

# Quality Times

## RI ASQ Newsletter

### Letter from the chair

Is it already 2024? Where has 2023 gone? The RIASQ Leadership Committee hopes that you had a great holiday season and you are having a safe winter.

The 2nd half of the year had some really great dinner meetings including Tony DeMarinis' great Star Trek presentation, a discussion from the Rhode Island Resource Recovery on recycling, and a presentation from Keith Murphy on leveraging Six Sigma in Dairy Farmers of America Logistics operations. All meetings received high accolades from attendees.

For the first half of 2024, we have great dinner meetings planned and we will be finishing up the half with our June Member Appreciation Meeting. The section will also be offering both certification classes and webinars. We are looking for attendees for both Six Sigma Green and Black Belt courses that will be taught by Bob Imbruglio. Vice Chair Tony Demarinis will be offering CQMOE, CQA, and Root Cause Analysis 5S Improvement webinars. These are really great course opportunities. Chair-Elect Shannon Flanagan is leading our Young Professionals initiative. I highly recommend that you contact Shannon for details to get your Young Professionals involved in this program.

Your Leadership Committee's focus is to provide member value at dinner meetings and also offer great educational opportunities. If you haven't been to a recent dinner meeting, please join us! Don't forget to check out the RI-ASQ.org website and follow us on LinkedIn.

Remember that the RIASQ is one of the best sections in ASQ because of you!

Best wishes during the 1st half of 2024.

Dean

### INSIDE THIS ISSUE

- Upcoming Meetings ..... 2
- Education Offerings....3-4
- Meetings Recap.....4-5

### SPECIAL INTEREST ARTICLES

- Young Professionals Committee Formation
- RU Credit Opportunities Available
- Fall Dinner Meetings in Pictures!



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## Upcoming Dinner Meetings

5:30 Registration and networking

6:00 Dinner

6:30 Events/Speaker

### February 15, 2024

Chelo's

2225 Post Road

Warwick, RI 02886

Speaker: Aarin Clemons

Topic: Recruiting and Retaining Talent for Manufacturers

### March 21, 2024

Location: TBA

Speaker: TBA

### April 18, 2024

Location: TBA

Speaker: TBA

## Upcoming 2024 Educational Offerings

### Preparation Class for the Certified Quality Auditor Exam

10 sessions, 1.5 hours/session Price \$450.00/attendee

The Certified Quality Auditor is a professional who understands the standards and principles of auditing and the auditing techniques of examining, questioning, evaluating, and reporting to determine a quality system's adequacy and deficiencies. The Certified Quality Auditor analyzes all elements of a quality system and judges its degree of adherence to the criteria of industrial management and quality evaluation and control systems.

### Preparation Class for the Certified Manager of Quality/Organizational Excellence Exam

15 sessions, 1.5 hour/session Price \$675.00/attendee

The Certified Manager of Quality/Organizational Excellence is a professional who leads and champions process-improvement initiatives-everywhere from small businesses to multinational corporations-that can have regional or global focus in a variety of service and industrial settings. A Certified Manager of Quality/Organizational Excellence facilitates and leads team efforts to establish and monitor customer/supplier relations, supports strategic planning and deployment initiatives, and helps develop measurement systems to determine organizational improvement. The Certified Manager of Quality/Organizational Excellence should be able to motivate and evaluate staff, manage projects and human resources, analyze financial situations, determine and evaluate risk and employ knowledge management tools and techniques in resolving organizational challenges.

### Preparation Class for the Certified Quality Engineer Exam

28 Sessions, 1.5 hours/session Price \$850.00/attendee

The Certified Quality Engineer is a professional who understands the principles of product and service quality evaluation and control. This body of knowledge and applied technologies include, but are not limited to, development and operation of quality control systems, application and analysis of testing and inspection procedures, the ability to use metrology and statistical methods to diagnose and correct improper quality control practices, an understanding of human factors and motivation, facility with quality cost concepts and techniques, and the knowledge and ability to develop and administer management information systems and to audit quality systems for deficiency identification and correction.

The start dates, and times will be available soon.

