



The Global Voice of Quality™

Quality Currents

Newsletter of Harrisburg Section 503

Serving the Quality Profession Since 1953

March 2013

Leadership Committee -- 2012-2013

CHAIR:

Scott Crandall

Director of Quality and Advanced Technology

McClarin Plastics Inc.

Hanover, PA 17331

(800) 233-3189

scrandall@mcclarinplastics.com

CO-CHAIR/CHAIR ELECT:

Sally Haldeman

Armstrong World Industries

sahaldeman@armstrong.com

TREASURER:

Gregory M. Gurican, R.N.

Retired, Mgr. Quality Mgmt. & Innovation

(717) 653-9699

graygur814@comcast.net

SECRETARY:

John Reibson

Quality Assurance Specialist

Penn State College of Medicine

Hershey, PA. 17033

(717) 531-4498

jreibson@psu.edu

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**

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Local, Harrisburg Section 503 News/Info:

- The current slate of Officers have volunteered to continue in their positions during the interim transitional period from Jul –Dec 2013, as the Society moves to a Calendar based operation year to coincide with the new fiscal year.
- Nominations are OPEN for the Jan-Dec 2014 slate of officers. The election will be held at the May Dinner Meeting.
- May Multi-society meeting and student poster presentation will be at Elizabethtown College. Due to the logistics involved, ONLY advance registrations will be accepted as seating is limited. The “Buy One Get One Free” Coupon will not be available for this event.
- Summer Social Event (sponsored entirely by the Section) will include invitations to spouses of Award recipients. Recipients will be notified in early May. The location of this event will be announced in the near future.

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

Slate of 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.

March Meeting “Bring a Friend to Dinner on Us”

Once again as a way to reach out and encourage attendance at monthly meetings, for the March Dinner Meeting, 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.

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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

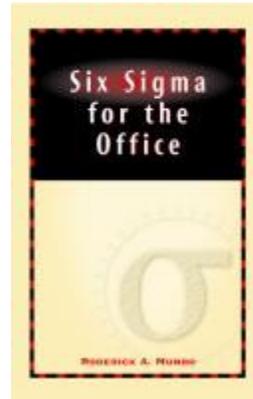
World Conference approaching:
Check out ASQ's homepage for many more details on this event: www.asq.org.

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



Title: Six Sigma for the Office:
A Pocket Guide

Author: Roderick Munro

Member Price: \$17.00 From ASQ Stores

Book Synopsis: The principles of Six Sigma are being used in nearly every industry to reduce waste and improve performance. However, most books on the subject are written only for those in manufacturing, and specifically for engineers or those with a high level of technical expertise.

Meanwhile those working in offices receive little or no information on how to use Six Sigma in their environments. Now best-selling author Rod Munro has written a convenient book explaining the tools of Six Sigma, specifically tailored to those in the office.

Six Sigma for the Office: A Pocket Guide is a convenient guide for anyone working on Six Sigma projects in non-manufacturing environments. Specifically written for those at the green belt level, this book will help explain the Six Sigma tools and show how they apply to those working in an office. All of the examples in the book are taken from the office environment, so office workers will easily identify and be able to apply these tools in their own jobs.....

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\*\*\*\*\* **Quality Trivia Corner** \*\*\*\*\*

When conducting team training, my colleagues and I used a series of 20 questions as an Icebreaker at the start of the class. It was a way to show the group how a team effort can be more successful than a single individual can be. I found the following set of questions in my recent search for trivia. Some are the same (or derivations of the ones we used) but others are completely different which I found entertaining. Try your luck with these.

When I was training Six Sigma teams, I incorporated the use of data into the exercise. That format tied directly into the nature of the class subject matter. If you are interested in knowing more about this Icebreaking exercise and how I used it, please send me an email at [0503@ibis-qual.com](mailto:0503@ibis-qual.com) and I will be glad to share it with you.

The answers to these questions will be in the next Newsletter.

**Trivia quizzes can be great icebreakers.**

1. Is there a 4th of July in England? Yes or no?
2. How many birthdays does the average man have?
3. Some months have 31 days. How many have 28?
4. How many outs are there in an inning?
5. Can a man in California marry his widow's sister?
6. Take the number 30, divide it by 1/2, and then add 10.  
.....What do you get?
7. There are 3 apples and you take two away.  
How many apples  
are you left with?

8. A doctor gives you three pills and tells you to take one every half  
an hour.... How long will the pills last?
9. A farmer has 17 sheep. All but 9 of them die.  
How many sheep are left?
10. How many animals of each sex did Moses bring  
with him on the ark?
11. A butcher in the market is 5'10" tall. What does  
he weigh?
12. How many 2 cent stamps are there in a dozen?
13. What was the President's name in 1960?
14. Four words in the English language end in "ous."  
What are they?



