



Southern Jersey Section Quality Connections

We Value Your Input

Each year the Section's Executive Committee develops a Business Plan to establish our goals and initiatives for the membership year. We are required to finalize the initial issue and submit it to the ASQ Headquarters by October 1, 2006. We are also required to review it, and modify it as needed, on a quarterly basis.

To assist us in understanding your preferences and interests, a questionnaire has been attached to the end of this newsletter. We would like to satisfy your needs if we're able, but we first need to understand the need. Please complete questionnaire and return it to the ASQ Section's PO Box 80, Pennsville, NJ 08070.

Once the Business Plan has been developed, it will be posted on the Section's website for members to view. If you have a comment or suggestion that you would like to offer at any time, please to provide to any member of the Executive Committee listed on page 8.

Check out the Section's New Website

Over the Summer the Section launched a new website at the address shown below. This is the result of one of our goals from last year's Business Plan. It has a new look with several new features. We plan to periodically add new features and enhancements

One of our goals is to promote more networking between Section members. Again – we'd value your suggestions.

<http://section508.asqquality.org>

Message From the Chair

Cheers Members,

We are ready to kick off the new season with our September meeting. I hope you had a great summer!

Meetings last year were very diversified, with a great tour plant at Medco (thank you Marvin), joined meeting with IIE, and various topics for presentation. Once again we fulfilled our objective for last year and should receive the Total Quality Management award from ASQ. Great job Dave and e-board for your leadership last year.

We are starting this year with new faces in the e-board, and a new website (great job from our webmaster Earl). I am really looking forward to the coming months and working on attractive topics for meeting and promoting quality through the South Jersey region. Some ideas so far for this year: not 1 but 2 tour plants, hosting ASQ courses with our Philadelphia sections, developing an attractive website... We will also continue to support Future City Competition with a \$500 donation.

I also would like to welcome any new members, hoping you will benefit from your South Jersey section journey.

Hope to see you all at the meetings this year. Don't forget, your participation and feedback is important!

Best Regards,

Francois Thery

ASQ DINNER MEETING

- DATE** **Tuesday September 19, 2006**
- TIME** 6:00 PM Networking
6:30 PM Dinner
7:45 PM Presentation
- LOCATION:** **Adelphia Restaurant**
1750 Clements Bridge Road
Deptford, NJ
(Located across from the Deptford Mall)
- DINNER** **Filet Mignon, Veal Parmagiana or Fettuccini Alfredo** – Please provide dinner selection when making reservation.
- RESERVATION:** If you plan to attend, please advise Tom Mudge @ 609-720-2539 or tom.mudge@wgint.com by **Thursday September 14, 2006**
- COST:** **\$15.00** (for the dinner), the presentation is **FREE**.
- SPEAKER** **Tom Mudge** – Tom is the Quality Manager for Nuclear Project at Washington Group International Inc. and is a member of the NEI QA Task Force for New Nuclear Plant Construction
- TOPIC** **Revitalization of the Nuclear Power Industry in the USA**
- Various utility companies throughout the country have recently expressed their intentions to build new nuclear power plants. At the current time, as many as twenty new nuclear power plants are being contemplated. This presentation will address the following points:
- ***What are the factors that are fueling the renewed interest in nuclear power?***
 - ***What are the changes in the new NRC licensing requirements?***
 - ***What are the changes in the new NRC QA requirements?***
 - ***What is the current status and schedule for building these new plants?***
 - ***What are the challenges to the industry?***
 - ***How will suppliers that wish to support this new nuclear power initiative be impacted?***
 - ***How will this effort affect Quality Professionals and what opportunities will be available?***

CONGRATULATIONS

Over the Summer, the following Section Members received the ASQ Certifications listed below. These certifications demonstrate their command of the applicable Body of Knowledge and their competence for the noted field. An ASQ certification is a credential that is recognized throughout the Quality profession.

Maureen Carrozza	Quality Auditor
Martin Bucknavage	Quality Auditor
David Johnson	Quality Auditor
Roy Herring	Quality Auditor
Earl Ward	Calibration Technician

It is the Section's policy to invite each recipient to join us at our annual **Section Recognition Night** (held in May), as our guest. Once again, each recipient is to be commended for his/her effort and accomplishment. **Well Done!**

ASQ Certification

Invest in your career and your future with an ASQ certification. Gain an advantage over your competition and increase your potential for a higher salary. See for yourself [why ASQ certifications matter to employers](#) (PDF, 132 KB).

