



# Quality Islander

Long Island Section – American Society for Quality

Volume 48, Issue 7

July 2010

*October 19-21, 2010 - ASQ Buffalo 'Lean Six Sigma' Conference, Cheektowaga, NY*  
*October 18-20, 2010 - North East Quality Council 58<sup>th</sup> Conference, Marlborough, MA*

*Friday, November 5th LI ASQ Fall Quality Conference*  
*"Corrective and Preventive Actions"*  
*at Gleeson Hall, Farmingdale State College, Farmingdale, NY*

## *Call for Quality Hall of Fame Nominations*

*By Rick Calabrese*

**Long Island Section 303** had enough members to apply to become a subsection in 1959. Its mission was and is “to 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.”

ASQ LI established the “**Quality Hall of Fame**” in 2009 while celebrating its 50th anniversary. The induction into the Quality Hall of Fame is an honor granted to companies and their employees as well as individuals who have significantly contributed to the success of Long Island through corporate, personal, educational and community involvement.

A Quality Hall of Fame committee has been established to nominate and select candidates to be approved and inducted into the Hall of Fame. There are two main categories: one for individuals and one for companies. The individuals and the companies must have specific and direct ties to Long Island, NY. The nominated individuals and companies must have made a significant contribution or promotion to Quality concepts and principles.

**We are currently accepting nominations.** Details will be posted on our website shortly. The recipients will be announced at our September Hall of Fame dinner which is open to all members and people in the local community.

We hope that our Quality Hall of Fame will serve as an example and inspiration to make Quality a way of life.

# Software Quality Discussion

by Mary Winch, Membership Chair



The jury was still out on the weather report but not on the enlightening strike that hit Bertucci's on Thursday June 24<sup>th</sup> in the form of Dr. Sam Prasad's Software Quality Discussion event: Software lifecycle management, defect prevention, corrective action and the tools and techniques to use in the successful release of software systems – and the dire consequences and escalating cost of poor quality.

The camaraderie of our member audience was compelling - it is proof that our ASQ LI members are professionals who will keep on raising the Quality bar to maintain their knowledge and skills. The lively discussion between the speaker and the

audience gave evidence that our members are people of intelligence and good taste. Accolades to all members who attended and special thanks to those braved the weather to come from the city and other areas hit by the treacherous storm.

**Kelvin Campbell** collected surveys. I looked at two; both gave top rating to Sam, the topic, his explanations and wealth of information. The quick review of the two praise-filled surveys in conjunction with the thunderous round of applause leaves no doubt that Sam's discussion was a huge success.

Thanks go to **Norm Heilweil**, **Rupal Doshi** and **Meegan Dowling** for their help in registration and arrangements, and to **George DeMott** for filling in as the photographer and helping to host the event.

Kevin, Bertucci's manager and Amanda, our server handled the changes in headcount by delivering the perfect number of pizzas at 7:00 p.m. after the introduction. No one needed more and all were anxious to get back to the discussion. Sam handled the interruption without missing a beat, and no one seemed to mind going twenty minutes over the scheduled time.

Above all else, Sam was the man of the hour, I was proud to give him the certificate of appreciation for Rick as outgoing chair.

Picture of Sam and Mary taken by **George DeMott**



# ***“So Why Should We Hire You?”***

*Deborah Walker, Career Coach*

If you are currently in a job search, chances are you've been asked that question already. Undoubtedly, it is the most feared interview question, but one of the most common. It pays to be ready to answer it, helps to understand that the question is an invitation for you to sell yourself. This is a good thing. No one is going to hire you until they have been sold on you. This is your chance to state your value to the prospective employer. The best way to answer this question is to prepare for it like a sales person. There are three steps to selling yourself with confidence.

**1. Know your product - “YOU.”** Every successful salesperson knows their product inside and out. They understand the benefits of each product feature. In like manner, you must be able to articulate your transferable skills. First, take inventory of your skills. Make sure the skills you focus on are in demand for the position you seek. Next, take stock of the times of crisis when you've used those skills to solve problems. Finally, ask yourself what your employer got out of your successes on the job. Did you save time or money, increase revenue, improve service or increase productivity? Your success stories carry more weight when you can quantify the results. These success stories make up your selling points.

**2. Know the challenges of the position.** Before you can tell them why they should hire you, you must understand their current challenges. After all, you couldn't sell a car unless you knew, understood how it was to be used. Until you know what challenges go with the position you won't know which of your selling points to talk about. To learn about their challenges you must ask them.

In the beginning of the interview ask your interviewer, “What challenges do you see as most significant for this position in the first six months?” Take careful note of his/her response. You will learn the “hot button” issues that you must use to sell yourself.

