



Southern Jersey Section Quality Connections

Message From the Chair

Dear Members,

Our first meeting at the Adelpia in September was great! I would like to thank everyone attending. Tom did a great presentation about the future of the Nuclear industry in the United States, and how Quality Assurance will impact this program. In October, we are going to Mays Landing Country Club, always a great place to meet. It can also be the opportunity for you to play golf before the meeting!

Our new website (<http://section508.asqquality.org/>) is great, please visit it for any news or updates. You can find the PowerPoint from the last meeting, or last job offers. Great job Earl!

Finally, I would like to emphasize that your feedback and participation is important, let's promote together Quality in South Jersey. Hope to see you all at the next meeting!

Cheers,

Francois They

Golf Anyone?

Anyone interested in playing golf at Mays Landing Country Club before the Section meeting on October 17th should contact Tom Mudge at 609-720-2539 or tom.mudge@wgint.com

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

***John Bero
Glenn Donahue***

***Marimena Raez
George Lynn***

Call For Volunteers

Anyone that is interested in getting involved with Section Leadership activities should contact Francois They at 856-327-4800 X4147 or francois.thery@arc-intl.com As indicated on page 8, the Section currently has openings for a Program Chair and a Section Management Program (SMP) Chair. All you need is the interest, ASQ will provide the necessary training. Give it a try – I'm sure that you'll find it a rewarding experience.

ASQ DINNER MEETING

DATE **Tuesday October 17, 2006**

TIME 6:00 PM Networking
6:30 PM Presentation
7:30 PM Dinner

LOCATION: **Mays Landing Country Club** ([WWW.MAYSLANDINGGOLF.COM](http://www.mayslandinggolf.com))
1855 Cates Road
Mays Landing, NJ

For directions, go to <http://www.mayslandinggolf.com/directions.html>

DINNER **BUFFET** (although we don't have the details at press time, anyone who has attended a previous meeting at Mays Landing Country Club will readily attest to the great food and service.)

RESERVATION: If you plan to attend, please advise Tom Mudge @ 609-720-2539 or tom.mudge@wgint.com by **Thursday October 12, 2006**

COST: **\$15.00** (for the dinner), the presentation is **FREE**.

SPEAKER **Jay Fox** is a graduate of Rutgers University and Rutgers School of Law, with post-graduate studies In International Law. Jay was a partner in the Philadelphia law firm of Fox & Fox, specializing in employment law, civil litigation, and international commercial transactions. He is the former General Counsel and Director of Operations of SakCo International, an export management company based in Cherry Hill, New Jersey. In 2001, Jay became Agency Counsel at the FAA Technical Center in Atlantic City, where he initially served a detail as the personnel attorney to the Federal Air Marshal Assessment Program, which was responsible for the large-scale hiring of marshals in the wake of 9/11. Jay is currently employed by the Tech Center's Organizational Excellence Group, where he is one of the team leads for a project to bring an aviation research and technology park to South Jersey.

TOPIC **THE AVIATION RESEARCH & TECHNOLOGY PARK
PROMOTING QUALITY FOR THE UNITED STATES'
NEXT GENERATION AIR TRANSPORTATION SYSTEM**

By the year 2025, air traffic is expected to triple in the United States. To meet the needs of both commercial and general aviation, Congress has called for the next generation air transportation system (NGATS). To support that initiative, a coalition of public, private and academic entities, have proposed the creation of an aviation research and technology park (ARTP) to be located at the FAA's William J. Hughes Technical Center. Jay Fox, one of the FAA team leads for the ARTP, will discuss the current plans for the park and how it will play a key role in the development of the NGATS.

The Impending Talent Crisis ... Six Sigma and Lean to the Rescue

By Tim Noble

“Talent Wars” and “Brain Drain” are not the latest must see horror movies from this summer, but U.S. business leaders might want to sit-up and take notice of an emerging crisis that could play-out frightening results for their organizations in the coming decade.

