

The Chairman's "Corner"

We're On The Web
www.asq-akron-canton.org



It is hard to believe that we are in the bottom half of September and it is time for another Chairman's Corner. Instead of an inspired article this month, I wanted to cover some items of interest with all of you.

I hope you have all received the calendar that Jerry Hoover has done such a wonderful job of putting together, pretty much all by himself. **Thank you, Jerry!**

I apologize for not having the calendar meeting schedule filled with details, but, rest assured, we are working on filling in those details. Most immediately is October.

We will have a tech clinic and dinner meeting on our usual Thursday night, October 20th, in addition to the Fall Conference on the 21st. Anyone unable to attend the Conference is more than welcome to join us Thursday night at our normal \$20 cover fee. Look for details further in the Tally Sheet.

ASQ Headquarters has called a 'Leadership Summit' for October 16th through the 18th. A last minute call went out to all Section Leaders urging attendance, with an explanation of why this meeting is going to be so important. There have been a lot of questions as to what 'value' is being provided to the ASQ membership by many recent changes. These changes are affecting Sections financially and are bringing into question the motivations, programs, and the perceived lack of support for Sections by HQ. It looks like the ASQ Board Of Directors is looking to clear the air and to listen to the membership through the Section Leaders. My Summit and hotel reservations have been made and I urge you to contact me with your thoughts, comments and questions so that I may adequately represent you at this meeting.

The section website has undergone quite a few changes in the last few weeks, thanks to our hired web



Your Opinion Matters!

Over the past program year, we've learned from Members that 'increased interaction' between our Section and ASQ's Divisions would increase the value that the Section provides to its Members. In an effort

to act on this interest, we've recently sent a survey to all Section Members who allow us to communicate by e-mail. This survey explores which Divisions you're most interested in, what kind of Division activities are most valuable to you, and how we might best go about increasing interaction with Divisions.

Please respond to Gordon MacDowell [GordonM@rotomold.net] at your earliest convenience.

Thanks in advance for your input!

Mary Schultz
Chair—Membership Committee
Champion—Customer Satisfaction

Designer, Brandee Monroe. Brandee has been working closely with me to update the website. We hope to have the completed website ready to roll out using a new address within the next couple of months. If you haven't done so recently, please visit our website and let us know what you think of the changes so far. As always, we look forward to your feedback and are open to your "continual improvement" suggestions.

The response to last month's article actually caught me off guard. When I asked for volunteers, I did not think to put together a list of actual positions and so I have been caught flat-footed when asked, "what exactly can I do?". But, asked I have been, and I would like to thank the Members that have been contacting me. We are still in need of volunteers for the Education, ECQ, and Conference Committees. Please contact the Committee Chairs, or me, for more details

I am pleased to announce that Mary Schultz accepted the position of 1st Vice Chair at our last SLC Meeting. This leaves us with an opening for a 2nd Vice Chair. Also attending his first SLC meeting was Scott Hendricks as a new Member of the Education Committee. Jim Houser and Mike Vachon have joined Joshua Wood on the ECQ Committee, while Jim Nance, Miguel Martino and Don Lutz have all contacted the SLC to offer their services. I hope to post a listing of all volunteers shortly on the Section website. I hope to hear from more of you in the future!!

Lastly...my **thanks to Dilip** for putting on an extremely interesting Tech Clinic and Dinner Meeting for September. I was pleased with the turnout despite our lack of advance publicity. I saw many new faces, and am sorry that I was unable to meet all of you. To all who were unable to make it ... see you in October!!

Jeff Pfouts - Section Chair (ASQ CQT, CQA)

ASQ's Code of Ethics

The Fundamental Principles

ASQ requires its Members and certification holders to conduct themselves ethically by:

- I. Being honest and impartial in serving the public, their employers, customers, and clients.
- II. Striving to increase the competence and prestige of the quality profession, and
- III. Using their knowledge and skill for the enhancement of human welfare.

Healthcare and Quality News Articles From Around The Country

Nevada Hospitals Planning Switch To Electronic Medical Records

SOURCE: The Reno [Nevada] Gazette-Journal
(reprinted from www.asq.org)

Several hospitals in northern Nevada are planning to move to computerized medical records within the next few years.

Saint Mary's Regional Medical Center in Reno began its project in June, installing software that tracks medication dispensed to patients using bar coded armbands. The hospital is also planning to convert all paper medical records to computerized versions.

The Northern Nevada Medical Center in Sparks began using an online pre-registration service that patients can use to register from home. The hospital is also offering a card that stores all of a patient's medical history on a magnetic strip.

