



The Global Voice of Quality™

Quality Currents

Newsletter of Harrisburg Section 503

Serving the Quality Profession Since 1953

November 2012

Leadership Committee -- 2012-2013

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Harrisburg Section Home Page:
www.asq-harrisburg.org

Section Officers can be e-mailed

Chair's Message

So Hurricane (SuperStorm) Sandy has come and gone. I hope your homes and businesses are undamaged. It was nice to have a weekday off to catch up on chores, wasn't it?

Very Important Note Folks!! Due to size limitations at the Sheraton York we have changed the venue for this month. The meeting will be at the Heritage Hills Golf resort. Please make sure you note your calendars and get the driving directions before you head out. Heritage Hills is a nice facility and we should enjoy it. Who knows, if it works out maybe we can contract with them. It will be important that you fill out your surveys after the meeting so we know your thoughts about the facility. We've had a couple of other suggestions and want to do what you'd prefer. Let us know!

All indications from you are that last month's Speaker was excellent and the topic was of interest to you. This month we are following up with another Lean topic and are expecting a great turnout. Hope to see you in Heritage Hills a new environment for another great presentation.

Scott Crandall, Chair, ASQ Section 503

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COMMITTEES

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				William Gordon	717-938-1923
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Local, Harrisburg Section 503 News/Info:

October 2012 Section Meeting Review

On Oct 10th, our regular Wednesday evening meeting was held at the Eden Resort in Lancaster. It started with a tasty “Grand Buffet” featuring Mixed Greens, Potato and Pasta salads. This supplemented an excellent spread of Beef, Chicken and Salmon specialties. The dinner was topped off with a nice array of desserts.

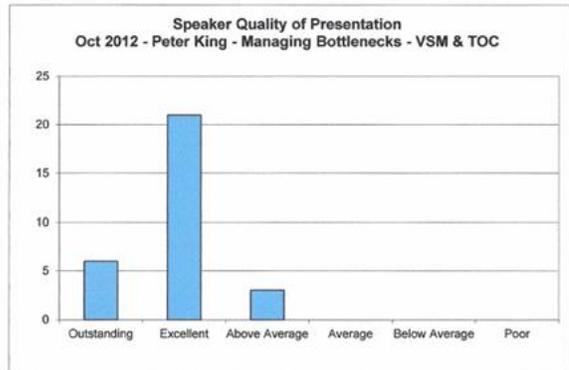
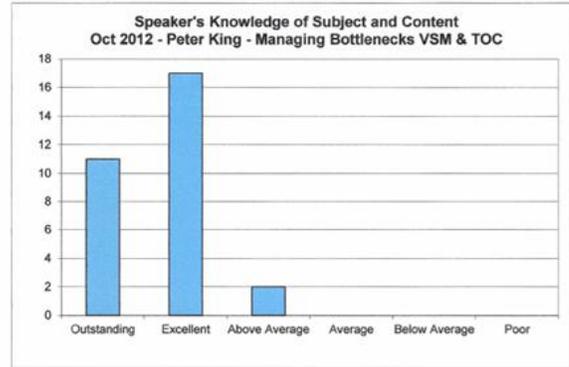
The presentation was a descriptive overview of “Value Stream Mapping and Theory of Constraints” concentrating on “Managing Bottlenecks in Process Plants”. The presentation was delivered by Peter King, President of Lean Dynamics, LLC. From an extensive background, he shared his views and experience on the problems that our industries have been facing with managing product flows.

He started with an interesting history of how Lean Principles were being employed before Lean manufacturing and interchangeable parts became the standard. He then went into the description and details of Value Stream mapping and how to mitigate your bottlenecks in the process by using Theory of Constraints.

