

# QUALITY CONNECTIONS

## WELCOME TO OUR NEW MEMBERS

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

***Lisa Shelton***

***James Polites***

***Eric Whichard***

## ASQ South Jersey Section Recognition Night

**DATE**                      **September 16, 2009**

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

**LOCATION:**                ***Adelphia***  
**1750 Clements Bridge Road (Across from the Deptford Mall)**  
**Deptford, NJ**

**DINNER**                    Choice of Veal Marsala, Grilled Salmon or Chicken Piccante

**RESERVATION:**        If you plan to attend, please advise Tom Mudge at 609-720-2539 or  
[tom.mudge@wgint.com](mailto:tom.mudge@wgint.com) by **Friday September 11, 2009**.

**COST:**                      **\$15.00**

**TOPIC:**                    **Information Security**

The evening's presentation on Information Security will include security concepts and terminology definitions. Additionally, the presentation will include how you can make your data safer at work and at home. Some helpful tips will be provided on selecting passwords and will conclude with some present day examples of information security lapses and how they could have been prevented.

**SPEAKER:**                **David Brown**

David Brown is a customer support engineer with Cisco Systems and is a doctoral candidate at Walden University majoring in Information Systems Management. In addition, he is a Certified SCADA Security Architect and Six Sigma Green belt. During his 28-year career in the information technology industry, David had been involved with the design and implementation of information security systems at several Fortune 500 companies.

# ASQ Learning Institute™

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***This is a great cause-based message that highlights the importance of the tools and skills members develop through their ASQ membership:***

The ASQ Learning Institute™ Is Now Live - Learn Skills That Will Help Make Your World Better

Quality: The Cause of Good Things in the World Quality techniques from ASQ enable doctors like Dr. Manu Vora, an ASQ Fellow - and the Blind Foundation for India, which he co-founded-to help cure and prevent blindness for approximately 90,000 people in India.

"The quality discipline has helped us manage the foundation from the beginning," said Vora. "By implementing the PDSA model at BFI, we were able to hit the ground running."

Using the plan, do, study, act cycle, a basic quality tool, Vora also played a major part in providing vaccinations and vitamin A to tens of thousands of children in India.

With your ASQ membership, you belong to an organization of continuous learning and improvement, making quality the cause of good things in our world.

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***This will help you explain the primary benefits of the ASQ Learning Institute™:***

The ASQ Learning Institute™ will help you to plan, manage, schedule, and track ALL of your professional development needs anywhere in the world while guaranteeing the same high-quality training and instructors you expect from ASQ.

The ASQ Learning Institute™ allows you to create a user profile so you can build your learning plan, track your success, and boost your career-all starting today.

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***These are the tools of the ASQ Learning Institute™, and how they should be presented:***

These tools are available to Full, Senior, Honorary, and Fellow members now:

- ASQ Course (Learning) Catalog - Compiles a list of available training, including instructor-led, online, and document-based training. Allows users to browse and locate catalogs very quickly by subject areas or calendar date.
- ASQ Learning Institute™ Calendar - Provides a clear view of all the professional development opportunities over an 18-month period. The calendar allows users to view upcoming learning offerings that include all courses, seminars, and conferences in multiple modalities.

- Learning History - Displays the entire history of learning events for a learner-including components assigned and completed. The learning history can be thought of as the learner's "transcript."
- Competency Assessment - Provides a structured list of knowledge, skills, and abilities that serves as a foundation for users to map the level of competencies needed for various job functions.
- Career Planner - The Career Planner helps you manage your career by mapping your future career path and assessing the difference between your current abilities and the abilities (called competencies) required for the job to which you ultimately aspire to.
- Learning Plans - This personalized plan provides a detailed description of user activities to help learners achieve their education goals. The learning plan can be thought of as the "to do" list.

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**ASQ Learning Institute™ - Anywhere, Everywhere. It's All About You.**

## 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 the last page of the newsletter.

|  |            |                   |
|--|------------|-------------------|
| <b><u>Balance for Year ending 6/30/08</u></b>  |            | <b>\$6,063.39</b> |
| <b><u>Revenue for year ending 6/30/09</u></b>  |            |                   |
| Membership Dues                                | \$3,150.00 |                   |
| Cash taken at Dinner Meetings                  | 2,113.00   |                   |
| Recertification fees                           | 30.00      |                   |
| Interest                                       | 78.38      |                   |
| <b>Total Revenue for Year</b>                  |            | <b>\$5,371.38</b> |
| <b><u>Expenses for Year ending 6/30/09</u></b> |            |                   |
| Postage  | \$4.80     |                   |
| Bank Services/Fees                             | \$193.00   |                   |
| EBoaerd Meeting Expense                        | 387.59     |                   |
| Dinners  | 4,527.52   |                   |
| Awards/Gifts/Prizes                            | 457.06     |                   |
| Donations/Sponsorships                         | 500.00     |                   |
| <b>Total Expenses for Year</b>                 |            | <b>\$6,069.97</b> |
| <b><u>Balance for Year ending 6/30/09</u></b>  |            | <b>\$8,269.73</b> |