With an ASQ certification next to your title, you demonstrate your dedication to quality. ASQ is the leading authority on career-boosting certifications for quality professionals, with more than 60 years of experience. It makes sense to get certified by ASQ.

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 at the April Section Meeting. You'll have an opportunity to network with your colleagues – and your Dinner is **FREE**.

Mike Cucugliello	Robert Lewis
Mike Licketto	Mike Sullivan
Jay Watson	James Palmer

ISO 9001 Update Delayed

by Quality Digest

The release of an updated version of ISO 9001 has been delayed until the middle of 2009. The update was scheduled for release in 2008, but a failure to obtain sufficient support for a draft of the standard at a meeting recently held in Ireland has pushed it back, reports *Quality Systems Update*. The initial working draft was released in March and includes 24 possible changes.

QSU reports that group members reviewed about 80 pages of comments on the proposed changes, along with another 29 pages of comments for an updated version of ISO 9004. The latter is being designed to help companies exceed the minimum requirements of ISO 9001. The changes are reportedly aimed at improving ISO 9001's clarity, ease of use and translatability, in addition to increasing its compatibility with ISO 14001.

For more information, visit www.anab.org/HTMLFiles/docs/Clips/ISO9Kdelay.pdf

HPS Donates of \$300.00

ASQ's Southern Jersey Section would like to thank HPS Inc. for once again donating \$300 to support the section's activities and services. HPS Inc. is based in West Deptford, NJ and additional information about the firm can be obtained at their website. <http://www.hpsseals.com/>

The Big Mistake Companies Make In Their Training Programs

Many organizations spend huge sums of money on staff training and development and yet many times the investment does not yield the desired results.

The reason for this lack of results and what really goes wrong usually remains a mystery to most company executives. Especially where they have taken great care in selecting a top-notch expensive training outfit to carry out their staff development program.

The wrong approach starts right from the decision-making process. Somebody in management feels that, for example, the sales team is not achieving anywhere near as much sales as the competition. If there are some available figures to prove their point, the better. Naturally the first solution that comes to mind is sales training. Many times this fails miserably to have any significant effect on sales because, as is often the case, the problem is much deeper than that.

The reason why the real cause for sales not being where they should be may never be discovered in such an organization is the lack of communication in the organization. One would have thought that with all the advancements in communications today, this should be a thing of the past. Alas, communications has little to do with having access to email or personal mobile telephone numbers of all the Vice Presidents of the corporation.

It has much more to do with the culture of the company and the kind of constant effort being made to enhance communications throughout the organization. Does the organization have a system for harnessing ideas from all employees right at every level? In other words, are the channels of communication in the organization up and working? Are they a constant source of concern by senior management or do people just think about them when there is a crisis like the example of slipping sales?

This is what makes the difference. When the communications lines are truly open and working, then management has much more accurate and abundant information upon which to make decisions. And even more important, training and development will have the desired impact on everybody's performance.

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Chuck Yorke is an organizational development and performance improvement specialist, trainer, consultant and speaker. He is the author of "[All You Gotta Do Is Ask](#)," a book which explains how to promote large numbers of ideas from employees. Chuck may be reached at chuck@peoplekaizen.com

ASQ Changes Email Policy

The ASQ application requires members to indicate whether or not they want to receive email. Until recently, ASQ policy prevented Sections from sending emails to members unless they specifically indicated on their ASQ application that they would accept email. Failure to check either block meant you would not receive email. ASQ's policy now requires members to "opt out" of email, rather than "opt in".

While this may appear subtle, this change allows the Section to send email to an additional forty-five members that were previously not received email. We no longer send hardcopy newsletters and communicate with our members exclusively through our monthly newsletters and our website. However if you wish not to receive further emails from ASQ's Southern Jersey section, please advise tom.mudge@wgint.com

Region 5 Conference to be Held in Fall 2007

Regional Director **Rick Litts** announced that Region 5 is planning to hold a Region 5 Conference at the Johns Hopkins Applied Physics Laboratory in Baltimore in the Fall of 2007. **Jim Cooper** (Deputy Regional Director from the Baltimore Section) will serve as the Conference Chairman.

They have asked that each section provide two volunteers to assist with the conference planning that will be accomplished via teleconferencing. Although they asked for two, I'm sure that welcome anyone that is interested in getting involved or possibly making a presentation. Anyone interested is assisting with the conference planning is requested to contact **Francois Thery**. Francois' contact information is provided on page 8 of the newsletter.

