

## 59<sup>th</sup> Annual ASQRS Conference Call for Papers & Posters, and Exhibitors

By Kathy Bannon for the Conference Committee

The conference will be held on **March 26, 2003**, at the Rochester Riverside Convention Center. The theme is *Building Skills in a Changing Environment*. Attendees have the opportunity to enhance skills to keep pace with today's dynamic work environment, and increase understanding of the dimensions of change and how to adapt to them. Annual attendance at this conference is around 300 professionals from diverse backgrounds.

### Call For Papers And Posters:

The ASQRS Conference Committee is seeking presentations (lecture, tutorial, or case study format) and posters on the following topics:

- Lean—Value Stream Mapping the Blueprint for Change (all day seminar)
- Six Sigma—The Statistical Toolbox (all day seminar)
- Leadership—Initiating and Sustaining Change (50 to 60 minutes)
- Technology—Bridging Multiple Disciplines (50 to 60 minutes)
- Case Studies—Changed Environments through Successfully Deployed Skills (50 to 60 minutes)

Posters are on view all day, and presenters are available at designated times to explain the presentation and answer questions.

A presentation topic abstract of 250 words or less and a speaker biography are due by October 15, 2002. Notification of acceptance will be issued by October 30. A poster topic abstract of 50 words and a presenter biography are due by November 15. Notification of acceptance will be issued by November 30.

Submit to Dave Auda, [davidauda@yahoo.com](mailto:davidauda@yahoo.com), 585-392-6328, or Louise Vella, [leanthinking@aol.com](mailto:leanthinking@aol.com), 585-727-1837.

### Call For Exhibitors:

The ASQRS Conference Committee is seeking exhibitors for the 59th Annual Quality Conference. This is a great opportunity to demonstrate your products and services. Space is limited. Reserve your booth today. **To register, contact** ASQRS Exhibitor Chair Bill Jackson at 585-242-3897 or [wjackson@harris.com](mailto:wjackson@harris.com).

**For more information, please visit** [www.asqrs.org](http://www.asqrs.org).

### Next dinner meeting

September 18, 2002  
Service, Quality, and Lean

**Place:** Wishing Well Restaurant  
1190 Chili Ave.

**Time:**

5:00 PM Customer Service Task  
Group meeting. Jim Moody,  
General Manager, Electronic  
Media Solutions

5:30 PM Registration

6:00 PM Dinner

7:00 PM Program

**Program:** Reuven Shapira, President, Consolution, Inc. will show how fact-based analysis and soft market drivers connect, and explore the role of lean and process excellence in the service business.

**Details:** [www.asqrs.org](http://www.asqrs.org)

**Reservations:** Cash, check or (**NEW**) credit card. Call 234-8630 by noon September 17; after that call Jim Carlock, 658-3759.

There is no charge to attend the program only, but please register to ensure adequate seating. Walk-ins are accepted.

### Plant tour in October

A tour of the Nalge Nunc plant will be offered on **October 3**. For details please visit [www.asqrs.org](http://www.asqrs.org).

### Volunteer opportunities

To volunteer to work on a committee or the conference, contact Volunteer chair Kathy Bannon, 585-453-4629, [kbannon2@ocdus.jnj.com](mailto:kbannon2@ocdus.jnj.com).

### Thank you

To everyone who provided timely information for our expanded newsletter.

## Quality Audit

American Society for Quality Rochester  
Section newsletter

Published monthly September to June.  
Deadline is the 15<sup>th</sup> of the preceding month.  
Send submissions to the editor,  
[ann@annlwiley.com](mailto:ann@annlwiley.com). Complete contact  
information for all section leaders is on the  
section web site, [www.asqrs.org](http://www.asqrs.org).

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Kathy Bannon, Ivan Enstrom, Kathy Grimes,  
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## Letters from members

Letters received over the summer provided two articles on page three of this issue. Diane Parke-Potter wrote about the honor awarded this spring to section member Dr. Ed Schilling. Deb Lydick provided the information on the Six Sigma Forum.