Contact the Education Chair, Rick Fay at: [rfay5114@verizon.net](mailto:rfay5114@verizon.net) if you or your organization is interested in any of these courses.

# Upcoming 2024 Educational Offerings

## Lean Six Sigma Green Belt

15 sessions, 3 hours/session Price \$1250/attendee

Are you a Problem Solver, by job requirements or by natural inclination? Do you find yourself fixing these problems, only to have them resurface? Do you want to learn the tools that will fix these issues and prevent them from re-occurring? If so, the Lean Six Sigma Green Belt class is for you.

This class is not just for those who wish to gain the ASQ certification (although it does cover all of the information you will need to prepare for the Green Belt certification exam). Along with the required information, there will be a much greater in-depth view of the Lean tools that work well in each phase of the D-M-A-I-C process. The topics to be covered are: Intro to Lean Six Sigma, 5S, Visual Workplace, Define, Measure, Process Mapping, Value Stream Mapping, Analyze, Flow, Improve, Overall Equipment Effectiveness, Rapid Changeover, Control, and Error Proofing.

The class is an interactive discovery, with hands on applications of some of the topics. At the conclusion of the course, you will be well situated to work as a Green Belt in your organization, and to certify as an ASQ Green Belt.

## Six Sigma Black Belt

25 hours over 9 weeks plus 5 hours project mentoring Price \$2000/attendee

This course is designed to provide further training to those who have already received a certificate of completion for the ASQ Six Sigma Green Belt course. The students will receive more in depth training in more advanced tools that will be needed to execute the DMAIC process at the Black Belt level. The curriculum will prepare the students for the ASQ Black Belt certification exam. Prior to applying for the exam, applicants need to complete two projects at the Black Belt level.

The class will consist of periods of combined classroom work, and independent project work. Our Master Black Belt will assist the trainees with their initial project. The cost for this class includes 5 hours of individual mentoring during the project.

Each candidate should come to the class with a valid project. Project information should be submitted for review along with the course application. Applicants without projects may apply, as it may be possible to team up with another student. All teaming will be subject to instructor and company approval. Students from the same company may work in pairs, but groups of more than two will not be allowed. The project scope must be of sufficient size to allow both to develop their skills. Completion of this course will require presentations on the status of the project, as well as a completed final report.

## Young Professionals

RIASQ has established a committee focused on creating value-add for and meeting the needs of our Young Professionals.

### Mission Statement

Increase awareness of ASQ/RIASQ and provide opportunities to increase knowledge and develop careers for young professionals.

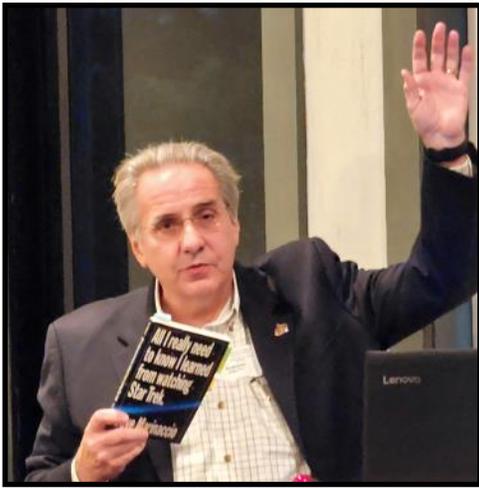
### Committee Initial Goals

1. Host 2 events in the first 6 months of 2024; collect data about the interests of attendees and track ongoing engagement rates
2. Participate in 1 career-related event like career fair, job fair, etc. in the first 6 months of 2024
3. Participate in marketing strategy development with the broader RIASQ section

If you're interested in joining the committee to help us achieve these goals, please reach out to Shannon Flanagan ([shannon.flanagan@hp-ne.com](mailto:shannon.flanagan@hp-ne.com)).

If you would like us to keep Young Professionals in your organization informed of upcoming activities, you can add them to our email list by also contacting Shannon.