**3. Match your skills to their challenges.** Here is where you get to sell yourself. Once you understand the critical skills they need for the job you simply share with them your success stories of when you have faced similar problems and how you solved them. Be sure to include the all-important benefit your company received. Start off your value statements with phrases like:

“I found a significant savings opportunity when...”

“My team gained efficiency when I discovered how to...”

“My boss achieved his quarterly objective when I...”

Remember, even if you don't get asked “why should we hire you” it is the underlying question and the point of the whole interview. Job interviews are your chance to sell your skills, talents and expertise. Before your next interview practice good salesmanship and prepare to sell yourself like a pro.

**Deborah Walker, Certified Career Management Coach**

**Read more career tips and see sample resumes at: [www.AlphaAdvantage.com](http://www.AlphaAdvantage.com)**

## *Volunteer Invite Letter – Please go to our website to see more*

Dear ASQ LI 303 Member,

Volunteers are vital to the success of ASQ LI. Volunteers carry out the global mission and programs of the Society in partnership with ASQ LI staff. The knowledge and expertise offered by ASQ LI Volunteers are responsible for driving innovation and efficiency in the pharmaceutical and manufacturing industries today. As a token of our appreciation all volunteers will receive CE credits toward recertification

We invite you to respond to ASQ LI's call for volunteers by completing the application available for download at [www.asqlongisland.org](http://www.asqlongisland.org). ASQ LI is extremely fortunate to have dedicated Volunteers, yet the industry is changing rapidly and the work of the Society is never complete. As a result, ASQ LI needs you to volunteer for our Society more than ever.

### *Members Working Together for a Better ASQ LI*

As a non-profit association, ASQ LI relies on its member volunteers to build or enhance programs that benefit all ASQ LI members. You can further the Quality profession while enhancing your own skills by taking part in work groups or committees. You can discover many opportunities to share your talent and expertise, while networking and building new relationships. By participating on a committee, you can form new alliances while gaining experience that could improve your performance on your job and enhance your resume. If you want to help to build a better ASQ-LI, and you have skills that you believe are needed in our chapter, please contact [VolunteerServices@asqlongisland.org](mailto:VolunteerServices@asqlongisland.org).

Please take a moment to learn more about volunteering at ASQ LI by visiting [www.asqlongisland.org](http://www.asqlongisland.org) and go to the Call for Volunteers link where you can access the Volunteer information link and download the **Volunteer Profile** application form.

If you have questions or suggestions, you can contact the ASQ LI Volunteer Chair directly at [jfranco@asqlongisland.org](mailto:jfranco@asqlongisland.org) or contact the Volunteer Committee at [VolunteerServices@asqlongisland.org](mailto:VolunteerServices@asqlongisland.org).

We look forward to hearing from you and look forward to your participation in improving the quality of life, education and business practices of our Long Island community.

Sincerely,

***Rick Calabrese***

Past Chair

ASQ Long Island Section

631.254.4249 Ext. 8371

[rick.calabrese@sartorius.com](mailto:rick.calabrese@sartorius.com)

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## *Job Opportunity*

### *Project Engineer I - Quality/Compliance Auditor (P-9)*

#### **Job Description:**

The **2 year term** position will report to the NSLS-II Quality Assurance Manager and will be responsible to develop, implement, and administer an effective and comprehensive construction assessment/oversight program, as an integral part of the overall QA assessment program. Will work with subject matter experts from construction management, QA, and ES&H to lead the evaluation of the compliance of construction contractors and their processes, systems, and products, to established requirements, including contract, regulatory, codes and standards, and plans and procedures. Will plan, perform, report on, follow-up, and close out assessments in a broad array of functional areas, including construction safety, QA, configuration control, work planning & control, documents and records control, and suspect/counterfeit items. Will lead the review and evaluation of assessment results, as well as the determination and approval of corrective, preventive, and improvement actions. Will identify strengths, weaknesses, and opportunities for improvement, and track corrective and preventive actions to ensure that they are implemented per schedule and are effective.

#### **Qualifications Required:**

- A Bachelor's degree in engineering, safety, or a related discipline and 10 years experience as a QA or ES&H engineer or auditor, in a construction environment
- Must have good written and oral communication skills and the ability to provide high quality reports and briefs
- Excellent interpersonal skills and the ability to interact effectively, across organizational boundaries, with a diverse group of management, process owner, QA, ES&H, and contractor staff, in a construction environment
- A working knowledge of QA and/or ES&H programs and implementation is required, as well as construction processes
- Familiarity with auditing principles and practices, and have significant experience assessing implementation and compliance of programs related to construction QA and safety

#### **Qualifications Preferred:**

- An advanced degree, 15 years experience, and recognized professional certification (ASQ CQA, CQE; RAB ISO 9001, 14001; CSP, CIH; etc).