# 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.

## Job Opening Notice

|                               |   |
|-------------------------------|---|
| <b><u>Position Title:</u></b> | Director of Quality & Lean – Masco Bath   |
| <b><u>Reports to:</u></b>     | Vice President of Operations  |
| <b><u>Location:</u></b>       | Moorestown, NJ  |
| <b><u>Parent Company:</u></b> | <p><b>Masco Corporation</b> (NYSE: MAS) is today one of the world's largest manufacturers of brand-name products for the home improvement and new home construction markets. Masco is also a leading provider of a variety of installed products and services, including insulation, for homebuilders.</p> <p>Products include faucets, kitchen and bath cabinets, paints and stains, bath and shower units, spas, showering and plumbing specialties, windows and decorative hardware.</p> <p>The Company's operations consist of five business segments, based on similarities in products and services:</p> <ul style="list-style-type: none"><li>• Cabinets and Related Products</li><li>• Plumbing Products</li><li>• Installation and Other Services</li><li>• Decorative Architectural Products</li><li>• Other Specialty Products</li></ul> <p>Manufacturing facilities for our products are located throughout the United States. International operations are located primarily in Europe.</p> <p>Today, Masco has approximately 6,000 shareholders and 40,000 employees.</p> |

|  |   |
|--|---|
| <p><b><u>Description:</u></b></p>                | <p>Masco Bath is seeking a candidate with significant industry experience and a proven quantifiable track record of success. This position will provide strategic oversight, guidance, &amp; recommendations for Quality &amp; Lean initiatives to the Executive Steering Committee as it relates to the development, implementation, maintenance and improvement of the Global Quality Management System. This position will achieve tactical results through managing quality teams in each manufacturing facility as well as quality standards for the international supply base. However, the thrust of this position will be to provide vision and strong leadership to achieve the strategic quality and lean goals for the organization</p>  |
| <p><b><u>Job Responsibilities:</u></b></p>       | <ul style="list-style-type: none"> <li>• Oversight of Strategic Quality Vision for Masco Bath</li> <li>• Lead Executive Steering Committee</li> <li>• Develop appropriate resource infrastructure needed to support initiatives</li> <li>• Identify organizational skill gaps and design training programs</li> <li>• Manage quality resources at all locations to achieve KPI's</li> <li>• Drive Long Range Planning to achieve sustainable success</li> <li>• Develop lean tool kit for deployment throughout entire organization</li> <li>• Implementation of fully functional Quality Management System for entire corporation</li> <li>• Create training and communication plans to support quality and lean programs</li> <li>• Drive Lean activities beyond manufacturing</li> </ul> |
| <p><b><u>Job Requirements:</u></b></p>           | <ul style="list-style-type: none"> <li>• BS/BA degree in engineering/quality discipline required, advanced degree preferred</li> <li>• Prior work experience with Six Sigma, TQM and ISO standards</li> <li>• Working knowledge of statistical quality tools such as SPC, DOE and FMEA</li> <li>• Strong analytical skills</li> <li>• Strong written and verbal communication skills</li> <li>• Strong Leadership presence</li> <li>• 7-10 years Quality Management or Engineering experience</li> <li>• Ability to interact and communicate at all levels of management and across multiple business units</li> </ul>  |
| <p><b><u>Key Performance Indicators:</u></b></p> | <ul style="list-style-type: none"> <li>• Cost of Quality - 50% Reduction</li> <li>• QMS Implementation – Fully Implemented by YE 2010</li> </ul>  |

Interested qualified candidates should contact:

Denise Moore  
**DMSearch**  
[denisemooresearch@gmail.com](mailto:denisemooresearch@gmail.com)  
<http://www.linkedin.com/in/dmsearch>

## Section FALL Program Schedule

| Date                  | Topic                                      | Speaker    | Location                      |
|-----------------------|--|------------|-------------------------------|
| Sept 16 <sup>th</sup> | Information Security                       | Dave Brown | Adelphia<br>Deptford, NJ      |
| Oct 14 <sup>th</sup>  | Malcolm Baldrige                           | Jim August | TBD                           |
| Nov 11 <sup>th</sup>  | TBD  | TBD        | TBD                           |
| Dec 9 <sup>th</sup>   | TBD  | TBD        | TBD                           |
| Jan 20 <sup>th</sup>  | Lean Processes<br>(Joint Meeting with IIE) | TBD        | Quality Inn<br>Mapleshade, NJ |