With the different programs being implemented, there could be problems with compatibility of electronic medical records at different facilities. President Bush has asked the Office of the National Coordinator for Health Information Technology to develop a national standard computerized medical record companies would use. It's part of a goal to reduce errors and improve the quality of care through a national computerized medical record system.

Quality Systems Management

presents

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WHY?

Most internal audit programs eventually fail to meet top management's expectations due to several common causes:

- **Availability of auditors** (as a result of right-sizing, attrition and extensive developmental costs most organizations do not have enough competent auditors)
- **Overlooked opportunities** (independent internal auditors rarely have the technical expertise needed to identify value-added, cost-saving opportunities)
- **Cancelled audits** (changing production demands, customer needs and special projects often preempt internal audit schedules causing delay or reduction in audits)

WHAT?

QSM provides a cost-effective alternative for internal auditing. Your organization's policies, procedures, work activities and related results are audited (using the process approach) to all applicable standards and relevant requirements. Comprehensive, value-added audits are ensured by a professional ASQ, RAB, AIAG and IATF accredited auditor with ten years experience in 1st, 2nd, and 3rd party auditing. Reasonable rates are available on a fixed hourly basis. For further details, references, auditor's credentials, scheduling and/or additional services contact:

Paul Theken, MBA
ptheken@qsmgmt.com
(330) 284-3535
5632 Everhard Rd., NW
Canton, Ohio 44718

SPECIAL OFFER - Travel expenses waived for ASQ Members

Maine Unveils New Program To Rate Hospitals On Quality

SOURCE: The Bangor [Maine] Daily News
(reprinted from www.asq.org)

Maine unveiled its plans to rate the quality of the state's hospitals with a new program called "Safety Star," which is designed to reduce errors and avoidable deaths.

To be Safety Star certified, hospitals must be evaluated for their compliance with 28 patient safety standards, such as checking all drug orders against a patient's allergies and blood work to prevent adverse reactions.

Hospitals that fully comply with the standards will be awarded the status, which will have to be renewed every two years. The voluntary certification will assist some patients in selecting a facility and will encourage hospitals to implement the safety measures, said Dr. Dennis Shubert, director of Dirigo's Maine Quality Forum.

The Dirigo Health Agency created the Maine Quality Forum to help state residents make more informed choices about health-care.

Nursing School Using PDA's To Reduce Errors, Improve Care

SOURCE: Long Island Business News
(reprinted from www.asq.org)

New York's Adelphi University School of Nursing is giving its students personal digital assistants (PDA's) after discovering the devices could help reduce medication errors and make care more efficient.

A study by Dr. Sue Greenfield, assistant professor at Adelphi's nursing school, concluded PDA's would be beneficial in preventing errors and improving care. Her study is expected to be published in the Journal of Nursing Education.

In the meantime, every Adelphi nursing student in a clinical course is being supplied with a PDA equipped with a program designed for nursing students. Students can use the device to look up medications and find information about diseases, data and research. The device can also calculate medication dosages.

Healthcare CEO Advocates Six Sigma

SOURCE: The National Journal's Technology Daily
(reprinted from www.asq.org)

The healthcare industry should adopt a Six-Sigma standard of 3.4 errors per million opportunities, according to George Halverson, CEO of the Kaiser Foundation Health Plan. To identify inadequacies and poor quality care, Halverson said the industry should move away from its current quality standard of a 90% record, or 100,000 errors for every million medical events.

Step one in reaching Six-Sigma is accessing data. "What does healthcare lack? Data", Halverson said. "System access to data is the essential foundation for healthcare reform."

Advocates of health information technology are urging the federal government to actively encourage the development of electronic health records. Due to the high cost of computerized systems, some doctors and hospitals may need incentives to do so, according to the advocates.



**Don't Forget!
ASQ Section 810's Fall Conference
Friday, October 21, 2005**

Keynote Speaker

Catherine Leary, former COO, Hillcrest Hospital, and Ohio Partnership for Excellence Examiner & Trainer of Examiners

Program Includes

Layered Auditing for Fun & Profit, with **Helmut Jilling**
Effective Supplier Audits, with **Thomas Schoenfeldt**

ROI: Demonstrating the Value of Quality Systems to Senior Management, with **Norma Simons**
Project Management Defined & Characterized, with **Keith Jenkins**

Luncheon Speaker

Dick Goddard, local TV Meteorologist

Register Now To Secure An 'Early Bird' Discount!
Contact Dilip Shah [emc3solu@aol.com]

Our monthly Section Dinner Meeting, on Thursday, October 20, will feature our keynote speaker, Ms. Leary, on "Improving Outcomes Through Appreciative Inquiry".
[a 'lead-in' to her Conference keynote speech]

Don't miss this opportunity to meet Ms. Leary in advance of the Conference.

