



# The Quality Gazette

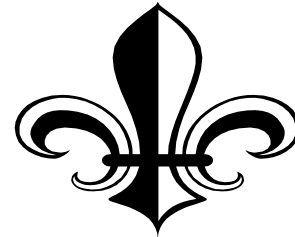
**FALL 2011**

Here we are, getting ready for Fall and another great year for NEQC! I hope you all had a GREAT summer as we look forward to some upcoming events!

It is an honor to serve NEQC. Membership and our volunteers' dedication is what makes this work! Suggestions and feedback are encouraged and have made this organization what it is today—created for service to its members and to the development of better business.

The key to success? *Never stop learning!* We will be holding several seminars in the upcoming months as well as planning for our 59<sup>th</sup> Conference being held in 2012.

These exciting programs are planned to keep us growing in our knowledge base and in the many industries in which ASQ is now involved. We are a service organization like no other; with free membership, free leadership training, quality programs and seminars, and other section services such as the Speaker's Bureau, helpful job listings, fun networking events, supportive website, and a team of people dedicated to help its membership be all it can be. This year will be like no other, and we look forward to serving you again.



## Why Attend NEQC Seminars?

- Highly experienced Instructors
- Practical, real-life examples and techniques
- Central location for minimum driving distance
- Comprehensive, complete and useful materials
- High quality at a low cost

**Newsletter Editor, Jay Patel**

## NEQC Past Chairs

Dates	Past Chairman	Section
1953-1956	Ervin Schiesel	So. Connecticut
1956-1963	R. S. Goldthwait	Rhode Island
1963-1965	Francis Olsen	Worcester
1965-1967	Donald S. Holmes	Albany
1967-1969	Robert Phelps	Hartford
1969-1971	Wes Gahagan	Northern N.E.
1971-1973	Anthony Scalise	Massachusetts
1973-1975	James Flaker	So. Connecticut
1975-1976	George Mason	Boston
1976-1977	Al Vince	So. Connecticut
1977-1978	John Pizar	Merrimack Valley
1978-1980	Edward M. Stiles	Hartford
1980-1981	Edward P. Dudek	Worcester
1981-1983	Walter Blonski	Danbury
1983-1985	Geroge B. Lee	Thames Valley
1985-1987	Arthur W. Derbyshire	So. Connecticut
1987-1989	S. Ken Wiley Jr.	Pine Tree
1989-1991	Daniel J. Keating	New Haven
1991-1993	Patricia Audette	Rhode Island
1993-1995	Anthony Martinez	Mid Hudson
1995-1997	George Cohen	Boston
1997-1998	Joseph A. Trowbridge	Hartford
1998-1999	Rick W. Macri	New Haven
1999-2001	Roger Keller	Boston
2001-2002	Lewis Derby	Granite State
2002-2003	Jay P. Patel	Worcester
2003-2005	Woody Cashman	Springfield
2005-2006	Diane Dixon	Worcester
2006-2008	Jay P. Patel	Worcester
2008-2009	Helen Van Diver	Hudson
2009-2011	Jay P. Patel	Worcester
2011-2012	Helen Van Diver	Hudson



## About NEQC...

### WHAT IS NEQC?

The North East Quality Council (NEQC) is a grouping of over twenty Sections of the American Society for Quality (ASQ), located in the North East. There are no membership dues; NEQC is dedicated to provide educational seminars, conferences and training.

- NEQC provides free section volunteer training for potential and current volunteers.
- NEQC provides educational seminars, conference, and training opportunities to ASQ members and non-members.
- NEQC provides Scholarships to students.
- NEQC supports sections by providing:
  - Free member leadership training
  - Seminar discounts for volunteers
  - One person admittance with discount at conferences
  - Communications among sections for sharing “best practices”
- NEQC Provides Free Round Table Sessions

### Member Sections are:

Berkshire	Boston
Granite State	Greater Danbury
Hartford	Hudson-Mohawk
Long Island	Merrimack Valley
Metropolitan	Mid-Hudson
Naugatuck Valley	New Haven
North Jersey	Old Colony
Princeton	Rhode Island
Southern CT	Tappan Zee
Thames Valley	Western Mass.
Worcester	Vermont

### Free Member Leader Training

NEQC again sponsored FREE Section Leadership Training, working with Region Director Herb Goldstein and Cynthia Nazario from ASQ headquarters. Training was held June 3<sup>rd</sup> in Marlborough, MA and on June 17<sup>th</sup> in Suffern, NY. Both locations were very successful this year with over 30 people attending each of the training events! Our next free training sessions will be scheduled for April/May, 2012. Plan to attend this free training!!



ASQ North East Quality Council is pleased to offer the following seminars in October/November 2011.

