



Quality Times

Rhode Island ASQ Newsletter

APRIL 9, 2010

SPRING 2010

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Spring in the Ocean State

Message from the Chairperson:

Our thoughts are with our fellow Southern New Englanders and in particular, our membership who have experienced hardships caused by the recent rain and subsequent flood. We have all seen the destructive pictures on television and in the newspapers. The scenes are heart wrenching. Those families who are displaced from their devastated homes are seeking shelter and a safe place to think about what the future may hold. Be comforted by the mere fact of your resilience and may this transition to normalcy be short. You are in our thoughts and prayers.

Sincerely,
Rich Rattey



Time is Running Out!

Spring is also RIASQ educational scholarship award season. Apply now for the RIASQ Education Scholarship. Members of section 0107 who are in good standing and who have a child attending college this Fall are likely eligible to receive a scholarship from The Rhode Island Section of the American Society for Quality. Visit the RIASQ Website for details on eligibility and for an application form

RIASQ

Contacts:

(Click on name to send email)

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at www.riasq.org Click on the Scholarship link on the left and scroll to required information. All applications must be received by May 1st.

To our loyal membership, a sincere thank-you for your support. The Leadership team is here to serve you and we will continually strive to meet your needs.

Education Update:

We will be running a full schedule of Certification Refresher Courses, Development Courses, and Seminars.

Sign-up now!

The 2010 RIASQ Continuing Education Course Calendar is posted on the RIASQ website. Check with the RIASQ web site for details www.riasq.org.

Please contact Dean Chapman for further assistance. www.riasq.org.

Highlights from the January, February, and March Dinner Meetings:

In January, Dr. Alan Patterson gave us a terrific presentation entitled "The Customer Focused Organization". The central theme explicated that many organizations today claim to focus on their customers but how many can actually claim they "know" their customer's needs and requirements? This presentation illustrated the characteristics and practices of those organizations that have discovered what it truly means to be focused on their internal and external customers to produce win-win outcomes for themselves, their customers, and their customer's customers. Stimulating discussion flourished on the topics of the importance of the nature and frequency of critical customer conversations that go beyond the day-to-day issues of operational efficiency and problem solving.



**Rhode Island ASQ
Section 0107
We're on the Web!**

www.riasq.org

In February, Alvin J. Snyder, President and founder of Environmental Resource Associates, Inc., presented us with a comprehensive examination of the plethora of environmental regulations that affect not only the workplace but commerce as well. Essential environmental regulations were identified and described in a manner that assisted the audience to assess whether or not their facility could be affected. The discussion of real-life environmental problems and solutions encompassing air, water, and subsurface contamination was of pronounced interest to attendees. Enthusiastic dialogue erupted pertaining to action plans for achieving and maintaining environmental compliance, actual and perceived risks, hidden personal risks and how these risks apply to environmental regulations.



In March, Demetrios G. Venetis presented us with a popular colloquium entitled "Are you a Quality Manager, or a Leader?" Through a series of questions, case studies, and real-world experience the manager or leader question was explored. Demetrios led us on a journey of discovery, employing narrative accounts of current and historical individuals, explaining their styles of leadership and why some were effective while others were not. He discussed the characteristics of effective leaders and ineffective leaders.



Upcoming Dinner Meetings....

April 15, 2010 Continuous Improvement presented by Steve Travis.

May 20, 2010 Plant Tour - Bradford Soap

June 17, 2010 Quality Jeopardy

Please visit the RIASQ web site for details. www.riasq.org



Quality in the News:

The RIASQ Leadership Committee gains new chairperson. We would like you all to welcome our new Voice of the Customer Chair. Ann M. Dickson, EdD.

Have you Moved? Changed Jobs? Changed E-Mail Address?

Do not forget to update your member information with ASQ National www.asq.org. You can go to www.asq.org, log in, go to My Account, and update the info yourself. Please update your Addresses/E-Mail so we can keep in contact with you.

7. Questions to Help You Reach Your Goals

- 1. What is my goal?**
- 2. What will this comprise?**
- 3. Why is it important to me?**
- 4. How will things change when I accomplish my goal?**
- 5. What does it take to reach my goal?**
- 6. How much time can I devote to accomplishing my goal?**
- 7. Who will help me reach my goal?**

Created by David MacKinnon, April 8, 2010