

Long Island Section - American Society for Quality

Volume 45, Issue 6

June 2007



*The Long Island Section of the American Society for Quality  
presents*

***Fundamental Quality***

***Quality and Productivity Tools for Everyone***

***Join us at the 44th Annual Quality Conference on***

***Save the date:***

***Thursday, June 14, 2007***

***Farmingdale State University***

***2350 Broad Hollow Road***

***Farmingdale, NY 11753***

***(see more on page 2)***

- **Ray Kenny**, Long Island Rail Road, Acting President – *Serving the Customer*
- **Dr. Harry Armen**, Northrop Grumman, Chief Technologist - *Change*
- **Luis Felix**, Metropolitan Area radio personality – *Public Speaking*
- **Paula Klee-Parish**, The Training Source, Certified Senior Instructor; and President and CEO of Performance Solutions, Inc. – *Effective Communication*
- **Owen Ramsey**, SPCM, President – *Seven Quality Tools*
- **Robert Wright**, Sartorius Biotech, Inc., Group Leader for Technical Services – *Customer Return System*

# 44th ANNUAL LONG ISLAND ASQ CONFERENCE

Visit our website [www.asqlongisland.org](http://www.asqlongisland.org)  
**Thursday, June 14, 2007**

Farmingdale State University  
2350 Broad Hollow Road  
Farmingdale, NY 11753

*Fundamental Quality  
Quality and Productivity Tools for  
Everyone*

SPONSORED BY  
THE AMERICAN SOCIETY FOR  
QUALITY, LONG ISLAND SECTION

**Directions To: Farmingdale State University**  
\*\*\*\*\**Gleason Hall*\*\*\*\*\*

**From Manhattan and Points West:**  
Mid-Town Tunnel to Long Island Expressway (I-495). Take the Long Island Expressway to Exit 49 S. Follow ramp to second traffic light Route 110 (Broad Hollow Road). Turn right. The University is about 1.7 miles on the right.

**From Points East**  
Long Island Expressway (I-495) to exit 49N. Follow ramp to first light. Go straight. Stay on North Service Road over Pinelawn Road to Route 110 (Broad Hollow Road) and make a left. The University is about 1.7 miles on the right.

For more maps and directions go to **mapquest.com** and enter: 2350 Broad Hollow Road, Farmingdale, NY 11753 or **check the university website** (see below)

**See Page 3 for Sponsor Price List.**

## PROGRAM

**7:30 a.m. Registration & Continental Breakfast**

Welcome: **Martin Aschner**, Conference Chairman

### *Speakers:*

- **Ray Kenny**, Long Island Rail Road, Acting President – *Serving the Customer*
- **Dr. Harry Armen**, Northrop Grumman, Chief Technologist - *Change*
- **Luis Felix**, Metropolitan Area radio personality – *Public Speaking*
- **Paula Klee-Parish**, The Training Source, Certified Senior Instructor; and President and CEO of Performance Solutions, Inc. – *Effective Communication*
- **Owen Ramsey**, SPCM, President – *Seven Quality Tools*
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### **Registration Fee**

- Advanced sales \$150.00
- At the door \$175.00
- Call for group and student rates
- Conference fee includes:
  - \* Continental Breakfast
  - \* Morning & Afternoon Breaks
  - \* **Luncheon served from 12:00 to 1:00**

**4:00 p.m. Conference Conclusion**

**Registration:** **Martin K. Aschner**  
Phone: 718-558-3418  
Fax: 718 558-3383  
e-mail: [Mashner@lirr.org](mailto:Mashner@lirr.org)

### **Payment Methods**

- Pay by credit card:
  - go to [PAYPAL.com](http://PAYPAL.com) and pay fee to [28will@optonline.net](mailto:28will@optonline.net), also send a registration form in the mail.
- Or make your check payable to: ASQ, LI Section, and mail to 28 William St., Bethpage NY 11714

