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Long Island Secion 303
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Long Island Section
ASQ The Global Voice of Quality™

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"... almost everything – all external expectations, all pride, all fear of embarrassment or failure - these things just fall away in the face of death, leaving only what is truly important. Remembering that you are going to die is the best way I know to avoid the trap of thinking you have something to lose. You are already naked. There is no reason not to follow your heart."

Steve Jobs

A Message from your Section Chair

To My Fellow Members,

As we start a new year, I would like to say thanks to all of you who have made the past year and a half a refreshing and challenging experience for me as Chair of LI ASQ. Among the many experiences we faced this past year were putting together our Fall Conference on Risk Management and meeting with a group of quality professionals from Shaanxi Province in China, that was an experience I'll never forget! We also hosted 2 tours - one of Brookhaven National Laboratories and one of Farmingdale State College's Institute for Research and Technology Transfer. I also had the pleasure of meeting 2 of our Farmingdale Student Quality Club Presidents this year. I have to say that I was very impressed with their professionalism. We are quite proud of our Student Quality Club. And the year started off with a well-attended "Spaghetti Diagram" after work meeting. 2012 will start off just as busy, with our 3rd Annual Awards and Networking Dinner (January 19th) where we will honor our Hall of Fame Inductees, followed by our Hall of Fame Induction Ceremony (January 27th) at Farmingdale State College. On February 21st, we bring another after work meeting, this time at Sartorius - "An overview of Lab weighing and Filtration Technologies". And on March 30th, we will hold our 5th Lean Six Sigma Symposium at Hofstra University. As always, check our website for more details.

I look forward to the next half year to build upon what we started and leave a legacy that will help future Board members for the Section. Last year we completed a much needed update to our Section Operations Manual. As time went on and projects were completed, we feel it is time to update it again as a result of our experiences. I am sure that this Manual will help future LI ASQ Boards operate smoothly and make decisions in a consistent manner.

The remainder of our term will also be spent preparing tomorrow's Section Leaders. It is critical that this be done correctly and carefully so that there is a seamless transition into tomorrow's Section Leadership that has minimal effect, and can continue to produce favorable outcomes for our membership in the future. As you may, or may not know, June 2012 marks the end of my term as Chair, as well as for our Treasurer, Andrea Isear, and our Secretary, Mary Sansone. I can't thank these two women enough for their hard work over the past year and a half.

While I'm at it, let me thank the others who have worked hard over the past year: James Anderson, Will Bagnasco, Rick Calabrese, Kelvin Campbell, MaryEllen DeCicco, George DeMott, Kerry Donelan, Rupal Doshi, Meegan Dowling, Joe Franco, Andrea Isear, Adrienne O'Connor, Sam Prasad, Julie Salgo, Mary Sansone, Jackie Tordik, and Mark Trotter. Remember, these ladies and gentlemen have full-time jobs, yet they volunteer their time and services to make sure that our membership is served well.

Now comes the time when I ask for your help, as usual. In order to continue rolling out meetings and events like I mentioned above, we need help in the form of volunteers and speakers. Did you know that you can earn Continuing Education Units toward your re-certification by volunteering? You can also earn units for serving on the Board, in either an elected or an appointed position, publishing an article for our newsletter, teaching a class or speaking at one of our events. Check out ASQ's website and follow the links for "Certification" and "Recertification. Please consider getting involved with the Section in some way, it is a very rewarding experience.

Lastly, I would like to wish all of you the best in this holiday season and a very healthy and Happy New Year. As always, it has been my pleasure to serve as your Chair thus far and I will continue to work hard to help bring to you, our membership, the services and opportunities you deserve. Thank you.

Richard Lombardi

Quality in a product or service is not what the supplier puts in. It is what the customer gets out and is willing to pay for. A product is not quality because it is hard to make and costs a lot of money, as manufacturers typically believe. This is incompetence. Customers pay only for what is of use to them and gives them value. Nothing else constitutes quality.