Job Opening - Quality Manager

A \$2.9 Billion USD global firm is looking for a Quality Manager for their consumer products testing division located in Fairfield, NJ. The company is willing to relocate the right person. Here is the position information:

Qualifications: Must have Technical degree with prior Quality Management experience with preferably with ISO 17025 accreditation and ISO 9001 Quality System knowledge. Six Sigma is highly desirable.

Responsibilities: The candidate will become a member of the management team and develop a close working relationship with internal and external customers. The candidate must also oversee all aspects of existing ISO 17025 Accreditations in all labs within USTC.

- Develop, implement and maintain an ISO 17025, ISO 17020 and ISO 9001:2000 compliant quality management system.
- Design, develop, train and manage an internal audit program that will ensure continual improvement of the quality management system
- Manage the external audit programs such as clients, vendors, governmental agencies and accreditation bodies.
- Manage the continual improvement process under the guidance of the Compliance officer.
- Direct and coach cross functional process and product improvement teams
- Conduct Key Performance Indicators (KPI) and business performance analysis and reporting
- Identify, acquire and use tools to evaluate quality performance of the organization tools such as process mapping, Pareto analysis, statistical process control and cost of quality.
- Coordinate inter laboratory correlation studies to eliminate measurement errors.
- Keep abreast of latest development in ISO 17020, ISO 17025, accreditation body requirements
- Manage a team of 1-2 persons.

Personal attributes requirements

- Will work with little guidance, independently or part of a team
- Familiarity with electronic document control Management system, electronic corrective and preventive action management system
- Excellent project and time management skills
- Excellent written and verbal skills
- Excellent training and presentation skills
- Takes initiative to learn and grow

Educational Requirements

- Technical degree or 7-10 years of experience
- 4-5years in QA with 3 years in managerial position
- Microsoft Suite
- Preferably statistical software package, preferably Minitab
- Familiarity with Six Sigma methodology

Travel requirements: 25-30% travel

Interested parties please reply to Josh Letourneau, jletourneau@enviant.com

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.

For current listings, check our website <http://section508.asqquality.org>

High Technology Seminars

Human Error Prevention" Seminar - presented by BW (Ben) Marguglio

November 14 & 15, 2006 - Philadelphia, PA

This seminar is unique, particularly with regard to Marguglio's taxonomy for human error causal factors.

Learn more about [Human Error Prevention](#).

"Problem Reporting, Root Cause Analysis, & Corrective Action" Seminar - presented by BW (Ben) Marguglio

November 16 & 17, 2006 - Philadelphia, PA

This seminar is unique, particularly in that Marguglio's approach is that various root cause analysis tools (e.g., FMEA, Hazard-Barrier-Effects, Cause and Effects) are:

- Substantially similar in the way by which the data are collected to begin with;
- Differ only in the ways by which the collected data are organized and formatted;
- Substantially similar in the way by which the collected data are analyzed.

Marguglio's approach makes for greater consistency in the application of root cause analysis tools and for greater effectiveness in the root cause analysis results. Also, Marguglio focuses on human error causal factors.

Learn more about [Problem Reporting](#)

"Information Quality Improvement" Seminar - presented by James D. Funk

November 16 & 17, 2006 - Philadelphia, PA

Poor information quality has become a real impediment to sustained business success and is increasing the resources needed to comply with new industry initiatives and government regulations. In addition, the impact of HIPPA, Sarbanes-Oxley, EU Privacy Regulations, and new e-commerce standards and similar activities on organizations has increased the visibility of poor information quality.

Learn more about [Information Quality Improvement](#).

"TRIZ - THEORY OF INVENTIVE PROBLEM SOLVING - A SIX SIGMA TOOL" Seminar - presented by Dr. Valery Krasnoslobodtsev

November 16 & 17, 2006 - Philadelphia, PA

TRIZ is an acronym for Theory of Inventive Problem Solving. TRIZ is the genesis and inspiration for innovation. In the late 1940's, Dr. Genrick Altshuller began the development of the TRIZ methodology from empirical data - not from theory. As a result of analyses of thousands of patents, he and his team catalogued the methods by which inventors solved problems. From this research, he developed the foundation of classical TRIZ, with the key concepts of Ideality, Evolution of Systems, Contradiction and Levels of Innovation. He also defined the 40 Principles for Inventive Problem Solving and the 39 Characteristics of Technical Systems. Later, Algorithm and 76 Standards were tools added to improve the problem solving process. TRIZ provides a systematic approach to generating solution concepts, speeds up creative thinking, and significantly expands the range of problem solving options. TRIZ is increasingly popular among engineers and managers. TRIZ complements quality methods such as Six Sigma, QFD, Taguchi, etc. If you need a systematic approach for generating ideas for problem solving and process improvement, you should consider attending this seminar.

