



Monthly Meeting Notice and News: November 2017

When: **Wednesday, November 8, 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: **Four Points by Sheraton York**
Phone: 717-846-4940
1650 Toronita Street, York, PA 17402
(Use MAPQUEST for directions)

Menu: **A Taste of Italy:** Baby Spinach and Bay Shrimp, Roasted Peppers and Artichoke Hearts and Italian Balsamic Dressing; Buffalo Mozzarella, Sliced Roma tomatoes served with Chiffonade of Basil Italian Dressing; Assorted Antipasto to include a variety of Marinated Olives, Italian Cured Meats and Cheeses; Grilled Pesto Marinated Chicken with Pan Juices and Mushroom; Meatless Eggplant Parmesan; Pistachio-Crusted Pan Seared Salmon Filet with Wilted Greens Artisan Bread Display; and, Tiramisu and Ricotta Cheese Cake; Coffee & Tea service

Please register on-line, NO LATER than 2:30 pm on Friday, November 3, 2017 at:
<http://www.asq-harrisburg.org/dinnermeetings.php>

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

At the door: Members: \$30.00, Guests: \$35.00, Students: \$15.00

What: Dealing with Difficult Team Members and Stakeholders:

Much of the workplace centers around negotiation—objectives, expectations, timeframe, and budget. There are occasions where negotiation may be impossible, such as when budget limitations simply won't allow additional money to be approved, but sometimes plain human stubbornness keeps the team from making progress.

Stakeholders and Team Members are critical to any organization's success—teams rely on them for information, feedback, and support. But occasionally you'll come across a stakeholder or team member that adds more hassle than help.

Together we will explore a field guide to help you spot the four most common, difficult stakeholders and team members and learn how to deal with the “Name Dropper”, the “Empire Builder”, the “Vanisher” and the “Bossier”.

Who: Myles Miller, CEO, Author and Radio Host

Multi-national CEO, two-time Best Selling Author and Radio Host of “Myles of SUCCESS”, Myles Miller is the CEO and Founder of LEADUP, LearningBreaks and SUCCESSHQ, international training and success development companies spanning 6 continents and employing 500 plus contractors operating in over 100 countries around the globe.



Harrisburg Section

The Global Voice of Quality™

Myles has over 30 years' experience in the project management field, across multiple industries including retail, defense, state and federal government, international countries and hospitality. During his varied career, he has led projects and programs impacting the United States and countries abroad ranging in budgetary size from \$100K to \$500B and leading teams of over 10,000 members.

Myles has a BS in Business Management from Penn State University and a MBA from La Salle University in International Business Management and recently acquired his PhD from Baylor University.

ASQ Harrisburg-Lancaster-York SECTION MEETING SCHEDULE 2017 - 2018

MEETING DATE	REGISTRATION DEADLINE	TOPIC	SPEAKER	LOCATION
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>	Carlisle
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
01/10/18	01/05/18	<i>The York Plan: York County Contributes to Winning World War II</i>	<i>James McClure Historian and Author Editor, York Daily Record</i>	York
02/14/18	02/09/18	<i>Problem Solving: Are you barking up the wrong tree?</i>	<i>Craig Arello President, ASIX Quality</i>	Harrisburg
03/14/18	03/09/18	<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
04/11/18	04/06/18	<i>Site Visit: Distribution Center 4875 Susquehanna Trail York, PA</i>	<i>David Rotell President, ES3</i>	Strinestown
05/09/18	05/04/18	<i>Joint Association Event Undergraduate Engineering Students, Elizabethtown College</i>	<i>Engineers for the 21st Century Student Projects</i>	Elizabethtown
06/13/18	06/08/18	<i>Section 503 Recognition & Awards Social Night Keynote Speaker</i>	<i>Dr. Terry Madonna, Ph.D. Director of the Center for Politics and Public Affairs</i>	Lancaster



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</p> <p style="text-align: center;">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.</p> <p style="text-align: center;">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"> ❖ Introduction ❖ Structure, Scope & Definitions ❖ Based on ISO 9001:2008 ❖ Risk Management ❖ Process Clauses ❖ Medical Device Clauses ❖ Procedures Required 	\$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, 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

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

Regional News

**ASQ Philadelphia Section 0505 is Sponsoring Region 5 Fall Quality Conference
October 25, 2017
Desmond Hotel, Malvern PA**

Four topic tracks: Lean Six-Sigma, Medical Device/Pharma-Drug, ISO/Audit, Healthcare

\$150 ASQ Member early registration, \$175 Non-ASQ Member early registration, \$200 late registration

Additional details below



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







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

**When: Wednesday, October 25th,
2017 from 7:30 AM to 4:00 PM.**
Save the date!

**Location: Desmond Hotel, 1 Liberty
Blvd, Malvern PA 19355 Telephone**

**Your ticket to excellence
10/25/2017 Region 5 Quality Conference**

(610) 296-9800

7:30 to 8:30	Registration/Breakfast/Announcements			
8:30 to 9:20	Keynote : Bill Troy, CEO American Society for Quality, Ball Room			
Time/Session	Track A	Track B	Track C	Track D
	Lean 6 Sigma	Device/ Drug	Audit/ISO	Healthcare
				
Session 1 9:30 to 10:30	Statistical Engineering- QBD Ron Snee	Sterilization Clark Houghtling	ISO 9001-2015 Charles Cianfrani	The Joint Commission HRO Colleen Smith
10:30 to 11:00	Break Networking Exhibitors			
Session 2 11:00 to 12:00	The Vanguard Group Case Study Nina Lotfi	PMA/510K Submission Robin Fatsinger	Your Audit Never Told You Mike Paquin	The Joint Commission HRO (con't) 2nd Session Colleen Smith
12:00 to 1:45	Lunch Networking Exhibitors			
Session 3 1:45to 2:45	Enterprise Value Stream Mapping J R Magee	FDA-Device Foreign/Domestic Inspections, "Is there a Difference?" Denis Hock	ISO 19011 Auditing Management Systems Richard Litts	Penn Medicine Strategic Approach To Improvement Michael Posencheg, MD Patricia G. Sullivan, PhD
2:45 to 3:00	Break, Networking, Exhibitors			
Session 4 3:00 to 4:00	Non-parametric data analysis using Minitab Michelle Paret	FDA-Drug Darning the Quality Safety Net Gayle Lawson	ISO 13485 Bill McLaIn	Baldrige Journey Maureen Frye

Continental Breakfast, Lunch, Afternoon Coffee Break. Meet and network with your associates. **If your organization would like to exhibit, please contact Ray Lotfi at 610-308-8495. A limited number of digital android devices will be provided for early registration. Register ASAP to receive a digital android device to access all conference information! Discounts are available for group registrations (4+), go to www.asqphilly.org for registration info. Contact: Ray Lotfi, raylotfi@gmail.com or 610-308-8495**



Harrisburg
Section
The Global Voice of Quality™

Leadership Committee -- 2017

CHAIR:

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

TREASURER

Shailesh Gosai
Sr. Quality Engineer – Supplier Quality Assurance
Manitowoc Cranes, Shady Grove, PA
(717) 593-5568
shailesh.gosai@manitowoc.com

SECRETARY:

Toni Tunstall
Quality Engineer
TE Connectivity
(717) 986-5124
ASQ_0503_secretary@asq-harrisburg.org

PAST CHAIR:

Brian C. Davis
MS RA, ASQ CMQ/OE, CQA and CQE
brian.c.davis@intertek.com
Intertek B&C Global Manager QA&HSE

ASQ Web Site:

www.asq.org

Section Home Page:

www.asq-harrisburg.org