

QUALITY CONNECTIONS



Section Achieves SMP Level 1 and Level 2 Status

The Section Management Process (SMP) is a section management model that has been developed to assist sections in their planning and implementation of services and programs that will meet the needs of current and future members. In the first level, Section Basics, sections demonstrate their viability and commitment to serving ASQ members by meeting the basic requirements for being a section. Sections meeting the Section Basics requirements are eligible for future recognition in the Section Planning Level and Performance Level (Total Quality and/or Section Excellence Awards).

To date, Section 508 has met the requirements for Section Basics and Section Planning. The next Level (Total Quality) is achieved when the Section satisfies 80% of the goals established in the Annual section Business Plan. That will be determined in July after the ASQ Business year has ended. Note – The Section did achieve the Total Quality Level for 2004-05 and will be recognized at the ASQ World Conference on Quality and Improvement that will be held in Milwaukee in early May 1-3, 2006.



Invitation To Get Involved In Section Management

The Section has not yet selected the Executive Committee for 2006-07. A Call for Nominations was included in both the December and January newsletter. Since no petitions were received, the four Section Officers (Chairperson, Chair-Elect, Secretary and Treasurer) will be elected at an Executive Board meeting to be held on March 7, 2006. Committee Chairs and the remaining members of the Executive Board will be selected by the Section Officers.

Anyone interested in getting involved with Section Management activities should contact anyone on the Executive Board (see page 8). Section Management offers members an opportunity for professional growth that you might not be afforded in your current job. It is good experience and it also provides members an opportunity to earn additional credits needed to maintain your ASQ certifications. See page 2 for details.

33rd Annual Delaware Quality Conference

The 33rd annual Delaware Quality Conference will be held at the University of Delaware, Newark, DE in Clayton Hall on March 13-14, 2006. Additional information on this conference is available at the website shown below.

Visit <http://www.continuingstudies.udel.edu/dqc/> for information and to register.

Attend Free Member Leader Training

Attend free member leader training **Tuesday, March 14** held in conjunction with the Delaware Quality Conference. Learn about ASQ, your volunteer role, and tools and resources available to you.

This training is great for new volunteers, long-time volunteers, and members considering volunteering for ASQ. It also includes lunch.

ASQ Recertification Units

How many recertification units do volunteers receive for attending member leader training?

- 0.1 RU for each contact hour of training (excludes breaks and meals)

How many recertification units do volunteers receive volunteering for their section?

- 1.5 units per year per position

WELCOME TO OUR NEW MEMBERS

The following new ASQ members have joined the Southern Jersey Section. As part of our Section's policy, the Executive Board would like to invite these new members to join us, as our guests, at the March Section Meeting. You'll have an opportunity to network with your colleagues – and your Dinner is **FREE**.

Roy Herring

William Judge

Robert Langley

ASQ DINNER MEETING

- DATE** **Tuesday March 21, 2006**
- TIME** 6:00 PM Networking
6:30 PM Dinner
7:30 PM Presentation
- LOCATION:** Adelphia Restaurant
1750 Clements Bridge Road (across for the Deptford Mall)
Deptford, NJ
- DINNER:** **Choice of Veal Marsala, Grilled Salmon or Chicken Picante**
- RESERVATION:** If you plan to attend, please advise Tom Mudge @ 609-720-2539 or
tom.mudge@wgint.com by **Friday March 17, 2006**
- COST:** **\$15.00** (for the dinner), the presentation is **FREE**.
- SPEAKER:** **James August** Director of Quality Management, American Biltrite Inc.

James August is a quality professional with over twenty years experience in commercial, industrial and military/aerospace manufacturing. He holds a Bachelor of Engineering from SUNY Stony Brook, a Masters in Materials Science from the same university and completed postgraduate work at the Colorado School of Mines. Starting as metallurgist and manufacturing process engineer, Mr. August's career evolved toward quality due to early experiences in establishing efficient production and manufacturing support systems. Currently, Jim is Director of Quality Management for American Biltrite Inc. Tape Products Division (American Biltrite, Inc, Moorestown, NJ, and Ideal Tape Co., Lowell, MA). He is the ISO 9001:2000 representative for ABI.

