



The Global Voice of Quality™

Quality Currents

Newsletter of Harrisburg Section 503

Serving the Quality Profession Since 1953

December 2013

Leadership Committee -- 2013-2014

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ASQ Web Site: www.asq.org

Harrisburg Section Home Page:

www.asq-harrisburg.org

Section Officers can be e-mailed

Reminder: Wednesday December 11th, fourth meeting of the Section Year. Sign up for reservations NOW. Please read the "New" Reservation Etiquette Policy on page 5!!

December 2013 Chair's Message



As this year winds down, and perhaps the busiest few weeks of the year are right in front of us, our dinner meetings promise to finish the year with a very engaging and timely topic. This is a topic that has been making headline news and has, no doubt, been a topic of conversation over your dinner table and at your water cooler. Of course, I'm talking about the Affordable Care Act (ACA). So, no matter how busy you are, please make an effort to carve out a few hours to join us for our dinner meeting on the 11th to hear Greg Gurican discuss the ACA and how it impacts you.

Last month, to help celebrate World Quality Month, I encouraged each of you to share the great work that we, as quality professionals, do within our workplace. For those of you in the healthcare industry, or in education,

COMMITTEES

Auditing	Craig Mosher	717-986-3540	Membership	Dewey Butts	dbutts@ibis-qual.com
Arrangements	Greg Gurican	717-653-9699	Newsletter	Dewey Butts	717-870-2474 dbutts@ibis-qual.com
Certification	Michael Green	717-697-4188	Nominations	Scott Crandall	800-233-3189
Chief Proctor	Susan Backs	717-378-6266	Placement	Brian Krady	brian_krady@yahoo.com
Education	John Sharp	717-986-7692	Program	Fred Hammond	717-330-9701
Examining			Webmaster	William Gordon	717-938-1923
				Steve Cronkrite	717-852-1806

Harrisburg Section 503 Newsletter, December 2013

you'll be delighted to know that the recipients of the 2013 Malcolm Baldrige National Quality Award have been announced and they are all in healthcare and education sectors! Baylor Regional Medical Center at Plano, in Texas, Sutter Davis Hospital, in California, and Pewaukee School District, in Wisconsin, were the three award recipients for 2013. The Malcolm Baldrige National Quality Award is the Nation's highest Presidential honor for performance excellence through innovation, improvement, and visionary leadership. If you work in the healthcare or education sectors, make sure you take a look at these organizations to inspire you and spread the word that quality practices are alive and well in sectors outside of manufacturing!

The end of 2013 is quickly approaching and if your life is anything like mine, this becomes one of the most hectic times of the year. However, it also becomes one in which I'm reminded of how blessed I am. So no matter how you celebrate this holiday season, I hope you are also feeling blessed and can take some time to enjoy your family, friends, and the wonderful people in your life.

Sally Haldeman, Chair ASQ Section 503

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**Local Harrisburg Section 503
Business News/Info:**

New Section OUTREACH committee

This past year, the Harrisburg Section executive council made a decision to form an outreach committee to explore the potential of the ASQ Harrisburg Section becoming a member of a local Chamber of Commerce organization. This was being considered as a way to provide the "quality" resources of ASQ to help support local businesses. Earlier in the year, the section had sent out notices to our members requesting volunteers for this committee. Several members responded and subsequent discussions were held with various local Chamber of Commerce organizations including Harrisburg, York, Lancaster, Lebanon and Carlisle.

I am pleased to announce the ASQ Harrisburg Section has obtained membership in the Harrisburg Regional

Chamber. This organization is focused on its members and always striving to provide the best opportunities. Whether it be networking, advertising, or education, the HRC is dedicated to the region's ever-growing business community. With a footprint in Dauphin, Perry and Cumberland counties, HRC is always looking for ways to assist local businesses.

ASQ- Harrisburg Section, as a new Chamber member, have taken an important step in contributing to this effort and matches the core values and principles that ASQ endorses.

In the near future, we will continue discussions with the HRC leadership team and the ASQ Hbg. section executive committee on collaboration efforts to help support local business via

- shared newsletter and website communications
- offering quality educational training programs
- ASQ executive council members attending Chamber events
- ASQ "quality topic" presentations to Chamber members i.e. roundtable meetings and at regularly scheduled events
- potential to share speakers for Chamber and ASQ events
- opportunity for job posting for local members
- increased ASQ membership as a result of Chamber members exposure to ASQ at the local and national level.

The executive council will be evaluating the possibility of joining the York and Lancaster Chambers in the coming year.

