March 2013 Dinner Meeting Review

March’s meeting was a special session for our attendees. Our honored presenter was Carmine Liuzzi, Global Vice President for SAI. His focus is in the automotive sector of industry.

Carmine’s presentation was on OHSAS 18001, Making the business Case for Health and Safety. OHSAS, (Occupational Health and Safety Management System) is a standard that exists to help organizations establish and manage health and safety risks associated with their business operations.

Left to Right: Fred Hammond, Section Program CoChair; Carmine Liuzzi, SAI Global VP; Bill Gordon, Section Program CoChair.
Although the presentation was primarily focused on the Health and Safety, a lot of what Carmine shared crossed over into the ISO 9001 Quality Management System as we know in Quality. He often shared parallels between OHS and QMS that one could draw the importance of their interrelationships.

Carmine used the Methodology of the PDCA (Plan-Do-Check-Act) to describe how Strategic Business Plan and Organizational Vision might roll out with the implementation of the OHSAS 18001 Management System.

In general, the presentation was very well received. Carmine did an excellent job of bringing what could have been a less exciting subject matter to a very interesting level by using his humor and expertise. The presentation was well received by all.

…………………..
Book Giveaway drawing;
Buy One Get One Free Dinner Coupons
Look for details found here in this newsletter
…………………..

Local, Harrisburg Section 503 Business News/Info:

Special Note: Nominations for New Officers for 2014 (Jan-Dec) will close on March 31st. The current slate of NOMINEES is:

- Incoming Chair – Sally Haldeman (Previously elected)
- Chair-elect/Co-Chair Nominee – Brian Davis
- Treasurer – Greg Gurican – (Running Unopposed)
- Secretary – John Reibson – (Running Unopposed)

The election of the new officers will be held at the April Dinner Meeting.

The current Slate of Officers has volunteered to continue in their positions during the interim transitional period from Jul –Dec 2013 until the new slate assumes the leadership roles.

- Chair – Scott Crandall
- Chair-elect/Co-Chair position Sally Haldeman
- Treasurer – Greg M. Gurican
- Secretary – John Reibson

…………………..

Upcoming Section Meetings

May Meeting:

We will be having a multi-society meeting and student poster presentation at Elizabethtown College. Due to the logistics involved, ONLY advance registrations will be accepted as seating is limited. The “Buy One Get One Free” Coupon will not be available for this event.

June Summer Social Event:

The June Meeting will be our annual social event with an added bit of flavor. Included with the invitation to our members, will be the spouses of any Award recipients. Recipients will be notified in early May. The location of this event will be announced in the near future.

…………………..

Future Events

Mini Conference Chair

The Harrisburg Section of ASQ would like to be host to a mini conference as part of our strategic plan. The venue and the bill of fare are yet to be detailed. Our section leadership is soliciting for volunteers to join a committee that will plan and coordinate the event. The section would also like to invite a section member to act as the Mini Conference Chair.

This opportunity does not come lightly. It will require a person with good people skills and great sense of purpose. This person should have project management experience but it is not an absolute requirement. This opportunity will give any member that chance to hone their skills.

If interested, you may contact anyone of the section leaders or email to the 0503@ibis-qual.com link.

…………………..
Newsletter Survey
Print your name in the “Newsletter Survey” box at the end of this newsletter, answer the questions in the box, bring it to the April section meeting, drop it at the registration table and you will be entered into the drawing for the door prize. You must be present to win.

If you do not plan to attend the meet, feel free to send me your feedback to 0503@ibis-qual.com.

Congratulations to newly Certified Quality Professionals
We send our whole hearted congratulations to the following Quality Professionals for being awarded certifications.

