



## NEW HAVEN SECTION 305 FISCAL YEAR 2009-2010

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ASQ New Haven Newsletter

April 2010 Issue

# WHAT A QMS AUDITOR SHOULD KNOW ABOUT AUDITING SUB-SYSTEMS WITH RUSS WESTCOTT

With an organizational systems perspective, auditing of sub-systems not previously addressed in typical audit plans may be required. This overview will address some of these potential additions to the Quality Systems Audit schedule. Comments will link to a series of articles published (and proposed) in *the Auditor*. A publication from Paton Professional.

### Published topics include:

- Risk Management, May-June 2008
  - Competence, Training, and Awareness, Sep.-Oct. 2009
  - Strategic Planning and Deployment, Nov.-Dec. 2009
  - The Benchmarking Process, Jan.-Feb. 2010
  - Project Planning (submitted but not yet scheduled)
- Topics in planning:
- Knowledge Management
  - Cost-of-Quality
  - Root Cause Analysis
  -

### ASQ Fellow, CMQ/OE, CQA

Editor of *The Certified Manager of Quality/Organizational Excellence Handbook, third edition*, Co-editor of *The Quality Improvement Handbook*, Author of *Simplified Project Management for the Quality Professional*, Author of *Stepping Up To ISO9001: 2000* (Paton Press) Instructor: CMQ/OE Refresher Course, ASQ, QMD, Sections Member: ASQ Quality Management Division Advisory Committee Member: ASQ Thames Valley Section (308) Executive Board Writer and speaker on quality management.

**Russ' industry experience includes management positions with:**

Consolidated Edison Company of New York (electric, gas and steam utility) TRW Systems Group, California (aerospace systems) C.I.T. Financial, New York, (business financing) General Electric Credit Corp., Connecticut (consumer financing) General Electric Co., NY, VA, MA (manufacturing, defense systems) Liberty Mutual Insurance Co., Massachusetts (casualty insurance).

**R.T. Westcott & Associates, Old Saybrook, CT, (formed 1979) guides clients in:**

- Organizational performance improvement projects
- Implementing quality management systems
- Project planning and management
- Strategic planning
- Baldrige-type award applications

**The Offerjost-Westcott Group (division of R.T. Westcott & Associates) guides individuals:**

- Work-Life Planning
- Career change

### MEETING CONTACTS AND DIRECTIONS

**Date:** April 14, 2010.

**Place:** Casa Nova Restaurant.

**Time:** Social Hour: 5:30 Dinner: 6:00 Speaker: 7:00.

**Dinner:** Buffet.

**Cost:** \$25.00. **RSVP by April 12th**

### MEETING 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).

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

## **DIRECTIONS TO CASA NOVA RESTAURANT**

**From the South:** Take Merritt Parkway (Rt 15) North: Take exit 53N and follow Route 110 North for about a mile, the restaurant will be on your left.

**From the North:** Take Merritt Parkway (Rt 15) South: Take exit 53 and follow Route 110 North as above.

## **MESSAGE FROM THE CHAIR**

I recently heard someone mock the words "Quality Control" during an audit. I guess the words "quality control" are not in Vogue. I did not see anything wrong with it so I gave it some thought. ASQ used to be ASQC, where the C was for control. It would have been perfectly OK with me if they stayed as ASQC.

Where can we find a good definition of quality? --I think we have to start there. I have not come across a definition that I am satisfied with, including Webster's.

But--really now, it does not matter--everyone knows what quality is. It simply has to do with our expectations. This makes it easy. Juran started off with Quality of Design and Quality of conformance. Let us add quality of service for example. We can break service down into a number of different types of services. How about the quality of service in a restaurant? We all know what that means. If we managed the place, all we would need to do is list the quality attributes--and then define and implement how we control them. Do we expect well dressed waiters in "Joe's Diner" standing within 5 feet of your table? How about the "Four Season's" restaurant in NYC? Both can be considered quality based on our expectations. In my humble opinion, the main thing we are striving for is the control of what was established as "quality". Oh well, someone has to be different.

Nick Squeglia

## **MARCH'S DINNER MEETING**

Last month Aaron Spearin from Enthone provided us some interesting insight into his Case Study of Six Sigma. First he gave us a history of his company, Enthone a British based company that deals with complicated electroplating processes used mainly for computer components and printed wiring boards. Enthone began their Six Sigma program around December of 2000. Since then they have 6 Master Black Belts, 44 Regular Black Belts and 77 Green Belts.

