



The Global Voice of Quality™

Quality Currents

Newsletter of Harrisburg Section 503

Serving the Quality Profession Since 1953

January 2014

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 January 8th, first meeting of the Section New Year. Sign up for reservations NOW. Please read the "New" Reservation Etiquette Policy on page 5!!

January 2014 Chair's Message



As this year winds down, and perhaps the busiest few

Happy New Year! 2014 has begun and it's already off to a quick start with lots in store. Coming up this year, we will have our 2nd Annual Recognition and Awards Social Night in June and a Mini Conference to coincide with November's Quality Month. And, of course, we have our dinner meetings on the second Wednesday of each month, with various speakers and topics related to quality. It takes a lot of work to line up presenters for our monthly dinner meetings. Thankfully, we have great Program Chairs, Bill Gordon and Fred Hammond, who

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
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				Steve Cronkrite	717-852-1806

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have the entire year of 2014 scheduled for us! The 2014 dinner meeting schedule is listed in the newsletter and on our website. Take a look at the schedule for all the upcoming presentations and tours and get those dates in your calendar to join us for networking opportunities, learning, and recertification credits.

Last month's dinner meeting presentation was a hit! Greg Gurican's presentation on the Affordable Care Act (ACA) was very well received. The information presented was put into context for Pennsylvanians, as well as national demographics. Based on the engagement during the meeting and the survey responses, Greg's presentation resonated with our membership.

Our topic for January's dinner meeting is organizational change management. If you've ever implemented a business solution, just to see it fizzle and fail, you need to hear Rob Carr at our next meeting. Rob will discuss how to integrate the discipline of organizational change management with project management so that projects have a better success rate and you can be more effective at implementing change.

And the results are in for ASQ's Quality Progress 27th Annual Salary Survey. If you find yourself interviewing for a job, seeking a promotion, or even in the position of a hiring manager, the results of the survey are worth reading. The survey added some interesting questions this year, by asking hiring managers to describe what they are looking for in candidates. It's probably no surprise that experience is desired, but it may surprise you to see some of the other results. The analysis shows the results of salaries broken down by job titles, size of company, industry, education & certification, gender and age, and even by the number of work hours. There's also a separate analysis for self-employed consultants.

At the beginning of every year, I make resolutions. I categorize them by personal, family, professional, and faith. If your new year's resolution includes an element of professional development, leadership, or making more of a contribution towards social or professional organizations, perhaps getting more involved with our section's activities is just what you need! As I mentioned at the beginning of this article, 2014 is shaping up to be a busy year in our section.

And we need all the help we can get organizing the special events in June and November. Please consider being a part of these subcommittees. We are forming subcommittees for our 2nd Annual Recognition and Awards Social Night in June and for our Mini Conference in November. If you are interested, please contact me and I can provide more information. Committee involvement is a great way to become more connected to your local section. And, of course, earning some recertification credits is an added bonus for those of you working towards ASQ recertification.

Sally Haldeman, Chair ASQ Section 503

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

Call for Certification Exam Locations

As a reminder 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. She indicates that she may have the 2014 year covered, but it is always good to have some facilities available as a back up.

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

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ASQ News/Info:

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 19605
(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
January 2014 DINNER MEETING**

When: Wednesday, January 8, 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: Heritage Hills Golf Resort Hotel, Links Center (lower level) – York, PA
(Directions on Page 2)**

Menu: Woody Buffet: Tossed green salad, macaroni salad, vegetable medley, rice pilaf, pepper crusted pork loin, grilled London broil w Bordelaise sauce, desert buffet. Vegetarian plate available, request with registration, cash bar available in room.

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

**What: On Time, On Budget, In Scope – SO WHAT?
Why Organizational Change Management Matters**

Sure, Project Managers can drive projects to completion on time, on budget, and within scope... but does that equate to true project success? We seem to have mastered the discipline of Project Management, and yet statistics still show that as many as 70% of projects fail to meet expectations! Organizations must ensure that impacted stakeholders and employees actually use (and want to use) solutions that result from completed projects! If your organization is still focused solely on “on time, on budget, and within scope,” then the projects in your organization are likely falling into the 70% category.

Today’s ultra-competitive business landscape demands solutions that integrate efficiency and effectiveness to ultimately add value to the organization. In this program, find out why being on time, on budget, and within scope is simply not enough and how integrating the discipline of Organizational Change Management with Project Management can substantially increase your project ROI and your position in the marketplace.

who: Rob Carr – Momentum Inc.

As a Senior Manager of Service Delivery at Momentum Inc., Rob Carr oversees Marketing and Corporate Stewardship and supports Subcontract partners within the organization. Rob also provides a range of consulting services focused on improving performance by effectively integrating management, operational, and support processes. As a Prosci® Certified Change Management Professional, Rob serves as one of Momentum’s subject matter experts in organizational change. He has held lead and support roles in project management; organizational change management; business process re-engineering and process improvement; business analysis; and learning and organizational development. His diverse blend of public and private sector experience includes projects in IT supported re-engineering; post-merger integration and cultural transition; strategic planning; leadership and workforce development; marketing and brand building; and business process analysis and design. Rob’s education includes a Master of Science degree in Management: Change Management and Human Resources from the University of Central Florida and a Bachelor of Science in Industrial Engineering from Penn State.

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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 January 1, 2014:

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:

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.

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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