



WESTERN MASSACHUSETTS SECTION

"Dedicated to the Advancement of Quality"

NEWSLETTER



Roundtable Discussion

Do you have questions about the ISO 9001:2015 standard,
its interpretation or how to apply it in your job?

We are offering a different format for this meeting.* Please try to send in some of your
questions when you reserve your seat.

As a build from the end of our successful November meeting on "Context of the Organization, Needs of Interested Parties and Their Risks & Opportunities Made Easy", our February meeting will feature a roundtable discussion on specific issues you may be having with ISO 9001:2015 implementation. Many companies are in crunch time as they try to implement their revised quality systems. Naturally this leads to questions and concerns about the requirements of the standard and how to ensure compliance without unnecessary effort. We have assembled a panel of four senior members from our section that have successfully passed ISO 9001:2015 audits and have extensive quality management systems experience in multiple industries.

Our Panel members are:

- Woody Cashman (ASQ Fellow with 14 ASQ certifications)- President of Cashman and Associates, a consulting firm specializing in helping local companies with auditing and compliance. He has over 40 years' experience and helped many local companies achieve ISO 9001:2015 certification.

- 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 helping to carry out upgrades to their IATF 16949:2016 quality system, which he helped to implement.
- 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.
- Mike Szteliga-(CQE, CQA) has over 40 years of engineering experience and over 30 years in Quality in a wide variety of manufacturing, from automotive and aircraft components, medical products, high speed paper converting, metal forging and fabrication, as well as a variety of retail products. He has recently successfully transition Mayhew Tools to ISO 9001:2015.

* **Meeting Format:**

- We ask that questions about the standard, its interpretation, or ideas on how to apply it in your job be submitted with your reservation to asqwmassdinner@yahoo.com
- Questions submitted in advance will be answered before questions from the floor.
- Our panel will propose potential solutions, with the goal of having open discussions based on the collective experience of the audience.
- The meeting will be run by a moderator/ time-keeper, who will ensure that any questions submitted in advance will get priority to be shared to make sure that everyone's question is addressed.
- Responses will be limited to 5 minutes

We will summarize the panel-discussion and issue notes to all attendees.



Okay, so our round table won't be *quite* like this....



... but Collegian Court does put on a nice buffet.

TUESDAY, 02/13/2018 ~ Join us at Collegian Court ~ 89 Park St., Chicopee, MA 01013

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

5:30 pm Social 6:00 pm Roundtable

7:00 pm Dinner

8:15 pm Section Leadership meeting - Everyone is welcome to attend

For reservations, contact

asqwmassdinner@yahoo.com

Earn 0.3 Recertification Units

For each Technical Dinner meeting.



Did you read the January 2018 edition of Quality Progress (titled "Ready or Not")? it focuses on the transition and tips to verify your readiness for an assessment. To read the full issue, visit www.qualityprogress.com.

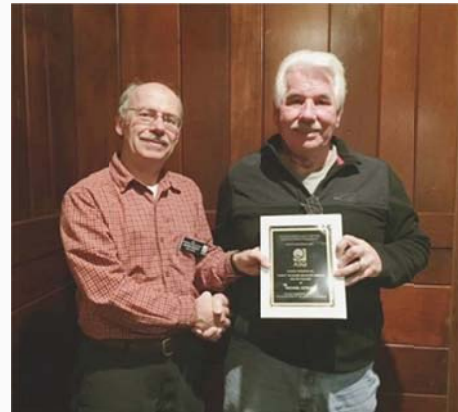
- Download the PDF
- Read the digital edition
- View the archives

First Student Outreach Event Successfully Completed

On Monday, Oct. 30, the outreach team from the Western Mass. Section of ASQ presented to about 25 students in the Engineering program at STCC. The presentation covered ASQ on a global, national, and local section level, focusing on the career benefits, skills enhancements and networking opportunities that come with membership. The presentation (along with the pizza) was well received by the students and the faculty, and there is a very good chance that some will take the step into student membership or full membership as they transition from education into careers. The team will continue their efforts to secure additional presentations to support the goal within the section strategic plan to grow membership through outreach and increased awareness. The outreach team members are Brian Mailhot, Matt Forest, Kurt Moore and Gary Grubbs.

2017 "Tony" Scalise Award

The Western Mass section of the American Society for Quality was pleased to present the 2017 Tony Scalise Award to Michael Szteliga for his continued efforts in the promotion of the quality profession. The award is named for Tony Scalise who was the founder of our local section.



Mike Szteliga (L), Woody Cashman (R)



Tidbits from Technical Dinners

Did You Know?

The term "human error" is over-used. It is the starting point of an investigation, not the end. There are latent factors in organizations that contribute to human performance deviations. Think about production pressures, clumsy technology, poor hand-offs, interruptions and distractions. We tend to focus on what went wrong, but 99.99% of the time the process goes right. Consider what factors make it go right.

Tidbit #2 from the September meeting:

The human brain can only process 8 bits of information and 2 tasks at once. And that really depends on the types of tasks, or modalities. It is possible to work on a visual task along with either the verbal or auditory type. Humans do not have the capacity to perform two different visual tasks or two different auditory tasks simultaneously. The two tasks will interfere with each other.

~ from "Considering unexplained errors in complex environments: The Role of Human Factors" presented by Dr. Cher Nicholas

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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 - Michael Szteliga - szteliga@verizon.net
VICE CHAIR - Charles Marsman - cmarsman@msn.com
TREASURER - Gary Grubbs - gr.grgrub@gmail.com
SECRETARY - Kurt Moore - ksmoore@ashland.com
IMMEDIATE PAST CHAIR - Gary Grubbs

Committee Chairs

NOMINATIONS - TBD
AUDITOR - Ernie Laberge - elaberge@octobercompany.com
VOC - TBD
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 - TBD
EXAMINING - Kurt Moore - kmoore@ashland.com
EDUCATION Award - Steve Fiedler - 2fiedler@charter.net
AWARDS - Woody Cashman - iteachuiso@msn.com

