



Monthly Meeting Notice & News May, 2017

CHAIR NOTE

By Adam Marsh

As you begin to plan for the rest of 2017, consider planning internal audits with some of the following suggestions to ensure they are effective:

1. Use a qualified auditor: Inexperienced internal auditors will often not dive deep enough to truly understand if a process is effective. Ensure the individual is outside of the system that they are auditing and that they understand that this process is to help the system and not penalize employees.
2. Be careful with checklists: Checklists can be helpful tools in completing an audit but can often lead to just filling in a box without appropriate probing questions. Process audits often lead outside of the area being audited which can make checklists difficult to maintain.
3. Not including customer specifications or requirement: Utilize this as an opportunity to ensure you are meeting your customer's quality requirements not only the quality standard to which you may be registered.
4. Not diving deep enough: ISO Auditors will only be able to look at higher level documents and a sampling of records. Internal auditors have more time and knowledge of the system allowing them to review in detail documents, work instructions and quality records.

5. Findings are not a bad thing: If you identify an issue and take appropriate action during the auditing process your 3rd part auditor will likely not write a finding during their visit.

6. Not asking enough questions: Internal Audits are designed not only to ensure that you are meeting quality standards and your own procedures but also to take the opportunity to review a process and make it better.

7. Not involving enough staff: Internal Audits can serve as training for employees that are outside of the system being audited. Diversified employees are critical to growing companies and if your staff has an understanding how the other processes work they can make companywide improvements.

Please also plan to join us as we are continuing our speaker series with a tour of an aquaponics facility in April, a review of organization knowledge in relation to social media in May and the annual awards banquet in June. The executive committee is continuing to look for new opportunities to provide services to both current and potential members for our organization through website updates, emails and new programs and look forward to seeing you at our events.



MAY MEETING NOTICE

When: Wednesday, May 10, 2017
Registration: 5:30 p.m. - 6:30 p.m.
Dinner: 6:30 p.m. - 7:30 p.m.
Program: 7:30 p.m. - 9:00 p.m.

Where: Lancaster Eden Resort
222 Eden Rd
Lancaster, PA 17601-4216

**What: Transferring professional skills to socially
impactive community projects**

**Please register on-line, NO LATER than 2:30 pm
on Friday, May 5, 2017 at:**

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

**Preregistration: Members: \$25.00, Guests: \$30.00,
Students: \$15.00**

**If registering a guest on-line, please use the
comment field to provide the names of our guests.**

Buffet Menu: Tossed Garden Salad with choice of
two dressings; Carved Roast Top
Sirloin of Beef; Chicken Florentine;
Baked Salmon w/ lemon sauce; Pasta
Salad; Potato Salad; Chef's Potato,
Vegetable; Freshly Baked Rolls and
Butter; Assorted Pies, Cakes, and
Puddings; Coffee; Tea

Transferring professional skills to socially impactive community projects

A story teller at heart, Mary will share her professional development lessons through stories of her own business and volunteer experiences. Mary's objective is to show ways that industry-honed expertise can benefit causes important to the listener and how getting involved makes it possible to develop skills beyond what is accessible in a current professional role. Attendees will leave having learned a list of soft skills that are relevant to future changes in the quality profession as well as strategies for closing their own skill gaps.

Who: Mary Stoltzfus

Mary Stoltzfus is an experienced leader currently pursuing industrial engineering management degree after over 25-years in a manufacturing industry. She was previously the Vice President of Operations at Dutchland, Inc., a Lancaster County family-owned business that designs, manufactures, and installs large, pre-cast liquid holding tanks. In the 1990s, Mary implemented a formal manufacturing quality control (QC) program and created a sustainable workforce while managing construction projects. From 2000–2010, she restructured the manufacturing process and implemented a formal project managing department. The company's QC program won national industry recognition, a position it maintains to this day. From 2010 to 2016, her focus was on reducing waste, addressing the skills gap, and leading the international technical training of licensees.



April 2017 Member Gift Bundle: Auditing

In this new ASQ webcast, quality auditor, certification instructor, and author Lance Coleman, walks us through advanced quality auditing techniques that not only ensure compliance and drive continuous improvement, but also reveal substantial gaps and opportunities in your risk management program.

Access your member gift by April 30 by clicking [Click here](#) to get these resources

SAVE THE DATE – AWARDS NIGHT

June 14, 2017

Sheraton 4Pts Hotel, York, PA

Speaker: Dr. Bob Gee

American Meridian University

**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

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.