Certified Manager of Quality/Organizational Excellence
  Brian C. Davis
  John A. Traxler
  Thomas A. Himmelsbach

Certified Quality Technician
  Jason Bruaw
  Elizabeth Reynolds
  Joanne Teitter

Certified Six Sigma Black Belt
  Charla S. Fridley
  Maria Hamilton
  Marco Lam

ASQ News/Info:

Job Opportunities: visit our section web site for potential job listings: www.asq-harrisburg.org

Most Recent Jobs added:
  • Quality Assurance Manager, Mobile Engineering – York, PA

Membership Profile: It is important to keep your profile up to date. Your email for instance is a vital vehicle that we use to communicate with you. If you suspect that your email address is not current, visit www.asq.org or contact ASQ’s Customer Care Center:

  Email: help@asq.org
  Phone:  800-248-1946 (USA and Canada only) or 414-272-8575
  Fax: 414-272-1734
  Mail: ASQ
       600 N. Plankinton Ave.
       Milwaukee, WI, 53203, USA

World Conference approaching:
Check out ASQ’s homepage for many more details on this event: www.asq.org.

Quality Tools
To learn more about Tools used in the pursuit of excellence: go to the link below:
Beyond the Basics (http://asq.org/quality-progress/2012/04/basic-quality/beyond-the-basics.html)
Book Review

**Title: The Visual Factory:**
*Building Participation Through Shared Information*

Author: Michel Greif
Price: $60 - $75 From various sources

If you're aware of the tremendous improvements achieved in productivity and quality as a result of employee involvement, then you'll appreciate the great value of creating a visual factory. This book explains why conventional work areas, where fragmented information flows from "top to bottom," must be replaced by the "visual workplace," where information flows in every direction. It details how visual management can make the factory a place where workers and supervisors freely communicate so that every employee can take improvement action.

The author's year-long worldwide research resulted in an abundance of practical recommendations. The communication techniques he suggests will:

- Foster cohesion within groups of employees.
- Turn fault-based into fact based communication.
- Overcome such problems as absenteeism and high defect rates.
- Stimulate an unending flow of suggestions from employees.

A valuable resource for plant, operations, and human relations managers, this text discusses how successful companies develop meeting and communication areas, communicate work standard production controls such as kanban, and make goals and progress visible.

Over 200 diagrams and photos illustrate the numerous visual techniques discussed.