If you have an interest in being involved, from the ground floor, with this initiative, please contact John Sharp at jmsharp@te.com

John Sharp, Section Education Chair

Call for Certification Exam Locations

We need to secure an alternate testing location for the ASQ Certification Examinations. The exams are held every March, June, October and December. If your facility has a conference room or classroom that can accommodate 18 to 25 individuals, please have contact Susan Backs at sbacks@transairmfg.com or send a note to 0503@ibis-qual.com and we will forward your info to her.

Call for Celebrations and local Quality Announcements

If there are any announcements that you would like to have published and share with your quality professional colleagues, such as success stories, continuous improvement opportunities, best practices, etc., feel free to send it to 0503@ibis-qual.com and we will be very happy to add that to the newsletter.

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Mini Conference Chair reminder

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.

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Opportunity Links

Educational opportunities:

Feel free to visit the Section Website for our educational opportunities. You can download the catalog at <http://www.asq-harrisburg.org/education.html> for future reference. Also found there will be links to other educational opportunities both locally and around the ASQ community.

Job Opportunities: A few of our members have a continuing relationship with independent recruiters and Human Resources Recruiters. There some of our members that are actively looking for new opportunities. If you would like to share the job opportunities that you are aware of with your fellow

members, please feel free to contact our Placement Chair, Brian Krady at brian.krady@yahoo.com. They can be uploaded to our web site for all to see.

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

Members helping Members - Local Opportunities: As a member of our local section, we are offering free advertisement of open positions and opportunities to you. If you have an open position for a Quality Professional (any level) that you are looking to fill, we will be very happy to place your needs in our newsletter. Please send any information to 0503@ibis-qual.com and we will post it in the next newsletter or flyer that will be set out to our members.

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

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ASQ News/Info:

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

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**ASQ Harrisburg Section 503
DECEMBER 2013 DINNER MEETING**

When: Wednesday, December 11, 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: Served Salad (Balsamic Vinaigrette or Parmesan Peppercorn dressings); Carved Roast Beef, Chicken Piccata, Shrimp Tortellini, Fresh Fruit and Broccoli salads, rolls and butter, coffee, tea or Iced tea, and Desert Buffet.

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

What: Obamacare & Its Consequences

By special request, Greg was asked to present the implications of Obamacare on Healthcare delivery in the coming future. The presentation attempts to outline some of the components of the Affordable Care Act (ACA), affordable being a misnomer, and sheds light on the impacts to individuals and organizations as well as PA and the nation as a whole. If you want to learn more about the ACA and have not done your own individual assessment of the new law, then you will not want to miss the December meeting.

Who: Gregory M Gurican – GMG & Associates, LLP

Greg Gurican is the Principal Consultant and founder of GMG & Associates LLP, a HealthCare Quality firm. After 25 years in the Nuclear Power industry as a Sr. Nuclear Safety & Licensing Engr., Technical Consultant, and Project Mgr. Greg has added nearly 20 years of experience in HealthCare as a Registered Nurse in PA & NJ and is the former Manager of Nursing Quality Mgmt. & Innovation for WellSpan Health at York Hospital. Greg has been certified by HQCC as a Certified Professional of HealthCare Quality (CPHQ) and is both an ASQ Sr. Member for more than 10 years and has held both current and past officer-ships in the ASQ Section 503 and member since 2002. He is also a member of the National Association of HealthCare Quality (NAHQ) specialists, and long-term member of the PA Organization of Nurse Leaders (PONL) and its affiliate the South-central Organization of Nurse Leaders (SCONL). Greg holds the following degrees: BSEE (with a specialty in Power Systems) from the Polytechnic Institute of Brooklyn, MSNE (with a specialty in Nuclear Safety & Licensing) from the Polytechnic Institute of New York, an MBA (with dual majors in Finance and Business Administration) from Fordham University's Graduate School of Business Administration (GBA), and an ASDN (in Nursing Science) from Bergen Community College in Paramus, NJ.

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 December 6, 2013:

Name	E-mail	Fax
Fred Hammond	fhammo@gmail.com	717-283.0818

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.

Dinner Meeting Reservation Etiquette- Please, if you make a reservation to attend one of our dinner meetings and find that you are unable to attend, kindly let us know at least 48 hours in advance – preferably by the close of business the Friday prior. If you make a reservation and fail to show up the section pays for your meal. The section underwrites the cost differential in the charges for meals in addition to taxes and gratuity, 26% of the cost of the meals, so please be considerate. If you cancel with less than 48 hours’ notice or do not attend you will be asked to reimburse the section.

