

IN THIS ISSUE

Special Interest Articles

Main Header

Dinner Meeting Recaps

Scholarship Highlights

Highlights

Did you know?.....2

Back to Basics.....3

Upcoming Dinner Meeting.....4

5 Questions with.....4-5

Leadership Team.....7

Summer is here 2019!



WHAT IS THE SUMMER SOLSTICE?

Happy June solstice! Longest day for the Northern Hemisphere. Shortest day for the Southern Hemisphere. Either way ... a good time to celebrate! The June solstice – your signal to celebrate summer in the Northern Hemisphere and winter in the Southern Hemisphere – is June 21, 2019, at 15:54 UTC.

That's 10:54 a.m. CDT in North America on June 21. [Translate UTC to your time](#). For us in the Northern Hemisphere, this solstice marks the longest day of the year. Early dawns. Long days. Late sunsets. Short nights. The sun at its height each day, as it crosses the sky. Meanwhile, south of the equator, winter begins.

What is a solstice? Ancient cultures knew that the sun's path across the sky, the length of daylight, and the location of the sunrise and sunset all shifted in a regular way throughout the year.

They built monuments, such as Stonehenge, to follow the sun's yearly progress.

Today, we know that the solstice is an astronomical event, caused by Earth's tilt on its axis and its motion in orbit around the sun.

Dinner Meeting Recaps

- In April Hexagon Metrology hosted the RIASQ with a fantastic facility tour and very interesting review of the company's history . Sincere thanks to Hexagon Metrology for being such a great host!!
- The May dinner meeting was presented by long time RIASQ Member, Daniel Indish, who provided an interesting look at Empathy and how it relates to our high tech world.
- June brought back Quality Jeopardy where 6 teams competed in a spirited game. Steve Blanchette did a great job of hosting the event. It was a lot of fun and a great time was had by all! Steve also presented the Scholarships for 2019 to 2 very deserving recipients.

“The quality of each man's life is the full measure of that man's personal commitment to excellence and to victory.” – Vince Lombardi

Did you know? What is COPQ?!

Cost of poor quality (COPQ) is defined as the costs associated with providing poor quality products or services. There are four total COQ categories, with 2 of them associated with poor quality as follows:

Internal failure costs are costs associated with defects found before the customer receives the product or service.

External failure costs are costs associated with defects found after the customer receives the product or service.

INTERNAL FAILURE COSTS

Internal failure costs are incurred to remedy defects discovered before the product or service is delivered to the customer. These costs occur when the results of work fail to reach design quality standards and are detected before they are transferred to the customer. They could include:

Waste: performance of unnecessary work or holding of stock as a result of errors, poor organization, or communication

Scrap: defective product or material that cannot be repaired, used, or sold

Rework or recertification: correction of defective material or errors

Failure analysis: activity required to establish the causes of internal product or service failure

EXTERNAL FAILURE COSTS

External failure costs are incurred to remedy defects discovered by customers. These costs occur when products or services that fail to reach design quality standards are not detected until after transfer to the customer. They could include:

Repairs and servicing: of both returned products and those in the field

Warranty claims: failed products that are replaced or services that are re-performed under a guarantee

Complaints: all work and costs associated with handling and servicing customers' complaints

Returns: handling and investigation of rejected or recalled products, including transport costs.

The quality cost system, once established, should become dynamic and have a positive impact on the achievement of the organization's mission, goals, and objectives.

For more information on COQ including information on Prevention and Appraisal Costs visit ASQ.ORG <https://asq.org/quality-resources/cost-of-quality>

Back to Basics

Training and Retraining as it relates to Change Control....and Risk

What is the definition of Training?

As it relates to industry, and the well known Quality Management Systems, Training is the action of teaching a person a particular skill or type of behavior. Competence and Awareness are two key components of an effective Training system.

Why is Retraining Important?

Employees that are initially trained and are deemed competent to perform job tasks need to be continually updated, or retrained, when changes occur to the system (design, process changes etc.)

Potential Risks of not “Retraining”:

The recent tragedies in two airline crashes highlighted the fact that the Pilots of the aircrafts were not “trained” or “retrained” on the functions of the new Boeing 737 Max 8 aircraft’s. In an article published by Quartz one of the root causes of these crashes was: “Boeing designed the 737 Max 8 to be similar enough to existing 737s that it could keep the same “type rating”—meaning, as the Times reported, that pilots who already flew 737s wouldn’t have to be retrained on a new plane and airlines would save a lot of money. However, the Max 8 is different from previous 737s in one major way: It has larger engines placed farther forward on its wings. The new design increased the risk that the plane could stall if pilots angled the nose too high. To counteract this risk, Boeing introduced the MCAS, which automatically nudges the nose down if onboard sensors detect that the plane risks stalling.



- The FAA deemed the 737 Max 8 a variant of the 737-800, so pilots who were already certified to fly the older plane only had to complete one additional hour of training.
- Neither the lesson nor the flight manuals mentioned the MCAS, which was a new feature on the Max 8.

Think about the design of your Training and Change Control system(s), are they robust to the extent where they recognize when changes are substantial enough to require retraining of employees previously deemed “competent and aware”? If your answer to this question is “NO” then a risk assessment of your Change Control and Training Processes would be highly recommended!!

5 Questions With...



If you would like to be featured in an upcoming newsletter, please send an email to the newsletter chair by [clicking here](#). All correspondence can be done via email.