Table of Contents:
1.) Visual Communication
2.) A Team’s Territory
3.) Visual Documentation
4.) Visual Production Control
5.) Visual Quality Control
6.) Process Indicators
7.) Making Progress Visible
8.) Implementing Visual Communication

~~~~~~~~~~~~~

******* Quality Trivia Corner *******

Check your answers against the given answers to last month’s trivia questions. I hope you did as well as an individual as some would have done with as a team effort.

Trivia quizzes can be great icebreakers.
1. Is there a 4th of July in England? Yes or no?
2. How many birthdays does the average man have?
3. Some months have 31 days. How many have 28?
4. How many outs are there in an inning?
5. Can a man in California marry his widow's sister?
6. Take the number 30, divide it by 1/2, and then add 10. .........What do you get?
7. There are 3 apples and you take two away. How many apples are you left with?
8. A doctor gives you three pills and tells you to take one every half an hour.... How long will the pills last?
9. A farmer has 17 sheep. All but 9 of them die. How many sheep are left?
10. How many animals of each sex did Moses bring with him on the ark?
11. A butcher in the market is 5’10” tall. What does he weigh?
12. How many 2 cent stamps are there in a dozen?
13. What was the President’s name in 1960?
14. Four words in the English language end in “ous. What are they?
Trivia Answers:

1. Is there a 4th of July in England? Yes or No? 
   Yes. It comes right after the 3rd
2. How many birthdays does the average man have? 
   One (1). You can only be born once
3. Some months have 31 days. How many have 28? 
   Twelve (12). All of them have at least 28 days.
4. How many outs are there in an inning? 
   Six (6). Don’t forget there is a top and bottom to every inning
5. Can a man in California marry his widow’s sister? 
   No. He must be dead if it is his widow
6. Take the number 30, divide it by 1/2, and then add 10. 
   Seventy (70). Thirty (30) divided by 1/2 is 60
7. There are 3 apples and you take two away. How many apples are you left with? 
   Two (2). You take two apples .. therefore YOU have TWO apples.
8. A doctor gives you three pills and tells you to take one every half an hour. How long will the pills last? 
   One hour. If you take the first pill at 1:00, the second at 1:30, and the third at 2:00, the pills have run out and only one hour has passed.
9. A farmer has 17 sheep. All but 9 of them die. How many sheep are left? 
   Nine (9). Like I said, all BUT nine die
10. How many animals of each sex did Moses have on the ark? 
   None. I didn’t know that Moses had an ark.
11. A butcher in the market is 5′ 10 tall. What does he weigh? 
   Meat ... that is self-explanatory.
12. How many 2 cent stamps are there in a dozen? 
   Twelve (12). How many eggs are in a dozen? TWELVE ... it’s a dozen 
13. What was the President’s name in 1960? 
   George W. Bush (or whoever the current President is. As far as I know, he hasn’t changed his name.
14. Stupendous, horrendous, tremendous and hazardous

So, how did we do?

14 correct........GENIUS...you are good.
10-12 correct....ABOVE AVERAGE...but don’t let it go to your head.
7-9 correct.......AVERAGE...but who wants to be average?
4-6 correct...........SLOW...pay attention to the questions!
1-3 correct..........YOU NEED TO GET OUT MORE
0 correct......YIKES!
<table>
<thead>
<tr>
<th>MEETING DATE</th>
<th>REGISTRATION DEADLINE</th>
<th>TOPIC</th>
<th>SPEAKER</th>
<th>LOCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>9/12/2012</td>
<td>9/5/2012</td>
<td>The Other Education--A Glimpse of Reality The Value of Mentoring</td>
<td>Nashon Walker, Chief Consultant Preeminent Consulting</td>
<td>HARRISBURG</td>
</tr>
<tr>
<td>10/10/2012</td>
<td>10/3/2012</td>
<td>Managing Bottlenecks in Process Plants – Value Stream Mapping and Theory of Constraints</td>
<td>Peter L. King, President Lean Dynamics, LLC</td>
<td>LANCASTER</td>
</tr>
<tr>
<td>11/14/2012</td>
<td>11/7/2012</td>
<td>Set Up Time Reduction - A Lean Tool</td>
<td>Gerald V. Clarke, President LQA-Lean Quality Associates LLC</td>
<td>YORK</td>
</tr>
<tr>
<td>12/12/2012</td>
<td>12/5/2012</td>
<td>Sustainable Design in Developing Countries</td>
<td>Dr. Kurt DeGoede, Associate Professor Elizabethtown College</td>
<td>HARRISBURG</td>
</tr>
<tr>
<td>1/9/2013</td>
<td>1/2/2013</td>
<td>The synergistic relationship between CPFR and item level RFID</td>
<td>Dr. Steve Brady, CEO Supply Chain Innovations Today</td>
<td>LANCASTER</td>
</tr>
<tr>
<td>2/13/2013</td>
<td>2/6/2013</td>
<td>The 8 Dimensions of Leadership</td>
