



**NEW HAVEN SECTION  
305 FISCAL YEAR 2009-2010**

[www.asqnewhaven.org](http://www.asqnewhaven.org)



ASQ New Haven Newsletter

February 2010 Issue

# LAUNCHING OPERATIONAL EXCELLENCE IN HEALTHCARE WITH VINCENT CAPASSO

It is no secret that health care is under great scrutiny and anyone in the profession will tell you that opportunities abound for process improvement. This talk will help you understand the state of health care as it relates to Operational Excellence. What is it about health care that differentiates it from other segments of the economy and what is the same. Most importantly: What are the process improvement opportunities in the health care arena and what OE tools are most effective.

I will also cover the some tips and techniques you might use if you are trying to break into the health care job market from a previous non-health-care position.

## PRESENTATION HIGHLIGHTS

Why Operational Excellence vs. Lean, Six-Sigma, Lean-Six-Sigma, etc.....

The key differences in healthcare versus most other business segments

What it takes to succeed in health care: Understanding the concept of Heart, Head, Ego, and Spirit

Why you need to bring many operational excellence tools to the table. Tools that always work

Understanding why you need to work the “middle management” layer in addition to the top management layer for a successful deployment

What works? Don’t re-invent the wheel – a game plan for success...One case study

Bonus: Breaking the health care cross-over job barrier – tips and techniques

Vin is currently the Director of Organizational Effectiveness at the Hospital of Central Connecticut and he is also the Principal of OE Advisors LLC, an operational excellence deployment and training firm. He began his 30 year career in finance, and then moved on to management positions in IT and Operations, before devoting his full-time efforts to Operational Excellence. Over the last 10 years Vin has developed an outstanding track record in Operational Excellence and Business Transformation Deployments. He is a six sigma master black belt with a diverse career that in addition to Health Care includes positions in manufacturing, service, government, sales, marketing, education, and management consulting. He holds a MS in Finance from Bentley College and a BS in Accounting from the University of Southern New Hampshire.

## MEETING CONTACTS AND DIRECTIONS

**Date:** February 17, 2010

**Place:** Brazi’s Restaurant.

**Time:** Networking: 5:30; Dinner: 6:00; Speaker: 7:00.

**Dinner:** Chicken, Beef or Fish.

**Cost:** \$25.00. *RSVP no later than February 15th*

**ONLINE RESERVATIONS:** [www.asqnewhaven.org](http://www.asqnewhaven.org)

**CONTACTS:** Jim Petropoulos (203)250-3751 or email:

[James.Petropoulos@AtlanticInertialSystems.com](mailto:James.Petropoulos@AtlanticInertialSystems.com);

Bill Folsom: (860)-565-3678 or email:

[William.Folsom@dcma.mil](mailto:William.Folsom@dcma.mil).

## DIRECTIONS TO BRAZI’S RESTAURANT

**From the North:** Take I-91S to I-95S at the Long Wharf Exit #46 for Sargent Drive. Brazi’s is behind the Mobil Gas Station across from the ramp.

**From the South:** Simply take I-95N to Long Wharf Exit #46 and take a left off the ramp. Then take a left at the next light under the highway, then a left down Sargent Dr. Follow the rest of the directions as *From the North*.

## MESSAGE FROM THE CHAIR

I am pleased to mention that the turnouts at our monthly membership meetings have been increasing. Also, considering the economic downturn, the New Haven section's membership remains about the same.

I hope the 2G flash drives we have been giving out to attendees are of help. Check with your sales people. They make great company promotional handouts. If they have any interest, let Jay know. Your company name and other info can be put on them.

Earlier this year we talked about putting on a couple of one half or one day seminars. At this time we are considering root cause analysis, geometric dimensioning and tolerancing fundamentals, and internal process auditing. The root cause analysis and the internal auditing will be for one day each. We would like some feedback of any interest you may have. There is no commitment of course. The course fee will be considerable less than what is the norm these days. Our friends in the Southern Connecticut section get feedback before they run a course, and this seems to work out for them. Be sure to visit our website for more information. Hope to see you at the next monthly meeting.