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**ASQ HARRISBURG SECTION MEETING SCHEDULE 2012-2013**

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

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

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

**When: Wednesday, March 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: The Holiday Inn Harrisburg East – Harrisburg PA**

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

**Menu: Buffet: “A Taste of Italy”** Caesar Salad • Tomato, Mozzarella, and Basil Salad • Antipasto Tray • Sliced Fresh Fruit Display • Pasta with Marinara, Alfredo, and Pappalardo (Pink Sauce with Ham, Peppers, Mushrooms) Sauces • Chicken Parmesan • Lasagna with Meat Sauce • Pesto Mashed Potato • Green Beans Amandine • Italian Bread and Rolls • Cannoli, Biscotti, Profiterole, Tiramisu and Spumoni, • Beverages

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

**What: OHSAS 18001 Making the Business Case for Health and Safety**

An increasing number of organizations are implementing an Occupational Health and Safety Management System (OHSMS) to help them manage risk, address legislation and to protect their workforce. OHSAS 18001 is the recognized management system standard for OHSMS. It contains a set of requirements which if properly developed and implemented can assist an organization to systematically manage health and safety risk associated with their business operations.

Unfortunately, many of these same organizations implement cumbersome systems and procedures which instead of facilitating their business activities hinder their operations to pursue the goal of achieving registration. The presentation will discuss the requirements and principles of OHSAS 18001 and how, applied from a proactive and practical perspective organizations can gain the intended business benefits including a reduction in the severity and number of incidents thereby reducing costs. The focus on continual process improvement can enable an organization to create and an effective and efficient business management system to achieve sustainable success.

**Who: Carmine Liuzzi - SAI Global Vice President, Automotive Practice Leader**

Carmine gained over 15 years of experience in the chemical design and process industries while with Union Carbide Corporation. His assignments included new product development for a variety of automotive applications. As a member of the management team, he was instrumental in developing environmental programs, including waste minimization efforts in both laboratory and manufacturing operations.

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Carmine has continued to refine his process management skills and techniques since joining SAI Global 14 years ago. He has assumed the leadership role in several key projects including the development and coordination of international work teams tasked with reengineering core business processes, starting with strategic long range product planning through the entire product / process design, manufacture, sales, service and product phase out. Carmine's approach has always remained on the "bigger business picture" in order to ensure maximum benefit and value to the entire enterprise. His experience not only includes corporate management positions, but he has also held leadership positions in startup operations in both the service and retail industries

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 March 6, 2013:**

| <b>Register with:</b> | <b>E-mail</b>                                                 | <b>Fax</b>   |
|-----------------------|---------------------------------------------------------------|--------------|
| Fred Hammond          | <a href="mailto:fhammo@gmail.com">mailto:fhammo@gmail.com</a> | 717-283-0818 |

**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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**Check out the attached coupons and bring a guest.**

**ASQ Harrisburg Section 503  
March Dinner Meeting Guest Coupon**

This Coupon is good for **one free dinner for a guest** at the ASQ Harrisburg Section March 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, mention coupon when registering.**

Good for March Meeting Only

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**ASQ Harrisburg Section 503  
March Dinner Meeting Member 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 the ASQ Harrisburg Section March Dinner Meeting

Please present at the front table when attending the meeting.

**Pre-registration is required, mention coupon when registering.**

Good for March Meeting Only

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**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](http://www.dbsqualitymgmt.com)

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**2013 Training Programs**

| Dates                                      | Course Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Cost/Person                                                                                              |
|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|
| 2 Sessions:<br>April 4 & 5<br>May 15 & 16  | <b>Day 1 – ISO 9001:2000/2008 Training</b> <ul style="list-style-type: none"> <li>• Quality system principles and the process model</li> <li>• Examination/interpretation of ISO9001:2000 elements</li> <li>• Review of recently released 2008 standard changes</li> <li>• Continual effectiveness improvement focus</li> </ul> <b>Day 2 – Applying the Standard &amp; Auditing Techniques</b><br>Audit mechanics:<br>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                                                                                                                                    | <b>\$595</b><br><br><b>NOTE: Cost for those who want to attend only the first day of training: \$350</b> |
| 2 Sessions:<br><br>April 12<br>June 14     | <b>1 Day SAE AS-9100C &amp; AS9101D Supporting Criteria for Aviation, Space and Defense Organizations Standard</b><br>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. <b>Prerequisite:</b> Understanding ISO 9001- 2008 is Essential. Understanding of AS9100 B is beneficial | <b>\$395</b>                                                                                             |
| Offered On-Site<br><br>Public Training TBD | <b>One Day Work Shop AS9101D Implementation Criteria; Application of SAE AS-9100C</b><br>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.                                                                                                                                                                                                                                                                                                                                                                                                                        | Call for<br>On-site Pricing<br>Or<br>Registration Form                                                   |

**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**

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Newsletter Survey: What value are we providing to our members?
Complete and bring to March Meeting to be entered in Giveaway Drawing.
You can also send your feedback to 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?