Peter Drucker

Quality Conference on Risk Management, at the Farmingdale State College on November 4th, 2011 By Mark Trotter

The daylong Conference was attended by many Long Island and neighboring NY Metro companies, representing a wide scope of industries from communications, transportation, defense and pharmaceuticals and cosmetics amongst others. In support of ASQ-LI Section 303, several suppliers and quality service companies participated by taking up table top exhibits and advertising space.

We had excellent speakers delivering presentation papers on key quality and training topics; including; Risk Management for Projects, Facilities, Quality Standards, Regulatory, and impact Assessments. There was time allotted for breaks and the Luncheon in the Faculty Dining Room for networking and discussions with the expert speakers. A final Question and Answer Session concluded the lecture program. This was followed at the day's end with many raffle items; quality books and journals, being given away to the participants. In all, the Conference was given high grades by the attendees who look forward to next year's event. We certainly would appreciate your input for future conference topics and venues.

The Speakers at the conference:

- Bob Legland
  Performing Impact Assessments
- Sam Prasad,
  Risk Mitigation during Software Development using Agile Methods
- Rick Calaberese
  Minimization of Risk in Drug Development by Utilization of a Quality Standard
- Alex Crsosby
  Risk Management from a Quality Standards Perspective
- Lloyd Nelson
  Applying Risk Management to Projects
- Guy Gioino
  Risk Management for Facilities

Mark Trotter
ASQ Member

Upcoming Events

Jan 19, 2012: LI-ASQ 3rd Annual Awards Dinner

Jan 24,2012: Social Media Marketing at Farmingdale State College

Feb 8, 2012: Lean Six Sigma Course at the Green Belt Level at Farmingdale State College

Feb 21, 2012: An overview of lab weighing and filtration technologies at Sartorius Stedim North America Inc.

Mar 30, 2012: 5th ASQ-LI Lean Six-Sigma Symposium at Hofstra University

Visit www.asqlongisland.org for more details.

3rd Annual Awards and Networking Dinner!!

This event will be held on Thursday evening, January 19, 2012 at Peppercorn's restaurant in Hicksville to induct Sartorius Group North America and Long-time Section Officer and Volunteer, John Lombardi. into the LI ASQ Quality Hall of Fame.

Price: $75 per person

Proceeds from this event will go toward the L.I. ASQ Scholarship fund.

Register online at our web site.

The Quality Club at Farmingdale State College tours Morrelly Homeland Security Center By Kenneth Johnson

The Morrelly Homeland Security Center is truly a fascinating and unique place. I had the privilege of visiting the center with other students through Farmingdale State College Quality Club mentored by MaryEllen DeCicco. When you first step inside the facility there are items dedicated to the memory of 9/11, such as a boat figurine made from melted down remnants of the World Trade Center. The facility is designed so that certain doors cannot be opened without another being closed. Also, there are several different clearance levels that determine what level of authority has access to which rooms.

Although our tour was limited, we were able to see a few different areas which included the huge lecture hall named after the 343 Firemen lost in 911. The most impressive was the (COIN) room which stands for Cyber Operated Integrated Network. The best way to describe this room for someone who has never witnessed is; a Google Maps program except it was way more technologically advanced and on a military level. It is a surveillance and security system programmed to track suspicious activity using live cameras and also to coordinate operations in case of an emergency on Long Island.

Public safety, research and education are being practiced and the level of quality is improving on a daily basis. It serves as a state of the art command and control center for Nassau County's office of emergency services in the event a catastrophe occurs. One of the center's focuses is bringing the best and most cost efficient homeland security products. Another mission of the facility is joining together different resident government agencies to improve communication between the different entities. A few of the different agencies partnered with the foundation include the FBI, TSA, USSS and the bureau of ATF. Some of the research resident companies in charge of developing products include AFCO, GEOcommand, SPP and SiCore.

