

Quality Audit

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

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Message from the Chair

Election of Officers and Executive Committee

by Vince Vezza

It is that time of the year—we must choose the leadership team for next year. You may be like me. Before I became an active volunteer, and eventually joined the Executive Committee as part of the leadership team, it was a mystery to me how the section chose its leadership team each year.

It is really very simple. At the beginning of each year a nominations chair is appointed by the new section Chair. The nominations chair is usually, but not necessarily, the immediate past section Chair. The nominations chair recruits members from the section to sit on the nominations committee. The committee then chooses a slate of candidates and presents the candidates to the section. The bylaws of the section require that the slate of candidates be presented to the section at the regular meeting preceding the annual meeting.

This year, the annual meeting will be held at the regular dinner meeting at the Wishing Well restaurant on May 22, 2002. By the time this article is published, the candidates will have been presented to the section during the April dinner meeting at the Lodge on the Green.

Members attending the May 22, 2002 meeting will vote for the candidates. The bylaws state: "Fifteen (15) eligible voters, present in person or represented by valid proxies or by signed ballots for or against a specified action by the section, shall constitute a quorum at any business meeting of the section..." In other words, 15 members must vote for or against the slate for the election to be official. Therefore you must be present or have a signed ballot or proxy to have your vote count in the balloting at the May dinner meeting. I hope to see you on May 22.

The candidates for next year's officers and members of the Executive Committee (EC) are listed below:

Chair	B. J. Coons
Vice Chair	Bob Ruhland
Secretary	Laura McFarlane
Treasurer	Michelle Hanson
Administrative Secretary	Sue Bailey
EC, Past Chair	Vince Vezza
EC 1	Ivan Enstrom
EC 2	Jim Carlock
EC 3	Dave Yavorski
EC 4	Bob Stein
EC 5	Mary Tyler
EC 6	Kathy Bannon
EC 7	Kathy Grimes
EC 8	David Schreiber

Letter to the members

Looking for a job

Jim Carlock

As some already know, I was caught up in the poor economy and find myself looking for a job. I first want to thank everyone who called and offered help and assistance. As I began my search on the computer, and began networking with friends, colleagues and other people in the same situation as mine, I realized people were spending more time trying to figure out where to look for a job than actually looking.

Fortunately for me, my wife does Internet research for an employment relocation company and within an hour had a list of web sites for me to visit. There were so many sites that it took me a couple of days just to get to all of them.

Therefore, I wanted to share the list with others, and since this list is not even close to being every source available to us, I ask other members to add to this list. Quality professionals are supposed to be the people to go to when help is needed, and now is a good time to prove that this is true.

The list is included as in insert with this issue, and will be posted on our section web site, www.asqrs.org. If you have additions to the list, please send them to the Quality Audit editor.

Message from the editor

Your input is needed

Ann L. Wiley

We are continuing to work on broader coverage of section events and to solicit articles on topics of interest. If you would like to contribute, please send me a message with your ideas at any time. I have a new email address, ann@annlwiley.com.

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Contact the editor, ann@annlwiley.com.

Next Dinner Meeting

Managing Stress in the Workplace
Linda Piontek, LP Consulting

Wednesday, May 22, 2002 Wishing Well

Registration: 5:30 PM

Dinner: 6:00 PM

Program: 7:00 PM

Contact: Program chair Jim Carlock, 658-3759

Executive Committee report

The Executive Committee has been working on the Strategic Plan. Ivan Enstrom has responsibility for drafting the plan and revising it based on input from the Executive Committee. Once approved, the plan becomes the basis for the annual plan and budget for the section year 2002 to 2003.

The vision for our section is "To be a recognized authority and champion for quality in the greater Rochester area." The mission is "To advance individual and organizational excellence in the Greater Rochester Community through education and training in quality principles and technologies, and to promote quality professionalism by members." We have objectives for Education, Membership, Outreach, and Operations. We will report on plans and activities in these areas throughout the year.

The Executive Committee meets at 5:00 PM on the first Thursday of each month, at the IMC, 930 East Avenue. All members of the section are welcome to attend the meetings.

