



Chairman's "Corner"

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

To Our Quality Colleagues,

It is a fact that all of us take our medical care seriously. However, once we, or a loved one, are afflicted, we really become interested. A proactive approach to our health includes understanding how the many quality tools and lessons are transforming our patient services. Only when I had a stent inserted, did I become aware of the risk and failure rates; hopefully in the PPM (parts per million) range. Of course the alternatives need to be compared, as we do in all problem solving. Seldom is a problem really solved. But, if the measurable risks can be reduced, we usually claim to the boss (or the customer) that the problem is solved. However, in our **Health Care**, we speak of balancing or reducing risks, not "solving the problem".

The practitioners in industry that I know are always looking for new tools, new applications, or fresh approaches. Personally, I am willing to learn from any sector and their applications; both their successes and failures. We at the ASQ Akron-Canton Section hope you are eager to hear new applications and learn from the **Healthcare Sector**.

The Akron-Canton ASQ Section is reaching out to the **Healthcare Community** in an effort to share the almost 60 years of our experience with quality issues, techniques, and principles. The **Healthcare Industry** is just beginning to apply quality practices, tools, and principles which the manufacturing industry has utilized over the past 50-60 years. We feel that we can provide valuable information to assist **Healthcare** with their effort to provide the highest quality care to their customers. We welcome everyone who is interested in quality issues to attend our November 18th meeting, "**Health Care Error Prevention and Patient Safety Initiatives**", presented by Gayle O'Brien RN, MSN, CPHQ, Director Quality Improvement, Patient Safety Officer at Akron General Medical Center. Gayle has many interesting topics to share and we are looking forward to her presentation.

We are, also, planning to have a **Healthcare** track (one of two tracks) at our Spring Conference, March 18, 2005. CEU's will be provided. Please reserve this date. More information on topics and speakers will be provided as the program is finalized. Please come and join us!

Respectfully,

Cheryl Buxton (RN), Section Healthcare Liaison
Ed Russell, Chair (CQA, CQM)

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Changing Mailing Address ??

Help The Society, And Your Local Section, To Continue To Provide You With The Latest "Happenings" Of ASQ. Contact National As Soon As Possible With Your New Mailing Address. They Will Notify Your Section Of This New Address. To Ensure "Timely" Arrival Of Akron-Canton Section News, You Can Contact The Section Database Administrator, Jerrold Hoover, At "jbhoover@megsinet.net".

The Starting Point
For Improvement Is
To Recognize
The Need.

- Masaaki Imai

Tally Sheet Articles

The December-2004 Edition Deadline Is
11/16/2004.

Articles For Publication In The Section's Monthly Newsletter Can Be Forwarded To The Editor For Consideration. It 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".

Your November Technical Clinic & Dinner Meeting

Thursday, November 18th

356th Fighter Group Restaurant

4919 MT. PLEASANT ROAD - NORTH CANTON, OHIO 44720

Dinner Meeting

6:30PM → 8:30PM

\$20 Admission

“Health Care Error Prevention and Patient Safety Initiatives”

Gayle O'Brien, RN, MSN, CPHQ - Director, Quality Improvement, Patient Safety Officer
Akron General Medical Center

Technical Clinic

5:30P → 6:30PM

Free Admission

“Member Job Placement”

Larry Tobey (ASQ-CQE)
Akron Porcelain & Plastics
Chair - Section Placement Committee

“Annual Quality Congress - 2004”

Mark Holdredge (ASQ - CQE, CQA, CQM)
QualityCoach.net
1st Vice Chair - Akron-Canton Section

**Make Reservations To Attend Through Either Your PACT CONTACT *
Or, The Section Web Site.**

* PACT CONTACTS

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WOOSTER-Area:	Jeff Massoni	330-345-7319		jmassoni@msmp.net

ASQ Cited In “Consumer Reports”

The November-2004 Issue Of “Consumer Reports” Features An Article Regarding Product Safety And Reliability.

Included Within The Article Is Reference To An Interview Taken With ASQ President Danny Duhan.

It Is Only When Management Supports, In Both Word And Deed, The Goal Of Continuous Improvement That It Will Begin To See Increases In Both Quality And Productivity.
- Wheeler and Chambers

The Message Of The **Kaizen** Strategy Is That Not A Day Should Go By Without Some Kind Of Improvement Being Made Somewhere In The Company.
- Masaaki Imai



Quality and Productivity Improvement
BookStore@QualityCoach.net

First Stop on the Web for Quality
www.QualityCoach.Net

Winter 2005 Education Program

Time To Invest In Your Career. The Prospected Listing Of Classes For The Winter-2005 Curriculum Follows.

Week-Day Classes Begin The Week Of 10 January, 2005, Unless Otherwise Noted.

<u>Class</u>	<u>Date</u>
Blueprint Reading	22 February
Gage R & R	11 January
Control Chart Methods	11 January
Supply Chain Management	10 January
CMI Refresher	11 January
CQT Refresher	11 January
CQMgr- Refresher	11 January
Control Plans/ Root Cause Analysis	10 January
SSBB Refresher	10 January

For More Information, See The Winter-2005 Education Flyer

Plan Now For Two Section-Sponsored "Health Care" Quality Events

1st Event:

Date: Thursday Nov. 18, 2004 - 6:30 - 8:30 PM. Dinner and Presentation.
Location: 356th Fighter Squadron Restaurant, 4919 Mt. Pleasant Road,
North Canton, OH (next to (South of) the Akron-Canton Airport)

2nd Event:

Date: Friday March 18, 2005 - 8:00 AM - 3:30 PM.
Location: KSU Stark Conf. Center, North Canton, OH.
American Society for Quality Conference with Health Care Track
- CEU's will be awarded.
- Speakers, Subjects, and Content are being planned.

For More Information On Either Event:

Gayle O'Brien 330-344-6098 Fax: 330-344-6156 Email: gobrien@agmc.org
Cheryl Buxton 330-928-1232 Fax 330-928-1898 seniorselect@aol.com
ASQ Akron-Canton Web Site: www.ASQ-Akron-Canton.org/healthcare

Please Fill In And Send To Gayle O'Brien Or Cheryl Buxton To Receive Additional Information.

Name: _____ **Phone:** () _____

Company: _____ **Fax:** () _____

Address: _____ **E-Mail:** _____



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November Dinner Meeting
"Health Care"

ASQ Akron/Canton New Members: September—2004



Mark Ault	Allen Aircraft Products
Jim Bragg	Whirlaway Corp
Paul S Burnside	USA Instruments Inc
Susan A Centea	Allen Aircraft Products
Lorraine Fortier	Alcoa Wheel & Forged Products
Dorothy J Leeson	STL North Canton
Manish Mullick	Student

ASQ HealthCare Division

The Healthcare Division Is
One Of Many Within The
ASQ Organization.
Contact ASQ National,
Or Visit Their Web Site,
For Details.

Small Improvements Are Believable And, Therefore, Achievable.
- Anthony Robbins

Fall-2004 Education Programs

Six Courses Are Being Taught At The Portage Lakes Career Center, Green, Ohio.
==> MSA, APQP, CQA, CMM, Leadership, And PFMEA <==

In Addition, Both The 'Basic' And The 'Intermediate' Quality Control
Correspondence Courses Are In Process.

Congratulations, Seniors !!!

The Following Section
Members Have Been "Promoted"
To The Level Of Senior.

Please Congratulate Them On This
Accomplishment.

July-2004:

Richard Todd Figard
Randall R. Myers