

Quality Audit

Vol. 39, Issue 5 January 2002

NEWSLETTER OF THE AMERICAN SOCIETY FOR QUALITY ROCHESTER SECTION (<http://www.asqrs.org>)

2000-2001 ASQRS OFFICERS

Chair:
 Vince Vezza, CQE 621-7275

Vice Chair & SMP Chair
 B J Coons, CQA 453-5110

Admin. Secretary:
 Sue Bailey 244-8835 x3036

Treasurer:
 David Yavorski, CQE 453-3516

Secretary:
 Laura McFarlane 349-4240

COMMITTEE CHAIRPERSON

Membership
 Bob Stein, CQE, CQA 247-4154

Newsletter Editor
 Kathy Grimes 396-6039

Conference
 Louise Vella 475-7237

Long Range/Strategic Planning
 Ivan Enstrom, CQA 244-3918

**Region 2 Deputy Director,
 Placement, Nominations & Awards**
 Mary Tyler 647-7219

Program
 Jim Carlock 458-5032 x3051

Database
 John Steblen, CQE, CQA 421-9691

Web
 Charles Hardy, CQE 254-2980

**Certification, &
 Examination/Recertification**
 Vince Vezza, CQE 621-7275

Education
 Paul Hutner
 CQMGr, CQE, CRE, CQA 771-3173

Scholarship
 Dave Schreiber, CQE 442-3561

Communications
 Deb Lydick, CQMGr, CQA 453-3480

Historian
 Ed Grizer, CQMGr 724-1716

Student Chapter RIT
 Erhan Mergen 475-6143

Customer Satisfaction Task Group
 Ron Chamberlain 588-9198

ISO Task Group
 Greg Petralis 458-4300

Software QA Task Group
 Bob Hiller 383-1290

Regional 2 Director
 Daniel Sniezek 607-687-3270

Message From The Chair

By Vince Vezza

We get inundated by organizations asking us for all kinds of information in the form of surveys. We get surveys in the mail from political organizations trying to determine how we stand as a whole on certain political matters, we get surveys from companies we purchased appliances from. They even tell us that our warranties are not valid unless we fill out the survey. I sometimes am very frustrated when I receive surveys in the mail or via the internet because I know that some of these surveys are very important to businesses and organizations. However, they take a significant amount of the limited free time available to me. Surveys are conducted for products, processes and services improvement and are referred to as customer surveys. They help organizations to increase the quality of the products and services, or in the case of political surveys, help improve legislative decisions. So why does ASQRS do member surveys? In order to determine what you expect from the local section, ASQRS has to conduct surveys. This may seem to be a simple task by just asking you in person during one of the many meetings and other functions sponsored by ASQRS. However, it is not that simple because not everyone attends these events and not everybody will talk freely about their wants and needs from ASQRS. ASQRS uses four surveys. They are for seminars survey, Annual Quality Conference survey, meal meeting survey and the Section Survey, which will be posted on the ASQRS website and included with the mailing of this issue of the Quality Audit.

The survey for seminars concentrates on the seminar leaders, content of the seminar and the facility. The dinner meeting survey concentrates on the speaker, topic, food and facility, and the quality conference survey concentrates on the speakers, content of the conference and facility. You may ask, why would the local section want to do a section survey with all the other surveys conducted by the section? Because the other surveys are only filled out by the people who attend those functions, and we want to get information from all the members. This is our way of finding out the reasons for your not attending functions or how you feel about the local section and what you would like to see more of from the section. For those who attend the functions, we would like you to fill out the survey so we can find out what you think of the leadership, how you think we are doing and anything that you may have thought of since you last attended a function.

The ASQRS survey is included in the mailing of this issue of the Quality Audit and it is also posted on ASQRS website at ASQRS.org. When you fill out the survey, you can fold it, tape it, place a stamp on it and send it. If you want to send anonymously, simply omit your return address. However, please fill it out and send it in. There will be no prizes. However, there is a reward to you if we are able to determine and implement the programs that are important to you.

CALL FOR POSTERS

WELCOME NEW MEMBERS

ASQRS is issuing a Call for Posters for 58th Annual Quality Conference, "Solving Business Problems: The Practitioner's Approach" to be held on April 3, 2002 at the Rochester Riverside Convention Center.

Adriana Cabiedes

Stephen Hine

Mark Mooney

We are looking for 20-25 people who plan on attending the conference to present posters demonstrating successful use of problem solving tools. If you have used the DMAIC process or any six sigma or lean tools, you would be a great candidate to present a poster. As an incentive, we are offering a \$25 gift certificate to each presenter. For more information, contact Deborah Lydick at dlydick@ocdus.jnj.com or Tony Czarnecki at anthony.czarnecki@heidelberg.com

IIE Performance Improvement Conference – April 10, 2002

The annual IIE Performance Improvement Conference is scheduled for Wednesday, April 10, 2002 at the RIT Hotel and Conference Center (Old Marriott Thruway) on West Henrietta Road. Two plant tours are being planned for Thursday, April 11, 2002.

The tracks to be presented by both local and nationally known speakers at the conference will include.

- Supply Chain Management, Logistic and E-Commerce
- New Product Development - Cycle time Reduction
- Lean Basics Training
- Lean and Quality Success Stories

Conference day is value priced at \$195 general admission - \$145, if you register by February 1, 2002. Register early to save \$50 off the regular price. IIE member and student member prices are available on request. Tours will be a separate registration and price. Mark your calendar and register early for a great professional development conference and tour.

For further information, please contact the Conference Chairman: Don Albright at (585) 454-9566 or ocs4results@juno.com

Looking To Reach The Right Audience? Try Advertising in the Quality Audit. We Have Approximatley 1,000 Readers!