## Schedule for Upcoming ASQ Certification Examinations

| Exam Date                                       | Exam Date        | Application Deadline          | Late Application Fee (\$50) Deadline |
|---|------------------|-------------------------------|--------------------------------------|
| <a href="#">Calibration Technician</a>          | December 5, 2009 | October 16, 2009              | October 21, 2009                     |
| <a href="#">Pharmaceutical GMP Professional</a> | December 5, 2009 | October 16, 2009              | October 21, 2009                     |
| <a href="#">Quality Auditor</a>                 | December 5, 2009 | October 16, 2009              | October 21, 2009                     |
| <a href="#">Quality Improvement Associate</a>   | December 5, 2009 | October 16, 2009              | October 21, 2009                     |
| <a href="#">Quality Process Analyst</a>         | December 5, 2009 | October 16, 2009              | October 21, 2009                     |
| <a href="#">Reliability Engineer</a>            | October 17, 2009 | <b><u>Deadline Passed</u></b> | September 2, 2009                    |
| <a href="#">Six Sigma Black Belt</a>            | October 17, 2009 | <b><u>Deadline Passed</u></b> | September 2, 2009                    |
| <a href="#">Six Sigma Green Belt</a>            | December 5, 2009 | October 16, 2009              | October 21, 2009                     |
| <a href="#">Software Quality Engineer</a>       | December 5, 2009 | October 16, 2009              | October 21, 2009                     |

Note – Contact Examining Chair to determine location of examinations.

# EXECUTIVE BOARD FOR 2009 - 2010

A complete listing of the Section's Executive Board for 2009 – 2010 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, 2010.

| Position               | Name             | Telephone          | E-mail   |
|------------------------|------------------|--------------------|--|
| Section Chairman       | Pam Thompson     | 856-969-7222       | <a href="mailto:Pamela.thompson74@gmail.com">Pamela.thompson74@gmail.com</a>       |
| Chair-Elect            | Maureen Carrozza | 215-451-8453       | <a href="mailto:Mcarrozza320@comcast.net">Mcarrozza320@comcast.net</a>             |
| Secretary              | Carl Keller      | 856-205-1131       | <a href="mailto:ckeller@serenips.com">ckeller@serenips.com</a>                     |
| Treasurer              | Joy Young        | 856-384-8473       | <a href="mailto:joyoung@ryder.com">joyoung@ryder.com</a>                           |
| Membership Chair       | Sharry Masarek   | 856-489-9453       | <a href="mailto:smasarek@transcat.com">smasarek@transcat.com</a>                   |
|                        | Paul Masarek     | 856-489-9453       | <a href="mailto:pmasarek@transcat.com">pmasarek@transcat.com</a>                   |
| Past Chair             | Francois Thery   | 856-327-4800 X4147 | <a href="mailto:francois.thery@arc-intl.com">francois.thery@arc-intl.com</a>       |
| Program Chair          | Carmen Rodriguez | 215-573-1103       | <a href="mailto:Rodriguez@xrt.upenn.edu">Rodriguez@xrt.upenn.edu</a>               |
| Auditing Chair         | David Cranston   |                    | <a href="mailto:Dpc400@comcast.net">Dpc400@comcast.net</a>                         |
| Examining Chair        | Mary Dodds       | 609-267-0001 X302  | <a href="mailto:Mary.Dodds@teleflexmedical.com">Mary.Dodds@teleflexmedical.com</a> |
| Education Chair        | David Brown      | 609-432-1060       | <a href="mailto:davidbro@cisco.com">davidbro@cisco.com</a>                         |
| Re-certification Chair | Lisa Randolph    | 856-753-8533 X204  | <a href="mailto:lrandolph@sjm.com">lrandolph@sjm.com</a>                           |
| Internet Liaison       | Carmen Rodriguez | 215-573-1103       | <a href="mailto:Rodriguez@xrt.upenn.edu">Rodriguez@xrt.upenn.edu</a>               |
| Newsletter Editor      | Tom Mudge        | 609-720-2539       | <a href="mailto:Tom.mudge@wgint.com">Tom.mudge@wgint.com</a>                       |
|                        | Jeff Hudson      | 302-282-6736       | <a href="mailto:Jeffrey.j.hudson@chase.com">Jeffrey.j.hudson@chase.com</a>         |
| QMP                    | Jeff Hudson      | 302-282-6736       | <a href="mailto:Jeffrey.j.hudson@chase.com">Jeffrey.j.hudson@chase.com</a>         |
| Placement Chair        | Mike McCarroll   | 856-985-7159       |  |
| Historian              | Michele Bradbury | 856-339-3385       | <a href="mailto:Michele.Bradbury@pseg.com">Michele.Bradbury@pseg.com</a>           |
| Area Director (AC)     | David Brown      | 609-432-1060       | <a href="mailto:davidbro@cisco.com">davidbro@cisco.com</a>                         |

**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.**