

View Newsletter in your browser for best results.  
**Scroll down** to see What's up in Western Mass.

[View this email in your browser](#)

---

VOL. 43, No. 5

[asqwmass.org](http://asqwmass.org)

October, 2017

---



## WESTERN MASSACHUSETTS SECTION

"Dedicated to the Advancement of Quality"

# NEWSLETTER

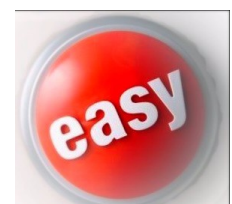
---

### Context of the Organization, Needs of Interested Parties and their Risks, MADE EASY

By [Chuck Marsman](#) and [Gary Grubbs](#)

The Context of the Organization, Needs of Interested Parties and their Risks is a new requirement of ISO 9001:2015. The standard requires the risk assessment on the quality management system and does not provide any directions on how to comply with the requirement. Many organizations are struggling to understand what is really needed to comply and be able to do it in a practical way. Chuck and Gary will try to take some of the guesswork out of what is needed for practical compliance.

About the Speakers:



[Gary Grubbs](#) (CQE, CQA, CMQ/OE) has over 37 years' experience at

Monsanto/Solutia/Eastman Chemical Company where he worked in engineering, maintenance, manufacturing and the last 25 in Quality. He retired in January 2017 and now works part-time at Eastman working to get their Design & Development Ready for IATF 16949 certification.

**Chuck Marsman** (CQE, CQA, CMQ/OE, CSSGB) has over 40 years of manufacturing, engineering and quality-management experience with Monsanto/Solutia and Rohm & Haas/Dow companies. He currently manages Marsman Consulting.

**TUESDAY, 11/14/2017**

Join us at

**Collegian Court**

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

---

***Please note the change of venue.***

The cost is \$20.00  
*Drinks are not included.*

5:30 pm Social

6:00 pm Speaker

7:00 pm Dinner

8:15 pm Section  
Leadership meeting  
All are welcome to stay.

---

For reservations, contact

[asqwmassdinner@yahoo.com](mailto:asqwmassdinner@yahoo.com)

Earn **0.3 Recertification Units**  
per Technical Dinner meeting.

### Calling All Students!

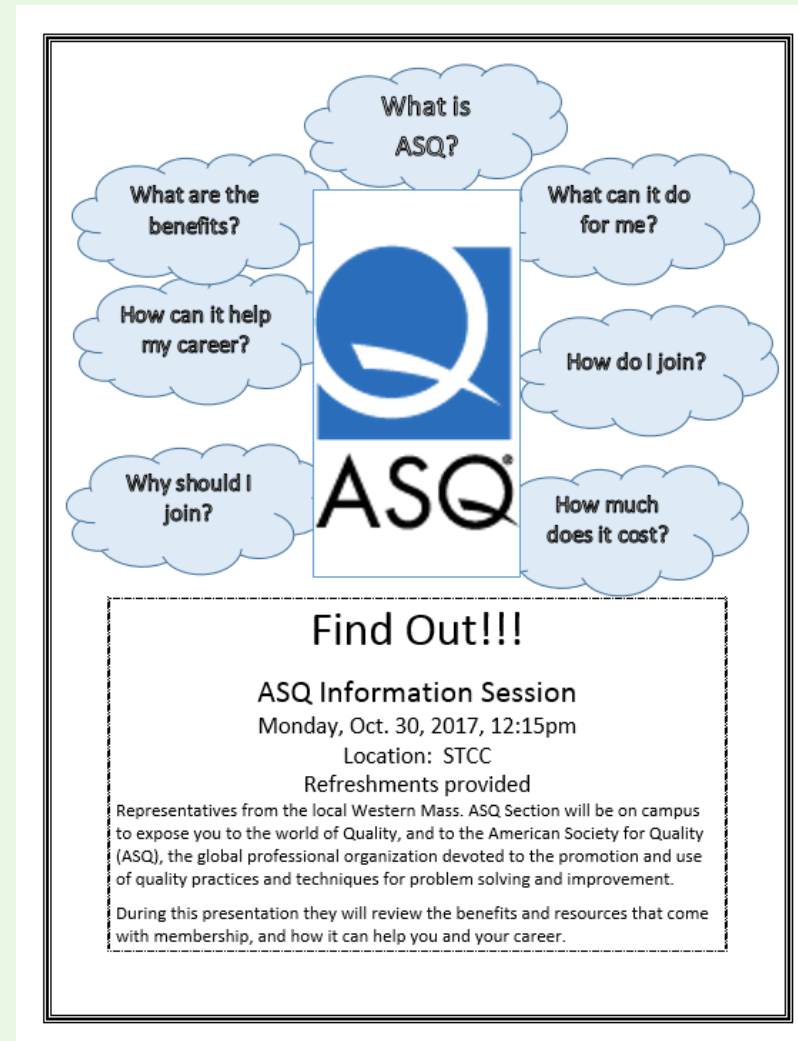
In response to one of our Section strategic plan items (grow membership), a team was created with the goal of encouraging student membership in ASQ and our section. The idea was to reach out to local colleges and universities to promote the Quality profession and ASQ.

