



**NEW HAVEN SECTION
305 FISCAL YEAR 2010-2011**

www.asqnewhaven.org



ASQ New Haven Newsletter

September 2010 Issue

LATEX INTERNATIONAL PLANT TOUR

Latex International (LI) is the leading manufacturer of Talalay latex mattress components and latex foam pillows in North America. LI develops superior sleep products featured under the industry's top retail brand names. Their unique latex foam mattresses and pillows provide a luxurious feel by gently conforming to body contours while inherently providing a naturally resilient and healthy sleep environment. This is their Quality Statement: The world quality standard Talatech®

Latex International (LI) is the only latex foam manufacturer in North America that transforms the milk of the rubber tree into the world's finest latex foam. They are the supplier of choice for leading mattress and pillow companies around the world. Their exclusive, high tech manufacturing process and over 30 years of experience has set the world quality standard with Talatech® brand latex.

Their Talatech latex is the most consistent and durable in the world : a competitive advantage for our customers around the globe; a quality difference consumers feel where it matters most on the retail floor. In addition to leading edge Talatech® latex, they also offer the world's finest Dunlop process latex or Unilatex™ which is ideally suited for base support cores under our plush Talatech latex.

With all of our premium quality products and extensive services they have proven to deliver successful retail bedding programs for industry leaders.

What Sets them Apart? Quality Process, the LI Difference. What makes their products so special? Their commitment to perfection: from the mixing of raw materials to final product testing and assembly. Their entire manufacturing facility features the latest technologies and molding systems that help create the most consistent and superior sleep products.

Their mattresses and pillows are manufactured in a unique eco-friendly process called Talalay: six steps that produce the most consistent and durable latex foam in the world. Every step of the process from compounding to quality testing is carefully monitored to assure their latex foam is the finest available. No harmful byproducts are released and every product they make is cleansed in an exclusive five stage fresh water washer to ensure the removal of residual latex proteins and curing agents.

Finally, every product undergoes extensive quality testing to meet standards that far exceed their competitors:

- * EVERY mattress core is tested in 9 different areas
- * EVERY pillow is weighed and hand inspected
- * EVERY mattress core and pillow is washed 5 times

Be sure you look for the Talalay latex made in the U.S.A. to be sure you are purchasing the finest quality latex in the world.

Please refer to their link below for FAQs and to find out why all latex is not alike, how does Talatech® compare to imported latex, and what sets LI apart from the competition.

<http://www.latexfoam.com/>

MEETING CONTACTS AND DIRECTIONS

Date: September 15, 2010

Place: Latex International.

Registration: 5:00 to 5:45 PM

Report at main lobby and follow instructions (may be required to sign a simple non - disclosure sheet)

Tour Start Time: 6:00 PM

Dinner: Pizza will be served at the end of the tour during Q/A session

Cost: \$10 per person paid by check or cash at the door.
RSVP no later than Sept 13th and note we have a 25 person limit, so make your reservations ASAP!

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 LATEX INTERNATIONAL

Address: 12 Commerce Drive Shelton, CT 06484, Tel:
203-924-0700

Going North or South on Interstate:

Take Exit 27A onto Route 8 North. Then take Exit 12 (Old Stratford Road). Next take a left onto Old Stratford Road. Continue straight up hill to Commerce Drive. 12 Commerce Drive is on your left.

MESSAGE FROM THE CHAIR

Thank you very much for electing me as the Section Chair. This year we already had strategic meeting and discussed about Networking, Development opportunities, Education and Communication to our members and to our community. We had a meeting with APICS, CAPM, NHMA & CPM organizations to discuss a joint education program in early 2011. We are trying to reach to UNH to increase the awareness about Quality and ASQ. The Section Leadership Committees in the Region 3 signed an agreement to share the membership lists through Listserve which will give us increased visibility about other Region 3's courses and programs and will be a great way to network with other sections. We have some great programs for this year and see you all in September's meeting.

Jay Krishnamoorthy
Chairman, NHSASQ

LAST MAY'S DINNER MEETING

If you weren't at May's dinner meeting, you missed an excellent presentation by Tom Southworth of Connstep on Training Within Industry, or TWI. His talk was a history lesson, discussion of an effective training technique, and a live demonstration using several of the Section members that were in attendance.

TWI came about just before the United States entered World War II, around 1940. Men were leaving factory jobs to enter the military, leaving behind a huge gap in the skilled workforce. As production of war materiel ramped up, a diverse group of people that were totally unfamiliar with manufacturing stepped up to fill that gap. Farmhands, secretaries, salesmen, teachers,

housewives all took their place on the assembly lines across the country. The dilemma was how to teach all these unskilled people to make all the complex equipment in the large quantities needed in the short time available. The answer was found in TWI. TWI was developed and run by the War Manpower Commission with the purpose of helping industry help itself. By the time the war was over, 600 companies had used TWI techniques to increase production by 86%! If you could do that today in your own company, you would definitely be a hero.

First, some background on training methods. Think of your own experience in learning a new job. Some methods used are telling, showing, question & answer, documentation & testing, or a combination of any of these methods. The problem is that these methods are not very effective, there is no knowledge transfer. The solution is the TWI technique of Job Instruction, which was the focus of Tom's discussion. Job Instruction is the way to teach a person to quickly remember how to do a job correctly, safely, and conscientiously.

