



The Global Voice of Quality™

Quality Currents

Newsletter of Harrisburg Section 503

Serving the Quality Profession Since 1953

February 2014

Leadership Committee -- 2013-2014

CHAIR:

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Armstrong World Industries
sahaldeman@armstrong.com

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Brian C. Davis

MS RA, ASQ CMQ/OE, CQA and CQE
bdavis@archtest.com
Manager — Quality Assurance

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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 February 12th. Sign up for reservations NOW. Please read the "New" Reservation Etiquette Policy on page 5!!

February 2014 Chair's Message



For all of you who attended our dinner meeting in January, have you begun approaching change management differently now? Have you incorporated some of the learnings about organizational change management into your projects and initiatives? I've been able to coach my sponsors and executive leaders on their role in driving our initiatives since attending Rob Carr's presentation last month. And with one particular change I've been driving, I avoided a potentially disastrous event by seeking out those who were resistant to the changes and understanding an issue they saw. Had I not been encouraged in last month's dinner presentation to seek out those who pushed back on change to understand their resistance, I may have rolled out a program that was destined to fail. Although it was

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

difficult to take the time and energy to seek out the negatives, especially while I was under a tight schedule to begin with, I'm certain that my approach will deliver a more effective result.

Our dinner meeting topic this month deals with protecting information in the workplace. As quality professionals, we are privy to sensitive information about our products, processes, formulations, and intellectual properties. None of us want to be in a position that we have unwittingly provided confidential information to someone outside of our organization. Jim Dill will present how we can protect ourselves and our companies from security leaks.

Changing gears a bit here, I wanted to share an experience that I had recently at a pediatrician's office. As I began the check-in process, I noticed that their routine had changed. I was greeted a bit differently than in the past and the process to confirm my healthcare information was more streamlined. I mentioned that the check-in process was easier and friendlier this time. I was told that their practice had been implementing something called "standard work" for the office staff and that it was supposed to help patients have a more positive experience and reduce errors with the check-in process. Wonderful! I was so excited to talk with them about how it was working. The practice implemented standard work for the medical teams a while back, but now it was being expanded to the office staff. While there was some early skepticism, the office staff was seeing the benefits, particularly, when training new people. I love seeing quality improvements in my workplace. I was even more thrilled to see a quality improvement at my pediatrician's office. The tools and methods that we use are applicable in so many areas and I love sharing these success stories with others who have made quality improvements their career.

Sally Haldeman, Chair ASQ Section 503

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

[Call for Certification Exam Locations](#)

Reminder: You have a facility that you would like to offer to host Certification exams, contact to all interested in supporting the ASQ Certification process, if you have a facility that may be able to host the Certification Exams, then please contact Susan Backs at sbacks@transairmfg.com or send a note to 0503@ibis-qual.com and we will forward your info to her.

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[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 Update](#)

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

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ASQ News/Info:

Heathcare Division News:

Standards Committee Liaison Search

The ASQ Healthcare Division has been approached by the ASQ Standards Committee to identify a liaison to the Standards Committee.

This HCD member will be responsible for participating in the development of American National Standards and to revise them on a periodic basis. The work program for 2014 consists of 5

standards and all are up-to-date/don't need to be revised at this time. Plans for this year are to update the committee's operating procedures. This will require each member to review procedure and to vote on the final product.

There are two face-to-face meetings each year (2 hrs. long), one in March (Orlando) and one in August (DC) in which a report from the HCD liaison will be required. WebEx is available for these meetings. The HCD will also require a report from the liaison on the outcomes of these two meetings and any other issues that may impact the Division. Travel expenses for these meetings, if applicable will be reimbursed.

If you are interested in being appointed to this important position, please contact Division Chair, Bill Dunwoody, at whd@iioe.net

Education & Programs Task Group Leadership and Members Needed

For programs and educational products that are being developed during the 2014 calendar year, the Healthcare Division is in need of members to fill several critical positions. If you are interested in being appointed to any of these positions, please contact Division Chair, Bill Dunwoody, at whd@iioe.net.