Lost and found

At the Annual Quality Conferences, the **poster presented by St. Ann's Community** on "Reducing Pressure Ulcers" had a display that included books and material on pressure ulcers. Someone inadvertently picked up the books, and St. Ann's would appreciate having them returned as they are out of print and cannot be replaced. **If you happened to pick up these books, please send them to** Francine Bremer, St. Ann's Community, 1500 Portland Ave., Rochester NY 14621.

Membership report

Bob Stein

As of April 1, the Rochester Section has 832 members. Please welcome our new members:

Thomas A. Axx
 Lonnie LaFave
 Quoc-Dung H. Ngo
 Susan E. Read
 Donna M. Sutter
 Karthik Thenalur
 Evelyn S. Wilk
 Nicholas C. Zinni

58th Annual Quality Conference

The Annual Quality Conference held April 3 was well attended. A new format featured a choice of five day-long workshops, each with three sessions focused on defining the problem, measuring and analyzing the problem, and implementing corrective action and control.

Conference Chair Louise Vella set the tone in her welcome message. Quality is defined by the customer. Quality may be difficult to define—it has many dimensions—but customers “will know it when they see it.” Waste is defined as anything the customer is not willing to pay for. Customers do not want to pay for large amounts of inventory, for waiting, for defects, or anything else that does not add value for them. The best companies are continually working at improving quality while reducing waste. Such companies realize they are on a journey. Our Conference is part of the quality journey of all participants.

The morning address, *Critical Success Factors*, was delivered by Vince Fayad, Director of Value-Based Six Sigma, ITT Industries Inc. In his talk, Vince examined leadership behaviors important to an organization's overall success in implementing and sustaining process improvement.

The keynote address, *A Few Rules About Quality*, delivered by Dr. Gordon Black, chairman and CEO of Harris Interactive Inc., focused on a few critically important rules for establishing quality as an organization's core competency.

58th Annual Quality Conference, continued

The workshops covered process improvement in the not-for-profit sector and in manufacturing, elimination of waste, accounting in a lean manufacturing system, and development of a quality system for problem solving and design quality.

Thanks to Conference Chair Louise Vella, Vice-Chair Tony Czarnecki, and the members of the Conference Committee: Kathy Bannon, Juan Betancourt, BJ Coons, Deltris Dunn, Amy Friend, Craig Fulton, Chuck Hardy, Bill Jackson, Mary Kane, Carmen Longobardi, Kim Ludwig, Deb Lydick, Carol Porteous, Bob Ruhland, Rich Salter, and Mary Jane Tasciotti.

Poster session at the Annual Quality Conference

The poster session at the ASQRS Quality Conference on April 3 was well-received by the conference attendees. This was the first year that posters were presented, and based on their success, the section plans to offer posters again. Two poster authors have provided their posters for our website. Visit www.asqrs.org to see them.

Poster sessions are a good way for people to showcase their projects and a good way for attendees to pick up some tips and techniques to help them with their own projects. Keep this in mind for next year when we do a call for posters!

As reported in *Lost and found*, our presenters from St. Ann's Community **have lost the books** included in their display on reducing pressure ulcers. The books are out of print and can not be replaced. If you happened to pick up these books, **please send them to** Francine Bremer, St. Ann's Community, 1500 Portland Ave., Rochester NY 14621.

On the Rochester Section web site

Gordon Black's Quality Conference keynote address is posted on our web site, www.asqrs.org, under conference presentations.

Web: www.asqrs.org
Fax: 716-244-4864
Phone: 716-244-1800

Rochester, New York 14607-2296
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May

- 6-9 Design of Experiments
- 13-15 Statistical Process Control
- 16-17 Failure Modes and Effects Analysis
- 20-21 Effective Documentation—Converting to ISO 9001:2000
- 22 Understanding and Managing Data
- 29-31 Sampling for Products and Processes

June

- 5-7 How to Run and Analyze Surveys for Quality Improvement and Customer Satisfaction
- 10-11 Unleashing the Power of Exploratory Graphical Methods
- 18 ISO 9000:2000 Overview and Implementation
- 19-20 Internal Auditing to ISO 9000

July

- 11-12 ISO 9001:2000 Auditor Transition
- 15-19 ISO 9001:2000 Lead Auditor Course