One of the keys to Job Instruction is the development of the Job Breakdown Sheet, not to be confused with work instructions. The JBS has three components; 1) the Important Steps (what), the logical segments of the operation, 2) the Key Points (how), anything that might injure, make or break the job, or make the work easier to do, and 3) the Reasons (why), a reason for each of the Key Points. Once the JBS is completed and validated, the Job Instruction can begin. The first step is to Prepare, have all the materials, etc. ready at hand. The second step is to Present, show how the task is done in the real world situation using the JBS. The next step is Try Out, have the trainee attempt the task as many times as necessary and ask questions as needed. Once the person has mastered the task, the last step is Follow Up to ensure the skill is retained. It has been shown that proper Job Instruction can eliminate up to 80% of common problems related to safety, quality, productivity and personnel.

Once Tom had described the above steps, it was time to demonstrate the process. The task demonstrated was tying an Underwriter's knot. If you have ever taken a table lamp apart, this is the knot tied in the cord that prevents the wires from coming off the socket if the cord is pulled. The first victim, or should I say trainee, was just given verbal instruction on how to tie the knot without being shown. Obviously, the first attempt to tie the knot failed. The second trainee was shown how to tie the knot without being given any verbal cues. Again, the

first attempt failed. The last trainee was walked through the JI process. The Important Steps, Key Points, and Reasons were clearly communicated and shown. After asking questions and being shown how to tie the knot about three times, the trainee was successful on their first attempt to tie the knot.

Connstep provides training in the TWI process, you can check out their website for more info. Also, the information regarding the history and some of the original documents on TWI are in the public domain and can be found using Google or any other search engine. The beauty of TWI is that it can be applied to manufacturing and non-manufacturing processes. Some

of the historical documents available are in the medical field, providing training on drawing blood and giving injections. Did you ever think you could learn how to do those procedures using on-the-job training? Maybe at a future dinner meeting, some of our health care members can teach us using TWI.

NEW MEMBERS! WELCOME ABOARD!

- | | |
|---------------------------------|-----------------------|
| LEWIS S. BORRELLI | KERRY C. BROWN |
| JOHN A. DONADIO | SAM ELAWAD |
| DHARANI GANDHI | SEB HOULE |
| PHUONG ANH NGUYEN | AMY MOISE |
| SIVASANKAR KRISHNAMURTHY | |
| JOHN K. ZANE | JOHN J. ZUZAK |

ASQ Program Schedule for 2010-2011

DATE	TOPIC	SPEAKER	PLACE	COMMENTS
SEP 15, 2010	LATEX INTERNATIONAL PLANT TOUR	THOMAS SIROIS	SHELTON	JOINT MEETING WITH APICS
OCT 20, 2010	COMMUNICATING AND CONTROLLING YOUR AUDIENCE WITH COMEDY	DAVE REILLY, FUNNY GUY PRODUCTIONS	BRAZI'S	
NOV 17, 2010	A POSITIVE WORKPLACE MEANS BUSINESS! IT JUST MAKES CENT\$!	MARY JANE PARIS	BRAZI'S	
DEC 15, 2010	NO MEETING	NO MEETING	NO MEETING	NO MEETING
JAN 19, 2011	TBD	TBD	BRAZI'S	
FEB 16, 2011	TBD	TBD	BRAZI'S	
MAR 16, 2011	TBD	TBD	BRAZI'S	
APR 20, 2011	TBD	TBD	CASA NOVA, SHELTON	JOINT MEETING W/SOUTHERN SECTION
MAY 18, 2011	TBD	TBD	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: A cubic foot of dry air at standard pressure and temperature is weighed on a scale. Then a cubic foot of damp air at the same pressure and temperature is weighed. Which will weigh more? H

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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This card entitles you to one 2GB custom USB flash drive redeemable at giftcards.pexagontech.com/ASQ0305

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SECTION LEADERSHIP COMMITTEE

Section Chair and Internet/Web Chair:

Jay Krishnamoorthy (203)589-5350

Vice Chair: Vacant

Secretary and Healthcare Liaison:

Julie Petrellis (203) 294-7319

Treasurer, Certification and DRD:

Randy Messinger (203) 294-7319

Programs and Arrangements Chair:

Jim Petropoulos (203) 250-3751

SMP Chair:

Victor Lixin Lei (203) 337-3209

Education Chair, NEQC Rep and Past Chair:

Nick Squeglia (860) 767-1784

Newsletter Chair:

Lawrence Spinello (203) 248-4085

Audit and Placement Chair:

Gene Contardi (203) 795-6914

Publicity and Nominating Chair:

William Folsom (860)-565-3678

Membership 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: The damp air weighs less because water molecules (molecular weight of 18) have replaced more massive molecules of air (nitrogen: molecular weight of 28, oxygen: molecular weight of 32). Both volumes have the same number of molecules. Therefore, a humidity increase lowers the barometer reading. The barometer pressure value gets lower as a storm approaches. (This question is from "Mad About Physics", a must have book for all science types.)

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