Impact improvement of Enthone since they began their six sigma program has saved \$48 million from over 400 black belt projects. In their efforts to constantly improve they helped in reducing plant rejects, rework, scrap and unnecessary inspection. Lost opportunities as he calls them, gave a vantage point that was just the tip of the iceberg for improvement. He estimated that all total poor quality could be 5 to 10 times the overall cost.

Spearin presented his value steam mapping referring to the Kanban and Pull systems. With a KanBan system it makes it possible not to have too much inventory while never running out, where an imbalance of flow directs one to see the costs savings when it's corrected. He explained his 5Ss as simple common sense: Sort, Straighten, Shine, Standardize and Setup. As a neat catch phrase he said , it's best to have a place for everything with everything in its place.

Six sigma and its help to reduce defects and scrap improving the process comes with plain thinking for structured root case analysis. Statistical tools like Cp and Cpk direct to establish process capability. Other tools like Failure Mode and Effect Analysis (FMEA) seek to reduce the severity and likelihood of defect occurrence. Along with FMEA he said that Process Optimization assures not only stability, but sustainability.

He then made an obvious statement that a customer does not pay for waste, therefore we must identify the value streams here to eliminate as much waste as possible. It's each person's responsibility to make the value flow ideally one piece as time, pulling value through the process for just in time.

Spearin next showed us more Enthone uses of six sigma. One of their corporate projects showed that they were throwing away 30% of what they made. Silicon wafer production at a Japanese plant needed to be overhauled, or be dumped altogether. After they applied six sigma the plant's production rate improved as high a 94%. Another plant they helped was a plating company that dropped their wastes in costs from \$980,000 per month to \$305,000, a big payoff for Enthone.

He went on further to discuss other success stories mentioning certain strategies towards improving innovation, lead times, capacity increase, scrap and rework reduction, and when things are all going afoul, to basically stop the bleeding. All in efforts to hear and act on Enthone's voice of the customer.

In his conclusion, Spearin revealed to us Enthone's big secret:

**SIX SIGMA SKILLS SETS + QUALITY LEADERSHIP AND COMMITMENT = HUGE SAVINGS!**

**NEW MEMBERS! WELCOME ABOARD!**

**JEAN ANDERSON                      KERRY C. BROWN**  
**JOHN A. DONADIO                  SAM ELAWAD**  
**JAMES HARLUKOWICZ          SEB HOULE**  
**AMY MOISE**

**ELECTION TIME!**

It's that time of year again when we select the New Haven Section leadership team for the next program year

(2010-2011). This is how the process goes: the Section Nominating Committee works with the current Section Leadership Council (SLC) to develop a slate of candidates. If someone wishes to nominate any other member of the Section, they must submit a petition signed by ten Section members in good standing to the Section Secretary, Julie Petrellis, by April 7. The candidates are presented at the April dinner meeting. If there are no nominations from the floor, the slate of candidates selected by the Nominating Committee is elected by acclamation and the results announced right at the April dinner meeting. If there are other valid candidates for the elected positions, i.e., Chair, Secretary, Treasurer, then we need to run an election and notify ASQ Headquarters by the mid-May deadline.

## ASQ Program Schedule for 2010

DATE	TOPIC	SPEAKER	PLACE	COMMENTS
APR 14, 2010	WHAT A QMS AUDITOR SHOULD KNOW ABOUT AUDITING SUB-SYSTEMS	RUSSELL T. WESTCOTT	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:** A lady, very concerned about her appearance and the environment, was being interviewed about keeping her beauty without compromising on environmental issues. When she was asked how she managed to keep her hair so shiny and silky without washing it every day, she declared she never washed it! How could this be true?

**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) .

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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

### SMP Chair:

Victor Lixin Lei (203) 337-3209

### Newsletter Chair:

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."**

## JOB OPPORTUNITIES!

<http://www.asqnewhaven.org/employment.html>

**BRAIN TEASER: ANSWER:** According to scientific research, after an initial period of about 2 weeks, where the hair is dirty, smelly and greasy, it actually starts to clean itself! It produces natural oils that clean the hair from the roots, leaving you with lovely clean glossy hair; although, with some people, it may take several more weeks to actually notice any difference.

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

