



WESTERN MASSACHUSETTS SECTION

"Dedicated to the Advancement of Quality"

NEWSLETTER

The correct title of Cher's presentation is **Considering unexplained errors in complex** **environments: The Role of Human Factors**

Speaker: Dr. Cher Nicholas

It is "The Role of Human Factors", not the role of human error as originally stated in this publication. The distinction is important. As we will hear, Dr. Nicholas moves away from the term Human Error in the presentation, to the interaction of the human-machine system.

Today's work systems are mostly directed by machines (automation, speed, vision systems, etc.) In many cases, the machine is viewed as the "performance system" and errors are generally directed to the human workers. However, what is seldom considered is the capacity and constraints of the human-machine system and how errors can occur in complex systems.



Cher will discuss two topics in human factors which shed light on why and how some errors are made.

About the speaker:

Cher has a PhD in Industrial Engineering/Human Factors and also is an electrical engineer. Her areas of applied human factors research are in System Performance, Human Error, Decision-Making and Error Mitigation Systems.

TUESDAY, 09/12/2017

**Join us at
Collegian Court**

**89 Park St.
Chicopee, MA 01013**

Please note the change of venue.
Due to circumstances beyond our control, we are no longer having our meetings at Westwood.

The cost is \$20.00
Drinks are not included.

5:30 pm Social

6:00 pm Speaker

7:00 pm Dinner

8:15 pm All are welcome to stay for the Section Leaders' meeting

For reservations, contact

asqwmassdinner@yahoo.com

Include # attending and names.

Nominees to be Presented

We will present the nominees for the 2018 officers at the September meeting. The members in attendance will have the opportunity to vote for the nominees. Please help support our section by attending.

Transition Talk

The ISO 9001 standard no longer requires a management representative. Here is how some Western Mass Section members are handling this change.

"We will be keeping the management representative & the role will be more of an advisor/subject matter expert that will assist top management with compliance issues..." G.G.

"Our facility has embraced the Leadership Team concept, while maintaining the management representative position as key contact for regulatory....Enterprise Quality still recognizes the VP Quality as the appointed Management Rep." L.G.

"In the company I currently work for, the Management Rep. position/function is contracted out." B.M.

"We decided to keep the management rep position and title as is." C. M.

"I worked with one company that eliminated the position, then divided up the responsibilities. It did not work (confusion as to who does what, and the registrar didn't like it either). They went back to the management rep concept." C. M.

"We dropped the title, but designated the responsibilities to the Quality Manager in our Quality Manual." G. M.

"It is imperative for a company to have a formal Mgmt. Rep. to be the focal point for the Registrar contact as well as the drive of 2015 implementation, and, later, 2015 maintenance. I have conducted three 2015 transition audits and one 2015 assessment; if any of the companies I audited did not have [this] in place, they would have failed the audit." W. C.

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@gmail.com

VICE CHAIR - Michael Szteliga - szteliga@verizon.net

TREASURER - Charles Marsman - cmarsman@msn.com

SECRETARY - Nancy Supczak - nmsupczak@gmail.com

IMMEDIATE PAST CHAIR - Lorraine Galica - lagfjord@comcast.net

Committee Chairs

NOMINATIONS - Woody Cashman - iteachuiso@msn.com

AUDITOR - Ernie Laberge - elaberge@octobercompany.com

MEMBERSHIP - Gay McDyer - gmcdyer@astrochemicals.com

VOC - Michael Szteliga - szteliga@verizon.net
ARRANGEMENTS - Jim Gurzenski - pedalnrun@yahoo.com
PROGRAM - Charles Marsman - cmarsman@msn.com
CERTIFICATION - Michael Szteliga - szteliga@verizon.net
RE-CERTIFICATION - Ernie Laberge - elaberge@octobercompany.com
NEWSLETTER - Gay McDyer - gmcdyer@astrochemicals.com
DATABASE - Gary Grubbs - gr.grgrub@gmail.com
PUBLICITY - **currently vacant ANY VOLUNTEERS?**
EXAMINING - Kurt Moore - kmoore@ashland.com
EDUCATION Award - Steve Fiedler - 2fiedler@charter.net
AWARDS - Woody Cashman - iteachuiso@msn.com

