



The Global Voice of Quality™

Quality Currents

Newsletter of Harrisburg Section 503

Serving the Quality Profession Since 1953

February 2013

Leadership Committee -- 2012-2013

CHAIR:

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sahaldeman@armstrong.com

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ASQ Web Site: www.asq.org

Harrisburg Section Home Page:
www.asq-harrisburg.org

Section Officers can be e-mailed

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

Chair's Message

Dr. Steven Brady was a bit of a smash, you all gave him very good reviews, it's nice to see a great response to our speakers. Keep filling out those surveys!!

This month I want to talk a little about business. In the last Leadership committee meeting we had a presentation from an outside organization and talked long after our allotted time about "Outreach". The long and short of it is we will be commissioning a sub-committee to provide direction to an Outreach chairman. Our vision of the Outreach program will be to promote our society to other organizations and inform them of our offerings. There is a lot of excitement about this program.

The other important bit of information is that Headquarters has decided to change the Officer terms to match the fiscal year... without getting into details it's a good thing. They have decided that the election we will have shortly will be for Officer terms beginning in January. As the current Officer year expires in June, they have allowed for the interim time to be by appointment. So to keep things simple I will appoint the election winners to the interim term, with their official term beginning in January 2014.

See you at Dinner.. we'll know who won the Superbowl by then.

Scott Crandall, Chair, ASQ Section 503

COMMITTEES

Auditing	Craig Mosher	717-986-3540	Membership	Patricia McCowan	Patty.mccowan@hp.com
				Mara Pagano	maralpagano@gmail.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	717-290-8000
Education	John Sharp	717-986-7692	Program	Fred Hammond	717-330-9701
				William Gordon	717-938-1923
Examining			Webmaster	Steve Cronkrite	717-852-1806

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Local, Harrisburg Section 503 News/Info:

Section Business Year Change

For more than 20 years the section business calendar year (or 'governance' as it is referred to) was July 1st through the following June 30th. Section officers terms aligned with those dates as did our financial reporting requirements. The section year aligned with the society's year, both governance and fiscal.

Several years ago the society went to a calendar fiscal and governance year. The change was made as a result of our international units and the reporting requirements for those activities. At the time of the change it was announced that the society would change and be followed by the divisions the following year. At that time the section year did not change, there was concern regarding the disruption it would cause in the operation of the sections. The only change for sections was that financial reporting changed to a calendar year.

However, that did create some problems, the most serious of which was that the annual financial reports would periodically involve the work of two separate Treasurers. As a Deputy Regional Director I am helping the Treasurer of one of my sections deal with just such an event as I write this.

Thankfully it was announced earlier this month that sections would change to a calendar governance year as well. What that means is that the officers elected this spring will serve from Jan 2014 through Dec 2014. Appointments will be made for the 6-month period from July 1 through December 31, 2013.

I am sure there will be some adjustments but I am confident that the members of the Harrisburg Section will not be impacted by these changes.

Fred Hammond,
Co-Program Chair, Deputy Regional Director

Call for Section volunteers

Our charter provides for an election of our leaders with appointments to specific committees based upon your interest. There are many benefits to being a section Leader and or Volunteer. To help give guidance and encourage participation, I have included the responsibilities and duties for each of the positions. We welcome your involvement.

ALL OFFICERS/Committee Chairs

- Attend all Section Leadership Committee (SLC) meetings and general membership meetings.
- Uphold Society Bylaws, Policies and Procedures, and Section Operating Agreement.
- All officers are responsible for submitting and updating the section officer and committee lists with HQ via the online submission form.

Vice Chair/Chair-elect (SMP Chair)

Specific Duties and Responsibilities

- Work closely with the chair to learn how to manage the section.
- Establish the section's business plan for the year and develop the internal systems for implementing the plan.
- Along with the chair, work with the SLC to set goals/metrics that support the section management program (SMP) and processes.

Arrangements Chair

Specific Duties and Responsibilities

- Arrange all meeting facilities including hotel, seating, room size, etc.
- Establish menu, negotiate fees, provide newsletter editor with location and menu information, and arrange for speaker equipment.
- Submit budget to treasurer for fiscal year.

