



The Lighthouse

March 2006

Elyria/Lorain Section 814

Mission Statement

To advance community and member quality excellence through educational opportunities, non-competitive information exchange, networking, forming alliances and leadership growth



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March 8th Meeting

WHAT: INVACARE PLANT TOUR

Invacare respectfully requests that competitors not attend this event and reserves the right to deny entry to competitors at the door. ASQ Section 0814 supports this policy.

Contact Mike Haessly for reservations

Hold down Ctrl and click

michael.haessly@adelphia.net

WHAT: Quality Systems Development from the Top Down --- Michael Haessly

WHEN: Wednesday, 8th March 2006 at 6:30 PM
--- (Network @ 6:00)

WHERE: Invacare Corporation
1200 Taylor St
Elyria, OH 44035

Go to plant lobby and you will be directed from there.

The meeting will feature pizza and pop for the participants. Come enjoy a fun way to increase your understanding of LEAN principles and apply them with your ASQ colleagues!

Check out the Section's Web Site
See all the latest changes
www.eriecoast.com/~asq0814

The Section has achieved SMP Gold Excellence Award for 2004-05



We DID it!. TOP Honors !!!!! There were only 39 Sections in the world that achieved this! (Obviously we met Silver and Gold requirements, also). I am personally so proud of the effort you all put in to make this happen. - Marc Kelemen

Chair's Message

Back in October 2005, our Section was awarded The Section Management Process (SMP) Total Quality Award. Total Quality is one the highest levels of achievement in SMP for the 2004-05 fiscal year. Sections that reached Total Quality proved their dedication and commitment by developing a business plan that provides valuable, quality programs and services to their members and achieving at least 75 percent of these set objectives. I was just informed by the Jeanette Cooke (our ASQ National Community Care Administrator) and Clay Hodges (ASQ Section

Affairs Council Chair) that our Section was recognized with the Gold Mark of Excellence Award! We can all be very proud of this as only 39 ASQ Sections in the world were so recognized!

ASQ Section 814's Focus on LEAN

As our membership and their organizations progress along the LEAN journey, we become increasingly adept to relentlessly ADD VALUE whenever the opportunity arises! As we proposed last April, Elyria Lorain continues to feature Practical Applications of LEAN this program year. This program will require the active participation of Section 814's membership. We will get out of it what we put into it !! Those interested in helping to lead discussions and exercises on specific LEAN applications should PLEASE continue to contact the Executive Committee to schedule your participation. !

To kick this off, we started the program year in September with a game that gave participants a working familiarity with the terms and approaches to LEAN as well as a hands-on appreciation for applying lean to a manufacturing environment. We were able to increase productivity by > 250% while reducing floor space required by >40% and direct labor by >15%. A Lego-Lean "equipment" and License is owned by ASQ Section 814. Contact the Executive Committee to rent the "equipment" and/or engage Facilitators for your businesses and departments.

In the past quarter we discussed how to apply lean thinking to product and process development as well as how specific LEAN tools were successfully applied at PresRite. We also enjoyed a debrief of the Seattle World Quality Congress and the Milwaukee ASQ Member Value Summit. This included previewing the "café techniques" used in Milwaukee as well as a practical application of Café techniques in January which featured ASQ's National Treasurer, Connie Faylor.

February was the most challenging weather of the year. Nevertheless, the brave attendees enjoyed a Michael Haessly double feature on *Developing Quality Systems from the Top Down* as well as *Marketing Yourself To Future Employees*.

Theater Tickets

It was great to see so many of you in January at our second ASQ night at the Cleveland Playhouse for "A Streetcar Named Desire". "Dream A Little Dream"

(The story of the Mamas and the Papa's by Denny Doherty) will be our third night (Thursday, 13 April 2006). Tickets are available NOW. The price is \$10 (\$5.00 for students and Seniors 55+). Call me for reservations.

ASQ National's Economic Case for Quality Initiative

A new activity has been launched by ASQ national to address member concerns about quality, and its perception on the bottom line of organizations. The objective of this strategic initiative is to expand and enhance the reputation of quality and the quality profession by promoting the Economic Case for Quality to local executives. Elyria-Lorain Section 814 is one of about 20 ASQ Sections in the US and Canada that made a commitment to participate. If you have an interest in learning more and / or participating, please contact any member of our Section's ECQ team: Tom Copeland, Mike Haessly, Marc Kelemen or Kim Shumyla.

ASQ Region 8 Tri-Section Conference

We will be participating in a Regional Conference and Seminar and co-produce it with the Akron-Canton Section and the Cleveland Section. **Please keep Friday March 17th in mind for this exciting Regional ASQ program!** This will be a three track program consisting of Traditional Quality (TS 16949, etc.), Quality for Healthcare (JCAHO; ISO 13485, etc.) and the future of quality (emerging opportunities).

Yours in Quality and Innovation,
Marc Kelemen, CQM
ASQ Section 814 Chair

March 8th Meeting Agenda

THE MAIN ACT:

Thanks to Bill Braun and Chuck Konkol of Invacare for arranging this tour.

Plant tour of Invacare Taylor Street Plant.

