

QUALITY CONNECTIONS

Message From the Chair

Dear Members,

I hope this newsletter finds you well and enjoying the remainder of your summer.

Our year is shaping up to be an exciting one, starting out on September 17th with a joint meeting with the IIE. The topic is "Threat Assessment Planning" and I hope that this will be a big draw for our members. It is always a great time when we join the IIE. Over the next few weeks, your member leaders will be hammering out the details of our social calendar. As soon as we finalize our event calendar, we will post it here on our website.

I would like to take this opportunity to point out that there are a few opportunities for you to get involved as a member leader on the Executive Committee. We are always looking for new leaders to come on board and contribute to our section. We are currently looking for a Chair Elect, a Program Chair and an Education Chair. Feel free to contact me or any member leader listed on the Executive Committee page (page 9) if you are interested in helping to shape your section.

We are always looking to increase the value of your membership and hope that you will contact us with any ideas for meetings or events. This is **YOUR Section** and we want you to get the most out of it.

I hope to see you at one of our upcoming events (remember that meetings are an easy way to earn valuable recertification CEUs).

Pam Thompson



WELCOME TO OUR NEW MEMBERS

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

Todd Kostrub

Patricia Mendel

Tara Jordan- Mckinney

Yolana Mancari

Darren Wessel

Ashish Singh

Namita Ray Chattopadhaya

Barry Putt

Dawn Mason

ASQ/IIE Joint Dinner Meeting

- DATE** **Wednesday September 17, 2008**
- TIME** 6:00 PM Networking
6:30 PM Presentation
7:30 PM Dinner
- LOCATION:** **Quality Inn**
531 Route 38 West
Maple Shade, NJ
- DINNER** **Prime Rib**
- RESERVATION:** If you plan to attend, please advise Tom Mudge at 609-720-2539 or tom.mudge@wgint.com by **Friday September 12, 2008**.
- COST:** **\$15.00**
- TOPIC:** **Threat Assessment Planning** - the meeting will center on the history and an overview of Counter Terrorism and Counter Intelligence aspects.
- SPEAKER:** **John McGuire** is a Special Agent for the Naval Criminal Investigative Services at Lakehurst, NJ. He is also Full Colonel in the USMC Reserve.

Special Agent John McGuire joined NCIS over 20 years ago after serving in the United States Marine Corps. During his 20 year career he has worked almost exclusively on counter intelligence and counter terrorism matters.

He has worked a variety of espionage investigations and offensive espionage operations. His assignments overseas have taken him to the Middle East and to Guantanamo Bay Cuba. Special agent McGuire was the first NCIS agent assigned to the JTTF in New York City, working the first World Trade Center bombing investigation. His work was highlighted in a book on the investigation called "The Cell." Special Agent McGuire is assigned to the tri-state area where he continues to focus on counter intelligence and terrorism investigations

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 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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Unemployed or Retired ? – Take Advantage of These Discounts

I'm unemployed, what should I do?

ASQ offers assistance to members through the **Unemployment Program**. Call ASQ for an application [or print it from ASQ.org](http://www.asq.org).

- ✓ Members receive a 50% discount on their membership renewal if they have 1-4 consecutive years of membership (They must complete their first year as a Regular Member before applying for this option).
- ✓ Members receive a 100% discount if they have 5+ consecutive years of membership.

ASQ.org features a career center at <http://www.asq.org/career/index.html>.

I'm retired, do I have to pay my dues?

ASQ's **Retirement Program** provides assistance to completely retired regular members. Members should fill out an application to receive a discount on their membership renewal. Call ASQ for the form [or print it from ASQ.org](http://www.asq.org)

- ✓ Members receive a 25% discount on their membership renewal if they have 10-19 consecutive years of membership.
- ✓ Members receive a 50% discount if they have 20-29 consecutive years of membership.
- ✓ Members receive a 100% discount if they have 30+ consecutive years of membership.

Become a Member of the Section's Executive Committee

Each year, the Executive Committee attempts to recruit new members to the Section's Leadership Team. We do this for several reasons. First, we want to offer all of our members to participate in the decision making process and, secondly, the new members often provide valuable new ideas and perspectives.

This year, we have three openings on the committee – Chair-Elect, Education Chair and Program Chair. If you are interested in getting involved, please contact any member of the Executive Committee. A complete listing of the Executive committee and the member contact information is presented on page 9 of this newsletter.

Attend Free Member Leader Training

A Free four hour ASQ Leadership training session will be offered on **Thursday, September 25th** in conjunction with the Delaware Quality Conference that will be held at Dover Downs, DE. Learn about ASQ Quality Management Program, business planning, 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 the ASQ.

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

CONGRATULATIONS

Richard Siville passed the ASQ CQE examination in June and recently received his Certified Quality Engineer Certification. This certification demonstrates a command of the applicable Body of Knowledge and a competence for the noted field. An ASQ certification is a credential that is recognized throughout the Quality profession.

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

35th Annual Delaware Quality Conference

Thursday September 25, 2008

Dover Downs Hotel, Dover, DE

The 35th Annual Delaware Quality Conference will be held on September 25 to celebrate the 62nd season of Delaware ASQ. The conference will provide an intensive one-day Quality Professional Day at the Rollins Center of Dover Downs Casino and Hotel.

The theme is "Excellence in Governance." Note: Governance (not government) pertains to all organizations, profit and not-for-profit alike. The focus is on providing a program that will allow participants to walk away with ideas, resources, and tools that they can use immediately.