Letters are important contributions and demonstrate involvement of our members. Please write to the editor, [ann@annlwiley.com](mailto:ann@annlwiley.com).

## Message from the chair

by BJ Coons

With a new season we are faced with many challenges. ASQ National has challenged us to retain our current membership as we establish ways to attract new members, a difficult task with the current economy.

As empowered leaders, the leadership team is meeting these challenges head-on. Committees for Program, Education, Newsletter and Conference have been busy over the summer.

March 26, 2003 was selected for the Annual Quality Conference and there is a plant tour scheduled this fall. We have obtained a voice mail box and a new PO Box (number 30885, Rochester 14603) to receive communications. Additionally, our web site has been updated with the most recent contact information. Newsletter format and processing have been re-engineered to be more efficient, thereby saving printing cost and eliminating redundancies.

As the year progresses we plan to reassess and implement other activities, but we cannot do this alone. We, the 2002-2003 section leadership team, challenge you our members, to participate in the goal of membership retention and expansion. Please contact us and let us know your ideas. Together we will succeed!

## Message from the editor

by Ann L. Wiley

We have significantly changed the design and the delivery process for the *Quality Audit*, to reduce cost and cycle time and improve quality. We have sacrificed color printing to reduce printing cost by more than one-half. We now produce the newsletter in MS Word, so we can collaborate on it, and send the print proof to the printer. This cuts the print cycle time in half and eliminates the most error-prone final review—which can add days to the print cycle.

Full color is available online, in a PDF file that now has “hot” links. If you download the PDF file, you can click on the links to send email to your section leaders or visit the web sites mentioned.

Please contribute to the *Quality Audit*. Send messages to [ann@annlwiley.com](mailto:ann@annlwiley.com).

## Dinner meeting report

by Jim Carlock, Program chair

The 2002 – 2003 schedule for dinner meetings is set, and posted on our web site, [www.asqrs.org](http://www.asqrs.org). The site also has this year's program card, which will not be printed and mailed. Watch for a special mailing announcing our programs this year.

## Executive committee report

The ASQ Koalaty Kid program is a student-centered approach to elementary education that applies quality improvement principles to the classroom and school management. Changes in the community and availability of volunteers led the Executive Committee to discontinue the Rochester section program. Remaining funds were donated to Granite State section. In a letter of thanks, Norman P. Cormier wrote "The Koalaty Kid-earmarked funds that your section has provided will go a long way in assisting our Koalaty Kid program get off the ground in the Granite State. We are currently cultivating an elementary school in Manchester (NH). Our section will keep you updated as to our progress."

The Executive Committee met monthly over the summer, approving the budget in July and conducting training in August.

## Ed Schilling is 2002 Distinguished Service Medalist

by Diane E. Parke-Potter, ASQRS member

Rochester Section member Dr. Edward G. Schilling was honored by the American Society for Quality at the annual convention as a Distinguished Service Medalist for 2002. Dr. Schilling was honored for: "Exceptionally distinguished service through his sustained academic leadership in quality and applied statistics by his contributions in the fields of process management and acceptance sampling." Dr. Schilling is the recipient of numerous national quality awards: Brumbaugh Award in 1973, 1978 (with John H. Sheesley), 1979, and 1981 (with Dan J. Sommers); Shewhart Medal in 1983; and E.L. Grant Medal in 1999. Dr. Schilling is featured in "The face of quality," in the July 2002 issue of *Quality Progress*, and on our section web site. Congratulations to Ed on this significant recognition!

## ASQ Six Sigma Forum

from Erin Lade, ASQ staff

The ASQ Six Sigma Forum is a web-based group that focuses on Six Sigma practices, offering networking through the message board, articles, current Six Sigma news and a unique system for finding other Six Sigma Forum members. Forum membership is free the first year. Please visit the ASQ Six Sigma Forum web site, [www.sixsigmaforum.com](http://www.sixsigmaforum.com), to see the benefits and how to join.