**Space is limited, so be sure to register soon!**

You can register on-line at our website; [www.neqc.org](http://www.neqc.org)

<b>SEMINAR</b>	<b>DAY/DATE</b>	<b>LOCATION</b>	<b>Course CODE</b>	<b>COST</b>
European Union Medical Device Directive	Tues/Oct 25, 2011	Parsippany, NJ	101	\$350
Risk Management – ISO 14971	Wed/Nov 16, 2011	Marlborough, MA	102	\$350
AS9100C Internal auditing	Wed-Fri/Oct 19-21, 2011	Hartford, CT	103	\$800
How to implement Lean Six Sigma	Tues-Wed/Oct 25-26, 2011	Danbury, CT	104	\$700
Certified Bio Medical Auditor course	Wed-Fri/Oct 26-28, 2011	Parsippany, NJ	105	\$800
Medical Device Regulations	Mon-Tues/Nov 14-15, 2011	Marlborough, MA	106	\$700
Cost of Quality	Mon/Oct 31, 2011	Danbury, CT	107	\$350
Process Validation	Thu/Nov 17, 2011	Marlborough, MA	108	\$350
Measurement, Analysis and Improvement *	Tue/Oct 11, 2011	Parsippany, NJ	109	\$350
ASQ Certified Pharm. GMP professional	Mon-Wed/Nov 7-9, 2011	Marlborough, MA	110	\$800
Integrated Management System *	Wed - Oct 12, 2011	Parsippany, NJ	111	\$350

Note: All seminars will be held from 9 AM to 5 PM.

\* Collaborating with Electronics and Communication Division of ASQ

**TO REGISTER PLEASE VISIT OUR WEBSITE.**

[www.neqc.org](http://www.neqc.org)

## **Seminar Overview**

### **European Union Medical Device Directive**

This course will help you understand the requirements of the EU's Medical Device Directive (MDD) and how to apply the CE Mark to medical devices. Participants will understand the requirements of the MDD including device classification, essential requirements, and conformity assessment paths.

### **Risk Management – ISO 14971**

This risk management course is designed to provide participants with the knowledge, tools, and confidence to effectively develop a risk management program. The ISO 14971 Risk Management Standard will be reviewed & analyzed in detail. As a management tool used throughout a product's life, risk analysis can reduce errors, liability and cost by prioritizing the most important risk concerns early. The course will feature both lecture and an active question-and-answer portion to bring real life situations to participants. Please bring risk issues to discuss.

### **AS 9100C Internal Auditing**

Understand and determine how to audit to the AS9100C standard.

Do you know how to conduct a value added audit? This course has been designed to help you understand and determine how to perform an internal or external process & system audit for the AS9100C Management System, as well as showing how to effectively document and deploy it for optimum results.

### **How to Implement Lean Six Sigma**

Today's businesses are experiencing savings of 20 to 25 % of total revenues as the result of implementing Six Sigma & Lean. We have developed this seminar to present Six Sigma & Lean, and show you the knowledge you need to develop and implement a program which will achieve high Return On Investment. This seminar will help you to transform real world problems into real time solutions!

### **Certified BIO-Medical Auditor Course**

Are you looking to become certified by the recognized body of ASQ? Learn what you will need to take the Certified Bio Medical Auditor Exam!

The Certified Biomedical Auditor needs to understand the principles of standards, regulations, directives and guidance for auditing a biomedical system while using various tools and techniques to effectively evaluate the system. This course will give you the knowledge and the tools to analyze the system and reports to ensure compliance and identify deficiencies.

### **Medical Device Regulations**

This course has been designed to help you understand the requirements of FDA regulations and focuses on regulatory requirements specific to Medical Devices. Although specific to Medical Devices, this course is also helpful to Pharma and Biologic firms to understand how FDA is applying the Quality System Regulation to their industries.

### **Cost of Quality**

Are you looking for a way to better your business? Then, this is the seminar for you. This seminar is for companies that want to identify and eliminate unnecessary costs of poor quality and non-value added activities. Reserve your space and let us show you how your organization can develop/implement programs & systems to achieve improvements!

### **Process Validation**

This seminar is designed to help you understand the process validation concepts, documentation requirements, and how to validate. This course is for the Manufacturing Industries, including Medical Devices & Pharmaceutical.

### **Measurement, Analysis and Improvement**

This course is for Quality professionals, engineers, managers, manufacturing people and anyone involved in improving processes. This one-day course has been designed to help you understand the measurement system methodologies including the metrics, analysis & improvement tools & techniques. Students will also learn how to measure customer satisfaction.

### **ASQ Certified Pharm. GMP Professional**

Are you looking to become certified by the recognized body of ASQ? Learn what you will need to know to take the Certified Pharm. GMP Professional Exam! This refresher course will briefly cover all items of the Body of Knowledge as identified by ASQ. (Please check [www.ASQ.org](http://www.ASQ.org) for details.) The instructor will spend time on multiple choice question/answer sessions to ensure students are prepared for the exam.

