



The Quality Gazette

Message from the Conference Chair



Jay Patel
ASQ Fellow, PMP,
Master Black Belt

NEQC has put together an excellent program for this year for professional development with educational seminars and stimulating conference topics. Our conference goal is for you to gain successful ideas you can easily implement right away!

As in the past we have a great variety of presentations by people who are real practitioners in the field of quality; they're not just talking about theory but about actual practices and real experiences that you can learn from. A wide variety of topics are available to choose from.

This year's conference theme is **"World Class Global Management System: Performance thru 6Ps: Principles, Process, Plan, People, Partners, and, Problem Solving"** NEQC is pleased to bring the people together to

[REGISTER NOW](#)

2016 NEQC Conference: Oct. 4-5
Seminars Oct. 3, 6 & 7
Mansfield, MA
Details at www.neqc.org

help professionals & practitioners find what it takes to improve performance in this ever-changing global economy. Our speakers are experts by whom you will be inspired and their motivated messages will guide you on a path of innovative improvements of endless possibilities! **Don't miss it!!** [Download Brochure](#)



At this conference we have:

36 sessions to help you gain ideas, techniques, and insight for improvement:

- **There are 4 tracks each day, covering a wide variety of topics, such as;**
 - **ISO Covering 9001:2015, AS9001:2015, ISO13485:2016, ISO14001:2015**
 - **Risk**
 - **Lean Six Sigma**
 - **People**
 - **FDA and Medical Devices**
 - **Process & Tools**
- **Four recognized keynote speakers addressing the theme.**
- **Special Workshops**
- **Tour of Dunkin Donuts Warehouse and Distribution Center**
- **Four Pre Conference Seminars on October 3, 2016. *(cont. page 6)***

About NEQC

What is NEQC?



The North East Quality Council (NEQC) is a grouping of over twenty Sections from Regions 1, 2, and 3 of the American Society for Quality (ASQ), located in the North East.

NEQC provides:

- Free section volunteer training for potential and current volunteers.
- Educational seminars, conference, and training opportunities to ASQ members and non-members.
- Scholarships to students from its member sections.
- Supports sections by providing:
 - Free member leadership training
 - Seminar discounts for volunteers
 - One person admittance with discount at conferences
 - Communications among sections for sharing “best practices”
- Free Round Table Sessions

Member Sections are:

Boston	Syracuse
Naugatuck Valley	Jamestown
Merrimack Valley	Northeastern, PA
Hartford	NY/NJ Metropolitan
Granite State	So. Connecticut
Berkshire	Mid Hudson
Rhode Island	Long Island
Western Massachusetts	North Jersey
Worcester	New Haven
Olde Colony	Greater Danbury
Vermont	Princeton
Hudson Mohawk	Thames Valley
Corning/Elmira	Tappan Zee
Binghamton	Rochester

NEQC Past Chairs

Dates	Past Chairman	Section
1953-1956	Ervin Schiesel	So. Connecticut
1956-1963	R. S. Goldthwait	Rhode Island
1963-1965	Francis Olsen	Worcester
1965-1967	Donald S. Holmes	Albany
1967-1969	Robert Phelps	Hartford
1969-1971	Wes Gahagan	Northern N.E.
1971-1973	Anthony Scalise	Massachusetts
1973-1975	James Flaker	So. Connecticut
1975-1976	George Mason	Boston
1976-1977	Al Vince	So. Connecticut
1977-1978	John Pizar	Merrimack Valley
1978-1980	Edward M. Stiles	Hartford
1980-1981	Edward P. Dudek	Worcester
1981-1983	Walter Blonski	Danbury
1983-1985	George B. Lee	Thames Valley
1985-1987	Arthur W. Derbyshire	So. Connecticut
1987-1989	S. Ken Wiley Jr.	Pine Tree
1989-1991	Daniel J. Keating	New Haven
1991-1993	Patricia Audette	Rhode Island
1993-1995	Anthony Martinez	Mid-Hudson
1995-1997	George Cohen	Boston
1997-1998	Joseph A. Trowbridge	Hartford
1998-1999	Rick W. Macri	New Haven
1999-2001	Roger Keller	Boston
2001-2002	Lewis Derby	Granite State
2002-2003	Jay Patel	Worcester
2003-2005	Woody Cashman	Springfield
2005-2006	Diane Dixon	Worcester
2006-2008	Jay Patel	Worcester
2009-2009	Helen Van Diver	Hudson Mohawk
2009-2011	Jay Patel	Worcester
2011-2012	Helen Van Diver	Hudson Mohawk
2012-2013	Jack Reardon	Worcester
2013-2014	Jay Patel	Worcester
2014-2016	Gil Andrade	Boston

See neqc.org for further details

Management Role in ISO 9001: 2015

by JAY P. PATEL, ASQ FELLOW

Prologue: Leading to increased customer satisfaction and ultimately to the success of the organization.

Why These Radical Changes Now?

Leadership: Leaders establish unity of purpose and direction of the organization. They should create and maintain the internal environment in which people can become fully involved in achieving the organization's objectives.



