



Granite State Newsletter – November 2025

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SECTION MISSION STATEMENT

To be recognized as the primary source for information and education in the Quality Sciences in the States of New Hampshire and Maine.

MESSAGE FROM THE CHAIR

This is the last newsletter planned for 2025. We will be back in 2026. This year has been eventful for the section. We held six in-person membership meetings in New Hampshire. ASQ dissolved the Pine Tree section (Maine) and moved the members to Granite State. We held one in-person membership meeting in Maine in October, but had to cancel the planned November meeting.

The plans for 2026 are coming together nicely and include:

- Membership meetings in New Hampshire
- Membership meetings in Maine
- A strong education program
- Working closely with both the Merrimack Valley and Vermont sections
- Working closely with other professional organizations such as the Society of Manufacturing Engineers

On Oct 16, 2025 we held our first meeting in Maine after the transition of Pine Tree members to Granite State. Dan O’Leary spoke on “Predictive Supplier Evaluation” a

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method to use supplier performance to predict whether a supplier is getting into trouble. The meeting was at the Courtyard by Marriott Airport in S. Portland.

On Oct 22, 2025 we held a meeting in New Hampshire. Chiara Pulice spoke on “AI and Counter Terrorism Case Study”. This was a joint meeting with NH SME. She explained how to set up a machine learning, ML, model, and gave us interesting anecdotes about problems along the way. She then used a case study in which the project identified independent variables and used them to predict terrorist actions, such as kidnappings, bombings, and assassinations, by Boko Haram. It was a very interesting illustration of using data to detect patterns and make predictions.



We continue working with other sections to provide opportunities for Granite State to learn about quality topics and to earn Recertification Units, RUs. Information about some of the meetings is below. Granite State members are welcome to attend and earn RUs. Some of the meetings are on-line, so there is an opportunity to attend without travel.

We would like to know about members who have recently earned a new certification. Please contact Dan O’Leary, the Section Chair, at doleary@memberleader.asq.org so we can announce your achievement in the Newsletter.

There are many opportunities to get involved. We need people to join the SLT, to speak at Membership Meetings, present at Educational Events, and write Professional Development articles for this newsletter. To become involved please contact Dan O’Leary, the Section Chair, at doleary@memberleader.asq.org

Dan O’Leary CMDA, CQA, CQE, CRE, CSSBB

MEETING AND EDUCATION SUMMARY CALENDAR

Date	Topic	Section	Method
Nov 18, 2025	Engaging a Registrar & Preparing for Audits	Granite State	In-person
Nov 19, 2025	Complaint Management & Reporting (in the Medical Device Industry)	Merrimack Valley	In-person
Nov 19, 2025	"Supply Chain Excellence" Achieving Faster, Better, and Cheaper Operations Through Lean, AI, and Digital Technology in the New Economy	Worcester Joint with North Jersey	On-line
Nov 19, 2025	Supply Chain Excellence - Enhancing Global Supply Chains: Leveraging AI, Lean Six Sigma, and Agility for Efficiency, Speed, and Cost Reduction. Prepared for Strategic Supply Chain Optimization.	North Jersey Joint with Worcester	On-line
Nov 20, 2025	Artificial Intelligence Webinar Series – Prompt Engineering	ASQ NY/NJ Metropolitan Section	On-line
Nov 25, 2025	Tour of Omni Defense Technologies	Vermont	In-person
Dec 2, 2025	FDA’s Quality Management System Regulation, QMSR	Granite State	On-line

GRANITE STATE MEMBER MEETINGS

Granite State Dinner Meeting Cost Change

When attending an in-person membership meeting there are two options. One is to attend the presentation at no cost. The other is to have dinner before the presentation. The section subsidizes the dinner cost, since a dinner ticket is less than the section’s cost.

Because of price increases, this strains our budget. Consequently, the SLT has decided to increase the price of a dinner ticket from \$25 in 2025 to \$30 in 2026.



November meeting in Maine

The section had anticipated a plant tour of IDEXX in Westborough, ME. Because the facility is undergoing renovation, we will reschedule for after 2026Q1.

Tuesday November 18, 2025

Speaker: Lisa Greenleaf Technical Operations Officer, NSAI – Engaging a Registrar & Preparing for Audits

Venue: Puritan Restaurant – Back Room – Manchester, NH

Networking: 5:30 pm to 6:00 pm

Dinner: 6:00 pm to 7:00 pm

Presentation: 7:00 pm to 8:00 pm

GRANITE STATE EDUCATION

Tuesday December 2, 2025

Webinar on FDA's Quality Management System Regulation, QMSR

Presenter: Dan O'Leary CMDA, CQA, CQE, CRE, SSBB

Venue: On-line

Time: 1:30 pm to 3:30 pm

The registration fee is \$295. You do not have to be a member of Granite State to attend.