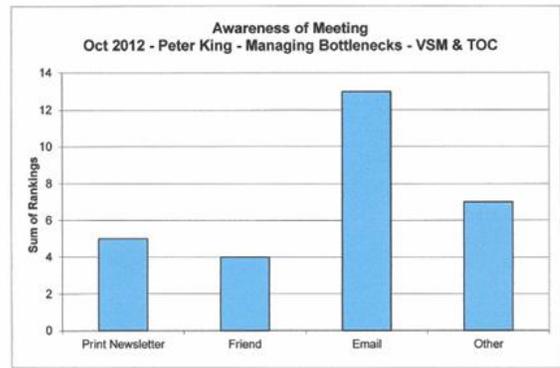
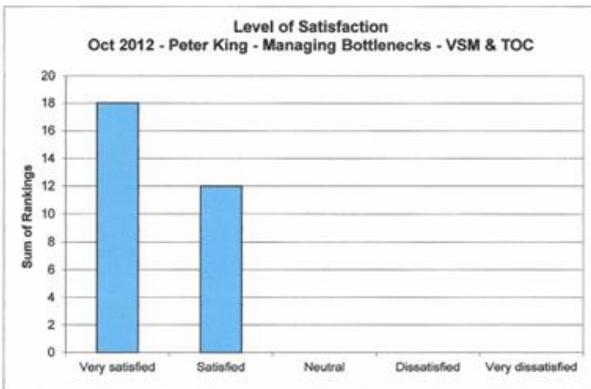
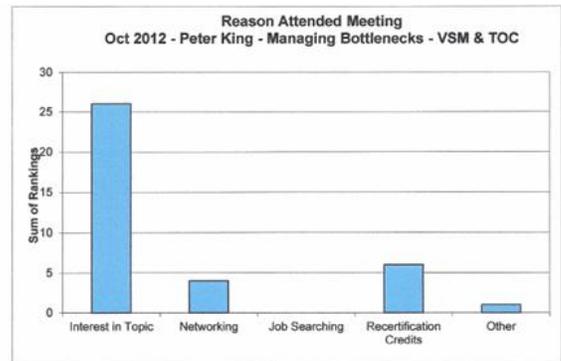
Here is what the other attendees had to say about the presentation:

The overall rating for the meeting was:

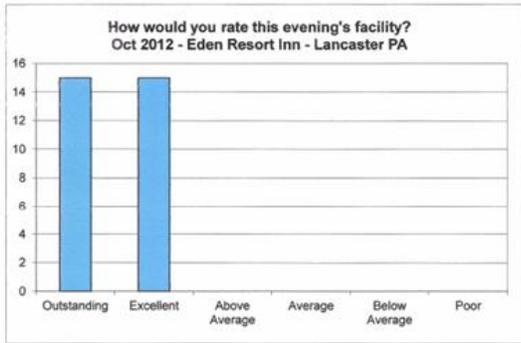
Ratings for the Speaker and Presentation Content were:



Other results of the attendee’s feedback:



The rating for Eden Resort was:



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Congratulations to newly Certified Quality Professionals Results from the October Exam

Certified HACCP Auditor

Robert C. King Soimita Persa
Earl M. Roth

Certified Manager of Quality/Organizational Excellence

Scott McNair

Certified Quality Technician

Nathan Plunkert Gwendolyn J. Schools
Sherri Speck

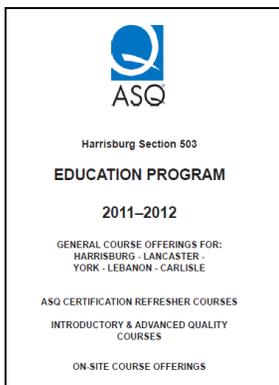
Certified Six Sigma Black Belt

George E. Daubert Najiba Emadi
Mary E. Kost Bret Alan Morris

Good Luck to those that are testing in the December!!!

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.



ASQ News/Info:

Job Opportunities

Remember to refer to our Section web site for job postings. From time to time, positions are placed on the site that may not make it into the newsletter.

www.asq-harrisburg.org

Keep your ASQ Membership Profile Up to Date

If you have provided ASQ permission to use your email as a means of communicating with you and are reading this newsletter, but **not** receiving monthly email meeting notifications, there is a high probability that your contact information in ASQ's database is incorrect. We continually receive email "bounce-backs" telling us that the message has failed to reach its destination.

If you suspect this fits your case, please contact ASQ to confirm they have correct information for you. We are striving to reach every member, but obviously can only do so if the ASQ database is accurate. Thanks for helping us improve our service to you.

To Update Your E-mail Address Online at ASQ:

- Visit www.asq.org
- Enter your member number and password in the "Log In Now" section.
- Select the "Manage My Account" blue box in the upper right-hand corner of the page.
- Update your e-mail address under "Change Contact Information".