The Farmingdale Quality Club is modeled after American Society for Quality (ASQ) which is a professional organization that is dedicated to the progress of quality practices in all industries on Long Island. The Morrelly Homeland Security Center is a prime example of that, for it is a place of innovation, improvement and development. If you are ever fortunate to have the opportunity to attend a trip to the Morrelly Homeland Security Center, I strongly recommend that you take advantage of such an incredible experience.

Kenneth Johnson
Professional Communications Major and Member of Quality Club Farmingdale State College

The average American worker has fifty interruptions a day, of which seventy percent have nothing to do with work.

W. Edwards Deming

Reprinted from The Funny Times / PO Box 18530 / Cleveland Heights, OH 44118
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"I suppose today's meeting is about our new mission statement."

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Process Auditing Preparation with Process Turtles

By Mary Winch

Process Approach — For an organization to function effectively it has to identify and manage a number of linked activities. All activities use resources (e.g. people, plant, equipment) to transform a process input into a process output. The output of one process is often the input of the next process.

The Quality Management System (QMS) should be regarded as an inclusive system that describes our business and provides us with useful information (e.g. 8.4), rather than some strange, "alien" set of books that the Quality Manager runs exclusively for the benefit of the Certification Body.

System Approach — By identifying, understanding and managing the interrelated processes, the effectiveness and efficiency of the QMS can be assessed.

"Effectiveness" means that the QMS works and achieves its objectives.

"Efficient" means that the QMS uses minimum resources by eliminating waste.

For effective decisions to be made the information generated by the QMS must be analyzed. See Data Analysis 8.4 and SPC.

The following procedures are required to be documented by ISO 9001: They are the only mandatory procedures identified as required by ISO9001.

4.2.3 Document control procedure

4.2.4 Control of records procedure

8.2.2 Internal audit procedure

8.3 Control of non-conformance procedure

8.5.2 Corrective action procedure

8.5.3 Preventive action procedure

Requirements for other documents must be the minimum you feel are necessary to demonstrate control.

4.2. The QMS documentation shall include:

- quality policy and quality objectives
- a quality manual
- the procedures specified by ISO9001
- other documents required for effective planning, operation and control
- the records specified by ISO9001

There is an urban myth that procedures must spell out everything in minute detail "... in case someone falls under a bus". This is a hangover from Ministry of Defense standards and has NEVER been a requirement of ISO9000. If you are building nuclear reactors it's a good idea to spell out everything and back-up every decision with a series of checks and signatures. If you are not in that type of business then do you really need that level of detail?

To paraphrase 4.2.1 Note 2 – are we doing simple or complex tasks, does the staff know their jobs? The answers to these questions will influence the amount of documentation required.

The modern way of documenting a quality system is to have lightweight procedures balanced by heavy training records, which demonstrate competence. Also, think about having Process Turtles and flow-charts instead of text. You can draw adequate Process Turtles from templates, and flow-charts using Visio, or Excel.

4.2.3. Your mandatory Document Control procedure must cover how you approve documents prior to use

- how you update and re-approve amended documents
- how you identify changes, e.g. by date or issue number, identify changes different fonts or colors
- how you ensure that documents are available where they are needed
- how you control documents of external origin
- how you remove obsolete documents, which may be comprised of procedures, flow-charts, customer specifications (see 7.5.4), British or International standards, product-related legislation (e.g. CE Regulations, CDM Regulations, etc.)

4.2.4. Control of Records

Most clauses of ISO9001 contain the instruction "see 4.2.4" which means that you must retain those records.

A mandatory documented procedure is required to specify - which records are kept, by whom, for how long and how they are disposed of.