**2007 ASQ LI Spring Conference Sponsor Price list**

<b>Sponsor activity</b>	<b>Description</b>	<b>\$ Price</b>
Exhibitor	Mention in Brochure, exhibiting table, 1 attendee	175.00
General	½ page ad in conference brochure, exhibiting table, 1 attendee	300.00
Program	1 page ad in conference brochure, exhibiting table, 1 attendee	750.00
Conference Room	1 page ad in conference brochure, exhibiting table, 1 attendee, banner in conference room	1,000.00
Lunch Room	1 page ad in conference brochure, exhibiting table, 1 attendee, banner in lunch room	1,500.00

**If any questions, feel free to contact Martin Aschner at 718-558-3418.**

*2007 Upcoming Programs/Events*

September 20      **Ice Breaker @ Bertucci's**  
 October 18        **TBD**  
 November 8        **FDC Conference @ Farmingdale University**  
 Our section officers meetings are usually held @ 5:30 p.m. on the first Thursday of each month.  
 Location: Geometric Circuits. For directions contact Phil Cate phil@geometriccircuits.com

*Section 303 Mission Statement*

*Increase customer satisfaction by providing educational and networking resources desired by section members, organizations and the community. Use quality principles, systems and technology to optimize their effectiveness in a modern global society*

***My Great Experience during the After Work Meeting & Plant Tour***

I am glad I was there on **April 26, 2007** when an after work meeting and plant tour took place at Sartorius Corporation, located in Edgewood, NY. The event started with a nicely prepared buffet table, and it gave us the opportunity to network with our peers. When we were done eating, we had the opportunity to hear from experts in the field of balances and calibration.

**Mark Trotter, Sales Manager** at Sartorius, talked about his company's history and capabilities. **Jerry Varvaro, Director of Service** at Sartorius gave a presentation on how to choose the proper contract service provider. **Bob Legland, Manager of Engineering** at Forest Laboratories, discussed dealing with measurement uncertainty. **Bob Golder, Field Service Manager** at Sartorius outlined the fundamentals of weighing technology. **Rich Stressler, Service Manager** at Sartorius, talked about quality in weighing in an FDA-regulated quality system environment.

After the presentations, **Greg Welch, Service Operations Manager**, lead the attendees on a tour of his service facility. Many questions were fielded by the presenters on the ins-and-outs of calibration. Overall it was a great learning experience for all who attended, thanks to the organizers of the event and all those who devoted their time to share their knowledge and expertise.

**Luke T. Foo, QA Director, IRX Therapeutics, Inc.**

**To: All Board Members**  
**From: Rick Calabrese, Section 303 Chair**

**May 1st, 2007**

In order to improve our board and therefore our section, I am requesting the following points be adhered to:

- ➔ Effective as of the June 2007 meeting all chair positions are required to provide **monthly updates** at the monthly regular board meetings. If the chair cannot be present, he/she can either have a designee read the update or the update can be e-mailed to either the chairman or the secretary prior the meeting.
- ➔ There will be **two mandatory meetings** for all chairs: the last meeting of the fiscal year in June for the purpose of closing out, and the first meeting of the fiscal year in September for the purpose of beginning each fiscal year.
- ➔ At the June meeting the summary of the **year's activities** are to be presented as well as **business plans with time lines; budget requirements** for the next fiscal year will be due.
- ➔ Listed below are the chairs for all the board positions. Thank you all for your support and understanding as we all work together to improve our section. If there are any questions or comments, please feel free to contact me.

