



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

www.asqnewhaven.org



ASQ New Haven Newsletter

January 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: January 20, 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 November 16th*

ONLINE RESERVATIONS: www.asqnewhaven.org

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

James.Petropoulos@AtlanticInertialSystems.com;

Bill Folsom: (860)-565-3678 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*.

MESSAGE FROM THE CHAIR

Jerry Clupper has decided to step down as our Section Management coordinator with National after many years of dedicated service to the New Haven Section. Victor Lei has assumed this post. Under Jerry as our SMP chair, we continually got awards. Victor has started off very well and I am sure we will continue to get our awards.

From all of us I want to Jerry the best.

This year plans to be an interesting one for dinner meetings with more Six Sigma and Healthcare, the latter being a hot topic in national politics and our economy. I hope to see more of you in attendance as not only as a learning experience, but a fine way to network with each other for possible job opportunities.

In our March timeframe we hope to yet again announce a new Section Leadership Committee for our next fiscal year. Expected to be a good set of candidates.

On behalf of the New Haven Section I want to wish you the best for 2010.

Nick Squeglia

NEW MEMBERS! WELCOME ABOARD!

JAMES HARLUKOWICZ	KERRY C. BROWN
CHRISTINE CONLON	SARA WINAR
MICHEIL MEZEREWski	
BHAVIN K. PATEL	JEFFREY OTT
NANCY SCHULTZ	AMY KAHANAC

NOVEMBER'S MEETING WITH VICTOR LEI

Last November Victor Lei presented some interesting facts and sample charts of six sigma being used here and abroad. Various charts were given of plants he visited where he applied SPC for catching on for whole lot problems while providing as a result huge savings and quality improvements. In one pant he reported that manufacturing operating at 2 to 3 sigma guarantee that 15% of revenue is being wasted as a cost of quality. With the basic quality tools, 95% of quality related problems can be resolved. That is, the wasted revenue can be transformed into operating profit.

In using traditional SPC tools like Cause and Effect Diagrams, Pareto Charts, Flow Charts, Check Sheet, Scatter Plots, Control (Run) Charts, or Histograms; 95% of quality related problems can be resolved . Typical "Quality Over Time" follows a "Bathtub" Curve. Initially, failures are due to problems in workmanship, process, and parts. Then, most systems reach a constant rate where failures are caused by extrinsic factors. Finally, systems wear out and failures are caused by intrinsic factors.

When moving forward towards a control of quality levels with lower costs maximum profitability impact Victor suggests that design and use of a companywide measurement system be used to assist employees to better manage their work and meet the needs of customers. For internal first pass yield, external customer complaints, etc.; we must strive to decrease internal "waste" or "non-value-added" work. Often employees engage these wastes because processes are either not well designed, understood or measured VSM, Kaizen etc. Management needs to support employees by giving the tools and training for skills to actively improve their work. Senior management must also share involvement for crucial follow through.

Included in his presentation were two plants TOM Massey and SF SMED where he showed how SPC measurement and process flow analysis revealed a series of problems that affected schedule and internal costs. At each plant he conducted a Kaizen Event using various SPC measuring techniques that helped place each into a better streamlined and higher quality level flow. In the midst of the event they defined their Internal and External process flow concerns. He noted that for Internal their concerns on operations which have to happen when the line is not running i.e. changing jigs and fixtures. On External they identified operations which can take place when the line is running i.e. locating tools, preparing materials. He showed us some pictures of the plant's line flow and operating stations which needed equipment replacement for efficiency. Replacing the equipment and setting up the process flow helped many quality problems to be diverted

Benefits for applying six sigma he summarized some soft costs in the process flow like overtime savings, walking distance reductions, and driving distance reductions. A change was also reported in overall employee attitudes where doing the same job could be accomplished with less effort. For hard cost benefits he noted that coil line rate dropped, as well as the overtime savings per shift. This then helped to decrease the total

number of shifts per year, increasing up-time capacity over twice as much.

Overall Victor showed us some hard evidence how six sigma and SPC helps in reducing costs while improving quality and ultimately the bottom line profit.

ASQ Program Schedule for 2010

DATE	TOPIC	SPEAKER	PLACE	COMMENTS
JAN 20, 2010	LAUNCHING OPERATIONAL EXCELLENCE IN HEALTHCARE	VINCENT CAPASSO	BRAZI'S	JOINT MEETING WITH CTAHQ
FEB 17, 2010	A POSITIVE WORKPLACE MEANS BUSINESS! IT JUST MAKES CENTS!	MARY JANE PARIS	BRAZI'S	
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. 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: NASA was considering sending canaries into space to study them under zero gravity. The project was scrapped when someone realized that in spite of having sufficient water supplies, they could die of dehydration within a few hours. Why?

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 .

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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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."

BRAIN TEASER: ANSWER: Birds, unlike humans, need gravity to swallow. Humans can swallow even while hanging upside down