



Monthly Meeting Notice & News February, 2017



CHAIR NOTE

By Adam Marsh

ASQ section 503 has kicked off 2017 with an excellent review of some of the new requirements in ISO 9001:2015 by Judi Markel, an ISO auditor and local consultant. We look forward to a year full of interesting presentations and events. We would also like to thank our outgoing Section Chair, Brian Davis for his dedicated service to our section. We hope to continue the positive growth that Brian has brought to the section with relevant discussion topics and events for our members. During this transition please be patient with the team and let us know where improvements can be made. Do not hesitate to contact me directly if you have questions. Our next event will be held in Lancaster at the Eden Resort on 2/8/17 with a presentation by Timothy Wickard of Carlisle Construction Materials about minimizing the loss of knowledge as staff retire or move on. This is a particularly interesting topic during the transitions for ASQ and during ISO upgrade audits as the revised standard requires evaluating institutional knowledge. As we have continued to sell out our seats at each event please be sure to pre-register so we can plan appropriately and you can be sure to have a seat. Thank you and we look forward to seeing you there.

FEBRUARY MEETING NOTICE

When: **Wednesday, February 8, 2017**

Registration: 6:00 – 6:30 pm
Dinner: 6:30 – 7:15 pm
Program: 7:15 - 9:00 p.m.

Where: **Lancaster Eden Resort**

Subject: **Minimize Tribal Knowledge Erosion as Baby Boomers Retire**

Speaker: **Tim Wickard, Director Quality Systems
Carlisle Construction Materials**

Cost:

Pre-Register: **Members - \$25 | Guest/Non-Members - \$30**

At the Door: **Members - \$30 | Guest/Non-Members - \$35**

Students - \$15

Menu: You can always count on a great buffet: Carved Roast Top Sirloin of Beef (Plus choose 2 of the following) Chicken Breast Marsala, Roast Loin of Pork with Hunter Sauce, Baked Salmon with Basil Cream Sauce, Tortellini Primavera. Assorted Dessert Table includes Pie, Cakes and Puddings.

Lancaster Eden Resort

222 Eden Rd
Lancaster, PA 17601-4216
(Near Route 30 and Hwy 272 / Oregon Pike)



Minimize Tribal Knowledge Erosion as Baby Boomers Retire

It is estimated the rate of retiring baby boomers is 10,000/day. As these experienced operators, supervisors, and leaders exit the organization they take with them tribal knowledge and habits gained over a long career. The latter is often the most difficult to capture and retain. These personnel exist in all departments from engineering and manufacturing to customer service and procurement. Many companies have only recently realized the risks. This presentation will define tribal knowledge and outline why companies have underestimated the loss. The paper will apply a cultural and behavioral perspective. It will show how fundamental methodologies can be used to mitigate risk.

Timothy E. Wickard

Timothy Wickard has worked in technology and quality management roles for 30 years in a variety of markets (space, military, internet, automotive, and construction materials).

He has had a number of responsibilities and his current area of interest is in operations research. Wickard has published several research papers on quartz crystals and hermetic packaging and has patents for a surface mount hermetic package and connectors. He started his career training and implementing an SPC program for a 200-person operation with 100% adoption from CEO to front line operators.

His areas of technical and research interests include industrial physics and behavioral engineering as well as hermetic packaging, ferroelectric and single crystalline materials.

Wickard received his BS degree in Physics and Environmental Science from Dickinson College and

MS in Engineering from Penn State University. He did additional work towards a PhD in Material Science and Engineering at Penn State University. In 2012 received M.Sc. (Technology Management) from University of Pennsylvania and Wharton Business School.

NEW ASQ CERTIFICATION: CERTIFIED SUPPLIER QUALITY PROFESSIONAL (CSQP)

The Certified Supplier Quality Professional (CSQP) works with an organization's supply chain and suppliers to continuously improve performance of key system components (refine life cycle, reduce scrap, improve repair processes) by implementing process controls and developing quality assurance plans. Due to the ever increasing globalization of the supply chain, the demand for CSQPs has exponentially increased in a broad spectrum of industries including: aerospace, automotive, biologics, food processing, government, medical device, pharmaceutical, and shipping.

For more information about this new ASQ certification, click [here](#).

PUBLICATION INFORMATION

This newsletter is published on a regular basis to inform members and potential members about Section 503 activities and other news/information that might be of value to quality professionals. To be considered for the next newsletter, input must be received by the 10th of the month.