As 77 million U.S. Baby Boomers begin to retire over the next decade, there are only 46 million Gen-X'ers available to backfill the Boomers' retiring ranks. Even with a modest two percent economic growth rate over the next 15 years, demand for critical talent could increase by as much as a third, creating a “war” for critical talent. For some companies the crisis may be even more immediate. One recent study of the nation's 500 largest companies reported that they expect to lose half of their senior management over the next five years. Additional studies suggest that up to 85 percent of major companies surveyed have no formal program or process in place to deal with this impending crisis.

In the past few years companies have been so transfixed on downsizing to contain costs that they have largely neglected this looming threat to their competitiveness. There is no doubt that over the next decade or so, demand for talent will ebb and flow with the economy, however there is no denying this demographic shift and the potential impact it will have on U.S businesses. Some companies may be in for a rude awakening when they are unable to achieve even the most modest of business goals due to drastic staffing and talent shortfalls.

A less visible but no less dangerous problem is the loss of knowledge, or “brain drain,” resulting from senior workers departing the organization without passing on their expertise to others. This lack of knowledge management will place many companies in a position to repeat prior mistakes and expose businesses to additional financial and operational risks. Worse yet, if no action is taken, some organizations could be headed for a point of no return with the complete loss of process knowledge in a few years.

Companies that rely solely on a strategy of outsourcing as a potential solution may be in for a shock as well, as existing sources of talent from offshore labor pools, such as India, Mexico and China, dry up as these countries recognize their own needs and provide incentives to retain talent in order to support their own local economic business objectives.

Given this looming demographic shift, the time for corporate leaders to act is now; however, companies must resist the urge to rush ahead without a well-balanced and deliberate approach to managing and leveraging their human capital. Part of the solution may lie with such tools as Six Sigma and Lean. With their focus on process discipline, variation reduction and waste elimination, these tools are well-suited to help companies address this impending crisis.

Six Sigma has long been utilized by organizations to transform manufacturing and transactional processes from art to science by defining and validating key process variables to gain process control and eliminate variation. A key part of this methodology is the capture, transfer and validation of knowledge from process owners, thus making Six Sigma an essential part of any action plan to deal with the dangers of organizational “brain drain.” Companies need to not only view Six Sigma as a tool to drive productivity and service, but also as an essential methodology for critical knowledge management within their organizations. Six Sigma has a built-in tool set that lends itself very nicely to capturing and validating critical process knowledge that may otherwise be lost when key talent departs an organization.

The Lean tool kit can also play an important role in aiding organizations as they deal with this imminent crisis. Lean has a built-in methodology with such tools as “value-stream-mapping” and “standardized work” that can help organizations identify and eliminate non-value-added processes that waste human capital. Lean, with its focus on waste elimination, is ideal for helping organizations to free up human

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capital for redeployment. However, Lean will need to move beyond its stereotype as a tool set for only manufacturing and be accepted and applied to transactional processes in order to be an effective tool to mitigate the effects of this impending crisis.

Six Sigma and Lean are only part of the potential solution, providing a proven set of tools that can be part of a broader business talent management strategy. Business leaders will first need to recognize that the short-term solutions of the past will not work and accept that the landscape for talent management will dramatically change, requiring a more balanced and comprehensive solution in order to remain competitive in the coming decades.

About the Author:

Tim Noble is an executive recruiter and managing principal of The Avery Point Group, a leading national executive search firm providing functional expertise and executive search focus in the areas of Six Sigma, Lean, plant management, operations management, supply chain management and finance. www.AveryPointGroup.com

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FALL 2005 PROGRAM SCHEDULE

DATE	TOPIC	SPEAKER	LOCATION
OCT. 17, 2006	PROMOTING QUALITY FOR THE UNITED STATES' NEXT GENERATION AIR TRANSPORTATION SYSTEM	Jay Fox	Mays Landing Country Club
NOV. 16, 2006	Information Management: From Creation to Destruction, with an Eye on Compliance and Diligence	Bob Haskins, Sr	Adelphia Restaurant Deptford, NJ
Jan. 18, 2007	Joint ASQ / IIE Meeting	TBD	Quality Inn Maple Shade, NJ

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 in 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 Engineers

Our client, a global HVAC manufacturing leader, is in need of both tactical and strategic quality engineers varying in focus from product support to quality to lean manufacturing implementation. These positions are located in New Jersey and Texas, and full relocation is provided. The salaries are competitive based on position level and candidate experience. The positions are:

Supplier Quality Engineer -- New Jersey -- Responsible for identifying, resolving, organizing and executing opportunities related to improving the quality of purchased material. Assure the quality level of supplier components to meet the standards imposed by the business requirements. The ideal candidate will have BA/BS degree in engineering. Six Sigma Green/Black Belt or must complete certification within first year. Experience with six-sigma and standard quality tools (FMEA, SPC).