If you need additional help OR to update your E-mail Address or opt out of future E-mails without logging in:

Contact ASQ's Customer Care Center:

Email: help@asq.org

Phone: 800-248-1946 (USA and Canada only)
 or 414-272-8575

011 -800-514-1564 (Mexico)

Fax: 414-272-1734

Mail: ASQ
 600 N. Plankinton Ave.

Milwaukee, WI, 53203, USA

Would you like to attend the 2013 ASQ World Conference?



How do you justify the World Conference to your boss?

We are now in a period of our time where we have to be very selective about which conferences we will be able to attend. In the past, most companies would be very supportive in our quest for quality knowledge and networking. Now, companies have cut budgets to a point where only certain people and certain organizations are supported.

Conferences are especially difficult to justify because there are travel and conference costs in addition to time away from work. Here are talking points to get you to the 2012 World Conference:

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

- **Bring the World Conference to the office.** Again this year, your registration gives you access to recordings of the conference's more than 100 sessions. This will provide training for the entire office for months to come.
- **Network.** Rub elbows with individuals who have implemented cost savings and quality improvement in their organization. Talk to them. Learn from them.
- **Learn from the team competition.** See real-life examples of quality tools at work.
- **Implement.** After the conference implement one quality tool you learned. Document the savings and you will never have an issue proving the worth of the World Conference again.
- **DIY.** Learn the quality tools necessary to fix your problems in-house and eliminate consultant fees.

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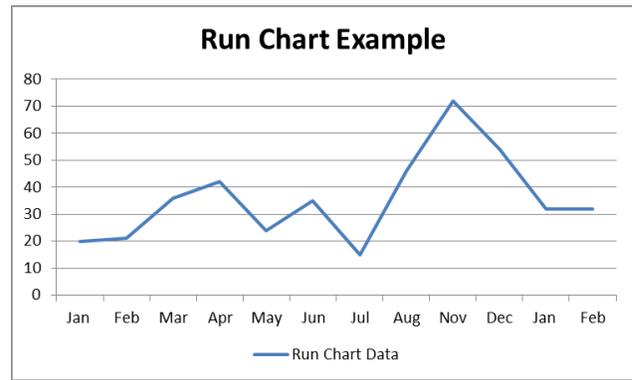
Quality Tool of the Month

With each issue, I will offer a "Lean Six Sigma Tool of the Month". I am following the DMAIC process and am offering suggested tools that would be appropriate for the completion of project work at that phase.

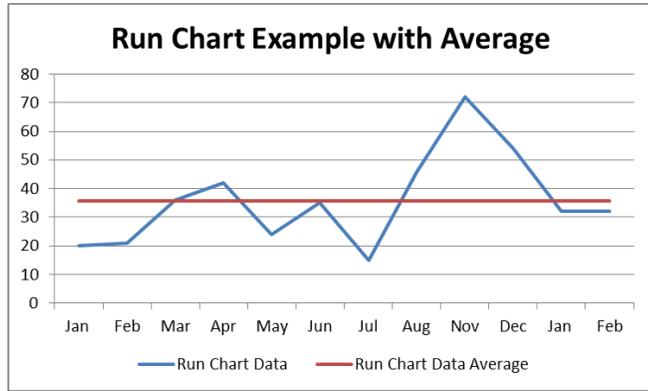
If anyone has a suggested tool that they would like to share, please send me an email and I will gladly add it to the newsletter. dbutts@ibis-qual.com

We covered the Define Phase with the SIPOC and following it up with the Problem Statement. This month we will touch on the **Measure Phase:**

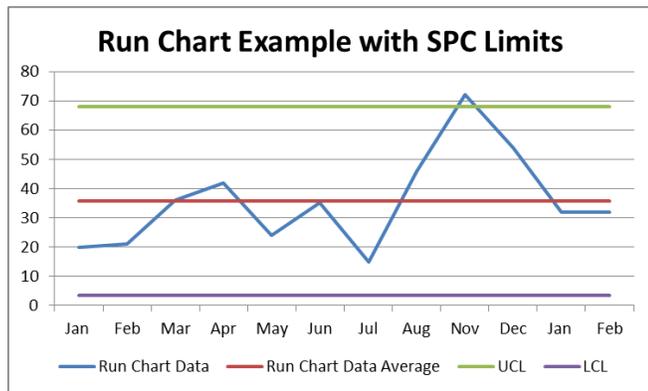
The measure of your **Current Performance** that we mentioned in the Define Phase will be plotted on a tool called the **Simple Run Chart**. This is also known as a "run-sequence plot". It is called such because the data is plotted on the graph in the order that it was created. The observed data is displayed on the graph in a time sequence format.