Please visit [www.bnl.gov/hr/careers](http://www.bnl.gov/hr/careers) and apply to position #15389.

ERAP Eligible: \$1000.00

# *Looking for Job Opportunity*

US Citizenship with Secret Security Clearance and Master's degree, a dedicated and experienced Quality professional who continually promotes and improves Quality, makes Quality management a part of business management. Customer oriented, makes decisions based on data. Use Plan-Do-Check-Act (PDCA) as a continuous improvement method to achieve ever moving quality objectives and targets. A firm believer and practitioner of Lean, Six Sigma, and Design of Experiments. Has hands-on experience with IPC-A -610, IPC J-STD-001C, MIL-STD-454, MIL-STD 883, MIL-Q-9858A, ANSI Z1.4, MIL-STD 1520C, MIL-STD-45662A and ISO17025. Has extensive problem solving, Quality auditing, Microsoft Office, SAP, Quality and Reliability Software experience and skills.

## **WORK EXPERIENCE**

Dayton T. Brown, Inc. Bohemia, NY

Aerospace and Defense Quality Engineer/Deputy Quality Manager

American Technical Ceramics Corporation, Huntington Station, NY

Electronics, Components, and Semiconductor Manufacturer  
Sr. Engineer Quality and Reliability Assurance

## **EDUCATION**

Master's Degree - **University of Birmingham**, Birmingham, England

CAD/CAM, Simulation, Robotics, Group Technology and Industrial Management.

Bachelor's Degree - **Punjab University** | Punjab

Mechanical Engineering with Honors

## **CERTIFICATIONS**

New York State Registered Licensed Professional Engineer

Stat-A-Matrix: AS9100, ISO 14001, ISO 9001 Certified Lead Assessor

American Society for Quality: Certified Quality Manager (CQM/QE), Certified Reliability Engineer (CRE), Certified Quality Engineer (CQE)

## **PROFESSIONAL MEMBERSHIPS / AFFILIATIONS**

American Society for Quality (ASQ)

Instructor for refresher courses for ASQ-CQE, CRE and CMQ/OE certifications for the Seifer Quality Institute of Long Island

## **HONORS & AWARDS**

Chip Award from American Technical Ceramics Corp

Division Manager's Award from Dayton T. Brown Inc.

## **Sucha Virdi**

Mobile Phone: (516) 949-6114; Secondary Phone: (516) 931-8111; E-mail: s\_virdi@yahoo.com

**2010 - 2011 ASQ LI**  
**Committee Volunteers**

<b>Section 303 Chair</b> Richard Lombardi	<b>Secretary</b> Mary Sansone	<b>Vice Chair</b> Rick Calabrese	<b>Treasurer</b> Andrea Isear
<b>Conference</b> Rick Calabrese Meegan Dowling	<b>Education</b> Phil Cate	<b>Membership</b> Mary Winch George DeMott	<b>Fundraising</b> Brett Nielsen
<b>Scholarship</b> Meegan Dowling	<b>Programs</b> Kerry Donelan	<b>Web Site</b> Samuel Prasad Richard Lombardi	<b>Nominations</b> Kerry Donelan
<b>Publicity</b> Mark Trotter	<b>Photographer</b> Cliff Wolff	<b>Audit</b> Meegan Dowling	<b>Voice of the Customer</b> Kelvin Campbell
<b>Newsletter</b> Julie Salgo Adrienne O'Connor Mary Winch	<b>NEQC Section Rep</b> Mahesh Chandra	<b>Examining Chair</b> James Anderson	<b>Recertification</b> Joe Labas
<b>Ethics</b> Marty Aschner	<b>Volunteers Chair</b> Joe Franco	<b>Placement</b> Rupal Doshi	<b>Previous Past Chairs</b> Rick Calabrese Owen Ramsay Marty Aschner

**"Millions long for immortality who do not know what to do with themselves  
on a rainy Sunday afternoon." Susan Ertz**

**"The absent are never without fault; nor the present without excuse."  
Benjamin Franklin**

**"Most of the time, stuff doesn't just happen to us—we make it happen by  
what we do and the way we are." Tony Jeary**

**ARE YOU PROUD OF YOUR COMPANY?  
WANT TO GET MORE BUSINESS? ATTRACT NEW CUSTOMERS?**

*Why not consider an "After Hour Showcase", a highly effective way to spotlight your company and show others what you do? You supply the tour, we supply the support. Interested in finding out more?*

*Contact Kerry Donelan [kdonelan@asqlongisland.org](mailto: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  
[VolunteerServices@asqlongisland.org](mailto:VolunteerServices@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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