### **Integrated Management System**

Do you want to optimize and have one integrated system rather than many? Do you need to streamline quality systems? This seminar provides you with a roadmap to integrate various systems, existing policies and procedures. It may include systems: Quality Management Systems (e.g., ISO 9001, FDA QSR, ISO 13485, AS 9100c, TS 16949), Environmental/Safety Management Systems (e.g. ISO 14001, OHSAS 18001) and Financial Systems (e.g. Sarbanes Oxley, and others)

**All seminars are taught by experienced instructors with 20+ years of experience and appropriate ASQ and other Certifications.**

***Register soon, as space is limited!***

**NEQC Administration, Pam Martel, Phone: (508) 987-3800**

**E-mail: : [Registration@neqc.org](mailto:Registration@neqc.org) Website: [www.neqc.org](http://www.neqc.org)**

For course questions, contact Marketing NEQC chair, Jay Patel at [jayp@qpsinc.com](mailto:jayp@qpsinc.com)

# NEQC 59<sup>th</sup> Conference

**\*\* October 23-24, 2012 \*\***  
Holiday Inn,  
31 Hampshire St., Mansfield, MA

## Call For Papers

The NEQC conference has a tradition of bringing together professionals from a variety of industries for a total perspective on system and process improvements. Representatives are invited to submit proposals for 60 or 75 minute presentations, mini-workshops. The program and schedule will be similar to our last several conferences; all details are available on [www.NEQC.org](http://www.NEQC.org). All instructors will receive two days conference admission.

The theme for the Oct. 2012 Conference is:

**Building a Better Future (4I's)**  
**Ideas. Involve. Improve. Innovate**

We welcome all submissions relevant to our theme. In keeping with the conference theme, we will consider proposals from practitioners, speaking about effective business practices and successful initiatives. There is a maximum of two speakers allowed for each topic. *Please review policies and other important information on our website before submitting your proposal.*

Submit all materials for presentations/tutorials to:  
Helen VanDiver, Programs Chair  
Email: [vandiver4854@dishmail.net](mailto:vandiver4854@dishmail.net)

- ◆ Submission deadline is Feb. 1, 2012.
- ◆ Only those proposals received before the deadline will be considered.
- ◆ All submissions should be MS Word Documents in the form of an abstract, including title, purpose, brief outline/overview and the speaker's biography.

**See [NEQC.org](http://NEQC.org) for further details!**

## Call for Exhibitors

We are pleased to invite you to exhibit at our 59<sup>th</sup> conference!

Cost: \$995.00 (includes two registrations for the full conference). Additional lunches can be purchased.  
**\$895 if you sign up by January 2012**

## Call for Sponsorship and Advertisements

Different types of sponsorships are also available including Platinum, Gold, Silver and Sponsor. Sponsorship includes admission to the conference and advertisements in the brochures depending on the level. See our website for all the details.

### Brochure advertising rates:

¼ Page: \$150  
½ Page: \$250  
Full Page: \$500

If you are interested in placing an ad in the conference brochure, send your name, and other details to:

Helen Van Diver (Conf Exhibitor Chair)  
Email: [vandiver4854@dishmail.net](mailto:vandiver4854@dishmail.net)

### **We are looking forward to your participation.**

Please feel free to contact me for any questions, Thank you, Jay P. Patel, Conference Chair  
[jayp@qpsinc.com](mailto:jayp@qpsinc.com) (508) 987-3800

**We look forward to another great year!**

## Overview of Our Last Conference

NEQC's 58<sup>th</sup> Conference was a great success! Below are some of the details of the event.

The event was held in October 2010 at the Royal Plaza Hotel in Marlborough, MA.

We had 3 Keynote speakers and 40 sessions during the 2-day conference relevant to the theme "**4P's - People, Process, Project, Performance for a New Economy**". There were also pre and post-conference seminars held.

Our upcoming 59<sup>th</sup> conference should prove to be just as informative and rewarding!



# North East Quality Council

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FOR QUALITY™

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Oxford, MA 01540

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## Important Company Mail

If this person is no longer with this  
Company, please deliver to the  
Director of Quality or Operations

## For Further Information:

Phone: 508-987-3800

Visit our Website: [www.neqc.org](http://www.neqc.org)

E-Mail: [registration@neqc.org](mailto:registration@neqc.org)

*Please circulate this newsletter to All Management and Quality Professionals!*

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## NEQC Officers

Chair: Helen Van Diver

Vice Chair: Open

Treasurer: Barbara Butrym

Secretary: Jim Williamson

Immediate Past Chair: Jay Patel

## Do you want to be on our e-mail list?

NEQC sends news about new seminars,  
conferences & free topics via e-mail. If you  
are not a NEQC section member and wish  
to receive emails, go to our website and  
give us your information.

## R. Shaw Goldthwaite Award

### Recipient for 2011

Helen Van Diver -  
Hudson-Mohawk Section  
CONGRATULATIONS!

## 59<sup>th</sup> Conference Committee

Chair: Jay Patel

Program: Helen Van Diver

Arrangements: Carol Beauchesne

Publicity/ Keynote: Jay Patel

Equipment: Jack Reardon

Registration: Pam Martel

## Region Directors

Region One: Diane Dixon

Region Two: Dan Sniezek

Region Three: Herb Goldstein

## 2011 Scholarship Recipient

Matthew Karn - he is attending  
New England Institute of Technology  
GOOD LUCK MATTHEW!