Process Audit conclusions:

ALL organizations processes need to be defined

ALL processes should be measurable

ALL processes should add value

ALL processes need to focus on improvement

ALL processes must be customer focused

ALL processes will be audited

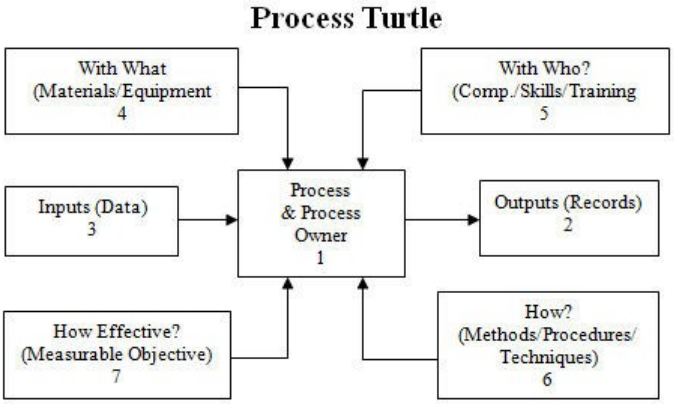
Mary Winch

Certified QMS Lead Auditor
RABQSA # Q09523

ASQ Certified Quality Auditor
 # 1270

...continued on page 5

Process Auditing Preparation … continued from page 4



Box 1 Enter Customer/Support/Management Process

Box 2 Enter details of the actual output, this may be a product, document, and should be linked to an actual measure of effectiveness

Box 3 Enter details of the actual input, documents, materials, schedules, requirements etc.

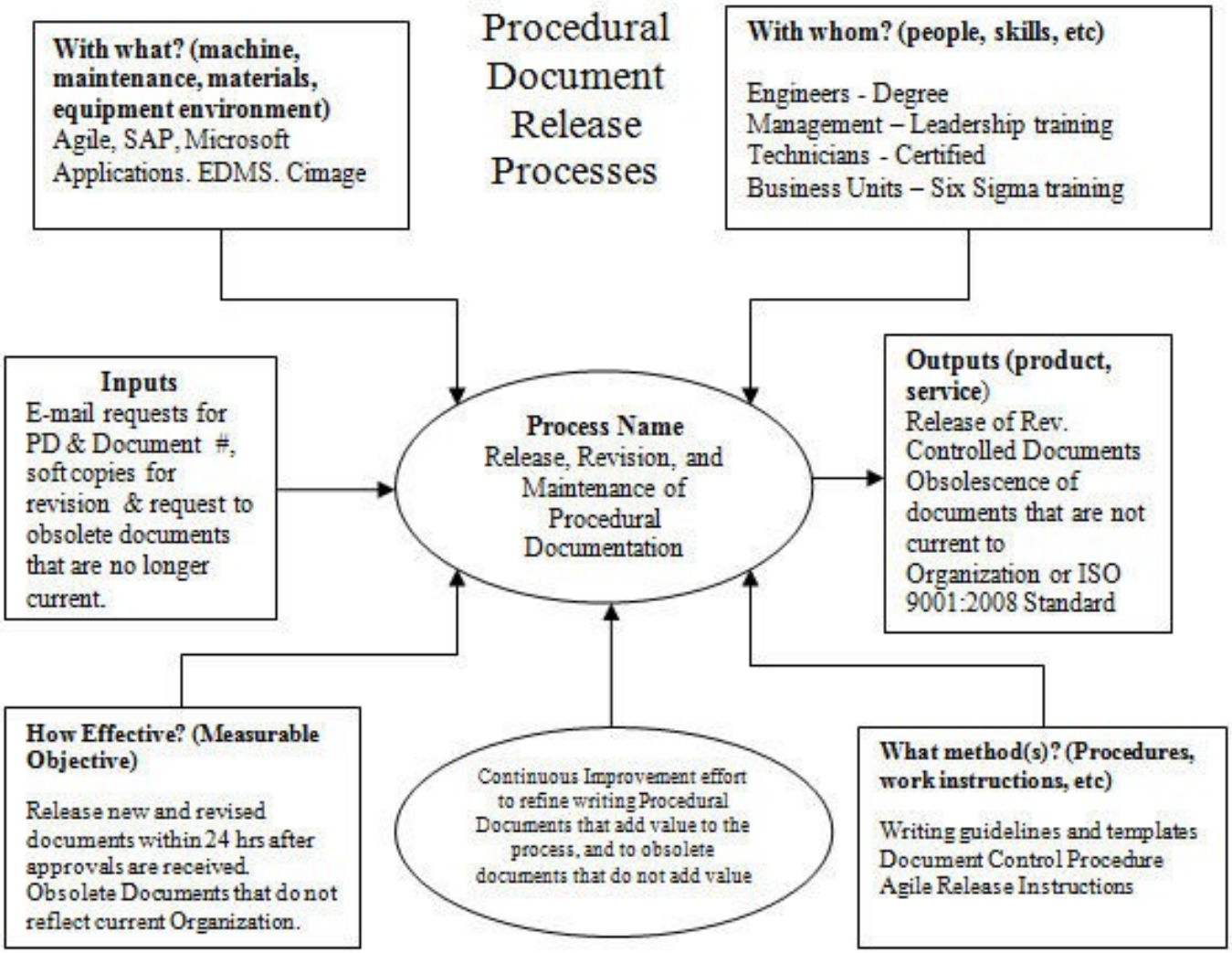
Box 4 Enter details of the machine, materials, test equipment, computer systems, software used in the process