Registration information provided later.

Description: On February 2, 2026 FDA will require medical device manufacturers to implement the new Quality Management System Regulation, QMSR. The webinar explains the changes and provides guidance on implementation. The new regulation is a variant of ISO 13485:2016, so the webinar contrasts it with the EU-MDR variant and the effect on the MDSAP Audit Approach.

NEARBY SECTION EVENTS

Merrimack Valley Section

Complaint Management & Reporting (in the Medical Device Industry)

Please join the Merrimack Valley GCC for an in-person event at the Hilton Garden Inn (Formerly the Holiday Inn) in Tewksbury, MA on Wednesday November 19th.

Plecelle Noubissi, the Senior Director of Quality Assurance at Sir Tex Medical in Woburn will be presenting on the topic of Complaint Management and Reporting and how it applies to the medical device industry.

5:30 - 6:00 pm check in

6:00 - 6:45 pm dinner / networking

6:45 - 7:00 pm section updates

7:00 - 8:00 pm presentation

Tickets for dinner are \$30. Anyone attending for meeting only is at no charge.

To register go to

<https://app.memberplanet.com/#/event/asqmerrimackvalleysectioncommittee/complaintmanagementreportingintomedicaldeviceindustry>



Worcester Section

Date & Time: November 19, 2025 at 7:00 p.m. ET

Speaker: Ed May, ASQ Fellow, Master Black Belt – "Supply Chain Excellence" Achieving Faster, Better, and Cheaper Operations Through Lean, AI, and Digital Technology in the New Economy

Zoom: <https://us06web.zoom.us/j/3930331980>

0.2 RU Certificate Will Be Provided

For More Info: Contact Jay P. Patel jayp@qpsinc.com

Vermont Section

Tour of Omni Defense Technologies

During the tour you will learn and see:

- How the company provides services and product for military applications
- History & evolution of the products
- The QA, QC and QI aspects of their ISO 9001:2015 QMS
- Staff engagement in quality

When: Tuesday, November 25, 2025

Place: Omni Defense Tech 808 Hercules Dr. Colchester, VT 05446

Cost: \$15; pay at the door cash or credit card (via BillHighway)

Light breakfast snacks & beverages provided

Note: There is a 15-person cap on the tour; pre-registration required

Register using the link below:

<https://asq.webex.com/weblink/register/rd97a9a13fd36a9ca6beb34b1f3f630a5>

North Jersey Section

November 2025 General Section Meeting

Wednesday, November 19 @ 7PM Eastern on Zoom.

Shared meeting with Jay Patel's Worcester Section. Ed May Speaker – Supply Chain Excellence - Enhancing Global Supply Chains: Leveraging AI, Lean Six Sigma, and Agility for Efficiency, Speed, and Cost Reduction. Prepared for Strategic Supply Chain Optimization.

Zoom: <https://us06web.zoom.us/j/3930331980>

MAYCON Personal Zoom Room 393 033 1980

No registration required. RU's will be granted.

ASQ NY/NJ Metropolitan Section

The ASQ NY/NJ Metropolitan Section, in coordination with the ASQ Healthcare Quality and Improvement Committee (HQIC) and The ASQ Mid-Atlantic Region, is excited to announce our upcoming webinar series on Artificial Intelligence, featuring ASQ Senior Member Leader, Zac Jarrard.

Each session will provide approximately 50 minutes of learning followed by Q&A and Section community announcements. Earn 0.15 RU credit for attending each session.



The Zoom link will be included in your order confirmation email. You'll also have the option to add the event, and its link, to your calendar directly from the confirmation, which we highly recommend.

This series will take place on the following dates:

Part 1) October 28th @ 6:30PM EST – Intro to AI and Quincy (COMPLETE)

Part 2) November 20th @ 6:30PM EST – Prompt Engineering

Registration: https://app.memberplanet.com/#/event/asqnynjmetropolitansection/ai_2

Part 3) December 8th @ 6:30PM EST – AI Risk Management

AI Seminar Part 4-6: Coming Soon! Part 4-6 will offer more opportunities to learn about AI's role in quality, including how AI will impact the healthcare industry. Sessions to be announced soon.

ASQ CONFERENCES

Women in Quality Symposium
December 4, 2025 – On-line

Lean and Six Sigma Conference
February 22 - 24, 2026
Phoenix, AZ – In Person

Collaboration on Quality in the Space and Defense Industries Forum
March 10 – 11, 2026
Cape Canaveral, FL

World Conference on Quality & Improvement
May 17 - 20, 2026
Orlando, FL – In Person

For more information on these events go to <https://asq.org/events>

GRANITE STATE MEMBER CERTIFICATIONS

If you recently received a new ASQ certification, please let us know. The Section would like to congratulate you in the newsletter. Send your name, the new certification, and your current certifications to Dan O'Leary doleary@memberleader.asq.org.