Invacare is the industry leader in the \$6-billion market for home medical products, manufacturing and distributing the world's broadest product offering to approximately 15,000 independent, home medical equipment (HME) providers.

Invacare reports results along three geographic segments (*North America, Europe and Australasia*) and groups its products into four distinct product categories (*Standard, Rehab, Medical Supplies and Respiratory*).

Standard Products



Manual wheelchairs, mobility aids, home care beds, low air loss therapy products, bath safety products, patient transport equipment

Rehab Products



Power wheelchairs, custom manual wheelchairs, high-performance sports and recreation wheelchairs, scooters, seating and positioning products, motor controllers

Respiratory Products



Oxygen concentrators, nebulizer compressors and respiratory disposables, sleep therapy products, portable oxygen systems

Medical Supplies



Distributor of ostomy, incontinence, diabetic, skin and wound care products

Invacare continuously looks to improve, expand and broaden its existing product lines. In 2001, new product development was given an even stronger emphasis as part of Invacare's strategy to gain market share and maintain its competitive advantage. To this end, the company introduced 75 new products and plans to replace 90% of its major equipment product line sales by the end of 2003.

The company also launched a new marketing campaign in 2002 as part of its branding strategy, naming Arnold Palmer as its spokesperson. Palmer is featured in television spots, trade ads, product literature and showroom displays.

Invacare is headquartered in Elyria, Ohio, and has manufacturing plants in the United States, Australia, Canada, Denmark, Germany, France, Mexico, New Zealand, Portugal, Sweden, Switzerland and the United Kingdom.

THE SECOND EVENT:

Due to the poor weather in February the presentation by Michael Haessly on *Developing Quality Systems from the Top Down* will be represented for those who missed it.

Quality Systems are frequently over complicated and poorly structured both as a result of a lack of a formal structure and too many books and services where you can get a one size fits all quality system. What is reviewed in this presentation is how to develop a Quality Management System from the Top Down rather than from the Bottom Up in order to provide both structure as well as value to the organization. The presentation will be by Michael Haessly

CERTIFICATION CLASS CALENDAR

CQA Classes Starting April 11th

Section 0814 will be holding a CQA class starting April 11th, 2006 and running for 8 weeks to May 30th. The classes will be held on Tuesday night from 6:00 PM to 9:00 PM at Lorain Community College. The cost of the class will be \$400 and includes the cost of the Primer text.

CQE Classes Starting April 13th

Section 0814 will be holding a CQE class starting April 13th, 2006 and running for 8 weeks to June 1st. The classes will be held on Thursday night from 6:00 PM to 9:00 PM at Lorain Community College. The cost of the class will be \$400 and includes the cost of the Primer text.

**If you are interested in the classes
please contact Michael Haessly
by March 31, 2006**

Hold down the Ctrl key while clicking the links below

[CQE Class](#) or [CQA Class](#)

**Classes are always offered in conjunction with the certification and require a minimum of 6 students.
If less than 6 students register for a class it may be canceled.**

Exam Date	June 3, 2006	October 21, 2006	December 2, 2006
Registration Date	April 7, 2006	August 18, 2006	October 6, 2006
CBA	Biomedical Auditor Certification	XXXXXXXXXX	
CCT	Calibration Technician Certification	XXXXXXXXXX	XXXXXXXXXX
CHA	HACCP Auditor Certification-	XXXXXXXXXX	
CMI	Mechanical Inspector Certification	XXXXXXXXXX	
CMQ/OE	Quality Manager Certification	XXXXXXXXXX	
CQA	Quality Auditor Certification	XXXXXXXXXX	XXXXXXXXXX
CQE	Quality Engineer Certification	XXXXXXXXXX	XXXXXXXXXX
CQIA	Quality Improvement Associate Certification	XXXXXXXXXX	XXXXXXXXXX
CQPA	Quality Process Analyst Certification	XXXXXXXXXX	XXXXXXXXXX
CQT	Quality Technician Certification	XXXXXXXXXX	
CRE	Reliability Engineer Certification	XXXXXXXXXX	
CSQE	Software Quality Engineer Certification	XXXXXXXXXX	XXXXXXXXXX
CSSBB	Six Sigma Black Belt Certification	XXXXXXXXXX	

Your Executive Committee

Position	Name	e-mail
Chair /Program Chair	Marc Kelemen	nanomarc@wowway.com ; MarcP.Kelemen@energizer.com
Vice Chair/Recertification Chair	Thomas Copeland	tccopeland@adelphia.net
Education Chair	Michael Haessly	michael.haessly@adelphia.net
Newsletter Editor	Michael Haessly	michael.haessly@adelphia.net
Internet Liaison	Michael Haessly	michael.haessly@adelphia.net
Secretary/Treasurer	Mark Murphy	Mark.murphy@sunmed.com
Audit Chair,	Susan Svec	SusanL.Svec@energizer.com
SMP Chair	Mike Raftery	mraftery@elyriamfg.com
Health Care Chair	Kim Shumyla	k.shumyla@comcast.net
Membership Chair	George Ingmand	gingmand@cox.net

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ASQ

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MEETING: Wednesday, 8th March 2006