At this premier Delaware Quality event, you will hear

- Internationally recognized speaker, Curt Coffman (First, Break All the Rules)
- How to develop high-performing companies and organizations
- How to engage your employees...achieve breakthrough results
- And much more

Who should participate? Quality professionals, CEOs, directors, team leaders, compliance officers, and those wanting to learn more about improving the profitability of their companies.

What you get:

- Cover some of the latest quality topics and collaborate with fellow professionals
- Share questions, answers, resources, ideas, and more.
- Sharpen your skills and renew your professional contacts
- And much more

Breakfast starts at 7:30, program at 8:30. Breakfast, lunch, and two sets of refreshments are included in the price. We will adjourn at 5:00 p.m.

Credit card users may register through Acteva.

<http://www.acteva.com/booking.cfm?binid=1&bevalD=164635>

Checks, with registration forms, should be sent to our Conference Treasurer, Paul Vines, 751 Wood Duck Rd, Middletown, DE 19709-6114. Non-members: \$267.00. Members: \$227.00. Students: \$95.00.

Your organization can also sponsor the conference or promote its products and services through an exhibit table. For more information, Contact Greg Mazzotta at 302.535.3593 or GregMazzotta@aol.com

For more information about the ASQ Quality Conference please call Silvia Zsoldos at 302-731-4207, e-mail zsoldos@verizon.net or Greg Mazzotta at 302.535.3593, e-mail GregMazzotta@aol.com

Invest in yourself! See you on September 25!

<http://www.acteva.com/booking.cfm?binid=1&bevalD=164635>

**ASQ Delaware Section (506) 35th Annual Quality Conference
September 25, 2008
Dover Downs Hotel and Casino, Dover, Delaware**

07:30 – 08:30	Registration and Breakfast	
08:30 - 09:00	Welcomes	Section 506 Governor Minner or designate
09:00 – 10:00	Keynote Speaker	<u>Peter Anders, ASQ President-Elect</u> “Making the Economic Case for Quality”
10:00 – 10:30	BREAK	
10:30 - 12:00	Featured Speaker	<u>Curt Coffman, Senior Scientist and Consultant with Majers Consulting Group</u> “The Leadership Imperative: Excellence through People
12:00 – 1:00 p.m.	LUNCH	
1:30 – 2:45	Sessions 1 – 4	<u>Amy Kimball, Vice President, Sellery Associates and Michelle Mason, ASQ</u> “Advocating Excellence” <u>Bruce Waltuck,</u> “The NIATx Process Improvement Model” <u>Col. Steven Harrison, USAF, AMC, 436 AW/CC</u> “Going for the Gold: A Baldrige Journey”: <u>Tom Mudge, David Little, Leta Thrasher</u> ASQ Leadership Training: “Back to Basics”
2:45 – 3:15	BREAK	
3:15 - 4:45	Sessions 5 – 8	<u>Dr. Sergio Huerta, Laboratory Director, DNREC, Division of Water Resources Environmental Laboratory Section</u> “To Lead or to Follow? Tools you need to become a leader” <u>Al Leigh, President, 3V Consulting, Inc.</u> “Who’s Your Green Belt? Observations on Six Sigma Training Efforts <u>Lisa Weis, DEMEP, Manufacturing Specialist and Paul Foster, Manager, DNREC, Air Quality Management Case Study</u> <u>Tom Mudge, David Little, Leta Thrasher</u> ASQ Leadership Training: “Back to Basics,” Continued
5:00	ADJOURN	

FALL 2008 PROGRAM SCHEDULE

DATE	TOPIC	SPEAKER	LOCATION
SEPT. 17, 2008 (Wednesday)	<i>Threat Assessment Planning</i> (With IIE)	TBD	Quality Inn Maple Shade, NJ
OCT. 16, 2008 (Tuesday)	Future City Program (Tentative)	TBD	Adelphia Deptford, NJ
NOV. 14, 2008 (Wednesday)	TBD	TBD	Adelphia Deptford, NJ

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. This is the third year in a row that the company has made a contribution to the southern Jersey Section. HPS Inc. is based in West Deptford, NJ and additional information about the firm can be obtained at their website. <http://www.hpsseals.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** 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://www.southjerseyasq.org/> for the most current listings.

EXECUTIVE BOARD FOR 2008 - 2009

A complete listing of the Section's Executive Board for 2008 – 2009 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, 2009.

Position	Name	Telephone	E-mail
Section Chairman	Pam Thompson	856-969-7222	thompsonpl@pinnaclefoodscorp.com
Chair-Elect	OPEN		
Secretary	Carl Keller	856-205-1131	ckeller@serenips.com
Treasurer	Maureen Carrozza	215-451-8453	Mcarrozza320@comcast.net
Membership Chair	Sharry Masarek	856-489-9453	smasarek@transcat.com
Past Chair	Francois Thery	856-327-4800 X4147	francois.thery@arc-intl.com
Program Chair	OPEN		
Auditing Chair	David Cranston	856-224-1120	davecranston@hpsseals.com
Examining Chair	Mary Dodds	856-327-1540 X5280	Mary.dodds@alcan.com
Education Chair	OPEN		
Re-certification Chair	Lisa Randolph	856-753-8533 X204	lrandolph@EPMedSystems.com
Internet Liaison	Earl Ward	610-670-3553	calibrationdude@gmail.com
Newsletter Editor	Tom Mudge	609-720-2539	Tom.mudge@wgint.com
Area Director (AC)	Dorothy Smolen	609-569-9255	Smolend@enroute-computer.com
QMP	Carl Keller	856-205-1131	ckeller@serenips.com
Placement Chair	Mike McCarroll	609-499-7188	mmccarroll@griffinpipe.com
Historian	Michele Bradbury	856-339-3385	Michele.Bradbury@pseq.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.