Treasurer

Specific Duties and Responsibilities

- Maintain the section finances; make and record deposits and retain custody of all funds belonging to the section; authorize dispensing of section funds for eligible expenses.
- Submit monthly quarterly and annual treasury reports to section and headquarters as needed.

Secretary

Specific Duties and Responsibilities

- Ensure that meeting notices are provided to members in a timely manner.
- Prepare agenda and record all SLC meeting minutes and provide minutes to appropriate persons as needed.
- Serve as primary correspondent for the section: sign any documents representing official acts, orders, proceedings along with the Society President; direct printing and mailing of notices, ballots, and other information provided to members.

Chair

Specific Duties and Responsibilities

- Call, attend and preside over all SLC meetings.

- Along with SLC, develop section business plan and budget, including SLC and general membership meetings schedules
- Ensure that the section meets the minimum requirements as requested annually by the Section Affairs Council (SAC).
- Appoint all standing and additional committee chairs.

January 2013 Section Meeting Review

The presentation at January’s meeting was another different approach to quality in the transactional world. Product tracking continues to be a part of the business world that lends itself to inventory control and reducing subsequent shortages due to inaccuracies.

Dr. Steve Brady gave an excellent presentation showing the benefits of using Collaborative Planning, Forecasting and Replenishment (CPFR) and Radio Frequency Identification (RFID) in both the retail/apparel as well as manufacturing environments.

We were enlightened by how this technology has been implemented by some of the more substantial organizations such as Wal-Mart and Macy’s in being able to maintain control over their inventories. His presentation was found to be an excellent topic by members in attendance.

February Meeting “Bring a Friend to Dinner on Us”

As a way to reach out and encourage attendance at monthly meetings, we are offering a opportunity to bring a friend or colleague to a dinner meeting.

Here’s how it will work:

If you haven’t come to any dinner meetings in 2011 of 2012, you’re first 2013 dinner is on us.

This will encourage people who are not regulars to join us. And since we’re pairing this offer as a “buy one, get one”, we’ll probably have the new face coming with one of our regulars, anyway.

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 February 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.

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UPCOMING ASQ EDUCATIONAL COURSES LINKS

Educational opportunities can be found by visiting the Section Website at <http://www.asq-harrisburg.org/educatio.htm>. You can download the catalogs for future reference. Also found there will be links to other educational opportunities both locally and around the ASQ community.

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ASQ News/Info:

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

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 \(http://asq.org/quality-progress/2012/04/basic-quality/beyond-the-basics.html\)](http://asq.org/quality-progress/2012/04/basic-quality/beyond-the-basics.html)

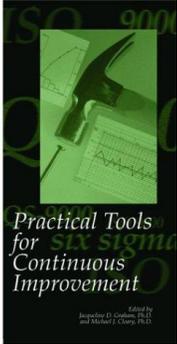
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Book Review

***** *Trivia Corner* *****

The answer to last month's word search quiz:
"Influence is not effective without good data"

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Title: Practical Tools for Continuous Improvement  
Author: [Jacquesline D. Graham, Ph.D.](#) & [Micharel J. Cleary, Ph.D.](#)

Price: approx. \$40.00 From the assorted bookstores

Book Synopsis: Continuous improvement will increase profits through improved productivity, increased efficiency, and reduced costs. To be effective, continuous improvement requires a toolbox of planning, problem solving, and statistical tools.

This easy-to-use book provides such a toolbox. It contains the tools that make continuous improvement a reality. The tools are explained in clear, concise language with step-by-step instructions for use; they have a proven track record for achieving successful continuous improvement.

Volume 1 Statistical tools  
Part 1: Practical tools for data collection.  
This part covers the tools for data collection, including how to collect data, how much to collect, and how frequently to collect it. The tools shown in this part are operational definitions, sampling, and check sheets.

Part 2: Practical tools for data analysis  
This part takes the data from Part 1, and analyzes and interprets it so the areas to improve become apparent. It shows the origin of the problem, and sheds light on the issues. The tools in this part are run charts, control charts, histograms, capability analysis, scatter diagrams, and Pareto diagrams.