Learn more about [TRIZ](#)

For additional information, please call 845-265-0123 or go to <http://www.hightechnologyseminars.com>

Results of Section's Financial Audit

The ASQ's Section Operating Agreement requires that the annual financial statement be made available to the Section membership. Accordingly, a summary of the statement that was recently submitted to Milwaukee is provided below. Anyone with a question or comment concerning this matter may contact any member of the Section Executive Board listed on page 6.

Balance for Year ending 6/30/05 **\$11,445.74**

Revenue for year ending 6/30/06

Membership Dues	\$3,312.00	
Cash taken at Dinner Meetings	\$1,155.00	
Certification fees	\$27.00	
Donations	\$300.00	
Interest	\$126.70	
Advertising	\$100.00	
Total Revenue for Year		\$5,020.70

Expenses for Year ending 6/30/06

Postage	\$37.00	
P.O. Box Fee	\$48.00	
Conference fees	\$150.00	
Dinners	\$3,483.67	
Awards	\$55.00	
Gift Certificates	\$200.00	
Donations	\$500.00	
Misc.	\$21.02	
Total Expenses for Year		\$4,447.19

Balance for Year ending 6/30/06 **\$12,019.25**

FALL 2006 PROGRAM SCHEDULE

DATE	TOPIC	SPEAKER	LOCATION
SEPT. 19, 2005	<i>The Revitalization of the Nuclear Power Industry in the United States</i>	Tom Mudge	<i>Adelphia Restaurant Deptford, NJ</i>
OCT, 19, 2006	Plant Tour	TBD	TBD
NOV. 28, 2006	Information Management: From Creation to Destruction, with an Eye on Compliance and Diligence	Bob Haskins, Sr	<i>Adelphia Restaurant Deptford, NJ</i>
Jan. 18, 2007	Joint ASQ / IIE Meeting	TBD	<i>Quality Inn Maple Shade, NJ</i>

EXECUTIVE BOARD FOR 2006 - 2007

A complete listing of the Section's Executive Board for 2006 – 2007 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, 2007.

Position	Name	Telephone	E-mail
Section Chairman	Francois Thery	856-327-4800 X4147	francois.thery@arc-intl.com
Vice Chair	Roy Gaudet	856-339-7019	Royce.gaudet@pseg.com
Secretary	Dorothy Smolen	609-569-9255	Smolend@enroute-computer.com
Treasurer	Joy Young	215-535-3000	joyy@amuneal.com
Membership Chair	Sharry Masarek	856-489-9453	smasarek@transcat.com
Past Chair	David Cranston	856-224-1120	davecranston@hpsseals.com
Program Chair	VACANT		
Auditing Chair	David Cranston	856-224-1120	davecranston@hpsseals.com
Examining Chair	Mary Dodds	856-241-6016	doddsme@precisetech.com
Education Chair	Maureen Carrozza	215-451-8453	Mcarrozza320@comcast.net
Re-certification Chair	Pam Thompson	856-455-1000 X348	psinger@clementpappas.com
Internet Liaison	Earl Ward	856-489-9453	eward@transcat.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	George Napuda	856-678-7825	gnapuda@waterw.com
SMP Chair	VACANT		

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.

Member Satisfaction Questionnaire

1. What industry are you in?

2. How long have you been a member of ASQ?

0-2 years 3-5 years 6-10 years 11-20 years 20 or more years

3. Following is a list of current and potential products and services offered by the Southern Jersey Section. Please indicate how important these items are to you.

	Very Important	Somewhat Important	Neither important or unimportant	Somewhat unimportant	Not at all important
Monthly meetings	5	4	3	2	1
Monthly newsletter	5	4	3	2	1
Web site	5	4	3	2	1
Job placement program	5	4	3	2	1
Networking opportunities	5	4	3	2	1
Certification refresher courses	5	4	3	2	1
Other educational courses or workshops	5	4	3	2	1
Volunteer opportunities	5	4	3	2	1
Other (please specify below)	5	4	3	2	1

Other:

4. If a monthly meeting topic was of interest to you, what is the likelihood that you would attend if the meeting location was convenient for you?

- Very likely, I'd consider rearranging my schedule to attend if necessary.
- Somewhat likely, if my schedule was open and I had the time to spare.
- Not likely at all, I'm not that interested in attending section meetings.