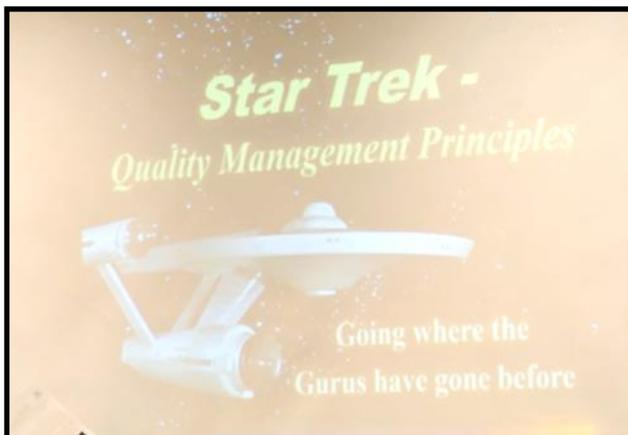
# Fall 2023 Dinner Meetings in Pictures



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*"The best way to predict the future is to create it." - Peter Drucker*

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## Recap of Fall Dinner Meetings

We had a blast starting the fall off in September with Tony DeMarinis at Davenport's! Tony's presentation entitled "Star Trek—Quality Management Principles—Going Where the Gurus Have Gone Before" was an enormous hit. The amount of research put into the Star Trek references was incredible!

We moved in October with a great presentation on "Recycling in Rhode Island" from Madison Burke-Hindle and RI Resource Recovery Corp. Everyone present learned something new about our RI recycling streams!

We wrapped up November with somewhat sobering but also encouraging look at "Quality in Logistics" from Keith Murphy. Keith's use of Six Sigma methods to improve safety in dairy logistics was interesting for all.

We look forward to seeing everyone back in January for our first dinner meeting including a presentation from Chris Cinieri entitled "In Search of Excellence: Revisited."

## Mission Statement

To achieve World Class Leadership in customer satisfaction, we will continually strive to create, promote, and stimulate interest in quality technology and information. Our organization will foster continuous improvement, mutual respect, and individual growth of all members and economic viability of the RIASQ section.

## Education Updates

As always, if you or anyone you know would be interested in teaching a course or providing a place to hold a course, please let us know by emailing [ASQRhodels-land@sections.asq.org](mailto:ASQRhodels-land@sections.asq.org)

## Need RU Credits?

We are now offering recertification credits to members who write original articles to be published on our social media accounts or in the newsletter. You can earn 0.2 RU/year up to 0.6 RU/year if your article is accepted. For more information email [ASQRhodels-land@sections.asq.org](mailto:ASQRhodels-land@sections.asq.org)



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## Quality Through History



### Quality in the early 20th century

The beginning of the 20th century marked the inclusion of "processes" in quality practices. A "process" is defined as a group of activities that takes an input, adds value to it, and provides an output. Walter Shewhart began to focus on controlling processes in the mid-1920s, making quality relevant not only for the finished product but for the processes that created it.

Shewhart recognized that industrial processes yield data. Shewhart determined this data could be analyzed using statistical techniques to see whether a process is stable and in control, or if it is being affected by special causes that should be fixed. In doing so, Shewhart laid the foundation for control charts, a modern-day quality tool.

W. Edwards Deming, a statistician with the U.S. Department of Agriculture and Census Bureau, became a proponent of Shewhart's SQC methods and later became a leader of the quality movement in both Japan and the United States.

*In the next newsletter we'll explore the history of Total Quality in America!*

References: <https://asq.org/quality-resources/history-of-quality>



Check us out on LinkedIn

## 2024 RI ASQ Leadership Team

Chair – Dean Chapman

Vice-Chair – Tony DeMarinis

Chair-Elect – Shannon Flanagan

Secretary – Joe Malachowski

Treasurer – Chris Cinieri

Membership – OPEN

Scholarship – Jane Pilz

Young Professionals – Shannon Flanagan

Education – Kevin Collins

Arrangements – John Skory

Outreach – Ken Hayes

Voice of the Customer – Don Dupuis

Newsletter – Shannon Flanagan

Nominating – Jane Pilz

Program – Dean Chapman