



American Society for Quality Southern CT Section 301 March 15, 2017

Chairman Ron DeRosa

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Voice of the Customer (VOC) Joe Azary jazary@erols.com Wednesday March 15, 2017

By Thomas A. Giordano

Location: Casa Nova in Shelton Connecticut

Directions: *From the South*: Take Merritt Parkway (Rt 15) North: Take exit 53N and follow Route 110 North for about a mile, the restaurant will be on your left. *From the North*: Take Merritt Parkway (Rt 15) South: Take exit 53 and follow Route 110 North as above.

5:30pm. - Informal Networking

6:30 p.m. - Dinner

7:30 p.m. - Presentations

Cost: \$ 25

RSVP by March 14th to tomane723@aol.com

Why do some large, well-respected, well-run firms go bankrupt ... almost overnight? Do you remember Kodak, Blockbuster, and Borders to name only a few. Innovation is a key component to most successful company strategies these days. Come and hear an expert on the subject and enjoy a classic Casa Nova meal.

About Our Speaker

Tom Giordano is a 28-year veteran of Philips Healthcare. He retired in 2005 as Vice President of Marketing, where he was responsible for 240 marketing professionals and several billion dollars in product. Through his career, Tom held a wide variety of positions of increasing responsibility at Philips, starting in engineering, progressing to product management, then marketing management and finally senior level business leadership. In 2004, he was awarded the prestigious Presidential Award from Philips for forming a new entrepreneurial business unit that tripled sales in 18 months. Tom played a key role as a course developer and instructor in the management development and executive training efforts within Philips, most recently with the Philips High Potential Development Center.

Following his retirement from Philips, Tom joined the adjunct faculty with the graduate business schools of the University of New Haven in Connecticut and the University of Washington in Seattle.

In 2009 he became President of Sectra Healthcare North America to lead a very successful turnaround effort.

Tom holds executive coaching certifications with both Lore International and Tilt 360. He continues to be a mentor in the University of Washington mentor program and was featured in the book "Mentoring Moments" by Susan Canfield. He is also continues as one of the professional coaches for the University of New Haven's Executive MBA program. Tom serves on the Patient Advisory Board of Saint Vincent's Hospital in Bridgeport, CT

Tom holds a BS in Electrical Engineering from Drexel University in Philadelphia and a MS degree in Engineering from the University of Florida.

Chairman's Remarks

Thanks to all who attended last month's meeting featuring Dr. David Fearon from Juran Global. We found the talk both informative and enjoyable. This month's presentation by Tom Giordano on "Disruptive Innovation" promises to be interesting as well.

Next month we'll have a joint meeting with the ASQ New Haven Section and APICS at Honeywell in North Haven. Please attend if you can, as this will be a great opportunity to Network as well a chance to learn about Lean Logistics.

Programs

Locations and dates, usually the second Wednesday, subject to final confirmation in monthly newsletters)

April 12, 2017 - "Leveraging Lean Logistics to Lead in the 21rst Century", Joint with APICS, ASQ and ISM-Ct

ASQ Certification

Certification prep courses run in the fall, winter, and spring. For details on certification, see www.asq.org/certification/ to confirm dates and register for the certification exams.

For further information, please contact Mike D'Onofrio at mikedonofrio301@yahoo.com, or 203-570-3657

ASQ Certified CMQ/OE Exam Online Class

Manager of Quality & Operational Excellence - Presented by ASQ Section 1302 -

Instructor: Mr. Rick Pennington, CMQ/OE, CQE

Class dates: March 20 – May 7, 2017

(Class Enrollment Deadline: March 12, 2017) CMQ-OE exam dates: May 5 – 21, 2017

(Exam Registration Deadline: April 7, 2017)

Enroll here! http://www.asq-1302.org/education-and-training/

Other Resources

3D PRINTING ACCOMPLISHMENTS WITH UNIVERSITY OF NEW HAVEN'S DR. MARIA-ISABEL CARNASCIALI, March 22, 2017 -. See ASQ New Haven website.

Food for Thought

Consumer Reports 2017 Annual Auto Issue drops their brand rating for Subaru from second place to fifth place, "... because the previously very reliable Legacy and Outback are now rated as only average and the WRX/STI dropped to below average."

American Society For Quality – Southern Connecticut Section

The 2017Southern Connecticut Scholarship

To be submitted to the ASQ Scholarship Committee Chair no later than May 15, 2017.

Selection to be made by ASQ Southern Connecticut Scholarship Committee. Scholarship to be awarded at June 2017 ASQ Southern Connecticut section meeting.

Scholarship Criteria:

The subject scholarship is a one-time \$1,000.00 stipend to be awarded to a selected individual that meets the following criteria:

- 1. Is (or plans to be) enrolled in a post high school academic degree program in 2017.
- 2. Is a dependent of an ASQ Southern Connecticut Section member in good standing.
- 3. Can demonstrate above average academic achievement and leadership.
- 4. Is actively involved in student and community organizations.
- 5. Has a clear goal for contributing to the improvement of society.

Applicant: Name (Print):
Address:
Tel. #Sex:MF Age: Date of Birth:
e-mail address
Sponsoring Southern Connecticut Section Member:
Name and Address:
Telephone/e-mail #'s:
Relationship to Applicant:
Applicant Information
Current Academic Degree Program:
Type of degree and degree major; Institution name and location:
Expected Graduation Date: Cumulative GPA: based on

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School and Community Activities:	
Leadership Activities:	
Honors and Awards and other Recognitions:	
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Future Academic Degree Program (Complete if scholarship is to be used for this program):	
Type of degree, degree major and Institution name and location:	
Starting Date: Expected Graduation Date:	
Please attach: 1. A one or two paragraph essay describing your career and life goals 2. A copy of the applicant's current transcripts 3. Two letters of recommendation from a school or community leader.	
Applicant's Signature: Date:	