

## Chairman's Message



As a former leader of the Quality effort at the Public Agency where I work (I was promoted), I found one of our more interesting challenges was the ISO 2000 requirement to make use of customer surveys within our company. A great deal of resistance and confusion was experienced by many of the various departments within my organization in the past when it came to internal surveys. We have had an extensive and highly developed system for surveying our external customers, but the whole concept of "Internal Customers" has never been wholeheartedly embraced.

However in our effort to continuously bring our company closer to an ISO compliant system we decided to go ahead and give a survey a try. As a prototype of what is possible with such a powerful tool, our Corporate QA department created and sent surveys to those departments that we ourselves provided services to. As a QA department, originally created at our public agency to oversee projects funded with public money, the departments we were involved with the most were Capital Project Management and Engineering departments.

We took a very basic approach to developing a simple 14 question survey form that could be completed in a manner of minutes. Some of the questions, for the purpose of presenting the results, included questions about the background, experience and scope of the "customers" ie Project Managers, Directors and Engineers. Our focus was essentially on how beneficial was the information (output) we included in our audits, surveillances and vendor/contractor evaluations to their specific projects. Our questions allowed each individual to rate their satisfaction on a scale of 1 – 5 (1 = dissatisfied, 5 = extremely satisfied). We also allowed for free-form suggestions to be submitted on how we could serve them better in the future.

In general we did not expect a huge response, at best, we thought we would get about 25% of the surveys back. To our surprise we received over 55 % of the approximately 100 surveys we sent out. The results were even more surprising. We had sent the surveys without any pre-established expectations of the results, and knowing that we were going to have to present the results to senior executives, you can say that we were a little apprehensive. We found that our customers were "very" and "extremely" satisfied with our services. Some areas were identified that held potential for improvement and some really good suggestions were offered to this end. For example, it was recommended that our QA Managers receive more training on the technical aspects of construction methods and standards. Almost all of our QA Managers were Electrical or Mechanical Engineers by education. Additional training has now been included in many of the Manager's goals that include concrete testing methods, steel construction, and "green" construction guidelines.

The final presentation went just as well, since it made our successes known to senior management and again provided another forum for ideas and discussion as to how we could improve. All in all it was a total success, for us, our internal customers and ultimately our end customers as well. I highly recommend the process it works!

*Andy Frohn*

*Summer 2004*

## Congratulations

To the following members for their new status:

### Certified Calibration Technician

Pena, Maria Isabel

### Certified Mechanical Inspector

El Sheikh, Kamal

### Certified Quality Manager

Coburn, Kenneth Doyle

Khan, Khalid Mehmood

### Certified Six Sigma Black Belt

Masanam, Srinii

Gallinaro, Michael

Sinclair-Parker, Jacqueline

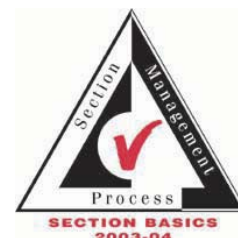
Walsh, Vincent Arthur

### Certified Software Quality Engineer

Salierno, Teresa Ann

### Senior Member

Tarasula Aleksandr



## Editorial: Our Section



The American Society of Quality (ASQ) is divided into Sections and Divisions. The Divisions represent interest groups such as Quality Management, Healthcare, Construction, Statistics, etc. The Divisions are national in scope although they are represented in each region by a Regional Counselor. They meet briefly at the Annual Quality Congress

once a year, publish newsletters, and many hold an annual conference of their own.

The Sections, such as our NY/NJ Metropolitan Section are the local contact for the member. Unlike the national focus groups' members, those regular members who belong to a Section get some real benefits not available otherwise. Among the benefits that the NY/NJ Metropolitan Section Members experience are

1. Sectional Meetings with informative speakers detailing the latest state of our art
2. The ability to network with others who have similar interests
3. Three major multi-day conferences a year (The Deming Research Paper Conference, the Annual September Conference and the Annual Deming Statistical Conference) are held locally which avoids the expense of traveling to the Annual Quality Congress (AQC). Fees for these events are generally less than for the AQC while presenters have the same expertise as those at the AQC.
4. The ability to take part in our social affairs at discount prices
5. The ability to access Section Members who are experts in their field
6. Section Members can also participate in the affairs of the Section and thus meet leaders in Industry as well as have the good feeling that comes from participation in a worthwhile project.
7. Section Newsletters are produced and distributed, periodically with informative articles and schedules of upcoming events.
8. Sections provide informal local contacts for job seekers and employers.

The NY/NJ Metropolitan Section is always looking for further ways to serve its membership. We welcome your inputs.

The NY/NJ Metropolitan Section is Section 0300 in the list of ASQ Sections. The first two digits, 03 also indicate that we belong to a larger group of 10 Sections called Region 3. Each Region has a Regional Director (David Levy is the Region 3 Director). The regional director represents the sections and is part of the ASQ Board of Directors, the body that runs the ASQ Affairs. When someone is a member of a section and has a matter that she or he wishes to bring before the Board of Directors, that member has the opportunity to get the Section's endorsement and thus have a more forceful way of putting their point to the Board.

## Did you know...?

You can control whether ASQ National Headquarter contacts you via Facsimile or E-mail. You can separately control whether the Section contacts you via E-mail. Out of 872 members on our list only 707 have given ASQ an e-mail address. Of those 269 do not permit the Section to use this address. The Section can reach only 50% of its membership by E-mail.