Nick Squeglia

## NEW MEMBERS! WELCOME ABOARD!

|                           |                       |
|---------------------------|-----------------------|
| <b>JAMES HARLUKOWICZ</b>  | <b>KERRY C. BROWN</b> |
| <b>CHRISTINE CONLON</b>   | <b>SARA WINAR</b>     |
| <b>MICHEIL MEZEREWski</b> |                       |
| <b>BHAVIN K. PATEL</b>    | <b>JEFFREY OTT</b>    |

## JANUARY'S MEETING WITH NICK SQUEGLIA

Last January Nick Squeglia gave an interesting talk about the new ISO 9000: 2008 Standard with insights from his own experience. He pointed out that most of the changes from the 2000 version are minor in nature and address such issues as the need for clarification, greater consistency, resolution of perceived ambiguities, improved compatibility with ISO 14001, the environmental management systems. Changes are mostly for clarification. ISO Paragraphs 4.2.3, 4.2.4 document and record control changes focused on

improving the compatibility between ISO 9001 and ISO14001. Paragraph 6.2.2 implies that competency applies to people that have an indirect effect on product quality as opposed to just those who have direct affect. Paragraph 8.3 Control of Non-Conforming Product, was revised to make it more user friendly for service organizations. "As applicable" was also added. Paragraph 8.5.2 Corrective Action added the words "effectiveness of the". It just had the word "review" in before. It was generally understood that review includes effectiveness. Paragraph 5.5.2 Management Rep, clarification seems to have caused more confusion. The word "Statutory" already included in 7.1 of ISO 9001:2000 where along with "regulatory" was added throughout the standard.

Nick noted an example of an objection issued by a Registrar's auditor that involved outsourcing an ISO consultant as a management representative. The auditor stated that this function (5.5.2) cannot be performed by a consultant. Because of the wording in 5.5.2, some auditors think that the rep function must be performed by an employee which is not true. Whoever you outsource must be shown on the organization chart and be actively involved with the organization. Rulings on this were shown. Nick gave an actual situation where four out of four non-conformances were appealed to ANSI-ASQ National Accreditation Body (ANAB) and overturned in the clients favor. In general, most companies do not use the appeal process. But if you do plan to appeal to ANAB be prepared to go all the way.

The new standard pushes how much time spent on root cause analysis and verification. The organization should take action to eliminate the causes of nonconformities in order to prevent recurrence. Corrective actions should be appropriate to the effects of the nonconformities encountered. Note any likelihood of adverse impact on quality and delivery. The big push at this point is to use techniques like Pareto, Five why's, Cause and effect diagrams, as well as improving training versus education, seeking often knowledgeable people first.

Regarding auditor hosting internal vs. third party, internal auditing should go into more depth with the people being interviewed. "Consulting" is allowed. "I am on your side scenario." Better chance for improvements. Third party auditors are not allowed to consult.

Nick's comments on "pre-assessment" of third party audits were that any preparation cannot hurt towards improving your overall outcome. Start off giving a presentation to all of the employees prior to the

registration audit. Key company officials will need to explain what is going on. Stuff like getting registered to improve market position etc and auditing system and not the people. Consultants need to explain how to re-act when interviewed. Be honest and answer all questions. Avoid volunteering info, do not bring up any problems, non-conformance is identified, gage due dates, etc.

Nick gave some hints on what to expect with open vs. closed questions. If you can afford it, have the consultant attend at least the registration audit, assuming the consultant is not the management rep. When an employee is being interviewed, let the employee answer the question. Do not interfere except for clarification. Avoid having the auditor interview someone who might present a problem. The auditor should be well trained.

They should make people feel comfortable. Be aware and intervene as necessary. There is always a certain amount of apprehension on the part of the client, however speak up. An auditor can provide written Opportunities For Improvement (OFI). When they switch hats they can be giving oral OFI's. Non-conformity may be issued, but note a major will hold up registration. Minors are common where no system breakdown is evident in procedure/requirements

Nick concluded that he his talk was just a brief presentation from the practical side of auditing. The intent was to create awareness or a better understanding of the auditing processes.