**2007 ASQ LI Committee Membership Volunteers**

<b>Section 303 Chair</b>  <b>Rick Calabrese</b>	<b>Secretary</b>  <b>Marty Aschner</b>	<b>Chair Elect</b>  <b>James Goldstein</b>	<b>Treasurer</b>  <b>Joe Wong</b>
<b>Spring Conference</b>  <b>Marty Asher</b> <b>James Goldstein</b> <b>Bob Martin</b> <b>Adrienne O'Connor</b> <b>Owen Ramsey</b> <b>Julie Salgo</b>	<b>Education</b>  <b>Phil Cate</b> <b>Owen Ramsey</b>	<b>Membership</b>  <b>Leon Van Wormer</b> <b>Mary Winch</b> <b>Owen Ramsey</b>	<b>Publicity</b>  <b>James Goldstein</b> <b>Cliff Wolff</b>
<b>Fall Conference</b>  <b>Rick Calabrese</b> <b>Adrienne O'Connor</b>	<b>Newsletter</b>  <b>Julie Salgo</b> <b>James Goldstein</b> <b>Adrienne O'Connor</b>	<b>Web Site</b>  <b>Luke Foo</b> <b>Joe Wong</b> <b>Steve Stein</b>	<b>After Work Programs</b>  <b>James Goldstein</b> <b>Owen Ramsey</b>
<b>Section Standards</b>  <b>Vacant Chair Post</b>  <hr/> <b>VOLUNTEERS NEEDED</b>	<b>Student Membership</b>  <b>Mahesh Chandra</b> <b>Adrienne O'Connor</b>	<b>Certification</b>  <b>James Anderson</b>	<b>Nomination Chair</b>  <b>Cliff Wolff</b>

**To: All ASQ Members**  
**From: Rick Calabrese, Section 303 Chair**

Let me tell you a little bit about myself. I have been working in an FDA regulated environment since 1983. I hold a BS and MS from SUNY Stony Brook in NY. I spent the beginning part of my career in the laboratory. I did brief stints in manufacturing and regulatory affairs, but I have been in quality assurance for the past ten years. Currently I am the corporate QA manager of North America for Sartorius Corporation.

I have been an ASQ member since 1997. I first got involved with ASQ to learn more about auditing and to obtain my CQA. I stayed involved so that I could develop my quality skills as they related to the FDA regulated industry I was in. I worked with my local section to cultivate after work meetings and training sessions geared towards people in the FDA regulated industry. This culminated with the creation of a local ASQ quality conference on Long Island for FDA regulated companies. This past November we ran our fourth conference. My involvement with the FD&C division of ASQ is the direct result of these conferences. Due to this association, I was recently appointed chair of the regional councilors of the FD&C division of ASQ.

I hope to be able to promote ASQ quality concepts on both a local and a national level. I would like to encourage members of the Long Island section to contact me if they have any ideas they feel would improve our section. Thank you for electing me. I will do my best to provide the type of leadership you have grown to expect.



*Best regards,*

*Rick Calabrese*

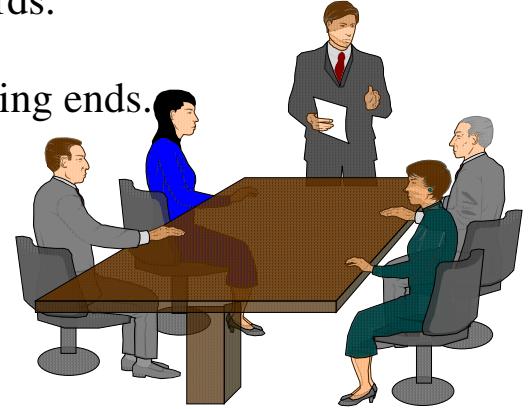
ASQ FD&C Regional Counselor Chair,  
Corporate Quality Assurance Manager, Sartorius  
131 Heartland Blvd., Edgewood, NY 11717

Phone: 631-254-4249 Ext. 8371  
Mobile: 631-838-9375  
Fax: 631-253-5471  
rick.calabrese@sartorius.com

## Ten Mistakes Meeting Leaders Make and Meeting Attendees Often Accept Without Question:

1. The meeting leader does not understand the role of facilitator.
2. The recorder role is under appreciated.
3. The leader does not have a written agenda.
4. If they have an agenda, they allow random changes.
5. The agenda does not have times assigned to each topic.
6. Records of meeting are not visible during meeting.
7. Records of meeting are not distributed afterwards.
8. Actions are not recorded during meeting.
9. Actions are not assigned to people before meeting ends.
10. Deadlines are not assigned to actions.

