

RAs - life in the referral lane... Page 7

Student actors ready to splash into *Bathwater*...Page 8

Lady Lions play final home game... Page 11

Behrend's Weekly  
Newspaper

# The Collegian

Thursday, October 31, 1991

Vol. XL No. 9

## Salvia addresses "The Quality of Business"

by Vicky Snyder  
*The Collegian*

Dr. Anthony Salvia, professor of statistics, highlighted the Provosts Speaker Series with a speech called "The Business of Quality, The Quality of Business" on Tuesday.

Salvia is the recipient of the 1900-91 Council of Fellows Faculty Research Award.

He provided the audience with three popular definitions of quality.

The first definition was related to a product or the service, while the second definition was customer oriented (what does the customer want).

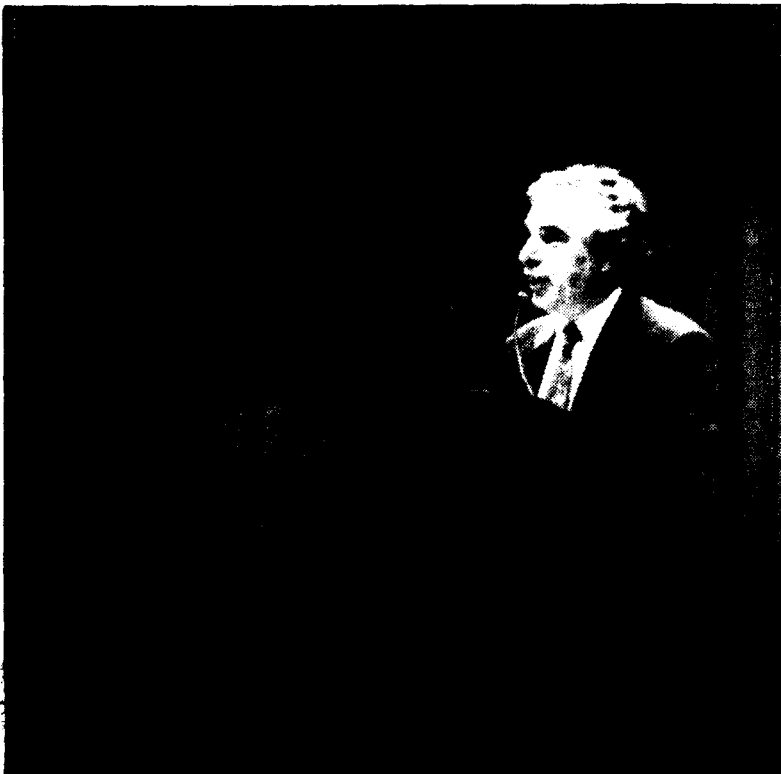
Finally, Salvia said that quality could be defined in terms of one's work. "Doing the right thing right the first time."

Salvia's definition of quality was linked to his past. "When I think about quality, I think about sausage."

Salvia explained that his family owned a grocery store which produced home-made sausage. His father was the chief executive officer and his mother was director of quality assurance. "She had one clear and simple directive; do it right."

Doing things right, according to Salvia, does not mean leaving the customer out in the cold.

The "Business of Quality," Salvia says, is "Individuals and organizations who market their quality, expertise, advice, products and services to companies and enterprises that



Craig Breter/*The Collegian*

An award winner: Dr. Anthony Salvia, 1991 winner of the Council of Fellows Faculty Research Award, discussed the new industry of quality.

want to know about these things."

According to Salvia, this new industry is profiting in today's market. "A perspective buyer ought to know just what it is that is being sold and whether the price is right."

Salvia's observation of a magazine called *Quality Progress* (published monthly by the American Society of Quality Control) showed that there hasn't been a significant increase in practical information in the past 12 years. Job opportunities have declined and advertising has increased in the quality control field since 1979.

Computer software, "easy education", and assistance in winning the Malcolm Baldrige Award are some of the many services available to today's consumer. According to Salvia, "There are a lot of people selling the idea that they can make things easy for you."

Salvia said he felt the quality of business has improved, but not as much as some might like to think. "I think the direction is right," he noted.

Salvia added Americans have a difficult time accepting the idea that improvement in quality takes time and is hard work.

"Too many managers are graduates of the John Wayne School of Management; where the overriding principle is shoot first and then shoot again to make sure."

Companies are hesitant to use new technology because it is harder to use, according to Salvia. He blames this attitude on a lack of knowledge and a distrust of the new technology.

"People may have only a limited understanding of a given technique and they'll apply it with disastrous results because the situation does not lend itself to the technique."

(continued on page 2)

## Mack House tour set for Friday

A tour of the Mack Estate has been organized to give students a peek at what's inside before workers restore the mansion to its original condition.

An informal open house of the newly acquired Mack estate is scheduled between 5 p.m. and 6 p.m. on Friday, November 1.

The tour will be of the home and garage apartment.

The tour will give everyone at Behrend interested in seeing the house the opportunity to do so before renovations begin. The 20-room mansion is being renovated to meet labor and industry standards, as well as making

changes to accommodate office spaces and formal meeting and dining rooms.

When work is completed the first floor will be restored to its original state, "befitting its 19th Century Georgian Colonial architectural style," said John Lilley, provost and dean.

## Drug testing a growing element in job search *Accuracy, legality questioned*

by Loretta Russ  
*The Collegian*

The interview is going well and the personnel director very impressed with your resume. The positive references, an internship at a well-known hospital, and community work at the homeless shelter. She smiles, agrees you're very qualified for the job, and says, "I'd like you to set up an appointment with our physician for a drug test."

Drug test? Four years of school, countless hours spent on developing a resume and making contacts -- and now it comes down to one test that may decide your future.

Many employers support drug testing as a way to keep liability costs down and work site safety up. Yet some experts claim that testing can be inaccurate, and an inaccurate result can cost innocent applicants their jobs.

With more and more college graduates entering the job search and being subjected to involuntary drug tests as part of their application process many questions are raised.

How accurate are today's drug tests? How is drug testing affecting the job market? Will the medicine I took for my flu show up as some illegal substance? Is it legal? What about my right to privacy?

**"We are trying to warn students... about how employers today are being very strict on this issue. Sometimes a student might take something at college, thinking no one is looking over their shoulder -- but the real world doesn't work that way."**

- Cathy Eck,  
Health and Wellness Coordinator

These and many more questions about drug testing and today's job market will be answered tonight at 4 p.m., in the Reed Conference Room.

"Today there are more sophisticated tests that can detect drug use from many previous months before," said Cathy Eck, health and wellness coordinator at Behrend.

Vicki Frick, a RN from Hamot Occupational Health Center, who tests for drug use, will be on hand to discuss this process.

Also, Bill Lentulay, a certified employee assistance counselor from Hamot Medical Center, will explain his job of working with employees who have a drug use problem.

In most cases, if a person who is not employed fails  
(continued on page 2)