## ASQ Program Schedule for 2010

| DATE                   | TOPIC  | SPEAKER         | PLACE                     | COMMENTS                         |
|------------------------|--|-----------------|---------------------------|----------------------------------|
| FEB 17, 2010           | LAUNCHING OPERATIONAL EXCELLENCE IN HEALTHCARE | VINCENT CAPASSO | BRAZI'S                   | JOINT MEETING WITH CTAHQ         |
| MAR 16, 2010 (TUESDAY) | "SIX SIGMA IN PROGRESS" ENTHONE CASE STUDY     | AARON SPEARIN   | 95 GATHERING, WALLINGFORD | JOINT MEETING WITH APICS         |
| APR 14, 2010           | TBD  | TBD             | CASA NOVA, SHELTON        | JOINT MEETING W/SOUTHERN SECTION |
| MAY 19, 2010           | TRAINING WITHIN INDUSTRY                       | TOM SOUTHWORTH  | BRAZI'S                   |                                  |

For more information on meeting topics/directions visit our website: [www.asqnewhaven.org](http://www.asqnewhaven.org). The meeting cost covers each dinner. If you're only interested in listening to the speaker there's no charge. Non-ASQ Members are welcome at no additional cost.

**BRAIN TEASER:** Sam got some free tickets to go and see his least favorite band. Sam, feeling a little unruly, stopped at the corner store so he could bring a 1/2 dozen of raw eggs with him to the concert. The concert was packed and the tunes were so loud that Sam could hardly stand it. He started making his way through the crowd to egg the band when one of the eggs broke in his pocket and ran down the inside of his shirt. It took him 60 grueling minutes to make his way close enough to launch his attack. Sam chucked the rest of his eggs at the band members but they all just bounced off without breaking, where he was the subsequently hauled off by security. So what happened to the eggs that caused them not to break?



**FREE PEXAGON TECH 2G FLASH DRIVES!!!!**

We are pleased to announce that New Haven Section will give out Prepaid Cards to its members who attend the dinner meetings. This prepaid card entitles to a Personalized 2GB Flash Drive with any available presentation materials loaded. You can redeem this prepaid card at:

[www.giftcards.pexagontech.com/asq0305](http://www.giftcards.pexagontech.com/asq0305) .

You can choose from 14 colors and personalize with 2 lines of text. The drives will be shipped to you absolutely free of charge. These flash drives are sponsored by Pexagon Technology, Inc



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**SECTION LEADERSHIP COMMITTEE**

**Section Chair and NEQC Representative:**

Nick Squeglia (860) 767-1784

**Vice Chair and Internet/Web Chair:**

Jay Krishnamoorthy (203)589-5350

**Secretary and Healthcare Liaison:**

Julie Petrellis (203) 294-7319

**Treasurer, Membership,**

**Certification and DRD:**

Randy Messinger (203) 294-7319

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Lawrence Spinello (203) 248-4085

**Programs and Arrangements Chair:**

Jim Petropoulos (203) 250-3751

**Placement Chair:**

Gene Contardi (203) 795-6914

**Publicity and Nominating Chair:**

William Folsom (860)-565-3678

**Advisor and Past Chair:**

Joseph Valerio (203) 484-6235

**Advisor and Past Chair:**

Linda Pello (203) 269-3112

**MISSION STATEMENT:** "PROVIDE NETWORKING, COMMUNICATION AND DEVELOPMENT OPPORTUNITIES TO SUPPORT KNOWLEDGE, SKILLS AND ABILITIES IN QUALITY PRINCIPLES AND CONCEPTS."

**Recertification Journals...**

**Call Randy Messinger at 203-675-5756 for mailing address and to make arrangements.**

**BRAIN TEASER: ANSWER:** High volume sound waves at certain frequencies can cause the proteins in an egg to stick together almost like when it is boiled. Thus the eggs bounced like a hardboiled egg instead of breaking.

**Do you know someone interested to present for our Dinner Meetings? Contact James Petropoulos by email**