<td>Rick &amp; Susan Stamm The Team Approach</td>
<td>YORK</td>
</tr>
<tr>
<td>3/13/2013</td>
<td>3/6/2013</td>
<td>OHSAS 18001: Making the Business Case for Health and Safety</td>
<td>Carmine Liuzzi, Vice President Training &amp; Improvement Solutions SAI Global</td>
<td>HARRISBURG</td>
</tr>
<tr>
<td>4/10/2013</td>
<td>4/3/2013</td>
<td>&quot;STEAM COFFIN: Captain Moses Rogers Employs Quality Strategies to Build the First Steamship in History&quot;</td>
<td>John Laurence Busch Historian and Author</td>
<td>LANCASTER</td>
</tr>
<tr>
<td>5/8/2013</td>
<td>5/1/2013</td>
<td>Joint Association Event Undergraduate Engineering Students, Elizabethtown College</td>
<td>Engineers for the 21st Century Student Projects</td>
<td>Elizabethtown</td>
</tr>
<tr>
<td>6/12/2013</td>
<td>6/5/2013</td>
<td>Section Social &amp; Awards Dinner Heritage Hills Hotel</td>
<td>Sally Haldeman, Chair Elect ASQ Section 503</td>
<td>Centerville</td>
</tr>
</tbody>
</table>
ASQ Harrisburg Section 503
APRIL 2013 DINNER MEETING

When: Wednesday, April 10, 2013
Registration: 6:00 - 6:30 p.m.
Dinner: 6:30 - 7:15 p.m.
Program and Q&A: 7:15 - 9:00 p.m.

Where: The Eden Resort Inn
222 Eden Road – Lancaster, PA 17601

Menu: Grand buffet: Tossed garden salad, dressings: Blue Cheese/Roquefort and Creamy Caesar, Pasta and potato salad, carved roast top round of beef. Entrees: Chicken Marsala or Tortellini Primavera. Chef's potato and vegetable, freshly baked breads and rolls, Coffee, decaffeinated coffee and herbal teas iced tea. Assorted dessert table to include pies, cakes and puddings.

Cost: Pre-Registered: $20.00/Section Member, $25.00/Guest
At-the-door: $25.00/Section Member, $30.00/Guest

What: STEAM COFFIN: Captain Moses Rogers Employs Quality Strategies to Build the First Steamship in History

In 1807, a brilliant, creative, and controversial American by the name of Robert Fulton (a native of Lancaster County – Fred) declared his intent to build an experimental “steamboat,” which would be used to initiate a continuous passenger service between New York City and Albany, New York. With the success of his North River Steam Boat, Fulton showed that it was possible for a person to alter artificially both their location and the amount of time it took to change it. Moses Rogers witnessed the first successful runs of the North River Steam Boat to Albany, and the experience gave him the fever—steamboat fever. Moses soon became one of the first steamboat captains in history, taking command of one of Fulton’s first rivals, the Phoenix. In his newly-created profession, Moses learned not only the characteristics of this first high technology, but the peculiarities of a traveling public just getting used to a “new mode of transport.” In the years immediately following Fulton’s triumph, running these steamboats on rivers, lakes and bays became a normal and accepted part of American life. But taking such a vessel on a voyage across the ocean was a different proposition altogether. Experienced mariners didn’t think it could be done. These early steamboats, they declared, were just too flimsy and unwieldy to withstand the dangers of the deep. But Moses believed otherwise. Combining his knowledge of the old mode of transport—sail—with the new mode of transport—steam—he set out to design a vessel that was capable of overcoming the many perils of the sea. This craft would be not a “steamboat,” but a “steamship,” the first of its kind. This presentation will show how Captain Rogers employed a variety of quality techniques and strategies to successfully complete this revolutionary vessel...nearly two centuries ago!

Who: John Laurence Busch - Historian and Author
Historian and author John Laurence Busch will attempt to re-calibrate your mind before showing why the proposition of making the first crossing of the Atlantic Ocean on a steamship was met with a mixture of skepticism and fear.

Fred Hammond – Program Co-Chair
IMPORTANT:
To meet the hotel notification requirements and allow for preparation for our meetings, all reservations need to be received one-week in advance of every meeting, by the close of business on the Wednesday before the meeting date.

Please register by Wednesday April 3, 2013:

<table>
<thead>
<tr>
<th>Name</th>
<th>E-mail</th>
<th>Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fred Hammond</td>
<td><a href="mailto:fhammo@gmail.com">fhammo@gmail.com</a></td>
<td>717-283.0818</td>
</tr>
</tbody>
</table>

NOTE: Please DO NOT reply to this E-mail or the Listserv to register.

Click on the link above and register at: fhammo@gmail.com. You will receive a confirming email within 36 hours.

