



# TZ Quarterly

Volume 1, Number 2, July 2009

The Quarterly Newsletter of the Tappan Zee Section of ASQ

## Message from Herb Goldstein, Outgoing Chair

*include innovation, creative change, value creation, system's thinking, and execution. New concepts, approaches, methods, skills and experience.*

To read the entire publication please see: <http://www.asq.org/knowledge-center/2008-futures-study/index.html>

### World Conference

I recently returned from the ASQ World Conference on Quality and Improvement. Prior to the Conference, ASQ member leaders attended programs to inform us on new ASQ developments and to provide member leader training. During these programs, one of the main topics was change. In the 21st century the world is changing, and ASQ is changing as well by becoming a global non-profit organization.

### Reflections

As in all organizations, ASQ's leadership changes at specified time intervals. ASQ Headquarters requires Sections to have annual elections for member leaders; the term of office for member leaders is one year starting on July 1, and ending on June 30. I am proud to have served as Chair for three terms. As the outgoing Chair of ASQ Tappan Zee Section 309, this is my last newsletter message.

To better project the course of quality in the 21st century, ASQ initiated a 'futures study' of Quality. The initiative was undertaken by an expert panel of nearly 100 'thought leaders' of the quality movement from around the globe. The futures study focused on the following three major components:

- Identifying the key forces that are most likely to shape the future of quality
- Developing alternative scenarios describing how these forces might unfold
- Determining implications for organizations and the quality field, for quality professionals, and ultimately for ASQ

Over the past three years our Section has met our members' needs by providing worthwhile Professional Development meetings, which were well received by the attendees. Our Certification refresher training classes helped many members pass their Certification exams. Fall and Spring seminars helped our members improve their

*(Continued on page 4)*

Additionally, the following seven key forces were reviewed: 1) globalization, 2) social responsibility, 3) new dimensions in quality, 4) aging population, 5) healthcare, 6) environmental concerns, and 7) 21st century technology. Each of the seven forces were assessed and an analysis was presented for all the forces.

Of special interest to me was the panelists' presentation of their insights. One of the 32 insights reported for 'Determining Implications for the Quality Professional,' is:

*The traditional quality professional's skills of control and improvement need to expand to*

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## Message from Wally McLeod, Incoming Chair

First I would like to congratulate Herb for his three years of excellent leadership driving our Section to great success and accomplishment; also I wish him much success in his new position as Regional Director of Region 3. I am looking forward to working with Herb in his new position.

Second I would like to thank Herb for the thoughtful introduction and for the confidence he has in me to lead the Section. The skills he mentioned are what I believe will enable me to continue building the Tappan Zee Section's success and accomplishments.

For those of you who do not know me or have not had a chance to meet me at one of our Tappan Zee Section events, I would like to take this opportunity tell you a little about myself. I reside in Bergen County, NJ; I am currently the President of my own consulting business, McLeod Associates LLC, which specializes in assisting companies in improving their business effectiveness. I focus on Management/Quality System implementation and its ability to be compliant to required standards and regulations. Prior to starting my consulting business, I developed my skills and expertise in this area during 25 years of working in the medical device industry in R&D, Operations & Manufacturing and Quality Assurance positions. I have been a member of ASQ since 2008, and joined the ASQ Tappan Zee Section Board in 2008 as the Program Chair for 2008-2009.

I have a Bachelor's degree in Electrical Engineering from The College of New Jersey (Formerly Trenton State College). I am also a member of the IEEE and the IEEE Technology Management Council.

You might ask me why I agreed to be Chair of the ASQ Tappan Zee Section. The first answer that popped into my head is that our outgoing Chair Herb Goldstein nearly broke my arm twisting it to consider being the Chair for 2009-2010.

Upon giving it a little more thought...all through my life I have looked at ways to use my skills and experiences to grow, advance

or improve whatever I was involved in. I enjoy sharing knowledge, experiences and skills with others; or in ASQ terms I like Making Good Great ®.

I have many thoughts and ideas on growing the Tappan Zee Section and bringing more value to our members (customers). I will be reviewing and discussing these ideas with the Leadership Team at our planning meetings.

Neither I nor the Leadership Team can grow the Tappan Zee Section by ourselves, we need the involvement of the membership in "our" Section; the more members who are involved the greater we can become.

To this end, I ask that you support our Section's activities and get involved however you can by:

- Attending meetings
- Suggesting meeting topics
- Recommending a meeting speaker
- Helping out at Section events
- Being a member of the Leadership Team
- Providing input and feedback to me and the Leadership Team

Over the summer months the ASQ Tappan Zee Section Leadership Team will be meeting to plan and organize the 2009 - 2010 Section events and activities.

Please check the ASQ Tappan Zee web site <http://www.asqtz.org/> frequently for updates about these upcoming events and activities. Contact information for all Leadership Team members can be found there too! If you have any questions, comments, or suggestions please let us know. Have a great summer; hope to see you all at the September Professional Development meeting.