Box 5 Enter personnel requirements, skills, competency requirements, training, etc.

Box 6 Enter linked process controls; support processes, instructions, methods, etc.

Box 7 Enter the measures of the process effectiveness, i.e., goals, targets, matrix, etc.

Example of completed Process Turtle



There's No Right Way to Study for the SAT

By Alana Sugrue

Preparing for the SAT is like preparing for a typical high school exam. Most people would feel more comfortable and confident if they reviewed the test's format and became more familiar with a specific task. The SAT's are not the easiest tests to take because it challenges your mind on different topics and subjects that ones studied over the course of many years. But by having an organized plan of test taking tips, you will ace the exam and look at it as any other exam.

The best way to get ready for the SAT is to work hard in school, take challenging courses, and read as much as possible. The four most important steps to scoring high on the SAT are as follows: learning, improving, developing, and strengthening. Learning to read to your greater ability gives you the opportunity to figure out what the author means as well as what the author is saying. Improving your vocabulary gives you the tools to figure out new words to learn and understand, and also to expand your vocabulary horizon. Developing your problem-solving abilities helps you figure out what to do and how to do it and it helps you learn how to solve challenging problems. Strengthening your writing helps you develop and express your ideas clearly.

The other three ways to getting a fantastic score on the state exam are to practice, sleep, and eat. By practicing for this exam, you must take a continuous amount of practice tests so your mind is prepared for the questions to come on the day of the test. The number one most important thing to do before a test is to get as much rest as possible. The test isn't like any typical forty minute class test; it's about four hours long of sitting in a desk and putting everything you know onto paper. By getting a good seven to eight hours of sleep, you will feel more energized and more alert. And finally there's eating. With all of the studying and practice exams people take, they sometimes forget to eat due to lack of sleep. The best thing to do on the morning of the exam is to eat a light but healthy breakfast to get your body running.

The SAT's aren't made to make young teens nervous or afraid to take bigger tests in college, they are simply made to test your abilities and see where your strongest points are and where your weakest points are in terms of learning. The best way to be prepared and know what you're doing on the day of the exam is to have a list of studying techniques that suit you best. Practice may not make perfect, but it definitely helps.

Alana Sugrue

Chinese Delegation of Quality Officials from Shaanxi Province visits LI-ASQ Sep 21, 2011

By James Anderson

On Sept. 21, ASQ LI section hosted a meeting with a delegation of quality officials from the Shaanxi Province in China at Farmingdale State College. The purpose of this meeting was for them to gain a better understanding of ASQ and specifically, the benefits and workings of our section. They were interested in learning about the goals, achievements and structure of our organization. Section Chair Richard Lombardi made a presentation of ASQ from both a global perspective as well as our LI section activities. This was followed by a Q&A session. Section Secretary Mary Sansone helped explain some fundamental quality tools and was joined by Maryellen DeCicco, our Director of the ASQ Student Quality Club & Business Outreach at Farmingdale College, who explained Six Sigma, as well as the alliance ASQ-LI has with Farmingdale State College. Examination Chair James Anderson helped describe the certification process.