This is a simple tool that can be used to show visually how your performance has behaved from a historical perspective. With simple calculations, an average can be derived from the data over the time frame and can also be displayed on the graph. This represents your historical performance that is mentioned in your Problem Statement and becomes your project's starting point.



This tool can be simply generated in Microsoft Excel or other statistical programs. It can be used as the basis for developing other statistical tools that will be used to demonstrate statistical changes in your processes, tools such as SPC (Statistical Process Control).



To learn more about this tool and others, feel free to go to the link below to see more tools.

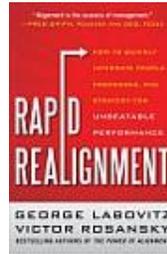
[Beyond the Basics \(http://asq.org/quality-progress/2012/04/basic-quality/beyond-the-basics.html\)](http://asq.org/quality-progress/2012/04/basic-quality/beyond-the-basics.html)

Examples wanted:

We are soliciting examples of how you have used or are using the Lean Six Sigma Tools in your continuous improvement projects. If you are willing to share your successes with the Harrisburg Section membership, please send them in Excel, Word or PDF format to dbutts@ibis-qual.com.

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Book Review



Title: Rapid Realignment

Author: George Labovitz and Victor Rosansky

Member Price: \$35.00

"Rapid Realignment" is the book of the week at the ASQ book store. This book speaks to the changing of the business world as it relates to technology, social and competitiveness. It speaks to the need to continuously monitor the alignment of its people and processes to their customers and the strategy that they use to ensure they achieve successful business results.

With the ever changing interrelationships, the authors provide insights on how to keep "realignment" in the forefront. Using case studies from notable organizations such as the U.S. Navy, FedEx and Dana Farber/Children's Hospital Cancer Center, they highlight the methods they employ to assist businesses in their quest for maintaining alignment. Their methods that are demonstrated emphasize their worth in any industry or type of business environment.

A few key focusses are:

- Engaging employees at every level with the "Main Thing" of your business
- Linking strategy and organizational processes
- Bringing the customer voice inside your company through social media
- Using social media and digital technology to quickly identify points of misalignment at any level
- Creating the "Enterprise Effect"

To View a sample chapter Click on: <http://rube.asq.org/chapters/P1475.pdf>

From: The ASQ Store

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Help During Times of Transition

Did you know that unemployed Full, Senior, and Fellow members can apply to receive a discount on their membership dues based on consecutive years of membership? Participation in the unemployment program is limited to two years during the lifetime of their membership.

Full, Senior, and Fellow members with more than 10 consecutive years of membership are eligible for a discount on dues when they fully retire.

Learn about unemployment benefits.

<http://links.mkt3019.com/ctt?kn=13&ms=ODcwMzI0S0&r=NjIwMDMz>

Learn about retirement options.

<http://links.mkt3019.com/ctt?kn=21&ms=ODcwMzI0S0&r=NjIwMDMz>

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DINNER RESERVATIONS

Please remember that your local Section 503 of ASQ is a non-profit organization. If you do make dinner reservations and cannot show due to some emergency we understand. **But if a non-emergent situation arises that causes your non-attendance after making a reservation, the Leadership Committee kindly requests that you send a check for the meeting fees to the Section Treasurer at your earliest opportunity.** Thank you for your understanding of and compliance with this policy.

DINNER MEETING ETIQUETTE

Please, if you make a reservation to attend one of our dinner meetings and find later that you are unable to attend, **kindly let us know at least 48 hours in advance for non-emergent cancellations.** If you make a reservation and simply fail to attend, the Section will be required to pay for the meal + tax + gratuity, if our commitment has not been met. Thanks in advance for your help and cooperation in preventing an avoidable expense being incurred by the Section. If you do have an emergency, please just let us know anytime before the meeting, we understand such events can happen to anyone at anytime.