Over the last few months, the team of Matthew Forest, Gary Grubbs, Brian Mailhot and Kurt Moore created presentation materials, worked their network to establish contacts and set up meetings with students and faculty.

Presentation materials cover the Quality field, ASQ on a global, national, and section level, and the value proposition to obtaining membership. The materials are customizable to match the interests and concerns of the particular audience in attendance.

The team is looking forward to the first session (see the poster below) with a group of engineering students who will transition into 4-year degree

programs. Do you think the promise of pizza will encourage a good turnout? Results of this and future sessions will be shared and monitored for effectiveness.



The flyer features the ASQ logo in the center, which consists of a blue square with a white stylized 'Q' and the letters 'ASQ' below it. Surrounding the logo are seven blue cloud-shaped callouts with white text, each containing a question: 'What is ASQ?' (top), 'What are the benefits?' (top-left), 'How can it help my career?' (middle-left), 'Why should I join?' (bottom-left), 'What can it do for me?' (top-right), 'How do I join?' (middle-right), and 'How much does it cost?' (bottom-right). Below the logo and callouts is a dashed-line box containing the following text: 'Find Out!!!', 'ASQ Information Session', 'Monday, Oct. 30, 2017, 12:15pm', 'Location: STCC', 'Refreshments provided', and a paragraph: 'Representatives from the local Western Mass. ASQ Section will be on campus to expose you to the world of Quality, and to the American Society for Quality (ASQ), the global professional organization devoted to the promotion and use of quality practices and techniques for problem solving and improvement. During this presentation they will review the benefits and resources that come with membership, and how it can help you and your career.'

## ISO 9001:2015 Transition Tips

**About ISO 9001:2015 Clause 7.1.6 (Organizational Knowledge) the last item before the notes reads "When addressing changing needs and trends, the organization shall consider its current knowledge and determine how to acquire or access any necessary additional knowledge and required updates." So, how are people complying with this part of the standard?**

-----

1. Much of our current organizational knowledge is available in: procedures, technical reports, Control Plans, FMEA's, and intellectual property (trade secrets & patents)
2. There is a yearly People Planning process that looks at the needs of the organization and the impact of the upcoming year's plans (new projects/initiatives, succession planning, flight risk, known retirements, etc.)
3. As the organization changes, there are 2 processes we use.
  - a. On-Boarding- An HR driven process for new employees or existing employees with new roles. It uses a checklist created by the employee's manager to make sure the person has training, knows the right people, and

understands the requirements of their new role.

b. Knowledge Transfer- An HR driven process for experienced employees prior to retirement. The process uses a detailed checklist to outline (developed by the pending retiree) the major tasks of the role, key contacts, regular meetings, where key information is stored, milestones, etc. This becomes for basis for training others. (G. G.)

-----  
It can be handled within the Resources process.

We take into consideration:

#### Internal Sources of Organizational Knowledge

1. intellectual property;
2. employee experiences with skills cross-training in place;
3. knowledge gained from experience;
4. job history from job files – job failures and successes;
5. lessons learned from past history failures and successful projects;
6. capturing and sharing undocumented knowledge and experience;
7. long-term retention of senior and key employees;
8. the results of improvements in processes and products.

