

Final Message from the ASQ-LI 2008 – 2009 Chair

My Fellow ASQ-LI members,

It was indeed a great pleasure serving you as the 2008 - 2009 Chair for our section. With your help, we applied outside-the-box thinking to successfully challenge ourselves and each other to give more to the ASQ-LI program improvement efforts while demanding and expecting more from our leadership. As a result, we ran well attended member centric programs such as:

- Lean Six Sigma symposia in September 2008 and March 2009, that were cosponsored with Hofstra University thru Dr. Affisco, and featured experts like:
 - Dr. Yosef Dlugaz of NYLIJHS
 - Carolyn Sweetapple, MBB
 - Meegan Dowling, MBB
 - Umberto Delasandro, CSSBB
 - Kerry Donelan, CSSBB
 - Carlyle Crothers, MBB
 - Brian Ascetta, MBB

- Quality Auditors symposium with presenters:
 - Chuck Gortakowski
 - Joan Gladky
 - Andy Nichols
 - Joe Labas
 - John Boyle

- Career Transition Workshop which dealt with tips and strategies to successfully negotiate the challenges of the interviewing process. The presenters were:
 - Peter Cook, Sr Account Exec.
 - Marianela Arias

Your voices and those of our Board of Directors were also heard through the application of Quality tools such as SWOT, Quality Function Deployment, and Kano Analysis exercises. The information gathered formed the basis for the successful programs created for your benefit.

The efforts tied to our achievements were many and required the support and participation of you, our most committed members.

I am especially grateful to members of the Board of Directors who served us so honorably and supported our member centric vision. The new Board members, in particular, Rupal Doshi, with her involvement with Lean Six Sigma while leading the development of strategic alliances with Hofstra University and Farmingdale College, and Sam Prasad, with the reconstruction of our top class website, brought needed energy to the Board that resulted in significant accomplishments during the course of the year. Marty Aschner, the rock of our Section 303, played a pivotal role with his openness to new ideas and his unequivocal support for new strategies that helped move our organization forward.

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I must also thank Rich Lombardi, ASQ-LI Secretary, for his timely support that came at the most critical times; Adrienne O'Connor, ASQ-LI Treasurer, for her commitment to meeting the needs of our programs in spite of her many personal challenges; Julie Salgo, Newsletter Editor, for her many kind words of encouragement during the most challenging times as Chair and for getting out our newsletter on time; Phil Cate, Education Chair, for his hard work in balancing the certification needs of our members, the availability of training facilities and the profitability of the training exercises; and to Mary Winch who was helpful in sharpening my perspectives on many of the new ideas put forward to the Board and also, was behind my decision to add the CQA certification to my professional repertoire. Thanks also to all Board members who participated in the many voting opportunities that helped us realize the goals and objectives set out through the course of the 2008 – 2009 ASQ-LI year.

There were other individual accomplishments that are worthy of note.

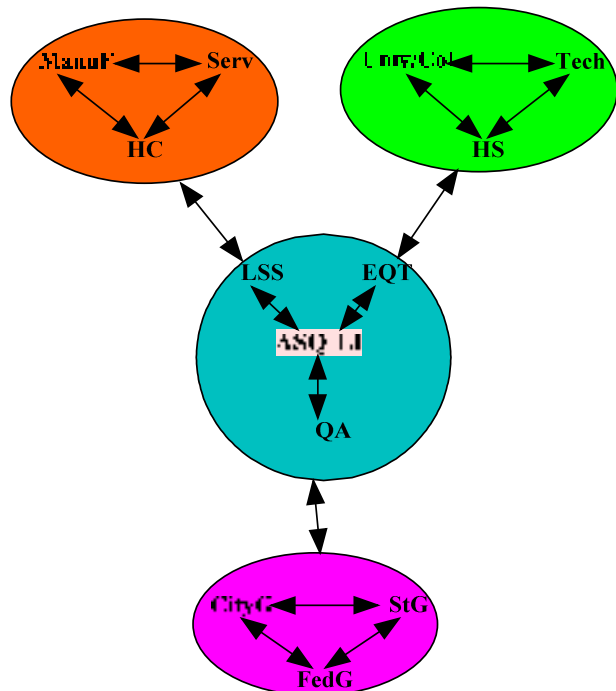
First we must recognize the efforts of Rick Calabrese, past and incoming Chair, who, over the past year had, as part of a team, published four articles:

1. Reducing Variance by Rick Calabrese, Luke Foo, Owen Ramsay; Drug Discovery & Development, August 1, 2007.
2. Finding Common Ground with ISO 9001 and FDA Good Manufacturing Practices by Rick Calabrese, A. Mark Trotter, Luke Foo; Quality Digest, March 2008.
3. Proposal for a National Quality Standard for Biomedical Research by Rick Calabrese, Olo Palm; Quality Digest, October 2008.
4. Biosafety Concerns with Polymeric Extractables by A. Mark Trotter, Rick Calabrese

Rick also started the tradition of sharing our experiences through the publication of articles and took his commitment to the next level when, through his encouragement, my proposal on Lean Six-Sigma in Government was submitted to, and later accepted by the committee responsible for presentations at the ASQ 2009 World Conference in Minnesota.