5. How often would you like to see section meetings offered?

- Bi-weekly
- Monthly
- Bi-Monthly
- Quarterly

6. How many miles would you be willing travel to attend a meeting if the topic was of interest to you?

- 0-10
- 11-20
- 21-35
- 36-50
- More than 50

7. Where would you be willing to travel to attend a section meeting or short workshop?

- | | |
|-----------------------------------|-------------------------------------|
| <input type="radio"/> Mt. Laurel | <input type="radio"/> Atlantic City |
| <input type="radio"/> Maple Shade | <input type="radio"/> Mays Landing |
| <input type="radio"/> Cherry Hill | <input type="radio"/> Millville |
| <input type="radio"/> Deptford | <input type="radio"/> Berlin |

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8. Please rank the following set of meeting/dinner formats in order of preference (1 for most preferred):

- _____ Meeting that includes dinner purchase
- _____ Meeting where dinner purchase is optional
- _____ Meeting that does not include any sort of dinner purchase

9. If a 30-60 minute workshop was offered before each meeting, how likely would be to attend?

- Very Likely
 Somewhat Likely
 Neither likely or unlikely
 Somewhat unlikely
 Very unlikely

10. Rank the following days of the week that would be most convenient for you to attend section meetings or other activities. 1 is the day that would be most convenient, 5 is least convenient.

- _____ Monday
 _____ Tuesday
 _____ Wednesday
 _____ Thursday
 _____ Friday

11. How likely are you to attend meetings or short workshops regarding the following topics?

Topics	Very Likely	Somewhat Likely	Neither likely or unlikely	Somewhat unlikely	Very unlikely
ISO and/or other Standards	5	4	3	2	1
Six Sigma	5	4	3	2	1
Quality Basics	5	4	3	2	1
Quality Tools	5	4	3	2	1
Statistics	5	4	3	2	1
Soft Quality (teamwork, leadership, facilitation)	5	4	3	2	1
Quality topics pertaining to your industry	5	4	3	2	1
Advanced quality topics	5	4	3	2	1

12. What specific topics would you like to see presented at a section meeting or workshop?

13. Which reasons prevent you from attending section meetings and events? (Check all that apply.)

- Too busy with job responsibilities
- Personal/family responsibilities
- Employer will not reimburse
- Time away from office for programs not allowed
- Currently participating in other organizations
- Don't know about meetings/events soon enough
- Don't know about meetings/events at all
- Don't know anyone in the section
- Topics aren't relevant to me
- I'm really just not interested in attending
- Cost is too high
- Meeting/event locations not convenient for me
- Meeting/event times not convenient for me

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14. What type of ASQ certification courses would you be interested in taking if offered? Please select all that apply.

CQA <input type="radio"/>	CMI <input type="radio"/>	CQMgr <input type="radio"/>
CQE <input type="radio"/>	CRE <input type="radio"/>	CQT <input type="radio"/>
CQIA <input type="radio"/>	CSQE <input type="radio"/>	SSBB <input type="radio"/>
CQA-HAACP <input type="radio"/>	CQA-Biomed <input type="radio"/>	CCT <input type="radio"/>

15. What type of educational courses, other than certification refresher courses, would you be interested in taking?

16. How much would you be willing to pay for a 12-week course (cost includes textbook/other materials)?

- \$200-400
 \$400-600
 \$600-800

17. Indicate whether the section should do more, the same, or less of the following:

	More	Same	Less
Communications sent to members	3	2	1
Provide educational programs that fulfill your needs	3	2	1
Offer networking opportunities at meetings	3	2	1
Offer opportunities to volunteer	3	2	1

18. ASQ believes each section should strive to be their members' best quality resource. In your opinion, what should Southern Jersey Section focus on in order to achieve that?

19. Please indicate if you are interested in volunteering some of your time for the section in the following ways:

	Yes	No	Maybe, I'd like to learn more
Management (chair, treasurer, secretary, vice chair, etc...assisting in planning and determining direction of section)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meeting and events (making arrangements, scheduling speakers)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Database (managing section database)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletter (writing, formatting, arranging printing and distribution)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Publicity (marketing section events to community)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Website (maintaining information on website)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Member services (helping members advance to Senior/Fellow; welcoming new members; reminding members to renew)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Education (arrange programs, including refresher courses)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recertification (assist members with their recertification efforts)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job Placement (manage section job placement program)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. If you checked Yes or Maybe to any of the above, please let us know your name and contact information so we may get in touch with you.

Send completed questionnaire to ASQ Section 508, PO Box 80, Pennsville, NJ 08070