



NEW HAVEN SECTION 305 FISCAL YEAR 2007-2008

www.asqnewhaven.org



ASQ New Haven Newsletter

February 2008 Issue

FREE TOUR OF TRUMPF INC OF FARMINGTON!!

ASQ NEW HAVEN WISHES TO ANNOUNCE THAT FEBRUARY'S MEETING WILL BE A **FREE TOUR OF TRUMPF INC. OF FARMINGTON!!**

This is an excellent opportunity to witness first hand the effects of product and process innovation, as well as LEAN implementation, applied to manufacturing.

Date of the tour is **FEBRUARY 20, 2008**. Gathering from **5:00-5:25**, with the tour starting promptly at **5:30**. Dinner is included in the tour (sandwiches/salads), which is being provided **FREE** of charge by Trumpf. Annette Doyle, Manager of the Training Center will be our guide and speaker. Annette is responsible for all training activity in America, roughly 2000 students per year.

RSVP BY FEBRUARY 13TH!!

TRUMPF is the largest US manufacturer of industrial lasers and has experienced extensive growth over the past three years. The tour will include the technology, as well as a summary of TRUMPF's achievements in lean manufacturing. A question and answer session will follow the tour. www.trumpf.com

TRUMPF in Farmington also produces punching machines. They are the headquarters of TRUMPF America and employ 600 people across the US. TRUMPF is a German, family owned company that has been in Farmington since 1969. TRUMPF is expanding its facilities with a fourth building for an additional 83 thousand square foot of production facility. The new building will be dedicated exclusively to the production and research of lasers.

ONLINE RESERVATIONS:
www.asqnewhaven.org

MEETING CONTACTS:

Jim Petropoulos (203)250-3751 or email:
James.Petropoulos@AtlanticInertialSystems.com;
Bill Folsom: (860)557-1805 or email:
William.Folsom@dcma.mil.

DIRECTIONS TO TRUMPF

TRUMPF Inc is on 111 Hyde Road Farmington, CT 06032. Please note that it is due to the fact that TRUMPF is currently expanding their manufacturing there is a somewhat critical parking situation. If you cannot find a parking space, drive up to the Customer and Technology building and ask Annette Doyle or someone for help.

If you get lost at any time call Jim Petropoulos' cell phone: (860)877-1992

From Bradley International Airport: Take route 91 South towards Hartford, then take Interstate 84 West and follow **84 West** instructions below.

Via Interstate 91 North: Take route 91 North towards Hartford, then take Interstate 84 West and follow **84 West** instructions below.

Via Interstate 84 West: Take Exit 38, Bristol- Route 6 West. At the fifth traffic light turn left onto Hyde Road, Stanley Access Co. will be on your left. Then turn left onto Johnson Ave and follow *italic* instructions below.

Via Interstate 84 East: Take Exit 33, Rt 72W (left hand exit). Take exit for Rt 177, N. Washington St. At the end of the exit, turn right onto Route 177. At the second traffic light, turn right onto Northwest Drive. Follow until the first stop sign then turn left onto Johnson Ave. *TRUMPF is on your left and right. Turn right into the parking lot and follow to the end, then turn left and look for parking. Enter at Customer and Technology Center.*

ZELEM'S ZINGERS

The month of February can be called the "Super Month" as there are two major sporting events that take place: the Super Bowl and the Daytona 500, which is considered the super bowl of NASCAR racing. Then comes March Madness and in April there is the prestigious golf tournament: "The Masters". These are all great events in different areas of sports that are very meaningful. You have to be in an elite group to be invited to any of these events. I believe the company you work for wants to be elite in their field of expertise. Besides being financially successful, they also want to win whatever award they can to show they are the best.

But greatness all comes down to the players. As Coach Vince Lombardi once said: *"Some of us will do our jobs well and some will not, but we will all be judged on one thing: the result."* I believe these words hold true in business as some of us, whether we are in quality, manufacturing, marketing, sales or accounting will do our jobs well while others will not. However, the company will be measured by the results.