**Organizations spend in meetings:**  
15% of their personnel budget  
35% of middle management time  
60 % of top management time



Read how to avoid these mistakes in an article at <http://www.prweb.com/releases/2007/02/prweb507653.htm>

### Book Review by Michael J. English, Dallas ASQ Chair on *R.A!R.A! A Meeting Wizard's Approach*

Available on [www.Amazon.com](http://www.Amazon.com) ISBN: 1-4196-5367-9 Author: Shirley Fine Lee ([www.ShirleyFineLee.com](http://www.ShirleyFineLee.com))

All of us in business enterprise and in our own personal lives continuously struggle with better managing our precious and valuable time so that we carefully spent or invest it in the best ways to achieve our priority goals. We try to follow principles and use tools. And yet, too often our time vanishes or is lost in so avoidable ways. And while many are essential, meetings are one of the biggest killers of our time. Having good agendas it just not enough; there's just so many other pitfalls with meetings that gobble up time.

To our rescue is Shirley Lee's new book, *R.A!R.A! A Meeting Wizard's Approach*, which even uses a metaphoric wizard icon for conveying not only the need for using many skills but also the near magic needed to manage time especially that invested in meetings. The magic in Shirley Lee's bottle comes from her concert-like depiction of how individuals and groups need to master, altogether, time, workspace, projects and meetings. It comes down to Roles, Agenda, Records, Actions or R.A! R.A! In the end, this is a clever and high-payback read that I highly recommend. Buy this book today and use it and you'll be all the better because of it. I'm doing it.



**Reviewer's Bio:** Michael J. English is one of three founding partners of Best Practices Benchmarking & Consulting LLC, a research driven, management consulting, and publishing firm that is a world-leader in the field of best practice benchmarking. He is a co-author of the books *Benchmarking for Best Practices: Winning through Innovative Adaptation* and *Winning the Knowledge Transfer Race*. Michael has been a long time member of the American Society for Quality, the 2003 program chair for the Dallas ASQ TL9000 Special Interest Group and is the 2006-2007 chair of ASQ Dallas Section 1402. Michael J. English may be reached at [m.j.english@att.net](mailto:m.j.english@att.net).

## *About the May 17, 2007 Dinner Meeting – Another Successful Event*

*Rick Calabrese*

**Mr. James Anderson from Estee Lauder Co.** gave a presentation entitled "**Auditing: A Basic Quality Tool**" on May 17, during a dinner meeting held at Bertucci's in Melville.

He described the **two main reasons** for performing audits: **compliance and continuous improvement**. He then went on to describe the **five basic steps** in carrying out the audit: audit preparation, performance of the audit, writing the audit report, following up on corrective actions, and closing out the audit file.

He sprinkled his presentation with anecdotes from his personal experiences auditing consumer product and pharmaceutical companies. One interesting facet he mentioned is that his company now includes on their audit checklist the level of **social responsibility** of the companies they audit, which is outside of the standard CQA Body of Knowledge.

### *Exclusive ASQ Membership Benefits*



- [www.asq.org](http://www.asq.org) Internet community for members
- Quality Progress* magazine
- Quality Advocate*, monthly e-newsletter
- ASQwire*, e-newsletter on ASQ products and services
- Free internal informational searches*
- Career assistance through ASQ Career Services*
- Member rates on Quality Press and AQP Press publications, certification, courses, conferences and journals*
- Local Section # 303 membership*
- Networking opportunities*

*Have you been getting e-mail communications about upcoming events? Send your e-mail address to [mashner@lirr.org](mailto:mashner@lirr.org) if you wish to be connected with our section.*

*When you renew your membership, please check off the appropriate section e-mail box.*

***We will not sell or distribute your e-mail addresses in any way.***

***LI ASQ Quality Classifieds - New feature added to Quality Islander, a publication distributed to more than 1000 individuals:***

**Full page advertisement:** \$100.00 per month

**Half page advertisement:** \$55.00 per month

**Quarter page advertisement:** \$30.00 per month

**Others:** \$10.00 per line, per month

ASQ members get 10% off

Advertise for 3 months and get the fourth month free

**Posting job opportunities are still free.**

We must receive your advertisement with payment no later than the **3<sup>rd</sup> of each month** to be included in that month's newsletter; otherwise it will appear in the next issue.