James August rejoined ASQ in 1992, is a Senior member and a Certified Quality Auditor since 1993. Mr. August has been active in Quality New Jersey since 1991 and serves as the Administrator for the QNJ Performance Excellence Network. He has been a member of the QNJ Governor's Award for Performance Excellence (Baldrige criteria) Board of Examiners for the last eleven years, holding the responsibilities of Examiner, Senior Examiner and awards examiner process trainer. Jim also is a member of ASCD and a registered Professional Development Provider for the Dept of Education in New Jersey.

Along with varied industrial positions and four years as an independent consultant, Mr. August spent seven years teaching quality management as Adjunct Professor at Raritan Valley Community College where he also was Vice-Chair of the Business Department Advisory Committee and as Adjunct Professor and Industry Advisor to the Department of Industrial/ Mechanical Engineering Technology at Middlesex County College, both in New Jersey. He was a case study reviewer for the ANSI/ASQ sponsored ISO-9000:2000 Product Support Initiative for 2001/2004. Jim has been a guest speaker and presenter at regional ASQ, PSTC, QNJ and university functions for many years.

See following page for a description of the topic.

TOPIC: Integrated Model for Value-added Internal Process Audits

Internal auditing can be a very cost effective method for continual business process improvement. Attendees will learn an integrated model for adding value to internal process audits. The presenter will share his experiences in establishing and running the program and provide examples of the improved results.

Many companies perform internal audits of business processes. Traditional internal audit models are effective at identifying areas of non-conformance to procedures and specifications. ISO 19011:2002, Guidelines for quality and/or environmental management audit systems states that audit conclusions can address "... the capability of the management review process to ensure the continuing suitability, adequacy, and effectiveness of the management system. Audit conclusions can lead to recommendations relative to improvements, business relationships, certification or registration or future auditing activities." But, there is no presentation of a mechanism for achieving this added value.

In times when resources are tight, the internal audit process needs to deliver more than just a list of non-conforming areas – it needs to provide insights into the process audited and add value to those processes. The Baldrige model for assessing organizational performance is designed to provide this added value to the business applicant/examinee. A comparison of this assessment model with the traditional internal audit model shows a parallel structure. Thus, it is straightforward to integrate these two models into one unified approach that serves the needs of the internal auditor with the power and value of a Baldrige assessment.

The integrated model for value-added internal process audits is presented along with the presenter's insights into its implementation in a manufacturing environment. The model is shown to be an effective tool for identifying both areas of non-conformance as well as areas of strength and opportunities for improvement.

The integrated model was implemented at American Biltrite, Inc. in the fall of 2004. The depth of audits and the value of these assessments can be seen in the improved audit reports and in the increased acceptance of the audit reports by the auditees. The difficulty in moving the program forward has been in retraining the audit team leaders. Current training programs in internal process auditing do not adequately address the needs of the organization. Taking hints from ISO 19011:2002, much of the retraining was done "leading by example".

This style of internal process auditing has been so successful at American Biltrite that it has been transferred to the external supplier evaluation audits conducted for new and ongoing supplier qualification. As with the internal audits, both American Biltrite and its suppliers are finding much more value in this integrated audit process than in previous approaches.

EMPLOYMENT SERVICES

Are you trying to fill an opening in your QA/QC group?

*One of the most important services that we can provide to our members is assistance in finding employment, especially in today's economy when a lot of companies are downsizing. If your company is looking for quality professionals, please provide the pertinent information to **Mike McCarroll** at mccarroll@shapesllc.com and we'll post it on our web page at **NO CHARGE**. Although we'll also include the information in our next newsletter, the web page information will be posted almost immediately.*

Check our website <http://home.comcast.net/~asq0508/> for the most current listings.

Quality New Jersey's 17th Annual conference

The theme of our 17th Annual Conference is “**Performance Excellence – Accelerating Results**”. The conference will be held at the **Mercer County Community College's Conference Center** in West Windsor on **May 16th** from 8:00 am to 4:30 pm.

If you have topics that fit the theme (such as your overall approach and methods and results for performance excellence, your activities and results on a given Baldrige category that you do well, a strategic successful project that made a big impact on your organization, etc.) that you would like to be considered for presentation at the Conference, **please send me a half page summary by March 17**.