Our visitors described what their occupations were and told us of the importance of equipment and food inspections in China, which we agreed with. They were quite interested in how we disseminated information to members and how certifications are attained and the value they held.

They also appeared intrigued by the fact that this was a volunteer organization that devoted time after regular working hours to perform section duties.

The meeting was especially unique due to their limited understanding of the English language and of course our inability to understand Mandarin. This necessitated the help of an interpreter. Dinner was shared, gifts were exchanged and photos were taken. They encouraged us to come visit them in the future.

It was a good way to share information and help better understand the quality standards of two very different areas of the world and it brought us a little closer together.

James Anderson
Examination Chair

ANSI-ASQ National Accreditation Board Acquires Forensic Quality Services, Inc.

FOR IMMEDIATE RELEASE ***November 29, 2011***

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Milwaukee – The ANSI-ASQ National Accreditation Board has acquired Forensic Quality Services, Inc. (FQS), expanding the company's range of conformity assessment services to include accreditation of forensic testing agencies.

FQS has provided ISO/IEC 17025 accreditations to forensic testing agencies in the United States longer than any other organization.

"The ANSI-ASQ National Accreditation Board will maintain the FQS brand because we recognize its enduring value," said John J. Knappenberger, president and CEO of the ANSI-ASQ National Accreditation Board. "We will also retain FQS's employees because their knowledge and expertise in the forensics field are unmatched."

With the acquisition of FQS, the ANSI-ASQ National Accreditation Board builds on its services, which include accreditation of calibration and testing laboratories, inspection bodies, reference material producers, proficiency testing providers, and certification bodies that audit and issue certificates to ISO 9001, ISO 14001, and other management systems standards.

"The FQS brand benefits by joining forces with the ANSI-ASQ National Accreditation Board's family of brands," said Ben Perillo, president of FQS. "The combined resources of ANAB, ACLASS, ANSI, ASQ – and now FQS – provide a full range of customer-focused conformity assessment services in the United States and elsewhere."

FQS is internationally recognized by the International Laboratory Accreditation Cooperation (ILAC) and the Inter-American Accreditation Cooperation (IAAC) through the signing of multilateral recognition arrangements that facilitate the acceptance of test data between FQS-accredited laboratories and the international community.

"With this acquisition, the ANSI-ASQ National Accreditation Board becomes the leader for independent third-party accreditation of forensic testing agencies," said Keith Greenaway, ACLASS vice president. "Current FQS customers will experience no change in accreditation status and no interruption to their accreditation cycles. Their FQS accreditations will maintain the same international recognition they have today."

The ANSI-ASQ National Accreditation Board provides accreditation services under the ANAB and ACLASS brands. Under the ANAB brand, the organization is the U.S. accreditation body for management systems and accredits certification bodies for ISO 9001 quality management systems; ISO 14001 environmental management systems; ISO 22000 food safety management systems; ISO 28000 supply chain security management systems; ISO/IEC 20000-1 information technology service management systems; ISO 27001 information security management systems; ANSI/AIHA Z10, CSA Z1000, and BS OHSAS 18001 occupational health and safety management systems; IECQ QC 08000 hazardous substance process management; PS-PrepTM; and numerous industry-specific requirements. Under the ACLASS brand, the organization accredits ISO/IEC 17025 testing and calibration laboratories, ISO/IEC 17020 inspection bodies, ISO Guide 34 reference material producers, ISO/IEC 17043 proficiency test providers, and industry-specific accreditation programs.

The ANSI-ASQ National Accreditation Board is a member of the International Accreditation Forum (IAF) and the International Laboratory Accreditation Cooperation (ILAC), and is a signatory of the IAF and ILAC multilateral recognition arrangements. Through these arrangements, the ANSI-ASQ National Accreditation Board cooperates with other accreditation bodies around the world to provide value to the organization it has accredited and their clients, ensuring that accredited certificates are recognized nationally and internationally. The global conformity assessment system ensures confidence and reduces risk for customers engaging in trade worldwide.