▲ **By Wallace (Wally) McLeod Jr.**

**E=mc<sup>2</sup>**

*"We can't solve problems by using the same kind of thinking we used when we created them." Albert Einstein*

## World Conference 2009 Quality and Improvement

Your Tappan Zee Section was well represented at this year's World Conference, held in Minneapolis, Minnesota from Monday, May 18-20, 2009. Prior to the conference we attended the free Leadership Training on Saturday and Sunday.

Our outgoing Chair, Herb Goldstein (accompanied by his lovely wife Lori), received the Gold Excellence Award for our Section as well as the Total Quality Award at the awards ceremony on Saturday evening. Herb has done a wonderful job as Chair and leading our Section to achieve the highest Section awards available. Our own David Levy also attended, representing ASQ leadership and handing out the awards to all the Sections and Divisions who accomplished great things in the 2007/2008 fiscal year.

Incoming Chair Wally McLeod was there meeting all the key individuals at ASQ HQ and also the many individuals attending the conference. An incoming Chair always has a lot to learn, and there is no better place than the World Conference to catch the spirit of the society, especially in the evening socials sponsored by the various Divisions.

Also in attendance was Emil Muccin, our Section Historian and Region 3 Deputy Director. We also met up with many of our other colleagues in Region 3 throughout the conference.

The conference itself was fantastic. The keynote speakers were excellent and the sessions were very informative. There were lots of vendors and raffles to enter. We had a great treat this year by having the opportunity to hear Armand Feigenbaum speak AND provide free copies of his new book, *The Power of Management Innovation*, which he graciously autographed for us.

If you have never been to a conference, I highly recommend it. There are many opportunities to network and gather new ideas for the future. I also took the opportunity to meet with the various Divisions and get some first hand knowledge from the experts.

▲ **By Linda Sroka**

## World Conference 2010 St Louis, Missouri

Mark these dates on your calendars: May 24-May 26, 2010 to join ASQ in St. Louis.

Learn about meeting today's challenges and build tomorrow's confidence:

- Learn new and classic quality tools, methodologies, and techniques
- Network with more than 1,500 attendees and exhibitors
- Benchmark best practices in the International Team Excellence Award Process

Think about how quality practices and methodologies could:

- Prevent food recalls by requiring HACCP certifications and ISO standards
- Save lives by reducing patient errors
- Save jobs by reducing waste and the costs associated with it
- Increase student achievement by implementing continuous improvement tools
- Hear about companies who met their challenges and got results like these:
  - A rapid response team approach and tools reduced scrap caused by process damage, leading to an annual capacity increase of over 14 million goods
  - Lean Six Sigma techniques eliminated patient bottlenecks, provided timely treatment of high acuity patients, and provided safe management of increased patient volumes - all at a cost avoidance of \$1.5 million

Bookmark this web site so you can check for updated information on the conference or sign up for automated notification of updates.

<http://wcqi.asq.org/>

▲ **By Wallace (Wally) McLeod Jr.**



***“In God we trust; all others must bring data.” W. Edwards Deming***

(Continued from page 1)

Professional Development skills. Much effort is expended by the Chair, Treasurer, Secretary, Vice Chair and Committee Chairs organizing these events.

### Looking Ahead

While I am stepping down as Section Chair, I am starting my term as Regional Director of ASQ Region 3. Additionally, I have been elected to serve on the ASQ Board of Directors. In both of these capacities, I will promote quality by helping all of the Region 3 Sections and by helping formulate and implement ASQ policy decisions.

I am happy to introduce to you our new Section Chair, Wally McLeod, whom I have known for over 22 years. He is a true Quality Professional with great management skills. Wally is relatively new to our Section, but based on his energy, quality knowledge, drive, and focused management skills, he is exceedingly qualified to be our Section's Chair. I am looking forward to working with Wally and the other Region 3 Section Chairs.

#### ▲ By Herbert Goldstein

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### ASQ Offers Help for Unemployed Members

With the New York unemployment rate at 8.1% in February 2009, now is the perfect time for job seekers to attend local ASQ Section monthly meetings. Meet, communicate, and collaborate with your peers in the quality community through local Section meetings. For more information about the ASQ Tappan Zee Section monthly meetings visit <http://www.asqtz.org/Meeting%20Calendar>.

ASQ offers a benefit to members who want to retain their membership, but have difficulty renewing because they are currently unemployed. Complete the Unemployment Program Application to apply. Membership dues are \$129 for current Full (formerly Regular), Senior, and Fellow members. Participating members receive a discount on their membership renewal based on consecutive years of membership:

- Receive a 50% discount if you have 1-4 consecutive years of membership. You must complete your first year as a Full member before applying.
- Receive a 100% discount if you have 5+ consecutive years of membership.

For more information visit:

<http://www.asq.org/members/leadership/mbrapp/unemployment.pdf>

#### ▲ By Emile Najm

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### Congratulations on Section Certifications!

The ASQ Tappan Zee Section congratulates our Section members who have recently achieved a certification awarded by ASQ!  
Well done!