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.

ASQ Harrisburg-Lancaster-York SECTION MEETING SCHEDULE 2013-2014

MEETING DATE	REGISTRATION DEADLINE	TOPIC	SPEAKER	LOCATION
09/11/13	09/04/13	<i>The Creative Side of Quality and Innovation: Lateral Thinking, Bio-Mimicry, and More</i>	Steve Wilton <i>Implementing Innovation and Sustainability Initiatives</i>	YORK
10/09/13	10/02/13	<i>The Future of Pennsylvania's Manufacturing Sector</i>	Ryan C. Unger <i>Chief Operating Officer Team PA Foundation</i>	HARRISBURG
11/13/13	11/06/13	<i>Clean Manufacturing: An Executive Overview</i>	Warren J. Weaver <i>Energy, Materials & Sustainability Consulting LLC</i>	LANCASTER
12/11/13	12/04/13	<i>The Impacts of "Obamacare" on Healthcare Delivery</i>	Greg Gurican <i>Retired Healthcare Quality Professional</i>	LANCASTER
01/08/14	01/01/14	<i>"On time, On Budget, In Scope – SO WHAT? Why Organizational Change Management Matters</i>	Rob Carr, Manager <i>Momentum, Inc. Management Consulting</i>	YORK
02/12/14	02/05/14	<i>The Darker Side of Technology: How Unintentional Information Leaks Can Affect Your Bottom Line</i>	Jim Dill <i>Innovative Technology & Investigative Solutions - ITIS, LLC</i>	HARRISBURG
03/12/14	03/05/14	<i>Hope is not a Strategy: Simple Solutions for Doing Business in the 21st Century</i>	Ted Gee <i>President & CEO SBI Institute, Inc</i>	LANCASTER
04/09/14	04/02/14	<i>Developing quality professionals - The Institute for Quality and other on-campus initiatives</i>	Benjamin Neve, Ph.D. <i>Assistant Professor of Decision Sciences York College of Pennsylvania</i>	York
05/14/14	05/07/14	<i>Leadership Development and Personal Growth.</i>	Lee Rubin <i>Penn State Star Student-Athlete Turned Professional Speaker</i>	HARRISBURG
06/11/14	06/04/14	<i>Section 503 Recognition & Awards Social Night</i>	TBD	TBD

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
ISO 9000/TS-16949/AS-9100/ISO 13485 Quality System Assessments, Development & Training
 Visit our Website @ www.dbsqualitymgmt.com

2013 Fall Training Programs

Dates	Course Description	Cost/Person
1 Session: November 7 & 8	<p align="center">2 DAY ISO 9001:2000 Internal Auditor Training w/ 2008 Revision Review</p> <p>Day 1 – ISO 9001:2000/2008 Training</p> <ul style="list-style-type: none"> • Quality system principles and the process model • Examination/interpretation of ISO9001:2000 elements • Review of recently released 2008 standard changes • Continual effectiveness improvement focus <p>Day 2 – Applying the Standard & Auditing Techniques</p> <p>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</p>	<p align="center">\$595</p> <p>NOTE: Cost for those who want to attend only the first day of training: \$350</p>
1 Session: December 6	<p>1 Day SAE AS-9100C & AS9101D Supporting Criteria for Aviation, Space and Defense Organizations Standard</p> <p>This course concentrates on the AS-9100 revision "C", aerospace supplements over and above the requirements of the ISO 9001-2008 Standard, the application of AS9101D Audit Criteria/Requirements, and implementation strategies for certification preparation. Includes: Key Changes in AS9100C, AS9104 Transition Rules, Application of AS9101D Audit Criteria; The OER (Objective Evidence Report), The PEAR (Process Evaluation Assessment Report), Risk Management Requirements, Project and Configuration Management. Process Turtle Diagram Work Shop. Prerequisite: Understanding ISO 9001- 2008 is Essential. Understanding of AS9100 B is beneficial.</p>	<p align="center">\$395</p>
Offered On-Site Public Training TBD	<p align="center">One Day Work Shop AS9101D Implementation Criteria; Application of SAE AS-9100C</p> <p>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.</p>	<p align="center">Call for On-site Pricing Or Registration Form</p>

Principal Instructor: Michael J. Dougherty, RABQSA/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 Summeytown 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. Phone: (215)368-6266 Fax: (215) 393-4873 E-mail: deidradoc@aol.com

