



WESTERN MASSACHUSETTS SECTION

"Dedicated to the Advancement of Quality"

NEWSLETTER



"Process Approach, SIPOC, Turtles and Profit"



Does your Quality System documentation consist of lengthy written procedures? All those paragraphs make it difficult to use this ISO system for establishing controls, taking preventive actions, and making process improvements. This often makes management question the value of ISO. You can make your quality system work for you (and not vice versa).

Find out how ~ Tuesday February 7, 2017~ at our Technical Dinner Meeting

ISO 9001, since 2000 and especially in the 2015 revision, advocates the use of a Process Approach to develop, implement and improve the QMS. In this presentation, we shall examine how to use the Process Approach, along with the "new" Risk-Based Thinking. We will construct SIPOC and "Turtle" diagrams together with simple risk assessment to identify and prioritize opportunities for meaningful QS-process improvement. Say 'Hello' to higher customer satisfaction and profits!

Our speaker, Charles J. Marsman, is a Quality/Operational Excellence professional with over 40 years of experience in Process Engineering, Manufacturing-, Technical-, and Quality- Management. He has enjoyed a long career in the automotive, semi-conductor and consumer goods industries with Monsanto/Solutia and Rohm & Haas/Dow. As part of a career in process-, productivity-, and quality-improvement, and has more than two decades of experience in developing, registering, auditing, managing and improving of Quality- and EHS-

Management Systems in domestic and global locations. He currently manages Marsman Consulting. Charles holds a BSChE from Purdue, MEChE and MBA degrees from Tulane. His ASQ certifications include CQE, CQA, CMQ/OE and CSSGB and he is a licensed PE (LA,ChE *inactive*). A wonderful asset to our local Western Mass section of ASQ, he is currently serving as our Treasurer and as the Program Chair, as he has for several years. He has also served as Section Chair. Charles has presented and/or published a number of papers and articles concerning technical and quality-related topics.

TUESDAY, 02/07/2017

Join us at Westwood
Restaurant & Pub
94 North Elm St. Westfield, MA

*Mass Pike to Exit 3,
then South on Rt 202.
About 2 miles down on the right.*

**5:30 pm Social
6:00 pm Speaker
7:00 pm Dinner**

The cost is \$20.00
Drinks not included.
For reservations, contact
dinner@asqwmass.org
Include # attending and
names.

Ernest Laberge Receives Scalise Award

The award is named for Anthony Scalise, who was the founder of the Western Massachusetts Section of ASQ in the 1940's. Laberge was honored for his continued efforts in the promotion of the quality profession. He is active in our Western Mass section; he is currently serving as the Re-certification Chair and is involved in special projects.

Many thanks and congratulations, Ernie!

Volunteer Needed

As we begin the new planning year, we hope to continue to build on the technical upgrades like the creation of an electronically generated newsletter. A next logical step will be to upgrade our website. We are looking for volunteers that know or are willing to learn web design. This is a great opportunity to help shape our view to the outside world and develop your professional network.



Tidbits from Technical Dinners

Did You Know?

-That 40% of newly learned information can be lost in three days? "Rehearsing" new training is a key to retention of training and trainee competence. The more time we rehearse initially, the less time it takes to relearn it later, and the slower the rate of memory decay.

~ from "Training the Trainer" presented by Kurt S. Moore, June, 2016

-That the biggest section of ISO 9001:2015, Section 8, Operation, is mostly recycled requirements of "Product realization" from ISO 9001:2008? However, the focus has been shifted to managing processes and resources to achieve a state of control (even when changes occur). ISO 9001:2008 was more focused on verifying compliance.

~ from "ISO 9001:2015 - Now What?" presented by Gary Grubbs, November, 2016



AMERICAN SOCIETY
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ASQBoston.org

**BOSCON 2017: Quality Management, Creating
Solutions for Today's Challenges**
Salem, MA
April 3-4

Register Now, Early Bird Pricing ends March 3rd. <http://www.asqboscon.org>

And remember to register for the
[2017 World Conference on Quality and Improvement](#)

May 1 - 3, 2017 | Charlotte, NC

Please maintain your ASQ Profile

Want to be in the know about what's up in quality in Western Mass? Section leaders must use the email address in your ASQ member profile. Log into <http://www.asq.org> and select MY ACCOUNT to edit your information. Be sure to stay subscribed to ASQ Section Communications under Email preferences.

Please send feedback and items to include in our newsletter to Gay McDyer.
Be sure to include a subject line.
gmcdyer@astrochemicals.com

Current Section Leaders

Executive Committee

CHAIR - Gary Grubbs - grgrub@eastman.com
VICE CHAIR - Michael Szteliga - szteliga@verizon.net
TREASURER - Charles Marsman - cmarsman@msn.com
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IMMEDIATE PAST CHAIR - Lorraine Galica - lagjford@comcast.net

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