DIRECTIONS:
From York: Take Route 30 East to Lancaster. Take the Lititz/Oregon Pike Exit off of 30 East. Go to the second traffic light and make a left onto 272 North (Oregon Pike). Go to the first traffic light and make a right onto Eden Road. The Best Western Eden Resort is on your right.

From Harrisburg: Take Route 283 East. Follow to the junction with Route 30 East. Follow Route 30 East to the Lititz/Oregon Pike Exit. At the first red light go straight. At the second red light turn left onto 272 North (Oregon Pike). At the first traffic light make a right onto Eden Road. The Best Western Eden Resort will be on your right.

--------------------------------------------------------------------------------------------------------------------------

Check out the attached coupons and bring a guest.

ASQ Harrisburg Section 503
April Dinner Meeting Meal Coupon
This Coupon is good for only one free dinner for a member or a member’s guest at the ASQ Harrisburg Section April Dinner Meeting, one coupon per member.

Conditions for usage:
If you are a member and would like to bring a guest that has never been to our meeting, this Coupon will be good for one free dinner. (Please invite colleagues that have never attended.)

If you are a member and have not attended a meeting in 2011 or 2012, this Coupon will be good for one free dinner.

- Pre-registration is required for both Member and Guest.
- Coupon has to be mentioned when registering or coupon is not valid.
- Member must present Coupon to redeem free dinner at front table when signing in at meeting or Coupon offer is not valid.
- Only one coupon per member.
- This coupon good only for April 2013 Meeting.
**TRAINING OPPORTUNITIES**

**DBS QUALITY MANAGEMENT INT’L**  
894 Carriage Way, Lansdale, PA 19446  Ph: (215) 368-6266  Fax: (215) 393-4873  E-mail: deidradoc@aol.com  
Visit our Website @ www.dbsqualitymgmt.com  
***Now Accepting Credit Cards***

---

### 2013 Training Programs

<table>
<thead>
<tr>
<th>Dates</th>
<th>Course Description</th>
<th>Cost/Person</th>
</tr>
</thead>
</table>
- Quality system principles and the process model  
- Examination/interpretation of ISO9001:2008 elements  
- Review of recently released 2008 standard changes  
- Continual effectiveness improvement focus  
Day 2 – Applying the Standard & Auditing Techniques  
- Audit mechanics: The documented quality system audit, Sampling, the Audit Checklist, Conducting the audit, psychology, Audit management, Non-conformity statements, audit reports, Corrective action follow-up, Skill development through workshops | $595  
**NOTE:** Cost for those who want to attend only the first day of training: $350 |
| April 4 & 5 | 1 Day SAE AS-9100C & AS9101D Supporting Criteria for Aviation, Space and Defense Organizations Standard  
**Call for On-site Pricing Or Registration Form** |
| May 15 & 16 | 1 Day Work Shop AS9101D Implementation Criteria; Application of SAE AS-9100C  
This course concentrates on the application of AS9101D, Key Changes in AS9100C, Process Turtle Diagram Work Shop, Business Process Metrics, The PEAR (Process Effectiveness Assessment Report), The OER (Objective Evidence Record), Risk Mgmt. Requirements and Work Shop. | **Cost/Person** |
| 2 Sessions:|                                                                                       |             |
| April 12 &  
June 14 |                                                                                       |             |

---

**Principal Instructor:** Michael J. Dougherty, RABQA/IRCA QMSLA, IAQG, CMDCAS, & AIAG Certified. ISO 9000, QS-9000, AS-9100, ISO 13485 Registrar Lead Auditor.  
**Courses Include:** Training materials & continental breakfast. Lunch is on your own. Courses run 8:30AM - 4:30PM. Please bring a copy of the appropriate Standard for reference.  
**Location:** Holiday Inn, 1750 Sumneytown Pike, Kulpsville, PA 19443. Ph. (215)368-3800.  
At Exit #31 (Lansdale) Northeast Extension of the PA Turnpike. Left at light off ramp. Hotel on immediate right. Please reserve your overnight room early if needed.  
Contact Deidra to register. Ph: (215) 368-6266  Fax: (215) 393-4873  E-mail: deidradoc@aol.com

---

Newsletter Survey: **What value are we providing to our members?**  
Complete and bring to April Meeting to be entered in Giveaway Drawing.  
You can also send your feedback to **0503@ibis-qual.com**

---

Name: ____________________________  
What content do you look forward to seeing in the monthly newsletter?  

---

What content would you like to see added in future newsletters?