Congratulations to James Fraser, who is now certified as an ASQ Certified Quality Auditor, CQA.

ASQ CERTIFICATION EXAM SCHEDULE

Certification: CQT, CQI, CRE, CFSQA, CMDA, CMQ/OE, CSSBB, CSSYB, CSQP	
Testing Window	Application Deadline



January 1 - 31, 2026	December 8, 2025
March 1 - 31, 2026	February 9, 2026
May 1 - 31, 2026	April 13, 2026

Certification: CQA, CQE, CQIA, CSQE, CSSGB, CQPA, CCT, CPGP, CCQM	
Testing Window	Application Deadline
December 1 - 31, 2025	November 10, 2025
February 1 - 28, 2026	January 12, 2026
April 1 - 30, 2026	March 9, 2026

To apply, go to <https://www.asq.org/cert/dates>

Download the *ASQE Candidate Handbook and Application Process* from
<https://p.widencdn.net/j5hi1o/Certification-Candidate-Handbook>

THE NOVEMBER 2025 SLT

Granite State members are welcome to participate in SLT meetings and to join the SLT. Contact Dan O'Leary doleary@memberleader.asq.org.

The Granite State SLT did not meet in November 2025.

- The section's account balance is \$12,214.89
- We are planning a strong education program for 2026

THE 2026 SLT

The 2026 Section Leadership Team, SLT, is:

Chair	Dan O'Leary
Secretary	Sarah Matloff
Treasurer	Charles Killam
Arrangements	Dan O'Leary
Database	Dan O'Leary
Education	Dan O'Leary
Member at Large	Scott Neal
Member at Large	Chris Carr
Membership	Dustin Dulac (Recently joined the SLT)
Newsletter	Dan O'Leary
Nominating Committee	Bharat Arora
Program Chair	Sai Ranjith Ramakrishnan
VoC Chair	Dan O'Leary

CALL FOR SLT MEMBERS

Granite State is always on the lookout for members who would like to be on the Section Leadership Team, SLT. It is a volunteer position to help manage the section. SLT members are involved in the planning and operation



that make the section a success. If you are interested in joining the SLT, please contact the Chair by e-mail at doleary@memberleader.asq.org. Volunteers can earn recertification units, RUs, for membership on the SLT.

SLT members needed for 2026

Education Chair

Manage the 2026 education program including determining topics and identifying instructors. Works with the Arrangements Chair for any meeting space required.

Program Chair for Maine

Identify topics and presenters for Granite State section membership meetings held in Maine. Works with the Arrangements Chair to schedule venues.

Arrangements Chair

Select and book venues for membership meetings and education events. Works with the Education Chair and the Program Chair to schedule venues.

WebEx

Set up WebEx for membership meetings and education events. Host events and provide technical assistance to participants.

SECTION METRICS

The Section metrics help measure success against the plans for the 2025 program year. The results are in a Red/Yellow/Green format scorecard.

Membership Change – The number of members for 2024 and 2025. Calculate the slope of the linear regression line. The target is a slope greater than zero and the improvement direction is up.

Member Retention Rate – The number of members retained for the month divided by the total number of members for the month.

Note: The large number of transfers from Pine Tree distorted this metric in Oct. It is now back on its trajectory.

Account Balance – The balance in the Granite State account. Calculate the slope of the linear regression line. The target is a slope greater than zero and the improvement direction is up.

Meetings Held – The ratio of the number of membership meetings held YTD to the number planned YTD expressed as a percentage. The target is 100% and the improvement direction is up.

Educational Events – The ratio of the number of educational events held YTD to the number planned YTD expressed as a percentage. The target is 100% and the improvement direction is up.



Newsletters Published – The ratio of the number of newsletters published YTD to the number planned YTD expressed as a percentage. The target is 100% and the improvement direction is up.

Member Surveys Conducted – The ratio of the number of member surveys conducted YTD to the number planned YTD expressed as a percentage. The target is 100% and the improvement direction is up.

The scorecard cells are white until the first scheduled activity. The scorecard now includes sparklines which were described in the February 2025 Newsletter.

Metric	Target	Sparklines	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Membership Change	Regression Slope ≥ 0		0.04	0.05	0.06	0.06	0.06	0.05	0.04	0.03	0.05	0.07		
Member Retention Rate	Percentage $\geq 100\%$		97.5%	96.5%	97.5%	95.4%	96.8%	98.4%	98.3%	97.1%	72.0%	96.2%		
Account Balance	Regression Slope ≥ 0		-3.30	-1.31	-0.46	-0.18	-0.22	-1.47	-2.96	-3.98	-4.72	-5.97		
Meetings Held	Percentage $\geq 100\%$				100%	100%	100%	100%	100%	100%	100%	100%		
Educational Events Held	Percentage $\geq 100\%$						100%	100%	100%	100%	100%	100%		
Newsletters Published	Percentage $\geq 100\%$			100%	100%	100%	100%	100%	100%	100%	100%	100%		
Member Surveys Conducted	Percentage $\geq 100\%$													

SECTION DEMOGRAPHICS

The demographics from the November membership list are below.