Make check payable to LI ASQ, mail it to Marty Aschner, 28 William Street, Bethpage, NY 11714. If paying via PayPal: go to [Paypal.com](http://Paypal.com) and enter the e-mail [28will@optonline.net](mailto:28will@optonline.net) as the pay to address. E-mail your advertisement to [mashner@lirr.org](mailto:mashner@lirr.org) and copy [julie.salgo@ngc.com](mailto:julie.salgo@ngc.com) at the same time.

## ***Job Opportunities*** **Quality Inspector**

Mini-Circuits is an International High Tech, state of the art ISO 9001 Certified Manufacturer of RF and Microwave Signal Processing Components located in Sheepshead Bay, Brooklyn New York. We are recognized nationally and internationally as a leader in our industry. Mini-Circuits offers a full comprehensive benefits package, and is an Equal Opportunity Employer conveniently located near all public transportation. We have job opening for Quality Inspectors:

**Job Purpose:** Maintains quality standards by approving incoming materials, in-process production, and finished products; recording quality results.

**Duties:**

- Approves incoming materials by confirming specifications; conducting visual and measurement tests; rejecting and returning unacceptable materials.
- Approves in-process production by confirming specifications; conducting visual and measurement tests; communicating required adjustments to production supervisor.
- Approves finished products by confirming specifications; conducting visual and measurement tests; returning products for re-work; confirming re-work.
- Documents inspection results by completing reports and logs; summarizing re-work and waste; inputting data into quality database.
- Accomplishes quality and organization mission by completing related results as needed.

**Skills/Qualifications:**

Analyzing Information, Documentation Skills, Promoting Process Improvement, Manufacturing Methods and Procedures, Prior related experience.

***Please contact Gloria Rosenfeld by email : [gloriar@minicircuits.com](mailto:gloriar@minicircuits.com)***

### ***What Does It Take to Contribute a Newsletter Article?***

***Pick any topic and ask yourself:***

- ✓ Is this topic relevant to any of the readers' interests?
- ✓ Can it be somehow connected to any Quality principle?
- ✓ Am I willing to share my thoughts on that topic?

***If your answer is "yes" to at least two of the above questions, start writing:***

- ✓ Write as if you were just trying to *tell something about what you are thinking*.
- ✓ Don't worry about title, style, grammar, spelling and punctuations.
- ✓ Don't think about the length either. A paragraph is better than nothing.

***When you are done, e-mail your version to [julie.salgo@ngc.com](mailto:julie.salgo@ngc.com)***

- ✓ Spell your name and professional title the same way you want them to be printed.
- ✓ If the article is only a few paragraphs, it will be published in one issue.
- ✓ If the article is long and has a lot of information, it may be broken into a series of articles for subsequent issues.
- ✓ If you wish to see the edited article before it goes public, say so in your e-mail.

If you have any further questions, please send them to [julie.salgo@ngc.com](mailto:julie.salgo@ngc.com)

## 2006-2007 Section Officers

<p>Chair: Rick Calabrese 631-254-4249 ext. 8371 <a href="mailto:rick.calabrese@sartorius.com">rick.calabrese@sartorius.com</a></p>	<p>Chair Elect: James Goldstein 917-627-3044 <a href="mailto:jgoldstein@imsmny.com">jgoldstein@imsmny.com</a></p>
<p>Secretary: Martin Aschner 718-558-3418 <a href="mailto:mashner@lirr.org">mashner@lirr.org</a></p>	<p>Treasurer: Joseph Wong 516-371-8321 <a href="mailto:joseph.wong@frx.com">joseph.wong@frx.com</a></p>
<p>Education Chair: Phil Cate 631-249-0230 <a href="mailto:phil@geometriccircuits.com">phil@geometriccircuits.com</a></p>	<p>Newsletter: Julie Salgo 516-575-0989 <a href="mailto:julie.salgo@ngc.com">julie.salgo@ngc.com</a></p>
<p>Web Master: Steven Stein 631-344-5694 <a href="mailto:stein1@bnl.gov">stein1@bnl.gov</a></p>	<p><i>Special thanks to Adrienne O'Connor and James Goldstein for editing this issue.</i></p>

***In 2007 ASQ is 61 years old; LI Section is 48.***



*Long Island Section  
28 William St.  
Bethpage, NY 11714*