HCD Technical Programs Committee Coordinator

- Reports to the Education Committee Chair.
- Coordinates activities related to the review of educational materials or presentations being offered by the Division for distribution to customers in print or web formats.
- Responsible for coordinating the review and recommendation of speakers for recognition as Division selected or sponsored presenters at local, national, or international conference proceedings.
- Will serve on the Programs Committee for the upcoming Technical Communities Conference being planned for the Fall of 2014

HCD Technical Programs Committee Members

- Works with the HCD TPC Coordinator and Education Chair to review presentations for potential inclusion in conferences, publication, and webinars.

**TC (Quality Institute for Healthcare) Conference
Logistics Manager**

- Manages all aspects of the Divisions activities at the annual TC (QIHC) Conference including the scheduling and management of logistics for special meetings, and all issues related to the exhibit booth (supplies requisition and purchases, set-up, staffing, break-down).
- This individual will be eligible for full reimbursement of the cost of attending and managing the TC (QIHC) Conference events

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Reminder REPEAT PERFORMANCE!

For those of you who missed Greg Gurican's presentation on December 11th on the subject of "Obamacare (ACA) and Its Consequences" you will have another opportunity to attend this well received topic of import to every American. Greg will be giving the presentation again before the Reading ASQ at its Monday night February 10th meeting at: the Crossroads Restaurant on Rte 61 in Reading. The program begins at 6pm with dinner at 6:30pm and presentation at 7:15pm. For further details and to register please contact:

BB, Yeoh, the Reading Section Program Chair at BB.Yeoh@spectrumhhi.com .

LOCATION:

Crossroads

4643 Pottsville Pike, Reading, PA 19805
(610) 926-9002 · S · American

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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**Harrisburg
Section**
The Global Voice of Quality™

ASQ Harrisburg Section 503 February 2014 DINNER MEETING

When: **Wednesday, February 12, 2014**

Registration: 6:00 - 6:30 p.m.
Dinner: 6:30 - 7:15 p.m.
Program/Q&A: 7:15 - 9:00 p.m.

Where: **The Holiday Inn Harrisburg East – Harrisburg PA**

4751 Lindle Road Harrisburg, PA 17111 (717) 939-7841

Menu: **A Taste of Italy Buffet** - Tomato and Mozzarella Salad with Basil Vinaigrette, Antipasto Tray, Sliced Fresh Fruit Display. Pasta with Marinara, Alfredo, and Pappalardo Sauces, Chicken Parmesan, Lasagna with Meat Sauce, Pesto Mashed Potato, Green Bean Amandine, Italian Bread & Rolls. Cannoli & Biscotti Cookies, Profiterole, Spumoni, Tiramisu, Iced Tea with Lemon, Freshly Brewed Regular and Decaffeinated Coffees and Hot Tea.

Cost: **Pre-Registered: \$25.00/Section Member, \$30.00/Guest**
At-the-door: \$30.00/Section Member, \$35.00/Guest

What: **The Darker Side of Technology:
How Unintentional Information Leaks Can Affect Your Bottom Line**

Many major corporations and industries spend large amounts of money in hardware, software and personnel protecting their computer systems from unauthorized access. However, even with adequate access control and IT protections in place it is often times the employees who are the weakest link regarding information security. Through mechanisms such as Social Engineering, Spear Phishing, Vishing and Caller ID Spoofing many employees unwittingly release sensitive information that can seriously damage an organization and affect profitability. The presentation, "The Darker Side of Technology" examines how these technologies are misused. It is a multimedia training that incorporates discussion, live demonstrations and actual case studies. It also emphasizes how an on-going educational campaign, highlighting these techniques and the risks associated with them, is essential to any corporate or government security plan.