EMPLOYMENT OPPORTUNITIES

<http://www.asq-harrisburg.org/placement.php>

- Quality Auditor, Nexans, New Holland, PA
- Quality Engineer – Overhead Door



CERTIFICATION EXAMS ARE ELECTRONIC

Prometric Test Centers:

Two closest locations to Harrisburg Chapter

York - Lancaster

2064 Fruitville Pike
Lancaster, PA 17601

Harrisburg

1100 N. MOUNTAIN ROAD
HARRISBURG, PA 17112

Certification Test Dates:

<http://asq.org/cert/dates>

November 4, 2016 is next application deadline for CQA, CQE, CQIA, CSQE, CSSGB, CQPA, CCT, CPGP. Testing window is December 1-17, 2016.

December 9, 2016 is next application deadline for CQT, CQI, CRE, CBA, CHA, CMQ/OE, SSB, MBB, SSB, CSQP. Testing window is January 6-22, 2017.

What out for the danger of not allowing enough time to prepare for the test. You will only have 5-6 weeks to prepare if you put off preparing until the day you sign up.

Prometric

<https://www.prometric.com/en-us/Pages/home.aspx>

ASQ's certification examinations are transitioning to computer-based testing. The exams coming up in June will be the last ones administered on paper. Beginning in the fall, the ASQ certification exams will be administered by Prometric, an organization with more than 20 years of experience in test administration.

The following details will hopefully answer many of your questions.

1. The October exam cycle will be the first one that is computer-based, replacing the current proctored, paper-and-pencil exams. The exams will still be open-book.
2. Rather than on a single day, the electronic exams can be taken anytime within a 17-day window. The window for the October exam cycle will be September 29 through October 15. Examinees will send their application and payment to ASQ; once approved, they will be able to schedule their own exams with Prometric anytime during the test window.
3. The exams will be administered at Prometric test centers. We have already discussed with ASQ the need for a local test site; they will be following up with Prometric to explore possible options. The problem of distance is (somewhat) mitigated by the fact that individuals will be able to schedule the day and time of their exams. We will update you as more information becomes available.
4. Exams will now be offered six times a year rather than two. The current March/October exams will be administered in January, March, May, July, September and November. The current June/December exams will be offered in the alternating months. This will result in a total of 102 days per year on which a given exam can be taken, rather than the current two days per year. It also means that an exam can be retaken after only two months, if necessary.

While there will be some challenges, overall this is a significant improvement in the certification process. We are hopeful that the geographic inconvenience can be resolved.



January 2017 Member Gift Bundle: ASQ Career-building Resources

The free gift from ASQ this month is all about career-building resources. It's a sampling of some of the best resources to help members succeed, whether building a professional portfolio or moving toward something new and/or more fulfilling in the future.

Resources include:

- ASQ 2016 Salary Survey and Quality Progress? Salary Calculator
- Free e-books on team excellence, process improvement and innovation
- Career-focused articles, webcasts and new ASQTV episodes on careers and the quality profession.

Access your member gift by January 31 by clicking

[Click here](#) to get these resources.

ADDRESS CHANGED?

Has your email address changed? Help us keep you informed of Section 0614 events and information by updating your contact information and email preferences at <http://www.asq.org/>. Log in and click "My Account" to update your membership record. You can add or make email, address and phone changes in the "Contact" tab, and then be sure to click on the "email preferences" tab to be sure you are subscribed to receive future Section communications.

2017 Section Elections

Congratulations to Adam Marsh for assuming Chair position!

We are still in need of Chair-elect

See current leaders or past leaders to see how you can get involved!

Section Chair-Elect/Vice-Chair

Supports the work of the Chair and performs duties of the chair in his/her absence. Appoints chairs for all standing committees and provides orientation and consultation as needed.

NEWS LETTER EDITOR NOTE

By Mark Wood

As you know, "quality time" can be defined as time spent in giving another person one's undivided attention in order to strengthen a relationship, especially with reference to working parents and their child or children. This could be an issue because in today's fast-paced world, where emails, texting, Twitter, Facebook, and other social media seems to take priority over everything else, finding an occasion to spend "quality time" with those that mean the most might be challenging at best.

How can we use our time wisely? The following has been suggested as ways to become more efficient with our time, manage our work and home loads, and better enjoy the time we already have.

