



**NEW HAVEN SECTION
305 FISCAL YEAR 2007-2008**

www.asqnewhaven.org



ASQ New Haven Newsletter

January 2008 Issue

LEADERSHIP PROFILE FOR SUCCESSFUL LEAN TRANSFORMATION WITH CARMEN BRICKNER

Why spend tens of thousands on Lean, Six Sigma or other Continuous Improvements and then be an obstacle to its success?

When an organization embarks on the change journey, management has thought through how they want their employees to grow, to empower themselves to solve problems, and to embrace the Lean tools and methods to improve customer satisfaction and reduce costs.

It is not a wonder that book after book says that the problem is not with the workforce, but with the manager. The leaders do not think through their own needed changes. And do the books share with leaders what THEY must do? Seldom.

Carmen, a trusted advisor of CEO's, Steering Committees, and improvement teams will share the attributes, behaviors and growth she has observed among successful leaders of Lean cultures. We will also discuss why traditional management roles hinder the power of Lean and how to move to new behaviors without abandoning sound conventional wisdom.

BRIEF BIO CARMEN BRICKNER

After fifteen years leading private industry to successful results in financial management as a CPA, information technology, and quality consulting, Carmen founded her own firm, CLEARbrick, Inc. in 1991. Since then, Carmen has been dedicated to bring spirit, dignity, growth and abundance to workers at every level in organizations. While she works in all industries and locations, manufacturing and healthcare in CT are her expertise.

Carmen is highly sought as a public speaker, executive coach, group facilitator, lean consultant and organizational educator. She believes she has so much

joy in her work because she lives according to two quotes from favorite authors:

“Life is either a daring adventure or nothing!”

--Helen Keller

“The secret of success is to find a vocation that feels like a vacation.” --Samuel Clemens

MEETING CONTACTS AND DIRECTIONS

Date: January 16, 2008. **Place:** Brazi's Restaurant.
Time: Networking: 5:30; Dinner: 6:00; Speaker: 7:00.
Dinner: Chicken, Beef or Fish. **Cost:** \$25.00. **RSVP by January 14th!!**

ONLINE RESERVATIONS: www.asqnewhaven.org

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

ZELEM'S ZINGERS

As we enter into another new year, the NFL football season enters into the post season. Only the top 12 of the 32 teams enter into this new season and it's a tough season because if you lose, you're out. During the regular season, there is a maximum of 16 games played in a

given week. Each game has 7 officials, which means they will need a minimum of 112 officials. The entire post season consists of 12 games if you include the “Pro Bowl”. This means a great deal of officials are left out of the post season. Furthermore, just like the players only those with a good rating for the season are picked.

Did you know every official in the NFL started their career by officiating High School football? If you are good, you are selected to the college ranks in division 2 and 3. If you are good at that level, you are selected to go into division 1. Now you can apply to be an official in the Big 10, SEC, ACC, etc conference. You apply for these positions as you would for a job. Anyone that does high school football can apply to the NFL but they only take good officials from the college ranks. They want to make sure you can handle the pressure officiating a game with 100,000 people.

These officials really need to understand the rules of the game. The rules change from high school to college and to the NFL. For example, in college and in the NFL, the defense can jump off sides but if they aren’t in the neutral zone at the time of the snap, no penalty. In high school, it is a penalty as soon as the player enters the neutral, regardless if the ball is snapped.

I’ve heard people say that they can call holding on every play but that isn’t true. Holding is not a penalty unless it has a bearing on the play. If the hold is on the left side of the line and the play goes to the right, then there isn’t any holding. For a penalty to occur, two things must happen. A rule has to be broken and it had to have a bearing on the player. As a high school official, I have been taught not to officiate a game but make sure one team doesn’t get an advantage over the other team by breaking a rule. But do not confuse rules (holding) with violations (off sides).

So, what does this have to do with quality? Only the best officials make it to the pros and only the best of the best make the playoffs. If you are a quality engineer in a small company but if you are good at your job, understand the tools of quality and practice these standards then you can apply for a position in a larger organization. If you are talented, you will move up. You have to give your best all the time. Does the decision you make truly have a bearing on the output or are you just enforcing the rules? As with the officials, you are going to make some unpopular calls but can you handle the pressure?