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ASQ HARRISBURG SECTION MEETING SCHEDULE 2012-2013				
MEETING DATE	REGISTRATION DEADLINE	TOPIC	SPEAKER	LOCATION
9/12/2012	9/5/2012	<i>The Other Education--A Glimpse of Reality The Value of Mentoring</i>	<i>Nashon Walker, Chief Consultant Preeminent Consulting</i>	HARRISBURG
10/10/2012	10/3/2012	<i>Managing Bottlenecks in Process Plants – Value Stream Mapping and Theory of Constraints</i>	<i>Peter L. King, President Lean Dynamics, LLC</i>	LANCASTER
11/14/2012	11/7/2012	<i>Set Up Time Reduction - A Lean Tool</i>	<i>Gerald V. Clarke, President LQA-Lean Quality Associates LLC</i>	YORK
12/12/2012	12/5/2012	<i>Sustainable Design in Developing Countries</i>	<i>Dr. Kurt DeGoede, Associate Professor Elizabethtown College</i>	HARRISBURG
1/9/2013	1/2/2013	<i>The synergistic relationship between CPFR and item level RFID</i>	<i>Dr. Steve Bradly, CEO Supply Chain Innovations Today</i>	LANCASTER
2/13/2013	2/6/2013	<i>The 8 Dimensions of Leadership</i>	<i>Rick & Susan Stamm The Team Approach</i>	YORK
3/13/2013	3/6/2013	<i>OHSAS 18001: Making the Business Case for Health and Safety</i>	<i>Carmine Liuzzi, Vice President Training & Improvement Solutions SAI Global</i>	HARRISBURG
4/10/2013	4/3/2013	<i>"STEAM COFFIN: Captain Moses Rogers Employs Quality Strategies to Build the First Steamship in History"</i>	<i>John Laurence Busch Historian and Author</i>	LANCASTER
5/8/2013	5/1/2013	<i>Joint Association Event Undergraduate Engineering Students, Elizabethtown College</i>	<i>Engineers for the 21st Century Student Projects</i>	Elizabethtown
6/12/2013	6/5/2013	<i>Membership Social Event</i>	<i>Reserved</i>	To be Determined

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ASQ Harrisburg Section 503 February 2013 DINNER MEETING

When: **Wednesday, February 13, 2013**

Registration: 6:00 - 6:30 p.m.

Dinner: 6:30 - 7:15 p.m.

Program/Q&A: 7:15 - 9:00 p.m.

Where: **Heritage Hills Golf Resort Hotel – York, PA (Directions on Page 2)**

Menu: **Mt Rose Buffet:** Tossed green salad, fresh fruit salad, vegetable medley, rice pilaf, broiled flounder in lemon dill sauce; vegetable lasagna, dinner rolls & butter, Chef’s choice assorted deserts, coffee, tea, and iced tea.

Cost: **Pre-Registered:** \$25.00/Section Member, \$30.00/Guest

At-the-door: \$30.00/Section Member, \$35.00/Guest

What: The 8 Dimensions of Leadership

Like most of us, you probably have strengths and limitations when it comes to the basic tasks of leadership: Vision, Alignment, and Execution. That is very normal - but not very effective. In today's environment, whether you are at the top of the organization or anywhere in the hierarchy, leading people demands at least a minimal understanding of, and application of, each of the eight dimensions of leadership we will explore in this session.

Using the latest research on the interpersonal side of leadership, Rick and Susan Stamm of The TEAM Approach will take us on an interactive tour of The 8 Dimensions of Leadership. ***In order to be fully engaged in this session you need to complete an online assessment and bring the one-page report with you to this meeting. It will take approximately 10 minutes to complete.***

You can find the assessment at this link: <http://8dimensionsofleadership.com/the-assessment/> or contact Rick Stamm at rick@teamapproach.com or 717/672-0425 to receive a link via email.

Who: Rick & Susan Stamm – The Team Approach

Rick Stamm founded The TEAM Approach in 1986 believing that teamwork, and the relationship skills it requires, is the foundation of success in any business or achievement. His earlier career in state government provided positive experiences in developing teamwork, and 20 years as a pilot and aircraft commander with the Air National Guard gave him many opportunities to serve as a team leader. He holds a Masters Degree in Community Psychology from Penn State, served as the President of the Central PA Chapter of ASTD (American Society of Training and Development), and works very closely with the publishers his company represents in order to bring the best tools for team and team leader development to clients and customers.