Determine how you spend your time. There are a variety of ways to do this. Try keeping a log or journal for several days. Or make a chart or graph illustrating how your time is spent. Be sure to keep track of everything that's taking up your time: sleep, work, eating, chores, school, etc. Be honest with yourself here. This will show you how best to manage your time, especially if you find yourself upset at spending so much time in one area of your life.



Write down goals. Now that you know where your time is going, how would you like it to be spent? Mainly, what do you want to change about your current routine? If you noticed any wasted time, start by making a goal to address it. For example, if you found yourself spending several hours responding to pointless emails, taking extra breaks, or waiting for things, make it a goal to rescue that wasted time.

Prioritize your goals. This doesn't have to be incredibly detailed. Just rank your goals in the order in which you'd like to complete them. Try to put at least 30 percent of your weekly time toward accomplishing a goal. Re-evaluate your goals periodically. You may find after accomplishing some tasks that your priorities have shifted. Alter your goals if desired.

Plan your time. Give yourself a manageable range of time and make a list of the goals you must accomplish. Keep a separate list of things you'd like to get done. Then, look at your week and assign tasks for each day that get you closer to achieving your goals. Remember to include time for family, relaxation, and personal time. While you don't need to detail what you'll be doing, you should be sure to block out the time.

Realize that your time is valuable. Don't allow your schedule to fill up with things that don't get you closer to your goals or that don't make you happy. If something seems like a waste of your time, try to cut it short or get out of it. Likewise, don't feel you have to accomplish everything yourself or it won't be done correctly. You'll most likely need to learn how to trust and let go in order to accomplish your tasks. Remember this quote from Michael Altshuler: "The bad news is time flies. The good news is you're the pilot."

Be well and be safe. - Mark

Leadership Committee -- 2017-2018

CHAIR:

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CO-CHAIR/CHAIR ELECT:

Open

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ASQ Web Site:

www.asq.org

Section Home Page:

www.asq-harrisburg.org



STANDING COMMITTEES:

Auditing Chair	Craig Mosher	717-986-3540	Membership Chair	Greg Gurican	717-653-9699
Arrangements Chair	Greg Gurican	717-653-9699	Newsletter Editor	Mark Wood	mwood@sellarsnonwovens.com 610-593-0402
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Education Chair	John Sharp	717-986-7692	Program(s) Co-Chairs	Chad Yiengst Bill Gordon	717-451-9076 717-938-1923
Voice of the Customer (VOC) Chair	Brain Davis	717-767-3767	Webmaster & INET Liaison	Steve Cronkrite	717-852-1806 webmaster@asq-harrisburg.org

ASQ Harrisburg-Lancaster-York SECTION MEETING SCHEDULE 2017

MEETING DATE	REGISTRATION DEADLINE	TOPIC	SPEAKER	LOCATION
01/11/17	01/06/17	<i>ISO 9001:2015 - The Next Generation: Highlights of New Concepts With A Focus on Context of the Organization</i>	<i>Judi Markel, Owner ISO Advantage, LLC</i>	Harrisburg
02/08/17	02/03/17	<i>Minimize Tribal Knowledge Erosion as Baby Boomers Retire</i>	<i>Tim Wickard Director Quality Systems Carlisle Construction Materials</i>	Lancaster
03/08/17	03/03/17	<i>Driving Productivity with the Power of 3D Printing</i>	<i>Allan Pincus Director of 3D Printing Design-Point</i>	York
04/12/17	04/07/17	<i>Aquaponics- Process, Regulations, and Opportunities for Quality Control</i>	<i>Dr. David Foster Chief Scientist Integrated Agricultural Systems</i>	Harrisburg
05/10/17	05/05/17	<i>Organizational Knowledge and Social Media: How should a QA professional "like" this mix?</i>	<i>Paul Armstrong Chief Innovation Officer eNthusAProve, LLC</i>	Lancaster
06/14/17	06/09/17	<i>Section 503 Recognition & Awards Social Night Keynote Speaker</i>	<i>Dr. Robert Gee President American Meridian University</i>	York
09/13/17	09/08/17	<i>Planning for Failure: the Power of Defensive Pessimism</i>	<i>John Sharp Global Quality Leader TE Connectivity</i>	Harrisburg
10/11/17	10/06/17	<i>Carlisle Construction Materials Plant Tour 1555 Ritner Highway, Carlisle, PA</i>	<i>Tim Wickard Director Quality Systems</i>	Lancaster
11/08/17	11/05/17	<i>Dealing with Difficult Team Members and Stakeholders</i>	<i>Myles Miller CEO & Founder LeadUP</i>	York
12/13/17	12/08/17	<i>Teaching "Quality and Continuous Improvement" at a Business School</i>	<i>Robert O. Neidigh, Ph.D. Assistant Professor Shippensburg University</i>	Harrisburg