Who: **Jim Dill – Innovative Technology & Investigative Solutions – ITIS, LLC**

Jim is a Summa Cum Laude Graduate of the Indiana University of PA – BA Criminology – and was valedictorian of the Criminology Department. Jim has dedicated his entire law enforcement career to matters dealing with investigative technologies. He is a 30 year veteran of the PA Office of Attorney General (OAG) with 27 of those years served as an agent, supervisor, or director of the unit responsible for electronic surveillance, investigative technology and counter surveillance matters. He was later promoted to Deputy Chief and placed in charge of all Investigative Services. Throughout his career Jim has participated in hundreds of investigations involving the use of investigative technology for the OAG as well as with a variety of federal, state, and local law enforcement agencies. He has been qualified and has testified as an expert on investigative technologies in both the Common Pleas and Appellate Court systems. Jim is an active member of the Mid-Atlantic Technical Investigators Association and the National Technical Investigators Association and has served on the FBI

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Telecommunications Industry Liaison Unit and the CALEA Implementation Unit. A sampling of the other agencies and organizations Jim has instructed for are: The PA State Police, US Treasury Department, The Vanguard Group, The Susquehanna International Group, LLP, PA Commission of Crime & Delinquency, Northeast Counterdrug Training Center, DEA, The United Way, Chiefs of Police, National Organization of Victim Advocates, Women in Need and many other victim assistance organizations, Numerous federal, state, county and local government agencies. Jim is now retired from the Attorney General's Office and has his own business in which he does investigative technology consulting, training and TSCM services.

Fred Hammond – Program Co-Chair

Cont'd.

IMPORTANT: Please register by Wednesday February 5:

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.

DIRECTIONS:

Holiday Inn – Harrisburg East. 4751 Lindle Road, Harrisburg, PA 17111. (717) 939-7841

From York: Take I83 North to Route 283 South (follow signs for Harrisburg airport). Take Route 441 exit from Route 283, at the light turn left and cross over Route 283. The entrance to the Holiday Inn will be on the right.

From Lancaster: Take Route 283 West to Route 283 North (follow signs to Harrisburg). Take the Route 441 exit from Route 283 North. At the light turn right, the entrance to the Holiday Inn will be on the right.

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ASQ Harrisburg-Lancaster-York SECTION MEETING SCHEDULE 2014

MEETING DATE	REGISTRATION DEADLINE	TOPIC	SPEAKER	LOCATION
01/08/14	01/01/14	<i>"On time, On Budget, In Scope – SO WHAT? Why Organizational Change Management Matters</i>	<i>Rob Carr, Manager 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>	<i>Jim Dill 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>	<i>Ted Gee 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>	<i>Benjamin Neve, Ph.D. Assistant Professor of Decision Sciences York College of Pennsylvania</i>	York
05/14/14	05/07/14	<i>Leadership Development and Personal Growth</i>	<i>Lee Rubin Penn State Star Student-Athlete Turned Professional Speaker</i>	HARRISBURG
06/11/14	06/04/14	<i>Section 503 Recognition & Awards Social Night</i>	<i>Sally Haldeman, Chair ASQ Section 503</i>	Centerville
09/10/14	09/03/14	<i>Plant Tour: Sechan Electronics Inc. 525 Furnace Hills Pike Lititz, PA</i>	<i>Jeff Filer & Kathy Burkhart Senior Quality Assurance Engineers</i>	Lititz
10/08/14	10/01/14	<i>Simulation; taking 'lean thinking' to the next level</i>	<i>Brittany Hagedorn, SSBB Experienced Healthcare Consultant Simul8 Corporation</i>	York
11/12/14	11/05/14	<i>Proposed Mini-Conference</i>	TBD	TBD
12/10/14	12/03/14	<i>Recent Advances in Robotic Design</i>	<i>Dr. Joe Wunderlich Associate Professor of Engineering Elizabethtown College</i>	Lancaster

Advertisements

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



2014 Training Programs

Dates	Course Description	Cost/Person
3 Sessions: March 6 & 7 April 2 & 3 May 8 & 9	<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: March 21 April 25 June 13	<p align="center">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, Kulpville, 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