NOVEMBER’S SPEAKER

In November Jon Barb helped us see how to be more productive in our work meetings and everyday life. He

began by giving us background information about himself a University of Notre Dame graduate with training in six sigma, citing his career goals and yearning for travel.

He then started in on his topic of Dr. Edward Debono’s *Six Thinking Hats*. He explained that many meetings are often saddled with all sorts of obstacles. To combat these obstacles he suggested we embark on experimenting with the concept of parallel thinking. Whereupon we set out with a Socratic method of questions by virtually attacking mistakes. In doing so enveloping a matchup of understanding content vs. process or the what and the how. In efforts to fulfill this challenge we must try to merge the what and how in order to gain control.

With the Six Hats method it helps to release us from adverse thinking, opening doors for positive and direct answers. The idea of using hats was a way to make it easy for us to remember. The Six Hats are represented in six colors as white, yellow, black, green, red and blue. When using the white hat it is said that we think in neutrality or just facts. The yellow hat represents positive thinking of what’s good about something. Black depicts what is negative or wrong with an idea. Green is used for creative ideas, whereas red is used for gut, emotional reactions. Lastly, blue is used for processing comments in a procedure mode. He suggested that when we are faced to give some topic/idea a thought that we hopefully go through each of these Six Hats of personality in order to assure a successful decision.

After explaining the concepts of the Six Hats he had us all participate in a group experiment where we were given topics to discuss and hats to wear when making decisions. In each use of these hats it provided us with interesting insight not only into our decisions making process, but how we think as individuals and our ability to organize our thoughts.

After going through a variety of examples and experiments we came out of there with a refreshed mind on being more organized when subjected with decisions to make. In his conclusion he gave us some interesting tips for success. Practice your hat concepts and be respectful to those who may have other ideas. Keep your ego in check, but then again don’t let it succumb to the domination of others. Work at your decisions like a game rather than a chore and the answers will come easier. Explore the many tools of alignment thinking on the internet and wherever concept thinking is discussed. He ended his talk with two acronyms that you should always ask for your meetings, WW (What Works) and WDW (What Didn’t Work).

CALL FOR INSTRUCTORS!

ASQ New Haven needs instructors to teach our spring courses, if anyone is interested contact Nick Squegila nsquegila@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.-- nsquegila@snet.net

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

FREE PLANT TOUR OF TRUMPF INC.

On February 20, 2008 ASQ NHS has planned is a **free** plant 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. Tour includes dinner (sandwiches/salads) which is being provided **free** of charge by Trumpf.

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.

JOB OPPORTUNITY

Job Title: Senior Supplier Engineer Medical Device.

The Company: A leader in the medical products industry with more than a century of quality service to its customers, focusing its business on innovative products in key surgical specialties, including hernia repair, hemostasis, orthopaedics and laparoscopy.

Scope of the Job: This position, located at company headquarters in Cranston, RI, reports to the Supplier Quality Assurance Manager. Your basic role is to work with assigned suppliers to implement the requirements of the supplier quality management program.

Your Duties Include:

- Auditing, monitoring, evaluating, reporting and improving supplier quality system performance and providing technical support to suppliers.
- As required, coordinating component and product quality testing for purposes of supplier qualification and improvement.
- As requested and approved, coordinating with other Divisions to perform quality assessments on common suppliers to minimize costs and burden on the suppliers.

For more details consult our website link:

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

ASQ PROGRAM SCHEDULE FOR 2008

DATE	TOPIC	SPEAKER	PLACE	COMMENTS
JAN 16, 2008	LEADERSHIP PROFILE FOR SUCCESSFUL LEAN TRANSFORMATION	CARMEN BRICKNER	BRAZI'S	
FEB 20, 2008	LEAN TOUR	ANNETTE DOYLE	TRUMPF, FARMINGTON	
MAR 19, 2008	THE BUSINESS LIFE CYCLE	JACK VEALE	BRAZI'S	
APR 9, 2008	PROTECTION FOR INTELLECTUAL PROPERTY ASSETS	RAYMOND J. HUEY	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: A farmer challenges an engineer, a physicist, and a mathematician to fence off the largest amount of area using the least amount of fence. The engineer made his fence in a circle and said it was the most efficient. The physicist made a long line and said that the length was infinite. Then he said that fencing half of the Earth was the best. The mathematician laughed at the others and with his design, beat the others. What did he do?

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

ANSWER: The mathematician made a small fence around himself and declared himself to be on the outside.