Everyone has a value to the organization or company they work for and they too will be measured by their results. The ones that show good results consistently are the ones your superiors trust and believe in. To be good, one must stay on the top of their game and the only way to do that is to keep training and practice. Stay on top of the latest trends in your business. Continue to get more training by taking courses on new topics or just refresher courses. You are never too old to learn.

Secondly and most importantly, practice the lessons you learn. I know things can be difficult when you learn something new but if you never use it, how can you become proficient at it? For example, pareto analysis, process mapping, Green Belt and Lean Manufacturing are tools of the business world just as an auto mechanic buys different tools to make their job easier or to take on a job they couldn't do before they got the new tool. If the mechanic keeps the tool in his toolbox, he is no better off than before he bought the tool. So take the training you learn and make sure you take it out of the toolbox. You will be much better off using these new tools.

JANUARY'S SPEAKER

In January we heard a great lecture from Carmen Brickner on Successful Lean Leadership. First off, Carmen gave a brief synopsis of her background to when she first started out as an accountant. Her position

allowed her to see how her company at the time progressed and/or regressed by following the money trail. After taking a TQM seminar in 1985 she decided to get more involved with the manufacturing side of the house. In time with lessons learned, she explored the quality angle training under the big quality gurus of the time, helping to figure out a variety of problems.

She began her topic talking about what's important in meeting a company's vision as they related to you, being as honest as possible. Make no assumptions and be impeccable with your word. Honesty cannot be faked nor can authenticity. As we often expect a company to change it's not always the same for how we view ourselves. She remarked that in order to really grow we need to be willing to change. Changes could be small and over time eventually many small changes bring about big changes. Keep in mind that you should not take anything too personal, it's not about your ego.

She discussed how management's vision often collides with skills in leadership. For many it's a challenge, some commonplace, for all an art. In addition, leaders cannot lead without great storytelling or communication skills, those that delve with passion.

In her continued critique on lean leadership she made the point that you don't have to know it ALL, but you do need to know the critical flows and focus points. As an artful leader she cited from Max Dupree that a good leader must become a servant and debtor. Therefore as a servant your customer and workers under you, are the most important people. A servant leader should be seen as one owing the organization and not the other way around. You owe yourselves to the people where in addition to serving, you push to reach everyone's potential, change with grace, managing conflicts with adeptness.

We then were given a breakdown of lean leader as a model showing how often workers are not always focused to the company's goals. In your challenge to become lean we should all know it doesn't happen overnight and requires some patience. Change requires absorption time following typical stages like denial, shock/resentment, chaos/resistance, options considerations to eventually being committed as rejected/acceptable.

To push a change agenda also requires that the leader show courage in bearing the pain rather than imposing the blame game. In this process we all need to try to make our goals simpler and easier, but do it right. In conclusion she left us with the following profile of a good Lean Leader:

Honest: Tour only as good as your word.
Visionary: See reality and think imagine out of the box.
Storytelling: Communication with passion.
Servant: Provide what others need.
Model: Before asking others.
Patient: People change slowly not overnight.
Courageous: Stay on course in eh face of fear.

JOB OPPORTUNITIES

QUALITY ENGINEER

Small manufacturing co. seeks engineer with experience implementing an ISO9000 quality program to lead the team. You will be responsible for implementing the program and leading the team. You will report directly to the owner. Salary \$65-\$85 DOE.

QUALITY ENGINEER- Hartford County

Fortune 1000 corporation in Hartford needs a Quality Engineer capable of implementing statistical process controls, using new gage technology for data collection techniques, running root cause investigations, analyzing data to improve process capability and control, performing design of experiments, and more. Salary ranges from \$58,000 to \$63,000. They offer a full, highly competitive benefits package including dental insurance, 100% employer-paid pension, funeral and military leave, tuition aid, thirteen holidays, some relocation assistance, and much more. Position requires a BS in Engineering or Quality, and one or more years experience in Quality Engineering with a manufacturer, exposure to gage repeatability and reproducibility, capability studies, and statistical controls.