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

This month's trivia question (answer on the last page):

What are the four Quality Indicators (QIs) that the Agency for Healthcare Research and Quality (AHRQ) developed to aid in health care decision making and research?

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

**ASQ Harrisburg Section 503
November 2012 DINNER MEETING**

When: Wednesday, November 14, 2012

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 – York, PA (Directions on Page 2)

Menu: Mt Rose Buffet: Tossed Green Salad, Pasta Salad, Vegetable Medley, Oven roasted potatoes, Grilled London Broil with Bordelaise Sauce, Broiled Salmon in dill sauce; Dinner rolls & butter, Chef's choice assorted deserts Coffee, Tea, and Iced Tea.

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

What: Set Up Time Reduction – A Lean Tool

Many have assumed that setup costs and as a result, Batch Size cannot be reduced, except by large capital expenditures. But, in fact each can be reduced, & by a whole lot. Once the setup time (cost) has been reduced, there should be a corresponding reduction in the 'Economic Order Quantity' or Lot Size. This will have an effect on order cycle time, individual piece quality and on the amount of inventory. This is a "how-to" presentation. Instituting LEAN, with its reduced inventories, improved cycle times AND improved quality may be the key for American manufacturing in the sharpening competition with China. Companies can eliminate the huge pipeline of goods that take 5 or 6 weeks of inventory (working capital) on the oceans and win through "Mass Customization;" which your overseas competition cannot copy.

Who: Gerald V. Clarke, President – LQA-Lean Quality Associates LLC

Gerald Clarke has a background of success in instituting Lean and Quality programs that benefit companies and employees. He was a manufacturing Engineer then manager, then an internal consultant promoting LEAN, for IBM-US. He and a team of experienced engineers were responsible for convincing IBM manufacturing groups to try the new 'Continuous Flow Manufacturing.' He used ISO 9000 to build a quality system that drove one company from \$40MM to \$100MM in 5 years. He later worked with NIST & the MEP system and got to work with very small companies, implementing LEAN. Now a Senior member of ASQ, in Section 1131 (Northern Shenandoah Valley Section). He is a CQA & RABQSA Principal Auditor & chair-elect for 2012-2013.

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.

-Continued-

Please register by Wednesday November 7, 2011:

Register with:	E-mail	Fax
Fred Hammond	mailto:fhammo@gmail.com	717-283-0818

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) if travelling south; turn right onto Mount Rose Avenue (Route 124 East) if travelling north. 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.

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

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
*****Now Accepting Credit Cards*****

2012 Training Programs

Dates	Course Description	Cost/Person
<p>1 Session: December 7</p>	<p>1 Day SAE AS-9100C & AS9101D Supporting Criteria for Aviation, Space and Defense Organizations Standard 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>\$395</p>
<p>Offered On-Site Public Training TBD</p>	<p>One Day Work Shop AS9101D Implementation Criteria; Application of SAE AS-9100C 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>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 Sumneytown 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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Answer to this month's trivia question:

**Quality Indicators (QIs)**

The Agency for Healthcare Research and Quality (AHRQ) has developed an array of health care decision making and research tools that can be used by program managers, researchers, and others at the Federal, State and local levels. [AHRQ Quality Indicators \(QIs\)](#) are measures of health care quality that make use of readily-available hospital inpatient administrative data. AHRQ QIs can be used to highlight potential quality concerns, identify areas that need further study and investigation, and track changes over time.

The AHRQ QIs consist of four modules measuring various aspects of quality:

- [Prevention QIs](#) identify hospital admissions that evidence suggests could have been avoided, at least in part, through high-quality outpatient care.
- [Inpatient QIs](#) reflect quality of care inside hospitals including inpatient mortality for medical conditions and surgical procedures.
- [Patient Safety Indicators](#) also reflect quality of care inside hospitals, but focus on potentially avoidable complications and iatrogenic events.
- [Pediatric QIs](#) both reflect quality of care inside hospitals and identify potentially avoidable hospitalizations among children.

For more information relative to the AHRQ and the Quality Indicators, please view their web site. Very interesting reading. <http://qualityindicators.ahrq.gov/>

Source: Wikipedia.Org