We are planning **9 breakout sessions** and the following three have been confirmed:

- A panel discussion by four 2005 Governor's Award applicants, representing business, education and healthcare, discussing the state of their organization's improvement efforts, why they decided to apply for the Governor's Award, how they approached writing the application and what they learned by that, what they are doing because of the feedback, and answering questions from conference attendees
- The winner of the Second Annual Innovation in State Government Award, the Department of Transportation's "Best Management Practices in Transportation Security" discussing their public-private partnership to increase NJ's transportation security for seaports, airports, bridges, tunnels, highways and rail service
- The winner of the First Annual Best Practices in Business Award, RCI Vacation Network Group's "Topgrading: Building Capabilities for Execution" discussing their integrated talent management initiatives

There is a good possibility **Governor Corzine** will be able to present the Governor's Awards at this Conference. I've invited the Chairman and CEO of a large company to be one of the two keynote speakers, and I'm working on other possibilities. If you have any suggestions for keynote speakers please let me know.

Other conference activities are:

QNJ Recognition Awards acknowledging organizations that have completed assessments

Acknowledgment of Judges, Examiners and Volunteers

Acknowledgment of QNJ members, both organizations and individuals

Time to network with others

Volunteers are still needed for planning and running the conference, so if you are interested in helping please let me know.

A Conference flyer with pricing details is on our web site.

Tom Ligas
Executive Director
Quality New Jersey

www.qnj.org

732-803-0765

QNJ Call for Examiners and Judges

QNJ Governor's Award Examiner applications are due by **April 28**. We need to increase our Board of Examiners because we may have a record number of Governor's Award applications in 2006. The examiner application and the training dates are on our web site.

We are also looking for volunteers to restart our Assessment and Recognition committee, which manages the Examiner and Governor's Award processes and helps conduct Examiner training.

We also need some additions to our Panel of Judges (experienced Examiners) for the November timeframe. If you are interested in being considered as a Judge, please contact me.

Tom Ligas
 Executive Director
 Quality New Jersey
www.qnj.org
 732-803-0765

SPRING 2006 PROGRAM SCHEDULE

DATE	TOPIC	SPEAKER	LOCATION
APR. 19, 2006	Joint Meeting with SJMCA & IIE	TBD	Scotland Run Golf Club Williamstown, NJ
MAY 17, 2006	Annual Section Recognition Night	TBD	Adelphia, Deptford, NJ

CERTIFICATION EXAMINATION SCHEDULE

Examination	Application Deadline	Exam Date
CQE / CQA / CSQE / CQIA / CCT / CQPA	April 7, 2006	June 3, 2006
	October 6, 2006	December 2, 2006
CQT / CHA / Six Sigma Black Belt CBA / CRE / CMI / Quality Manager	August 17, 2006	October 20, 2006

EXECUTIVE BOARD FOR 2005 - 2006

A complete listing of the Section's Executive Board for 2005 – 2006 is provided below. Individuals interested in getting involved with Section Leadership activities may contact anyone on the Executive Board. The term of the Executive Board runs until June 30, 2006.

Position	Name	Telephone	E-mail
Section Chairman	David Cranston	856-224-1120	Davecranston@hpsseals.com
Vice Chair	Jim Dixon	609-298-3398	jdixonsr@comcast.net
Secretary	Dorothy Smolen	609-569-9255	Smolend@enroute-computer.com
Treasurer	Francois Thery	856-327-4800 X4147	francois.thery@arc-intl.com
Membership Chair	Sharry Masarek	856-489-9453	smasarek@transcat.com
Education Chair	David Baldwin		Drbaldwin1@comcast.net
Program Chair	Roy Gaudet	856-339-7019	Royce.gaudet@pseg.com
Auditing Chair	George Napuda	856-678-7825	gnapuda@waterw.com
Examining Chair	Mary Dodds	856-241-6016	doddsme@precisetech.com
Re-certification Chair	Pam Thompson	856-455-1000 X348	psinger@clementpappas.com
Internet Liaison	Jeff King	609-265-0307	Jeffrey.a.king@lmco.com
Newsletter Editor	Tom Mudge	609-720-2539	Tom.mudge@wgint.com
Area Director (AC)	Dorothy Smolen	609-569-9255	Smolend@enroute-computer.com
Placement Chair	Mike McCarroll	856-662-5500	mmccarroll@shapesllc.com
Historian	Michele Bradbury	856-339-3385	Michele.Bradbury@pseg.com
Nominating Chair	Roy Gaudet	856-339-7019	Royce.gaudet@pseg.com

Volunteer contact information is posted solely for the use of those individuals wishing to contact a section leader for more information about this section, ASQ, its programs, and/or services. Use of volunteer contact information for solicitation purposes is prohibited.