For more details consult our website link:
<http://www.asqnewhaven.org/employment.html>

CALL FOR INSTRUCTORS!

ASQ New Haven needs instructors to teach our spring courses, if anyone is interested contact Nick Squegila nsquegla@snet.net. All courses will be held at Honeywell in Northford. **Please submit:**

1. A bio
2. Topic and length (one half day or full day)
3. Course outline
4. Materials that you will use and their cost
5. Your expected compensation
6. Learning objectives
7. Availability: Day(s) of week, month(s)

EDUCATION CHAIR FEEDBACK

Three seminars are under preliminary planning for late spring 2008. However, in order to put the time and effort into the planning I need to know if there is any interest. Please email me and let know of your interest...No commitment.-- nsquegla@snet.net

- | | |
|-------------------------|-------|
| 1. Value Stream Mapping | 4hrs |
| 2. Process Auditing | 4 hrs |
| 3. ISO 9001:2008 | TBD |

NEW MEMBERS! WELCOME ABOARD!

ANDREI BADEA	IRENE BIHL
DIEGO DUSSAN	LAURA E. FUSCO
RAM P. JHUNJA	EKREM KAVGACI
VICTOR LIXIN LEI	FELICIA PIEL
AZUCENA MUNDEN	RYAN MUNDEN
ALEX QUERMORLLUE	CLIFFORD SEIPOLD
CHRISTOPHER STAAB	CHRISTINE WALL

ASQ PROGRAM SCHEDULE FOR 2008

DATE	TOPIC	SPEAKER	PLACE	COMMENTS
FEB 20, 2008	LEAN TOUR	ANNETTE DOYLE	TRUMPF, FARMINGTON	FREE!!!
MAR 19, 2008	THE BUSINESS LIFE CYCLE	JACK VEALE	BRAZI'S	
APR 9, 2008	PROTECTION FOR INTELLECTUAL PROPERTY ASSETS	RAYMOND J. HUEY & RICK MICHAUD	CASA NOVA, SHELTON	JOINT MEETING W/SOUTHERN SECTION
MAY 21, 2008	EXPECTATIONS VS. REALITY	JIM ROADY	BRAZI'S	

FOR MORE INFORMATION ON MEETING TOPICS/DIRECTIONS VISIT OUR WEBSITE: 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.

ASQ New Haven
79 Belmont Street
Hamden, CT 06517

BRAIN TEASER: This one is a "mental" exercise, don't use paper and scissors, just imagine in your mind...Take a sheet of paper, any size that you happened to have (remember, just imagine this paper). Now fold this sheet of paper in half and now fold it in half again, at right angles to the first fold. Now you have four thicknesses of paper. Now imagine you use scissors and cut through all four thicknesses, right down the middle of the paper, parallel to the first fold you made. Now, imagine this in your mind, how many pieces of paper do you have now?

Section Chairman: Jim Zelem (203) 392-3049	<u>BOARD MEMBERS</u>	Placement Chair: Gene Contardi (203) 795-6914
Vice Chair, NEQC Rep. and Education: Nick Squeglia (860) 767-1784		Publicity Chair: William Folsom (203) 387-7280
Treasurer and Small Business Chair: Vince Celino (203) 238-0211		Former Chairman: Joseph Valerio (203) 484-6235
Secretary and Healthcare Liaison: Julie Petrellis (203) 294-7319		Immediate Past Chair: Linda Pello (203) 269-3112
SMP and Nominating Chair: Jerry Clupper (203) 387-5121		Historian: Paul Keurian (203) 484-6405
Programs and Arrangements: Jim Petropoulos (203) 250-3751		Internet Liaison: Jayaraghavan Krishnamoorthy (203) 453-7313
Membership, Certification and Audit Chair: Randy Messinger (203) 469-5638		Newsletter Chair: Lawrence Spinello (203) 386-3885

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

ANSWER: You will have 3 pieces of paper after the cut. It won't matter which direction you make the cut with the scissors - you'll end up with 3 pieces of paper. Don't believe it? Now go get the paper and scissors and actually do this - you'll see!