Members by Country

Country	Count	Percent
US	229	98.7%
GB	1	0.4%
CM	1	0.4%
IE	1	0.4%
Total	232	100.0%

Members by State (US only)

State	Count	Percent
NH	153	66.8%
ME	49	21.4%
MA	16	7.0%
NM	2	0.9%
NY	2	0.9%
VT	2	0.9%
WI	2	0.9%
AR	1	0.4%
FL	1	0.4%
PA	1	0.4%
Total	229	100.0%



Members by membership type

Member Type	Count	Percent
Professional Membership	176	75.9%
Senior Membership	37	15.9%
Retired Senior Membership	15	6.5%
Student Membership	2	0.9%
Retired Professional Membership	2	0.9%
Total	232	100.0%

CALL FOR SPEAKERS

The section needs speakers who can make a presentation at an upcoming membership meeting in either New Hampshire or Maine. The presentations are about one hour long following dinner. The topic should provide information about skills or knowledge useful in a quality professional's work. Contact doleary@memberleader.asq.org. Presentations can earn RUs.

CALL FOR AUTHORS

Granite State members are invited to write a Professional Development article for our newsletter. Submit your draft article to doleary@memberleader.asq.org.

In addition to recognition by other section members, writing an article can refine your skills and may support your ASQ certification. Become a recognized subject matter expert and showcase your knowledge.

QUALITY QUESTION

This area of the newsletter responds to quality questions from Granite State members. The question could be about best practices, implementing a method, using a statistical technique, *etc.* Submit your quality question to Dan O'Leary, doleary@memberleader.asq.org.

Question: A third-party auditor gave us a nonconformance because one of the managers had not been trained on the current version of an important procedure. As part of the corrective action we are improving our process so the problem doesn't recur. Our question is about when to provide training for revised procedures.

Response: The timing between approving a change and making it effective is a common concern. The usual method provides a gap to allow time for training.

A document goes through your company's change control process and is approved. This means the designated approvers have reviewed the document, any necessary updates are included, and all the approvers have agreed with the changes, *i.e.*, they have all signed off on the changed document.

The problem arises because the users of the document are not the approvers. They may see it for the first time after approval. The users need to understand the changes before they go into use, *i.e.*, the users need training.



The common approach is to build in a gap between the last signature, the approval date, and when the document goes into use, the effective date. During the gap, train the people who will use the revision. Depending on the document, there may be other activities in the gap. For example, if there is a change to making a product you may want to delay the effective date until any open work orders are complete as well as training the affected people.

Your new system needs to account for people who miss the training. If one person is on vacation will you make the change effective after she returns? Perhaps you can make the new process adaptable to these kinds of exceptions. You don't want a repeat nonconformance.

PROFESSIONAL DEVELOPMENT

Check Sheets

Dan O'Leary CMDA, CQA, CQE, CRE, CSSBB

CQE BoK:

V. Continuous Improvement (26 Questions)

A. Quality Control Tools

Select, construct, apply, and interpret the following quality control tools:

5. Check sheets

A check sheet is a structured form to collect and analyze data. As a general purpose quality tool it can be used in many situations. The check sheet is sometimes called a tally sheet because it tallies up occurrences. The check sheet is one of the seven basic quality tools.

Using the Check Sheet

1. Decide the events or conditions that you want to observe
2. Create an operational definition for each one
3. Decide who will collect the data, where to collect it, and how long to collect it
4. Design the check sheet form so it is easy to use and has enough space for the information
5. Include header information such as the project, the dates, and the name of the person collecting the information
6. Do a trial run to test the form, perhaps generating random data for multiple scenarios using an Excel workbook
7. Collect the data
8. Analyze the data collected
9. Decide on the actions to take based on the analysis

Example

The company is concerned about data security and wants to check the effectiveness of its physical controls. One aspect is securing data and computers after working hours. To learn the magnitude of the problem the company picked one work area and assigned Mary Eddington. The work area has filing cabinets, computers, desks, *etc.* where the people work during the day. She collected the data in the evening for one work week using the checklist below.



Project: Data Physical Security			Location: 17AB Lab			
Duration: One work week			Data Collector: Mary Eddington			
Item	Mon	Tue	Wed	Thu	Fri	Total
Computer not shut off						15
Flash drives left out						10
Papers left out						7
Filing cabinet not locked						13
Total	8	13	8	8	8	45