edison.grizer@kodak.com and let him know you have something to share.

Our Rochester Section Website

Cheers to Chuck Hardy for a wonderful job with our Section Website www.asqrs.org. Chuck reports that in the past year we set up the website to accept dinner and conference reservations and that has gone extremely well. We are accepting credit card payments and PayPal, and we will continue with those features. Other additions may be coming up, so be sure to check regularly. If you have any suggestions for the website, please contact Chuck directly from the website. He'd be happy to hear ideas from members. ■