This month's answers come from:
Tony DeMarinis
ASQ Fellow
Senior Consultant for ALKU

1) How did you get started in quality? After several years doing cancer research at the National Cancer Institute in DC, I met a wonderful lady and moved to RI where I got a job in sales and marketing for a culture media manufacturer. I was having generally poor sales results, mostly because the samples and 1st orders arrived with a big fuzzy mold growing inside. Because of my scientific background, they asked me to take over as the Director of QA/RA. Recently married and in need of cash, I naively accepted the challenge even though I knew nothing about "quality". Their offer didn't tell me that 6 months ago the FDA inspected them resulting in 53 observations and they were under a warning letter from FDA. I was in my new position only 1 month when the FDA came knocking again. This time we had only 23 observations. They came back again in 3 months and gave us 7 observations. After another inspection 5 months later, there were no observations and the FDA lifted the warning letter. It was an uphill battle and I realized I needed help. That's when I heard about the ASQ and their fairly new Certified Quality Auditor program. I took the CQA exam in Dec. 1988 based on my experience with FDA, studying the ASQ-10011 standard and 2 small books by the gurus of auditing, J.P. Russel and Dennis Arter. I passed the exam and started going to the monthly RIASQ meetings where I found others like me fighting the good fight. The rest is history.

2) How has ASQ membership benefitted you?

Aside from the local monthly presentations and articles in Quality Progress, I learned a lot from discussions with the other members. Everyone had a story to tell, sometimes scary, but always an underlying lesson. Some say an expert in any subject is someone who has made more mistakes doing it than anyone else. Since we won't live long enough to make all the mistakes ourselves, we need to learn from the mistakes of others. Another benefit of the dinner meetings.

While having multiple certifications never resulted in any greater pay or reward from my current employers, it did provide status and credibility FDA & customers. Now, while working as an independent consultant, my certifications have definitely been a factor in getting assignments.

3) What are some ways your company promotes quality?

I no longer work full time for any company, but I was fortunate that my former employers all paid for my ASQ membership, certification fees, and dinner meetings. Occasionally, they would also (continued on next page)



Next Dinner Meeting

The next dinner meeting is scheduled for September 19, 2019

Topic TBD, please visit the website late summer for our Fall Dinner Meeting information links at <http://riasq.org/>

spring for a conference on quality...especially if I could do a supplier audit while in the area. Also, Davol provided a training facility for many years to hold the courses I taught for the RI section.

4) What are some productivity tricks/apps that I can't live without?

Well, since I do a lot of training and presenting, I use the MS Office Suite all the time (Outlook, Power Point, Word, Excel and Visio). I have no tricks, but a very useful hack when trying to get management to support an improvement is to always give them a "Do Nothing Option". It is always easier for them to not spend money, but they're not stupid. If you show them how much it will cost if they don't spend the money, the improvement will be seen as the low cost option.

5) When not working on quality, what hobbies/interests do you enjoy?

I do a bit of carpentry, photography and hiking, but mostly I sing. Some of you have heard me either at a Providence Singers concert or at Paula Lusignan's wedding, but you don't know the back story. When I was 7 years old (1960), my grandmother died and I stayed with an aunt while my parents attended the funeral several hours away. My aunt served fish sticks and I felt something scratchy in my throat afterwards. Nobody could see anything, and for 3-4 days I was told there are no bones in fish sticks...until my throat swelled. Since it was the feast of St. Blaise (the patron saint of throats, <https://www.britannica.com/biography/Saint-Blaise>), my parents took me to have my throat blessed before I saw a doctor. He could now see the bone, pulled it out and I was given the "Giff". I've been singing ever since. In college I sang for my supper and later performed at Carnegie Hall, Lincoln Center and other famous places, under some very famous conductors. Eventually, I even met my wife singing, and we both sang in the Providence Singers for years. Now I mostly just sing at church with solos at funerals and weddings.

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.

RIASQ Awards 2 Scholarships

Steve Blanchette presented the awards to 2 Scholarship recipients at the June Dinner Meeting.

This year's recipients of the **J. Monaghan, Jr. and Sidney F. Clark Memorial Scholarship** are:

Jacob Lopes

- Will attend Franklin Pierce University (4 Year Trustees Scholarship)
- 2.78 GPA, Dean's List at Greater New Bedford Regional Vocational Technical H.S.
- 2015 Rotary Award Recipient
- Captain Varsity Hockey Team, Captain Lacrosse Team Junior and Senior Year
- 2017/2018 MIAA Student Ambassador, 2019 Character Award (Hockey)

Tyler Evans

- Will attend Penn State University, College of Information Sciences and Technology
- 89.22 GPA, Attained High Honors and Honors throughout his Attleboro H.S. years
- 2018 Member of the National Honor Society, 2019 Member National Technical Honor Society
- 2019 John and Abigail Adams Award (MCAS exams)
- 2015-2017 Soccer, Track Teams and 2017 Varsity Football, 2018-2019 Varsity Tennis

RIASQ would like to wish all our members, friends and families a happy, festive and safe



RI ASQ Leadership Team

Chair – Ken Hayes
Vice Chair – Joseph Malachowski
Secretary – Dean Chapman
Treasurer – Christopher Cinieri
Membership/Scholarship – Steve Blanchette
Nominating – Joseph Malachowski
Program – Dean Chapman
Placement/Auditing – John Skory
Education Co Chairs: Ken Hayes & Rick Fay
Newsletter/Outreach – Robert Soares
Arrangements – Robert McGinn
Internet/Webmaster – Stephen Massarone
Voice of the Customer – Mitch Henderson

Education Updates

Stay tuned as we begin to roll out of 2019 lineup of education courses, click [here](#) to check for the latest offerings.

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 the education chair at education@riasq.org or by clicking [here](#).