Principle of leadership typically leads to:

- Considering the needs of all interested parties including customers, owners, employees,
- suppliers, financiers, local communities and society as a whole
- Establishing a clear vision of the organization's future • Setting challenging goals and targets
- Creating and sustaining shared values, fairness and ethical role models at all levels of the
- organization
- Establishing trust and eliminating fear
- Providing people with the required resources, training and freedom to act with responsibility
- and accountability
- Inspiring, encouraging and recognizing people's contributions.
- Activities are evaluated, aligned and implemented in a unified way

Creation of unity of purpose, direction and engagement enable an organization to align its strategies, policies, processes and resources to achieve its objectives.

Engagement of People

It is essential for the organization that all people are competent, empowered and engaged in delivering value. Competent, empowered and engaged people throughout the organization enhance its capability to create value.

By engaging people, organizations stand to gain in:

- Motivated, committed and involved people within the organization
- Innovation and creativity in furthering the organization's objectives
- People being accountable for their own performance
- People eager to participate in and contribute to continual improvement.

This typically leads to their understanding the importance of their contribution and role in the organization, identifying constraints to their performance, accepting ownership of problems and their responsibility for solving them, evaluating their performance against their personal goals and objectives, actively seeking opportunities to enhance their competence, knowledge and experience, freely sharing knowledge and experience and openly discussing problems and issues. Recognition, empowerment and enhancement of skills and knowledge facilitate the engagement of people in achieving the objectives of the organization.

About the Author: Jay P. Patel is an ASQ Fellow, Master BB, Lean Expert, PMP, Risk Management Professional with 10 ASQ Certifications, as well as many others. He has over 30 years' experience in improving processes, people and achieving breakthrough performance at many companies.

For more information or questions, contact him directly at jayp@qpsinc.com.
(www.qpsinc.com)

**QUALITY
IS NOT
AN ACT,
IT IS A
HABIT.**
-ARISTOTLE

Member Leader Training

Thank you for your participation in the recent Member Leader Training in all Regions.

New Executive Committee 2015

Chair: Gil Andrade
Vice Chair: Dan Sneizek
Secretary: Karen Szczur
Treasurer: Emile Najam
Immediate Past Chair: Jay Patel

Scholarship

This year, our scholarship award of \$1000 recipient is **Ritwik Baksi** of New York. He is the son of Mrs. Baksio, ASQ member from Tappan Zee Section. Congratulations, Ritwik!

Other Section News:

Boscon 2017

[BOSCON 2017: Call for Papers](#)

BOSCON is scheduled for April 3 and 4 at the Hawthorne Hotel in Salem, MA. If you are interested in presenting, please submit your paper or synopsis by **October 31, 2016**. The tracks being considered are:

- **Transportation**
- **Quality Tools**
- **Financial Mgmt.**
- **Medical**
- **Best in Class**
- **Leadership**

Please send papers, synopsis or any other correspondence to: Phil Lamory, 11 Aspen Road, Buzzards Bay, MA 02532. For more details go to www.asqboston.org.



ASQ North Jersey Conference

ASQ North Jersey's 39th Annual Spring Quality Conference will be held on Thursday, April 13th, 2017:

"Quality Takes More Than Luck"

[CALL FOR PAPERS NOW OPEN.](#)

There is limited space so please submit papers ASAP.

Details on their website: <http://asqnorthjersey.org/>

See some highlights from the 2016 Conference here:

<http://www.springqualityconf.org>

Find more information on the website by clicking the tabs along the top. Join the fun and network with likeminded professionals!

Coming Up!

2016 NEQC

Conference Seminars:

- ❖ The Role of Leadership in the Successful Management and Implementation of Quality Systems
- ❖ Lean Management System for Reducing Waste
- ❖ ISO 9001: 2015 Implementation
- ❖ AS 9100: 2016 Transition
- ❖ Root Cause Analysis
- ❖ Deploying ISO 13485: 2016
- ❖ Risk Management for Lifecycle Products—Medical Devices, Pharma, & Bio Tech
- ❖ Process Approach & Process Auditing in QMS
- ❖ And Many, Many More—36 Sessions and 4 Keynote Speakers in 2 Days!

Keynote Speakers for the 61st NEQC Conference Coming in October:



Dr. Joseph A. DeFeo
Chairman & CEO
Juran Global

Tuesday 1:20-2:30 PM

Trending the Future Of Quality



James P. Desrosiers
Management Consultant
GROWTHco

Wednesday 8:00-9:00 AM

Understanding Social Styles for Better Communication Effectiveness



Dr. James W. Wade
VP Mission Assurance
Raytheon Company

Tuesday 8:00-9:00 AM

Mission Assurance Data-Driven Improvements



Denise Robitaille
Member - US Tag
ISO/TC 176

Wednesday 1:20-2:30 PM

ISO 9001:2015 What's New for Top Management

Continued from Chair's Message:

More Conference Offerings:

- **The Role of Leadership in the Successful Management and Implementation of Quality Systems**
- **World Class Journey Using Lean Six Sigma**
- **ISO 9001:2015 Implementation**
- **AS9100:2016 Transition, AND**
- **Four Post Conference Seminars on October 6-7, 2016**
 - **Root Cause Analysis (Prevent problems and errors)**
 - **Deploying ISO 13485: 2016**
 - **Understanding & Auditing to ISO 9001:2015**
 - **Risk Management for Medical Devices, Pharma and Bio Tech**

Sincerely,

Gil Andrade, ASQ NEQC Chair,
ASQ Fellow

**Go to: www.NEQC.org
for Conference Details &
Registration**

Thank you ASQ-NEQC 61st Conference Sponsors for your support

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