1/2 page ad	6.75 x 5	\$95.00
1/3 page ad	6.75 x 3.25	\$65.00
1/4 page ad	3.75 x 3.25	\$45.00
Business card	2 x 3.5	\$25.00

Contact Kathy Grimes, Newsletter Editor at 396-6039

- Information Management/Technology
- Small Business
- Public Sector (education, government, etc.)
- Purchasing
- Inventory

ASQ NOW OFFERS CUSTOMIZED EMAIL OPTIONS - YOU CAN CHOOSE WHAT TYPE OF EMAILS YOU RECEIVE!

1. ASQ NOW OFFERS CUSTOMIZED EMAIL OPTIONS
2. HOW TO CUSTOMIZE YOUR ASQ EMAIL
3. IF I SUBSCRIBE WHAT WILL I GET?
4. DID YOU KNOW YOU'RE MISSING A BENEFIT?
5. BE THE FIRST TO KNOW - WHEN YOU SUBSCRIBE
6. YOUR PRIVACY IS IMPORTANT TO US
7. SUBSCRIBE NOW - OR GET NOTHING!

1. ASQ NOW OFFERS CUSTOMIZED EMAIL OPTIONS

ASQ has listened to your feedback and now you have the ability to customize your preferences around receiving email from ASQ. In the past you might have received an email from your Section or Division, or about an event or new product at ASQ - but no more. For those of you who haven't indicated a preference - this is your LAST chance! If ASQ HQ doesn't hear from you in response to this email, they will make your preferences in their system all unsubscribe. So please, let them know you want to hear from us!

2. HOW TO CUSTOMIZE YOUR ASQ EMAIL

ASQ has made it very simple. Go to <http://www.asqnet.org/members/account/index.html> fill in your contact information and then choose which ASQ business units you would like email updates from. You can change your preferences at any time. It takes just a few minutes - customize your preferences today! Your email options are: - ASQ Products and Services (includes ASQwire) - ASQ Society Business - Section and Division preferences.

3. IF I SUBSCRIBE WHAT WILL I GET?

By choosing SUBSCRIBE for "ASQ Products and Services" you'll receive the ASQwire, the members' only email newsletter, every other week. You may also receive Segmented ASQwires, every other month, with content geared toward your industry, job function or interests. By choosing SUBSCRIBE for "ASQ Society Business" you'll occasionally receive Society-related news, surveys and ballots from ASQ. By choosing SUBSCRIBE for "My Section" or "My Division" you'll receive updates about upcoming events, newsletters and other business items from us as your section and also from any other sections and/or division(s) you are a member of.

4. DID YOU KNOW YOU'RE MISSING A BENEFIT?

The ASQwire is an email newsletter designed to bring you relevant and timely information, special offers, and updates on ASQ news, products, and services. This is an exclusive benefit available only to ASQ members who subscribe. You may have received a sample issue here and there, but since you haven't subscribed you haven't received it on a regular basis. Act now or you'll miss out! We relay a great deal of information to our members via email.

5. BE THE FIRST TO KNOW - WHEN YOU SUBSCRIBE

Unlike print publications, email allows ASQ and your section to communicate with you quickly and efficiently - and without adding to the cost of your membership. If we don't have permission to communicate with you via email, you may be losing the only opportunity we have to communicate valuable information in a timely manner. Don't you want the most out of your membership? In the past year ASQ broke the news of many events FIRST through our email communications. For example, subscribers were the first to hear about: - ASQ / AQP affiliation - ASQ.org and ASQNet redesigns - Improvements and updates to the Careers Channel on ASQNet Updates to standards and new certifications ASQ members also receive exclusive information via email. For example, subscribers enjoyed these opportunities: - Special contests and discounts from Quality Press, Quality Progress, Education - Free trails of ASQ journals - Option to give feedback on Society issues. Letting ASQ and your section communicate with you via email means you get the news first and you get special offers that won't appear anywhere else. Subscribe today and be assured you won't miss future opportunities!

(continued on page 4)

Web: www.asqrs.org

Fax: 716-244-4864

Phone: 716-244-1800

Rochester, New York 14607-2296

930 East Avenue

IMC - The Hutchison House

Administrative Offices -

American Society for Quality Rochester Section

Section 204

Rochester Section 0204



Non-Profit Org.
U.S. Postage
PAID
Rochester, New York
Permit No. 216

(Email options continued)

6. YOUR PRIVACY IS IMPORTANT TO US

ASQ and your section strongly believe in protecting your privacy so we will not send you email unless you subscribe. Even if you want to hear from us and not from ASQ (headquarters) or you'd like to hear from ASQ (headquarters) and not from us, you don't have to worry about > providing your address. Your preferences will be honored. You can feel secure in sharing your email with ASQ. It will only be used to communicate with you about the information you prefer. ASQ does not sell members' email addresses.

8. SUBSCRIBE NOW - OR GET NOTHING!

Yes, it's true. If you don't let ASQ know your email preferences now, you won't get any more email from ASQ or your section. Please allow us the opportunity to communicate with you via email - you'll expand the worth of your membership exponentially. SUBSCRIBE today - Don't miss out! <http://www.asqnet.org/members/account/index.html>

***** TO INDICATE WHETHER YOU WOULD LIKE TO RECEIVE INFORMATION FROM SECTION XXX, ASQ HEAD-QUARTERS, AND/OR YOUR DIVISION VIA EMAIL: * Log on to ASQNet - If you need password assistance go to http://www.asqnet.org/login_help.html - If you continue to have trouble accessing ASQNet, write to <mailto:onchelp@asq.org> * Choose your preferences at <http://www.asqnet.org/members/account/index.html>