Susan Stamm cut her teeth managing others in the fast food industry. She developed her drive and tenacity working as a highly successful outside sales rep on straight commission with a phone book as her only lead source. In her first job out of college, she worked to create organizational change, transforming attitudes about the learning potential of people with disabilities who had been “warehoused” for years. Through this work, she developed the belief that all people can learn which fuels her passion and helps her confront her client’s personal barriers to achieving their potential. Susan is the author of “42 Rules of Employee Engagement” and the Host on Bookendsbookclub.net. She has a BS in Management & Organizational Development from Eastern Mennonite University and is a candidate for a MS in Instructional Technology Management from La Salle University.

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. However, reservations will be accepted through noon on the Friday before the meeting if space is available to accommodate your attendance.

Please register by Wednesday February 6, 2013:

Register with:	E-mail	Fax
Fred Hammond	mailto:fhammo@gmail.com	717-283-0818

DINNER RESERVATIONS/CANCELLATIONS

Section 503 is a non-profit organization. Please, if you make a reservation to attend a dinner meeting and find later that you are unable to attend, for non-emergency situations, kindly let us know 48 hours in advance or sooner if possible. If you make a reservation and fail to attend, the Section will be required to pay for the meal, tax and gratuity. If you cannot attend due to a non-emergency situation within the 48 hour cancellation period prior to the meeting, the Leadership Committee kindly requests that you send a check for the meeting fees to the Section Treasurer at your earliest convenience. Please contact Greg Gurican, Treasurer, at graygur814@comcast.net for the mailing address. Thank you.

Harrisburg Section 503 Newsletter, Feb 2013

If you want to learn more about the book they will reference during the meeting you may want to listen to Susan's interview with the authors at http://www.bookendsbookclub.net/pod_shell/8DimLead.php

You can learn more about The TEAM Approach and the speakers at <http://www.teamapproach.com>

DIRECTIONS:

From York: Take I-83 south to Exit 18, Mount Rose Avenue. At the exit, turn left onto Mount Rose Avenue (Route 124 East). Proceed for 1 mile to the resort located on the right.

From Points East (Lancaster): Take Route 30 West to Columbia/York. Follow Route 30 West to the Mount Zion Road exit. Take the Mount Zion Road exit to the traffic light. At the traffic light turn left and continue south approximately 2 miles (7 traffic lights) to Prospect Road (Route 124 West). Turn right; proceed for 1/4 mile to the resort located on the left.

From Points North (Harrisburg): Take I-83 south to Exit 18, Mount Rose Avenue. At the exit, turn left onto Mount Rose Avenue (Route 124 East). Proceed for 1 mile to the resort located on the right.

From Points South (Baltimore): Take I-83 north to Exit 18, Mount Rose Avenue. At the exit, turn right onto Mount Rose Avenue (Route 124 East). Proceed for 1 mile to the resort located on the right.

**ASQ Harrisburg Section 503
Dinner Meeting Coupon**

This Coupon is good for one free dinner for a guest at an ASQ Harrisburg Section Wednesday Evening Dinner Meeting with one paid member meal.

(Please invite colleagues that have never attended.)

Please present coupon at the front table when attending the meeting.

Pre-registration is required for both Member and Guest.

Good for February, March, April 2013 meeting

**ASQ Harrisburg Section 503
Dinner Meeting Coupon**

If you are a member and have not attended a meeting in 2011 or 2012, this Coupon will be good for one free dinner at an ASQ Harrisburg Section Wednesday Evening Dinner Meeting

Please present at the front table when attending the meeting.

Pre-registration is required.

Good for February, March, 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

ISO 9000/TS-16949/AS-9100/ISO 13485 Quality System Assessments, Development & Training

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2013 Training Programs

Dates	Course Description	Cost/Person
2 Sessions: April 4 & 5 May 15 & 16	<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>
3 Sessions: February 21 April 12 June 14	<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 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. Phone: (215) 368-6266 Fax: (215) 393-4873 E-mail: deidradoc@aol.com

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