While we respect the instruction for the Section not to use E-mail, we wonder whether these members do not wish to receive the limited Section E-mail confuse us with the multiple E-mails from the ASQ National Headquarters and the Divisions. If you have not given your current e-mail address to Milwaukee headquarters or have withdrawn permission for its use by the section, you will not receive some Section notifications. To give your e-mail address to headquarters or permit us to use this address, call 1-800-248-1946 and give the changes to the customer representative that answers the telephone. Remember that you can restrict E-mail use by ASQ National and Division yet get the Section News via E-mail

If you have changed your job, or address, or name, or e-mail, call 1-800-248-1946. We use the latest files from ASQ in Milwaukee for our mailings. This is the only way we can reach you. Please help to keep your record current.

## Section Officer for Next Season

The following are the officers elected for the Year 2004-05:

CHAIR	Susan K. Watson
CHAIR-ELECT	Joseph G. Borden
VICE CHAIR	Dak Murthy
SECRETARY	Ruth Pennoyer
TREASURER	Tom Barlow

## Invitation

Come and join other Quality Professionals at our Executive Committee Meetings. The next three meetings are shown below:

TIME	DATE	LOCATION
6:00pm-8:30pm	8/10/04	Spanish Tavern, Newark, N.J.
6:00pm-8:30pm	9/14/04	Murano, Ristorante, 207W 36 <sup>th</sup> St. NYC
6:00pm-8:30pm	10/12/04	Spanish Tavern, Newark, N.J.
6:00pm-8:30pm	11/09/04	Spanish Tavern, Newark, N.J.
6:00pm-8:30pm	12/14/04	Spanish Tavern, Newark, N.J.

# FREE

by Joe Borden, Chair-Elect

There's been a new TV ad that states if you use the word **FREE** people will pay attention. So, what is **FREE** with ASQ. How about 7 **FREE** dinners; **FREE** advice; **FREE** networking; and **FREE** job searching or posting?

For 2003 and 2004 NY/NJ Metro Section Members will be offered all of the above for **FREE**. As a section member our new program activities will be at no additional cost to full time members who pre-register for the section meeting. The **NEW** format for the section meetings are as follows. The second Tuesday of the month, mark you calendars. The same time, same place, so it is easy to remember.

The meetings will be held on Tuesdays as listed below. All the meetings will be held at the Spanish Tavern Restaurant conveniently located within a few blocks walking distance from the PATH Station in Newark, New Jersey. For further directions to the Spanish Tavern go to their web site at <http://www.ecmallbiz.com/spanishtavern/customhtml1/>.

Meetings will start at 6:30 PM. Opening remarks by the executive board. Each meeting will include dinner at no cost to full section members who pre-register. A fee of \$ 25 dollars will be charged for non-registered members at the door. A fee of \$20 will be charged for non-members who pre-register. Each meeting will provide networking during dinner. A table will be set up for employment opportunities and resumes. The executive board has agreed to discuss any quality issues that you may bring to the meeting so you can obtain free consulting by some of the senior members who have been there and done that; Whatever it is. Meeting will include a speaker and a short concise topic, however our intent is to bring back the networking and social aspects to the group. Please feel **FREE** to call any member of the executive board if you have any comments about the new program.

## 2004 - 2005 Section Schedule Section Meetings

TIME	DATE	TOPIC	LOCATION
6:30pm -8:30pm	10/12/04	Social and Networking	Spanish Tavern, Newark, N.J.
6:30pm -8:30pm	11/09/04	Social and Networking	Spanish Tavern, Newark, N.J.
6:30pm -8:30pm	1/11/05	Social and Networking	Spanish Tavern, Newark, N.J.
6:00pm - 9:30pm	2/20/05	General Section Meeting	Don Pepe, Newark
6:30pm - 8:30pm	3/08/05	Social and Networking	To Be Announced.
6:00pm - 8:30pm	4/05/05	NJ Pharmaceutical Dinner	Spanish Tavern, Mountainside, NJ
6:30pm - 8:30pm	4/12/05	Social and Networking	To Be Announced
6:30pm - 8:30pm	5/10/05	Social and Networking	To Be Announced.

## Conferences

TIME	DATE	TOPIC	LOCATION
One Day	9/22/04	56 <sup>th</sup> Annual Quality Conference	Madison Sq. Garden, NYC
Three Day	12/6-10/04	Deming Conference on Applied Statistics	Atlantic City, NJ (Tropicana Hotel)
Two Day	2/21-22/05	The 11 <sup>th</sup> Annual Deming Research Seminar	Fordham Univ., NY City
Three Day	5/16-18/2005	ASQ's Annual Quality Congress	Seattle, WA

## Executive Committee Meetings

TIME	DATE	TOPIC	LOCATION
6:00pm -8:30pm	8/10/04	Executive Committee Meeting	Spanish Tavern, Newark, N.J.
6:00pm -8:30pm	9/14/04	Executive Committee Meeting	Murano, Ristorante, 207 W 36 <sup>th</sup> St. NYC
5:00pm -6:30pm	10/12/04	Executive Committee Meeting	Spanish Tavern, Newark, N.J.
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# 56<sup>th</sup> ANNUAL QUALITY CONFERENCE

**September 22, 2004**

**Reserve this date now!** There will be three tracks with topics of interest for all:

*Quality in Construction*

*Performance Excellence*

*Six Sigma*

Includes a free tour of MSG Arena

**Location: Madison Square Garden, New York, NY**

**Keynote Speaker: Francis X. McArdle, P.E.**

**Registration: Bill Martin**

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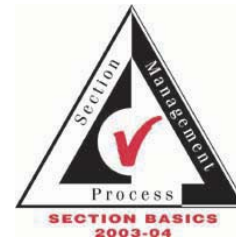
*Summer 2004*



NY/NJ Metropolitan Section  
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