Advanced Manufacturing Engineering Leader – New Jersey -- Key leadership role over organization with responsibility to develop and deliver new process technologies, deliver new products/processes utilizing NPI/MPC process rigor, and to develop and drive local manufacturing strategy consistent with division overall strategy. Help create and drive integration of new lean tools into the DFT/Six Sigma operating system and tool box locally consistent with RS direction. The ideal candidate will have BS degree in engineering or equivalent technical discipline required (MBA, additional project management training, or PMP certification a plus). Additionally, Six Sigma certification or equivalent experience leading one or more major process development projects from concept to production using six sigma methodologies along with manufacturing operations experience of at least ten (10) years (required).

Quality Engineer – Texas -- Responsible for identifying and resolving manufacturing quality problems utilizing Six Sigma methodology, including development and qualification of measurement systems, data collection and analysis, development and implementation of improvements and control plans. Drive internal corrective actions utilizing Corrective Action System. Lead or contribute as a team member on Six Sigma and Lean project teams to improve manufacturing processes. The ideal candidate will have Bachelors degree in an engineering or manufacturing discipline. Minimum 3 yrs Quality experience in a manufacturing environment. ASQ CQE or equivalent training and experience. ISO/QS experience preferred.

Interested candidates should forward their resumes in Word format to:

Celeste Cathey

Corporate Talent Resources

ccathey@corptalent.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>

Introducing the Mid-Atlantic Region Pharma and Biomedical Discussion Group

The Philadelphia Section is sponsoring a Mid-Atlantic Region Discussion Group specializing in Pharmaceutical and Medical Device and Medical Diagnostic issues and concerns. The hope is to augment the services and educational opportunities already provided by the local ASQ sections. This group will attempt to provide you exposure to and clarification on issues and topics specific to your industry through program meetings and symposia in our region. If you think you would be interested in the topics to be presented by the Discussion Group, please take part in the unique 10 question survey on creating this discussion group. The results will help us design a Discussion Group around what our members need and want to add value to their membership.

The survey may be accessed by clicking on <http://tinyurl.com/rjktc>. Be sure to click on **Save and Close** at the top once you complete the survey. You will not receive a confirmation that it has been received.

We have high hopes for a timely response to this survey and to a successful launch of this discussion group for these industries in the coming months.

Please join us at our first meeting on October 25 at Temple University's Graduate QA/RA facility. Go to our website for details: www.asqphilly.org

Thank you for your attention to this message. Please contact Bob Wittendorf or Ed Griffith if you have any questions regarding this matter.

Bob Wittendorf
Philadelphia Section Chair 2006-2007
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610 489 1898

Ed Griffith
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215 348 4731

ASQ's Government Division will conduct a one-day event, Leadership Dialogues: Perspectives in Leadership on October 19 in Chevy Chase, Maryland. There's a Web site with more details and registration information:

http://www.gov.mb.ca/csc/servicemb/PSB_Maryland/

QNJ Best Practices in Business Conference

QNJ is holding it's second annual **Best Practices in Business Conference on February 7, 2007** at PSE&G in Edison NJ.

The conference will present best practices and best processes from various businesses, as well as from business functions in healthcare, education and government, for the purpose of sharing and learning from companies on their improvement journey. Since best practices are usually replicable across industry segments, we are encouraging attendance by all segments who would like to hear proven methods of improving performance.

Proposal abstracts are due by December 1, 2006. Details and a conference flyer are posted on the Southern Jersey ASQ website. <http://section508.asgquality.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>

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.