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



**Local Harrisburg Section 503
APRIL-2017 Business News/Info:**

**Please Welcome Our Newest Members!
FOR THE SEVEN (7) MONTHS**

August, 2016

NAME	COMPANY
Matthew Cordell	Volvo Corp.
Corey Craver	Fulton Financial Corp.
Timothy Dietz	UNDECLARED
Jermaine Franklin	UNDECLARED
Carlton Heston	UNDECLARED
Robert Lenker	Retlif
Anne Lentz	Pratt & Whitney
Kent M. Murphy	Mars
Ryan Palmer	VCE
Chuck Smith	Bayer
Karen Walker	Crescent Industries, Inc.

September, 2016

NAME	COMPANY
Barbara A. McGrath	UNDECLARED
Jeff J. Zimmerer	Sentinel Connectors

October, 2016

NAME	COMPANY
Kimberly Jordan	The Flinchbaugh Company
Shrikrishna Pandey	UNDECLARED
Gail M Patterson	Capitol Blue Cross
Alexander Rajis	UNDECLARED

November, 2016

NAME	COMPANY
Kathy Andersen	UNDECLARED
Jared Cooper	The Hershey Company
Maria E Cortes	UNDECLARED
Karl Hindle	UNDECLARED
Brooke Johnson	Schreiber Foods
Dan Laskowitz	Dentalez
Lisa Long	UNDECLARED
Judith A. Markel	NQA-USA
Andreas Ruzic	Rosenberger North America
Reid Seifert	UNDECLARED

December, 2016

NAME	COMPANY
Emory Matthew Jester	TE Connectivity
Jason Kauffman	Tait Towers
Tania Martinez	Tait Towers
Kari L Wilkin	York College of PA

January, 2017

NAME	COMPANY
Andrew Deatrick	UNDECLARED
Paul Lecurieux-Lafayette	Elizabethtown College
Vivedhini Singaravelu	Phoenix Contact
David Gardea	Transcore
John A. Schleicher	UNDECLARED
Christine Smith	Home Nursing Agency
Shawn Kitzmiller	UNDECLARED
Mandy L. Boyd	Ecore International
Kenneth W Brehm	SESCO Industries
Trinadh Bollimpalli	Byway Corp.



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. 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>

- Senior Quality Technician, Posted 2/9/17, Check Harrisburg ASQ website.

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.

Leadership Committee -- 2017-2018

CHAIR:

Adam Marsh
President, Ledge Inc.
(717)-965-6378
amarsh@ledgeinc.com

CO-CHAIR/CHAIR ELECT:

Open

TREASURER:

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SECRETARY:

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Quality Systems Engineer
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PAST CHAIR:

Brian C. Davis
MS RA, ASQ CMQ/OE, CQA and CQE
brian.c.davis@intertek.com

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
Certification Chair	Michael Green	717-697-4188	Nominations Chair	Brian Davis	717-767-3767
Chief Proctor	Susan Backs	717-378-6266	Placement Chair	Brian Krady	brian_krady@yahoo.com
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
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>	Camp Hill
05/10/17	05/05/17	<i>Transferring professional skills to socially impactful community projects</i>	<i>Mary Stolfus Past VP of Operations Dutchland, Inc</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> <div style="display: flex; justify-content: space-between;"> <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 <ul style="list-style-type: none"> ❖ 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 </div>	\$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> <div style="display: flex; justify-content: space-between;"> <ul style="list-style-type: none"> ❖ Introduction ❖ Structure, Scope & Definitions ❖ Based on ISO 9001:2008 ❖ Risk Management ❖ Process Clauses ❖ Medical Device Clauses ❖ Procedures Required </div>	\$450/person

Principal Instructor: Michael J. Dougherty, Certified Lead Auditor ISO 9001, AS-9100, & ISO 13485

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

Course Location:
 Holiday Inn, 1750 Sumneytown Pike, Kulpsville, 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

Contact Deidra to register. Phone: 215-368-6266, Fax: 215-393-4873, e-mail: deidradoc@aol.com.

Click on Icon below for ISO Training



Check Out the next World Conference

2017 WORLD CONFERENCE ON QUALITY AND IMPROVEMENT
 MAY 1 - 3, 2017 | CHARLOTTE, NC

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