For more information about the ANSI-ASQ National Accreditation Board, visit www.anab-aclass.org.

Forensic Quality Services is a not-for-profit membership organization incorporated in Florida. FQS accredited the first U.S. forensic testing agency to ISO/IEC 17025 and the first U.S. forensic crime laboratory to ISO/IEC 17025. FQS has been recognized by the National Cooperation for Laboratory Accreditation since 2004, and is a signatory of the multilateral recognition arrangements of ILAC and IAAC. FQS is recognized by the Federal Bureau of Investigations to perform QAS DNA assessment and by the National Institute of Justice as a provider. In addition to its accreditation services, FQS offers a variety of training, workshops and academic programs. For more information about FQS, visit www.forquality.org.

Long Island Section 303
The Global Voice of Quality™

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From the Editor

The New Year brings with it anticipation of new opportunities. In order to capitalize on these opportunities we need to be able to identify business trends and develop strategies that will deliver products with just the right features, reduce operational costs and improve service to our customers. How do we do this? Very simple! Understand customer behavior. This is where the ability to comprehend "Big Data" becomes critical for businesses to stay competitive and profitable. IBM defines big data as the "2.5 quintillion (2.5 followed by 18 zeroes) bytes of data we create every day from sensors used to gather climate information, posts to social media sites, digital pictures and videos posted online, transaction records of online purchases, and cell phone GPS signals, to name a few. Ninety percent of this data has been created in the last two years alone."

I have spent much of last year working with big data. Until a year ago it was only the Internet companies who were interested in analyzing big data comprised mostly of click stream information to better understand the visitors to their web sites so that they can deliver advertisements with personalized contents. This type of data analysis, called data mining, is now increasingly being used by many companies including utilities, media companies, hospitals, banks and retailers. For example, utilities have started to mine data to predict customer demand for electric power and monitor the efficiency of the distribution grid. Media companies that deliver programming via the Internet or cable are now able to monitor in real-time the demography of their customers watching their content. This information can be used to develop customized programming at the household level and for targeted marketing.

Unfortunately, as big data grows there is a continuous erosion of our privacy because the results of the analyses of big data, called business intelligence (BI), are increasingly being used to make decisions that affect our everyday lives. BI used by hospitals directly determines the quality and type of medical care delivered to patients. BI used by banks determines the cost at which a customer can borrow money, which implies that not only must big data be clean but also the right metrics and models must be used to analyze big data. As the volume of big data increases the complexity of the analyses can afford to decrease, according to a Gartner report which says, "Today, data mining is really about building sophisticated models with not very much data. Now, big data gives you huge volumes of data which means that you don't need as sophisticated a model anymore." In other words, the cleanliness, consistency and integrity of data will be at least as important as the level of complexity of the analytical models. In addition, non-traditional types of databases will be needed to store, classify and quickly access unstructured data from social media.

There are many new technologies scheduled for release this year that will help us better manage and understand big data. In order to stay competitive, companies will do well to carefully evaluate these new technologies for adaptability and scalability to make sure that the technology they choose is aligned with the types of data they collect and the needs of their customers.

This issue of Quality Islander contains a report by Kenneth Johnson, a student at Farmingdale State College and a member of the college's Quality Club, on the club's tour to the Morrelly Homeland Security Center. It also contains an article on how to prepare for a process audit by Mary Winch, a past member of our Executive Board. There is also an informative article on how to prepare for the SAT written by Alana Sugrue who is the daughter of our past chair Rick Calabrese. James Anderson reports on the visit ti LI-ASQ of the Chinese Delegation from the Shaanxi Province.

We at LI-ASQ wish all of you an exciting New Year, one in which all of your professional and personal decisions meet the quality standards that you've set for yourself.

Sam Prasad