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LI ASQ Section 303 Lean Six Sigma Symposium
Sen. Malcolm Smith as keynote speaker

Friday, March 19th, 2010, 8:00 a.m. - 3:00 p.m.
Hofstra University, Hempstead, NY

See more and register on our website at www.asqlongisland.org

Many in the quality business are eager to take their various programs to the next level but are often challenged in finding the most efficient and results oriented path. While application of the Basic Quality Tools coupled with management commitment leads to some gains via benefits derived from picking the low hanging fruit, a focused effort on understanding relationships between variables is required to realize greater gains.

Quality tools such as Lean and Six Sigma are options that the quality expert can consider to achieve higher levels of quality, greater process speed and enhanced levels of customer satisfaction. These advanced tools can provide the analytical details required to understand the relationships that exist between process input and output variables along with the impact of the environment that affects them.

To demonstrate process improvement using these advanced tools, the ASQ-LI section is again offering an opportunity for companies on Long Island to benefit from the experiences of professionals involved in successful Lean Six Sigma applications via a symposium on the subject.

The format of the symposium allows success stories to be presented by quality professionals such as Master Black Belts, Black Belts and Green Belts on how they used Lean and Six Sigma strategies and tools to realize process improvements. In his book 'What is Lean Six Sigma', Michael George defines Lean Six Sigma as a business improvement methodology

that maximizes shareholder value by achieving the fastest rate of improvement in customer satisfaction, cost, quality, process speed, and invested capital.

Lean and Six Sigma are two separate tools that have been merged over the years to compensate for deficiencies in each. The first tool, Lean, was introduced to the Western world by Womack (1990) with the publication of “The Machine that Changed the World”. The book describes the basis of lean production (lean manufacturing) as practiced by the best companies in the world.

The second tool, Six Sigma, is a highly disciplined process that focuses on developing and delivering near-perfect products and services consistently. The philosophy of Six Sigma was developed at Motorola under the direction of Chairman Bob Galvin, where statistical tools were used to identify and eliminate variation.

Over several decades the tools used in Six Sigma were developed on proven principles in quality engineering, management and industrial statistics. Six Sigma has a standard improvement model called DMAIC (Define, Measure, Analyze, Improve, Control) that is extremely helpful because it provides teams with an improvement road map.

The topics scheduled for ASQ-LI’s fourth symposium are:

- 1. Voice of the Customer ("VOC") is a cornerstone to successful Six Sigma deployment, by **Umberto D’Alessandro**, Operations Director for Pitney Bowes Management Services**
- 2. Improving HR Service Experience by **Lisa Teague**, AVP at AXA Equitable**
- 3. Decreasing Turn-around-time of Initial Query Issues, by **Anthony Graziosi**, Associate Director of Site Services at ICON Central Laboratories**
- 4. Lean Six Sigma for the Office by **Brian Ascetta**, President of Contonuous Improvement Corporation**
- 5. Beyond the Borders: What My Students Taught Me by **Yosef D. Dlugacz**, Ph.D., Senior Vice President and Chief of Clinical Quality, Education and Research, Krasnoff Quality Management Institute a division of North Shore-LIJ Health System**

Hope to see all of you at Hofstra on March 19.

Owen Ramsay, RABQSA-LA, CQA, CQE, CMQ-OE, CSSBB

ASQ-LI Lean Six-Sigma Symposium Chair

And Immediate Past ASQ-LI Chair

Lean Six-Sigma & ISO 9001:2008 Implementation Consultant

Going Green Night came earlier than St. Patrick's Day for ASQ Members

Although the weather outside was frightful, it didn't scare away 40 members and guest speakers on Thursday, February 25th. Although our ***Going Green*** theme was not an Irish celebration, it was well worth braving the elements to see **Green Logic Energy** representative **Brett Nielsen**'s timely piece on benefits of solar and wind energy. Brett was clearly in his element defining the process and weighing the benefits that are not limited to available monetary rebates – it is our social responsibility to improve the environment for the future generations to come. Brett's last slide of his own children drove that point home.

Vincent Serra, ISO9000/1400/AS9100/TS16949 lead auditor / consultant from **Business Improvement Systems** segued right into the social responsibility theme without missing a beat – showing a photo of junk piles of electronic waste in China (featured during one of the *60 Minutes* TV programs) brought home the message of what happens when corporate responsibility is left at the curbside. Vince conducted a lively conversation with great audience participation.

Rick Calabrese had an informal survey at the end asking for a show of hands - a resounding “give us more of this” was evident.



St. Patrick's Day reminder

If you're in the Bronx on March 17th, please stop by Glacken's Bar and Grill at 135 East 149th St, Bronx NY 10451. Remember Tommy Glacken who was so generous to provide top shelf spirits for our 50th anniversary raffle. He and family will be on hand to pour you a Guinness and serve up some traditional Corn Beef and Cabbage.

***Slàinte,
Mary Winch***



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"We don't see things as they are. We see them as we are." Anais Nin

"I've learned that people will forget what you said, People will forget what you did, but people will never forget how you made them feel." Maya Angelou

"Better keep yourself clean and bright; you are the window through which you must see the world." George Bernard Shaw

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Contact Kerry Donelan kdonelan@asqlongisland.org

*Would you like to **volunteer and add value** to ASQ Long Island Section?
You will realize a WIN-WIN situation. Contact us through the website
www.asqlongisland.org or by any current board member.*

THANK YOU.

In 2010 ASQ is 64 years old; LI Section is 51.



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