The Technical Clinic will feature our Section Chair, Jeff Pfouts.

Technical Clinic & Dinner Meeting

Thursday, October 20th

356th Fighter Group Restaurant

4919 MT. PLEASANT ROAD - NORTH CANTON, OHIO 44720

Technical Clinic

5:30PM —> 6:30PM

Free Admission

"tbd"

Jeff Pfouts (ASQ CQT, CQA)

Allied Machine & Engineering

Dinner Meeting

6:30PM —> 8:30PM

Dinner ... 6:30PM Start ... \$20
Meeting ... 7:30PM Start ... Free

"Improving Outcomes Through Appreciative Inquiry"

Catherine Leary
Former COO, Hillcrest Hospital

Why Become A Section 'Volunteer'

[article #1 of 3]

There are many reasons why one considers membership in a professional society such as the American Society for Quality. Among them are opportunities for professional growth, networking with peers, or maybe even that their employer recommends joining the society. But, beyond general membership, there is the opportunity to serve in the society's management system. Current Leadership Committee Members offer their views on the benefits of serving on the Section Leadership Committee. Following are the first (7) of (21):

- Learn or enhance one's knowledge of management principles and application of Robert's Rules of Order in conducting meetings
- Learn and share ideas on various committees such as Education, Economic Case for Quality (ECQ), Conferences, etc.
- Demonstrate and share leadership skills as an elected officer (Secretary, Treasurer, or Chairman)
- Consider opportunities to serve at a national, divisional or regional level of ASQ
- Receive recognition among peers as someone having leadership qualities
- Increase networking opportunities beyond the general membership and the member's section
- Increase professional value for advancement opportunities

The Section Leadership Committee for the Akron-Canton Section, ASQ, is seeking Members to serve on various Committees and in other leadership roles. They welcome your participation.

**Make Reservations To Attend Through Either Your
ARRANGEMENTS COMMITTEE CONTACT *
Or The Section Web Site.**

	<u>CONTACT</u>	<u>PHONE</u>	<u>E-MAIL</u>
AKRON-Area:	Les Heckeler	330-796-7847	les.heckeler@lmco.com
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DOVER-Area:	Marianne Burns	330-364-6000	mburns@baerlocher-usa.com
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The Tally Sheet
Newsletter

AKRON-CANTON
SECTION 810

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ASQ Akron/Canton New Members

July—2005

Raymond T Parker Flexsys America LP

August—2005

Michael J Bixel	FirstMerit Corporation
Heather R Karr	Fomo Products
Mark D Kokal	PTC Alliance
John A Kugler	Lextington Connector Seals
Cheryl Mckay	TTLPS
Frank Meister	FirstMerit Bank
Kendahl G Quade	Boeing
Christopher J Smith	Goodyear Tire & Rubber Co
Patricia Taylor	Wright Tool Company



Interested In Becoming A 'Senior' Member Of ASQ ??
Visit www.asq.org To Learn What To Do ...

Tally Sheet Articles

Articles For Publication In The Section's Newsletter Can Be Forwarded To The Editor For Consideration. They Should Be Pertinent To Aspects Of Quality And Reliability, And Can Be Either Business Related Or A Personal 'Lessons Learned' That Might Benefit The Membership. Forward Articles To "michael_marley@goodyear.com".

The Web Site Is Changing

Your ASQ Akron-Canton Section Web Site Is Going Through A "Work-In-Process" Modification.

Check It Out.
Tell Us What You Think.
See The **Chairman's "Corner"** On Page-1.

Certification Exams Deadline !!

October 07, 2005 Is The Deadline To Apply For Certification Testing On The Following "Bodies-Of-Knowledge".

The Exam Date For These Certifications Is Saturday, **December 03, 2005**.

Calibration Technician (CCT)
Quality Auditor (CQA)
Quality Engineer (CQE)
Quality Improvement Associate (CQIA)
Quality Process Analyst (CQPA)
Software Quality Engineer (CSQE)

Contact ASQ HQ @ 1-800-248-1946, Or Visit Their Web Site [www.asq.org] For Details Of The "Bodies-Of-Knowledge" And Application Rules.