#### External Sources

1. standards;
2. academia - colleges and universities;
3. government and military standards;
4. feedback from experts and consultants;
5. professional conferences;
6. information provided by customers;
7. information provided by external providers.

We take measures to ensure that our employees are thoroughly cross-trained, and ensure they spend many hours working with "key" employees, to learn and understand the "knowledge" that these employees possess. Key employees are determined by the President and Top management.

We also offer "key" retiring employees an opportunity to work part-time to ensure we do not totally lose the "organizational knowledge" that long-time employed personnel possess.

We perform succession planning allowing Organizational knowledge to remain intact, and it is safeguarded. (W. C)

-----  
We do not view this as a stand-alone requirement, but as interrelated with other processes, such as Context, Interested Parties, Risks-and-Opportunities, Change Management, Audits, Management Review, etc. as these are driving "changing needs and trends". We plan to use the "turtle diagram" concept to identify and evaluate what relevant knowledge we have today and what new knowledge we

need to acquire to address the changes. (C, M.)

-----  
**What is your transition question?**

---

## **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](mailto:gmcdyer@astrochemicals.com)

## **Current Section Leaders**

### Executive Committee

CHAIR - Gary Grubbs - [gr.grgrub@gmail.com](mailto:gr.grgrub@gmail.com)

VICE CHAIR - Michael Szteliga - [szteliga@verizon.net](mailto:szteliga@verizon.net)

TREASURER - Charles Marsman - [cmarsman@msn.com](mailto:cmarsman@msn.com)

SECRETARY - Nancy Supczak - [nmsupczak@gmail.com](mailto:nmsupczak@gmail.com)

IMMEDIATE PAST CHAIR - Lorraine Galica - [lagfjord@comcast.net](mailto:lagfjord@comcast.net)

### Committee Chairs

NOMINATIONS - Woody Cashman - [iteachuiso@msn.com](mailto:iteachuiso@msn.com)

AUDITOR - Ernie Laberge - [elaberge@octobercompany.com](mailto:elaberge@octobercompany.com)

MEMBERSHIP - Gay McDyer - [gmcdyer@astrochemicals.com](mailto:gmcdyer@astrochemicals.com)

VOC - Michael Szteliga - [szteliga@verizon.net](mailto:szteliga@verizon.net)

ARRANGEMENTS - Jim Gurzenski - [pedalnrun@yahoo.com](mailto:pedalnrun@yahoo.com)

PROGRAM - Charles Marsman - [cmarsman@msn.com](mailto:cmarsman@msn.com)

CERTIFICATION - Michael Szteliga - [szteliga@verizon.net](mailto:szteliga@verizon.net)

RE-CERTIFICATION - Ernie Laberge - [elaberge@octobercompany.com](mailto:elaberge@octobercompany.com)

NEWSLETTER - Gay McDyer - [gmcdyer@astrochemicals.com](mailto:gmcdyer@astrochemicals.com)

DATABASE - Gary Grubbs - [gr.grgrub@gmail.com](mailto:gr.grgrub@gmail.com)

PUBLICITY -

EXAMINING - Kurt Moore - [kmoore@ashland.com](mailto:kmoore@ashland.com)

EDUCATION Award - Steve Fiedler - [2fiedler@charter.net](mailto:2fiedler@charter.net)

AWARDS - Woody Cashman - [iteachuiso@msn.com](mailto:iteachuiso@msn.com)

---



---

## Coming up: November is World Quality Month

ASQ is a global community of people dedicated to quality who share the ideas and tools that make our world work better. With thousands of individual and organizational members of the community in over 130 countries, ASQ has the reputation and reach to bring together diverse quality champions who are transforming the world's corporations, organizations, and communities to meet tomorrow's critical challenges. ASQ is headquartered in Milwaukee, Wisconsin, with Regional Centers in North Asia, South Asia, Middle East and Africa, and Latin America. Learn more about ASQ's members, mission, technologies, and training at [asq.org](http://asq.org).

---

This email was sent to [gr.grgrub@gmail.com](mailto:gr.grgrub@gmail.com)

[why did I get this?](#) [unsubscribe from this list](#) [update subscription preferences](#)

ASQ Western Mass Section · 260 North Road · Westhampton, MA 01027 · USA

MailChimp.