Serving as Chair for our section, it was my responsibility to ensure that the things we did were linked to goals set by our Board. So, a corporate-college-government outreach triangulated plan with ASQ-LI at its center, and a balanced scorecard were used to help us maintain perspective.

The corporate-college-government triangulated plan, as shown on the right, led to efforts to establish alliances with colleges, participation with corporate representatives on new programs such as Lean Six Sigma and seeking government representatives such as Senator Malcolm Smith as a keynote speaker.



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For the balanced scorecard application the categories of members, financial, internal processes, and learning and growth were used as follows:

- Member needs
 - Created interesting and relevant-to-job programs such as (**Lean Six Sigma, Quality Symposium, the 7M Quality Tools, Career Management**)
 - Define needs and desires thru voice-of-the-members (**QFD, Kano Analysis, SWOT Analysis**)
 - Used surveys to gather and analyze member satisfaction information about programs and activities conducted (**Surveys**)
 - Made available to our members convenient, reliable and flexible-scheduled certification training opportunities thru the **Seifer Institute** and programs such as the **Six Sigma Green Belt awareness and certification prep class cosponsored with Hofstra University**.
- Internal Processes
 - Improved program planning and execution (**4 new programs offered**)
 - Greater accountability for BoD members (**Board member recognition and rewards program**).
 - Consensus majority rule to ensure participation of all Board members (**vote by e-mail**)
- Growth & Learning
 - Turned around the declining ASQ-LI declining membership trend (**Membership was 491 in Sept, 08. Membership increased to 513 in April 2009**).
 - Increased the number of certified BoD members by offering free certification training for BoD members (**Three BoD members received training**)
 - More Leadership development training (**0 attended ASQ-HQ's Leadership Conference (LC) in 2008, 3 attended LC in 2009**)
 - Greater representation at ASQ's World Conference (**0 attended WC in 2008, 2 attended WC in 2009**)
- Financial
 - Reduce cost thru alliances with colleges and universities in our area (**alliances are being developed with Hofstra University, and Farmingdale College**)

The use of the balanced scorecard provided the metrics used to set performance targets and gave us a unique opportunity to optimize the energies of our Board members.

Finally, with 2009 being our ASQ-LI's 50th Anniversary Year, the Board of Directors celebrated our rich past through actions proposed by our 50th Anniversary Committee led by Rick Calabrese, Incoming Chair. We started with an article by Julie Salgo in the January 2009 newsletter, titled "ASQ-LI Section Chairs Remembered" that included a list of all Chairs over our 50 year history. The February newsletter with the 50th Anniversary Message to you by me touched on our organization's past, present and future. In March we published an article "What can I share during the anniversary year?" by Marvin Shear, retired Quality Professional, Chair during 1992-1994. Also at the 3rd Lean Six Sigma symposium, the panelists were presented with the first set of recognition rewards that had the 50th Anniversary logo displayed. The April issue contained an article by Julie Salgo titled "Walking in ASQ Memory Lane" devoted to the evolution of our newsletter. In our May newsletter we had "A Section was Born" by **Jack Campenella**, ASQ Fellow and Past Chair during 1967-1968. Also in May Jack presented on the 50 years of ASQ-LI at the general meeting held at Northrop Grumman. **He is the only ASQ member who can boast about being**

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part of our 50 year history. In the June newsletter John Lombardi, Past Chair during 1988-1990, wrote about his years with ASQ in an article titled “Fond Memories of 35 years with ASQC/ASQ”.

Over the past year I have volunteered my time to our ASQ-LI as I do believe that we have been committed to a meaningful purpose. Over the next years let’s work together to support our incoming Chair Rick Calabrese and others to further build on what was started, creating more opportunities to make the best for all of our members.

Best Regards,

Owen Ramsay, BScHE, MSEE, CQA, CQE, CMQ-OE, CSSBB
ASQ-LI Chairman