**Linda Sroka**  
**Certified Pharmaceutical GMP Professional (CPGP)**

**Robert LaBrecque**  
**Certified Pharmaceutical GMP Professional (CPGP)**

**How Tsao**  
**Certified Six Sigma Black Belt**

**Shih-Hsing Yang**  
**Certified HACCP Auditor**

### Special Congratulations

Please join us in congratulating our colleagues Linda Sroka and Robert LaBrecque for being the first ASQ members to achieve certification as a [Pharmaceutical GMP Professional - CPGP](#) (GMP -- Good Manufacturing Practice).

▲ By Wallace (Wally) McLeod Jr

## Become a Senior ASQ Member

### The advantages of senior membership are enormous

- You will be identified as a senior quality professional to your employer and colleagues.
- Your cost of senior membership is the same as your full (regular) membership.
- You can add one additional Journal, or Section, Division or Forum membership, (which can actually save you money in the future if you currently belong to 2).
- You can upgrade during your membership year (no need to wait for renewal).
- You will be recognized in the ASQ Tappan Zee Section Newsletter and the it will be announced in the ASQ Weekly newsletter.
- You will have the prestige of being identified as a senior member at ASQ events.
- You will receive a senior membership card and certificate.

### The requirements are straightforward

- Be an ASQ member for at least a year.
- Have at least 10 years professional experience.
- Have one of the following qualifications:
  - Conduct Quality-related activities for a minimum of 2 years
  - Hold a current ASQ certification
  - Teach Quality or related arts or science for 2 years
  - Be a Senior Member of another professional organization

For more information or an application see:  
<http://www.asq.org/membership/individuals/senior.html>

▲ **By Wallace (Wally) McLeod Jr**

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## Education Update

ASQ Tappan Zee Section strives to deliver seminars that are informative, relevant and aid in your professional development.

Our most recent seminar "Enhancing Organizational Performance through Human Risk Management" by John Shaeffer was about a new methodology that has been successfully used to solve organizational problems in multiple sophisticated industries. This seminar has received a lot of positive feedback.

We are working on a Fall seminar now. Look for details to be posted soon! Please contact me at [kalavas@wyeth.com](mailto:kalavas@wyeth.com) or (845) 602-4884 or mention it to any board member if you have any topics or speakers that you would like us to arrange for the future.

▲ **By Sonia Kansal-Kalavar, PhD**

## Welcome New & Returning Members!

The ASQ Tappan Zee Section welcomes you! We look forward to meeting you at our next Professional Development Meeting. Our Section's activities are posted on [asqtz.org](http://asqtz.org).

**Ramon Padilla  
Albert Boyer  
Achille Celio  
Tim L. Donnelly  
Mary Hoffman  
Arif Masood  
Joseph Santora  
Greg L. Szczesny  
Janice P. Thompson**

## ASQTZ Elected Officers (2008 - 2009)

Chair - Herbert Goldstein  
 Vice Chair - Della Wells  
 Secretary - Robert LaBrecque  
 Treasurer - Richard Soltys



<p><b>Herb Goldstein</b>                  Chair                  Region 3 Deputy Regional Director                  hgoldste@its.jnj.com                  (908) 704 - 3859</p>	<p><b>Della Wells</b>                  Vice Chair                  Internet Liaison                  Placement Chair                  della.wells@oracle.com                  (914) 524 - 1669</p>	<p><b>Robert LaBrecque</b>                  Secretary                  labrecr@wyeth.com                  (845) 602 - 3822</p>	<p><b>Richard Soltys</b>                  Treasurer                  richard.soltys@siemens.com                  (914) 524 - 3345</p>
<p><b>Sonia Kansal-Kalavar</b>                  Education Chair                  Seminar Chair                  kalavas@wyeth.com                  (845) 602 - 4884</p>	<p><b>Wally McLeod</b>                  Program Chair                  w-mcleod@optonline.net                  (201) 391 - 6034</p>	<p><b>Open</b>                  Publicity Chair</p> <p><b>Open</b>                  Arrangements Chair</p>	<p><b>Emile Najm</b>                  Membership Chair                  emilenajm@hotmail.com                  (845) 282 - 4979</p>
<p><b>Kimberly Arnold</b>                  Audit Chair                  kimberly.ka.arnold@siemens.com                  (914) 524 - 2959</p>	<p><b>Linda Sroka</b>                  Certification Chair                  Re-certification Chair                  Nominating Chair                  zlinda@optonline.net                  (973) 248 - 6328</p>	<p><b>Emil Muccin</b>                  Historian                  NEQC Representative                  Region 3 Deputy Regional Director                  emil.muccin@baesystems.com                  (973) 317 - 7216</p>	<p><b>Christy Pischedda</b>                  Newsletter Editor                  christy.pischedda@oracle.com                  (914) 524 - 1720</p>

## Membership Programs 2008 - 2009

Date	Topic / Speaker	Location
July, August 2009	No Meetings — Enjoy Your Summer!	—



## American Society for Quality 2009 World Conference for Quality and Improvement Minneapolis, Minnesota, May 18-20, 2009

Region 3 Awards Program, with Tappan Zee Section 309 Receiving Total Quality and Gold Excellence Awards. Tappan Zee Section 309 members in photo include Emil Muccin, Linda Sroka, David Levy and Herb Goldstein.