



American Society for Quality
Rochester Section 0204
PO Box 26376
Rochester, NY 14626

ASQ

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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

collaborations with other organizations are well underway and we will soon begin to see the fruits of this labor.

Back in September we had a wonderful talk from Dr Foster Gesten, Medical Director in the Office of Managed Care for the New York State Department of Health. He lead an informed discussion regarding the medical profession and how they are now using "Pay for Performance". Better performing hospitals, private practices, individual physicians and their staff are being rewarded financially for going above and beyond their peers and peer organizations based on defined goals and other criteria. Dr. Gesten mentioned that patients already expect excellent care, much like the vast majority of us in industry have customers that always expect excellent products and service. During the talk the audience could clearly see the parallels between the quite different worlds of health care and industry. We as consumers want the best medical attention, just as much as we

The holidays are here again and ASQRS has a lot for which to be thankful. Our dinner meeting program is providing valuable learning and networking opportunities to our members. Also,

want safe cars, airplanes, cameras, televisions, etc. We are generally quite willing to pay a bit more for better material items, therefore it is only logical that that should also be willing to do the same when our health and wellness are at stake. My thanks go out to Dr. Rita Ratcliffe for obtaining such an informative and engaging speaker.

Planning for the 2007 Conference is in full swing; as mentioned before, the Rochester Section is seeking to partner with other organizations to enhance the learning opportunities for our valued members. Our next conference will be held on March 28th 2007 and we will embark on a joint venture with the Institute for Industrial Engineers (IIE). We both share some common grounds in the lean manufacturing and six-sigma arenas and can mutually learn from each others' experiences. We will continue to provide specific options for the quality professional, as will they provide content for their members.

We expect to attract a much wider audience than in previous years and we are investigating the feasibility of a larger venue that will also be more of a draw for vendors and exhibitors. Our surveys have informed us that this content is also important to you. Stay tuned for more details. Check out www.asqrs.org for all the latest information.

continued inside

SAVE THE DATE

Upcoming Dinner Meeting

Date: Thursday, December 14, 2006
Location: Rick's Prime Rib, 898 Buffalo Road, Rochester, NY
Speaker: Duane Beck, Ph.D.
Topic: Self-Awareness Tools and Verbal Communication Skills
Task Group: Small Business

Self-awareness is crucial for each employee to be able to communicate through difficult situations. For the past eight years, Duane has focused his process ability and communication expertise into a one-to-one approach for coaching the ex-felon to help him and her succeed in the workplace. Duane has developed 12 communication programs approved by NYS OASAS (Office of Alcohol Substance Abuse Services) for workforce development to support his efforts.

Duane will present an overview of tools and skills that enable the ex-felon as well as any employee maintain emotional stability through difficult work situations.

Registration begins at 6:00 PM. Dinner is optional and begins at 6:30 PM. You can come for the presentation only which begins at 7:30 PM. There is no charge for attendance at the program and you do not have to be an ASQ member to attend. All are welcome. Membership forms are available at each meeting.

Walk-ins are welcome, but it is best to reserve your seat by calling 234-8630 by noon on Wednesday, Dec. 13. See www.asqrs.org for more information. ■

Hope to see you there!



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This issue's highlights:

- Using the Balanced Scorecard Methodology
- SAVE THE DATE: Partners in Excellence
- ASQRS College Scholarships

Using the Balanced Scorecard Methodology to Execute Strategy

A GRQC Presentation

Corporate performance management is the key to an organization's success. Most organizations don't know how to execute strategy. One in ten organizations has figured out how to make strategy execution a core competency and create a competitive advantage.

In this presentation, the presenters will describe the five principles of a Strategy-Focused Organization, including the tools and methodology to support pragmatic strategy execution. The presentation will illustrate how Hillside Family of Agencies used the Balanced Scorecard to become strategy-focused, successfully execute its strategy and achieve breakthrough performance results.

Highlights will include best practices in strategy development and deployment, key results and learnings, and a review of the key barriers to successful execution.

Presenters:

Dennis Richardson, President and CEO, Hillside Family of Agencies

Dennis Richardson has 27 years of experience in nonprofit social service organizations. He holds a Masters in Social Work. Prior to Hillside Family of Agencies, he served in management and executive positions for family and children's services agencies in Massachusetts and New York.

Maria Cristalli, Chief Strategy and Quality Officer, Hillside Family of Agencies

Maria Cristalli has 15 years experience in planning and quality assurance in nonprofit social service organizations. She has a Masters in Public Health from the University of Rochester, School of Medicine and Dentistry and a Bachelor of Science degree in Biology from Utica College. She is certified Black Belt in Lean Six Sigma.

Please Join Us

WHEN: Wednesday, December 6, 2006
TIME: 8:00am to 9:30am Program Presentation
COST: Complimentary for GRQC Members
 \$15 for Non-GRQC Members
WHERE: Rochester Business Alliance
 150 State Street - Eastman Room - 4th Floor

PLEASE RSVP by Wednesday, November 30, 2006:

Call Susan George at 585-256-4612 or contact her by e-mail at Susan.George@RBAAlliance.com

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.

Message from the Chair *continued from front*

On behalf of the ASQRS Leadership Committee I would like to wish you and your family a safe, festive, and fun Thanksgiving. More turkey anyone?

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

SAVE THE DATE

The American Society for Quality Rochester Section and the Rochester Chapter of the Institute of Industrial Engineers presents

Partners in Excellence

Wednesday March 28, 2007

The Rochester Riverside Convention Center



Dermot Healy (right) congratulates Steve Bacon at October's dinner meeting.

It's ASQRS College Scholarship Time Again

The ASQRS Scholarship Committee proudly announces the continuation of its scholarship program, for the 2007 - 2008 academic year. Up to four \$1000 scholarships will be awarded in the year 2007, to be presented at the 63rd annual ASQRS Conference in March.

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 19, 2007.

Scholarship application information may be obtained via the Rochester Section web site at www.asqrs.org.

If you have any questions, please contact Dave Schreiber (phone 442-3561 or e-mail dschreiber@juno.com) or Bob Meisel (phone 797-4255 or e-mail bob.rmm@qc.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. ■