Advertisement(s)

DBS Quality Management Int'l
ISO 9001/AS9100/ISO 13485/TS16949
Quality Systems Assessments, Training & Development
Access Database Development and Lean Six Sigma Implementation

Web Site: dbsqualitymgmt.com

Dates	2017 Winter/Spring Training Programs	Cost/Person
3 Sessions: February 23 April 26 June 8	<p style="text-align: center;">Understanding ISO 9001:2015:</p> <p>This day is designed to provide an understanding of ANSI/ISO/ASQ 9001:2015 quality management systems requirements for implementation. The training will examine the 10 specific clauses of the standard, Management's role, business operational processes tied to metrics (Key Performance Indicators, "KPI's"), the application of the "Risk Management Process" and review of examples. A key aspect of the course presents methods to document your business management processes to meet the requirements of the standard. Understanding through feedback workshops.</p>	\$450/person
3 Sessions: February 23 & 24 April 26 & 27 June 8 & 9	<p style="text-align: center;">2 Day ISO 9001:2015 Internal Auditor Training</p> <p style="text-align: center;">Day 1: Understanding ISO 9001:2015 as listed above Day 2: Audit Mechanics-Process Based Audit Methodology:</p> <ul style="list-style-type: none"> ❖ The Auditor, Auditee, Audit & Audit Preparation ❖ Auditing Documented Information ❖ Develop the Process Audit Plan ❖ Process Audit Preparation ❖ Auditing Metrics, Goals and Performance ❖ Auditing for Compliance ❖ Writing the Process Audit Report ❖ Root Cause Analysis & Corrective Action Plan ❖ Corrective Action Verification and Closure ❖ Audit skill development through individual, team, and role play sessions 	\$750/person
3 Sessions: January 12 & 13 March 23 & 24 May 23 & 24	<p style="text-align: center;">2 Day AS9100 D-2016 Standard Training</p> <p style="text-align: center;">Day 1: Understanding ISO 9001:2015; Base Requirements for AS9100D. Day 2: AS9100D-2016 Additional Requirements to ISO 9001:2015.</p> <p>This day concentrates on the AS9100 revision "D" (2016) aerospace supplements over and above the requirements of the ISO 9001-2015 Standard, the application of AS9101F Audit Criteria/Requirements, AS9104/1, changes in the OASIS database and implementation strategies for certification preparation. Key changes of AS9100C to AS9100D-2016 will be reviewed. A specific focus is the review of the "Most Common Gaps" in AS9100C certified companies transitioning to AS9100D to use as an upgrade development tool. Understanding through study workshops</p>	\$750/person
2 Sessions: March 1 May 18	<p style="text-align: center;">1 Day ISO 13485:2016 Training</p> <ul style="list-style-type: none"> <li style="width: 15%;">❖ Introduction <li style="width: 15%;">❖ Structure, Scope & Definitions <li style="width: 15%;">❖ Based on ISO 9001:2008 <li style="width: 15%;">❖ Risk Management <li style="width: 15%;">❖ Process Clauses <li style="width: 15%;">❖ Medical Device Clauses <li style="width: 15%;">❖ Procedures Required 	\$450/person
<p>Principal Instructor: Michael J. Dougherty, Certified Lead Auditor ISO 9001, AS-9100, & ISO 13485</p> <p>Courses Include: Training material & continental breakfast. Lunch is on your own. Courses run from 8:30 AM to 4:30 PM. Please bring a copy of the topic appropriate Standard for reference</p> <p>Course Location: Holiday Inn, 1750 Sumneytown Pike, Kulpville, PA 19443. Ph. (215) 368-3800 At Exit #31 (Lansdale) Northeast Extension of the PA Turnpike Registration Forms available on our Web Site www.dbsqualitymgmt.com</p> <p>Contact Deidra to register. Phone: 215-368-6266, Fax: 215-393-4873, e-mail: deidrdoc@aol.com.</p>		

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