## Membership report

by Bob Stein, Membership chair

Currently the Rochester section has 679 members. Please welcome our new members, who joined in May, June, and July.

Lisa A. Adams  
David E. Bettiol  
Tina M. Burns  
Thomas P. Dengler  
Kathryn Ann Domagall  
David P. Gardner  
Arthur C. Green III  
Anwar S. El-Homsi  
Teresa M. Hartford  
Patricia A. Housel  
Timo M. Jackle  
Cynthia Lewis  
Catherine M. Lilley  
Robert S. Lippert  
David M. Lovic  
Terry A. Lozada  
John P. Magin  
James E. Masseth Jr.  
Todd McLaughlin  
Frank Meleca (RSQC)  
Barbara E Merrow-Burberry  
Daniel J. Moyer  
Michael S. Pascucci  
Gary Pirrello  
Kay E. Schwartz  
Rachael F. Shagott  
Karen M. Slade  
Troy David Sullivan  
David E. Ward  
Richard F. Wlos

## ASQ 2002 Section Assessment Survey

from Laura Stratte, ASQ Section Relations

The 2002 Section Assessment Survey is available until Friday, September 27, 2002 at

[www.asq.org/mr/sasurvey.html](http://www.asq.org/mr/sasurvey.html).

The survey measures your satisfaction with your section, and takes about 10-15 minutes to complete. The higher the response rate, the more helpful the survey responses will be to section leaders. Everyone is encouraged to participate.



Rochester Section 0204

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## Books, magazines, media, links

Visit the latest ASQ Quality Conversation with a panel of eight health care practitioners. Learn their views on how Six Sigma translates into health care, how it has worked for them, whether or not it is worth the investment, and how ISO for health care can work together with Six Sigma. The link is:

[www.asq.org/ed/qconvs/062002sixsigmahc/index.html](http://www.asq.org/ed/qconvs/062002sixsigmahc/index.html)

From *ASQ Wire* July 30, 2002

## ASQRS 2002-2003 education program

*by Rich Henderson, Education chair*

Each year the section offers refresher courses for certification, and seminars from experts. The Education Committee looks for convenient locations at a reasonable cost, and strives to keep charges for courses affordable. This year's programs are being planned and will be announced soon. ASQ Certification exams are also held throughout the year in Rochester. The schedule including registration deadlines is on our section web site, [www.asqrs.org](http://www.asqrs.org).

## Educational and networking opportunities

ASQ Service Quality Division Annual Conference, *Delivering Quality Service: Making an Impact in a Challenging Environment*. Las Vegas, NV, September 23 to 24, 2002. Details: [www.asqrs.org](http://www.asqrs.org).

ASQ's First Quality Applications Institute. Milwaukee, WI, September 23 to 25, 2002.

[www.asq.org/ed/conferences/qai.html](http://www.asq.org/ed/conferences/qai.html).

ASQ Toronto Section. 47th Annual Quality Forum. Toronto Congress Center, October 3, 2002. Keynote speaker: Alan Brache of Kepner Tregoe.

[www.torontoqualityforum.com](http://www.torontoqualityforum.com).

ASC Software Quality Division. 12th International Conference on Software Quality, *Quality is Innovation*. Ottawa, Ontario, October 28 to 30. [www.icsq.org](http://www.icsq.org).

Tec-Ease, Inc. Geometric Dimensioning and Tolerancing Fundamentals. **Marriott Rochester Airport, November 6 to 7**. [www.tec-ease.com](http://www.tec-ease.com).

ASQ Quality Management Division. 15<sup>th</sup> Annual Conference, *Rising to the Challenge*. Phoenix, AZ, March 12 to 14, 2003. Details: [www.asqrs.org](http://www.asqrs.org).