



The Global Voice of Quality™

# Quality Currents

## Newsletter of Harrisburg Section 503

*Serving the Quality Profession Since 1953*

October 2012

### Leadership Committee -- 2012-2013

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**ASQ Web Site:** [www.asq.org](http://www.asq.org)

**Harrisburg Section Home Page:**  
[www.asq-harrisburg.org](http://www.asq-harrisburg.org)

Section Officers can be e-mailed

### Chair's Message

Welcome back to this season of Dinner meetings. It's amazing that summer is past already; I don't know where mine went. I hope you had time to enjoy yours.

At the September dinner meeting we had a presentation from Nashon Walker which member feedback indicated was a great presentation. He and his Mentor were well-spoken and interesting; many follow-up questions came from the floor.

We also had a separately scheduled plant tour at BAE, those who attended enjoyed the tour. Unfortunately I have to make the hard request. Approximately only half of the people who had committed to the plant tour showed up. Consider that your commitment generates a plan based upon the quantity of people attending our events. Much effort goes into the planning and execution of the events we put on and some events involve costs based on the quantity we commit to having at the event. I ask that you consider your attendance in light of those facts and let us know if you won't be able to attend after your commitment.

That negative out of the way, we encourage you to still please sign up for and attend our events. We feel it is a service that you value, just a little courtesy please.

October's presentation looks awesome. Value Stream Mapping and the Theory of Constraints are foundational blocks of Lean Manufacturing. I hope you all can come.

### COMMITTEES

<b>Auditing</b>	Craig Mosher	717-986-3540	<b>Membership</b>	Patricia McCowan Mara Pagano	<a href="mailto:Patty.mccowan@hp.com">Patty.mccowan@hp.com</a> <a href="mailto:maralpagano@gmail.com">maralpagano@gmail.com</a>
<b>Arrangements</b>	Greg Gurican	717-653-9699	<b>Newsletter</b>	Dewey Butts	717-870-2474 <a href="mailto:dbutts@ibis-qual.com">dbutts@ibis-qual.com</a>
<b>Certification</b>	Michael Green	717-697-4188	<b>Nominations</b>	Scott Crandall	800-233-3189
<b>Chief Proctor</b>	Susan Backs	717-378-6266	<b>Placement</b>	Brian Krady	717-290-8000
<b>Education</b>	John Sharp	717-986-7692	<b>Program</b>	Fred Hammond	717-330-9701
				William Gordon	717-938-1923
<b>Examining</b>	Michael Green	717-697-4188	<b>Webmaster</b>	Steve Cronkrite	717-852-1806

The Leadership committee continues to work hard and communicate frequently. It was my honor in September to present the section with two awards from National ASQ. Our banner is filling up; our plan is to continue adding to it! See you at the October dinner!

**Scott Crandall, Chair, ASQ Section 503**

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

**September 2012 Section Meeting Review**

On Sept 12<sup>th</sup>, our regular Wednesday evening meeting was held at the Holiday Inn East in Harrisburg. It started with a traditional **“Taste of Italy Buffet”**. This is one of the best buffets with a nice mix of Pasta and Antipasto with a good mix of delicious desserts.

The presentation was a different theme this month and a change from the traditional sort of delivery. The title of the theme was **“When potential meets influence, the other education. The Value of Mentoring”**. It was delivered by **Nashon Walker and Gerald Jarmon**.

To summarize the presentation would not convey the emotion that Nashon and Gerald brought to the delivery. The following is an excerpt from the abstract for the presentation.

“Perhaps the most important role of leaders is to nurture and develop the next generation of even greater leaders. A key element of that role is mentoring. This month’s presentation covered the subject of mentoring especially the techniques and benefits. Among the items covered were:

- Change is not the only thing that’s consistent but change is also the only thing that keeps success consistent
- Seed-potential is the epicenter for all change
- All change is hidden in the development of seed-potential
- You can change anything when you understand that everything has the seed-potential to change
- Influence is the difference between potential talked about and potential acted out
- Influence helps to cultivate, germinate and articulate seed-potential to its natural form

**Congratulations to newly Certified Quality Professionals**

**Results from the June Exam**

**Certified Quality Improvement Associates**

Loretta Painter

**Certified Quality Auditor**

Holly Randolph Licata  
Tamela Schreffler

**Certified Six Sigma Green Belt**

Holly A. Wolfe

**Certified Quality Engineer**

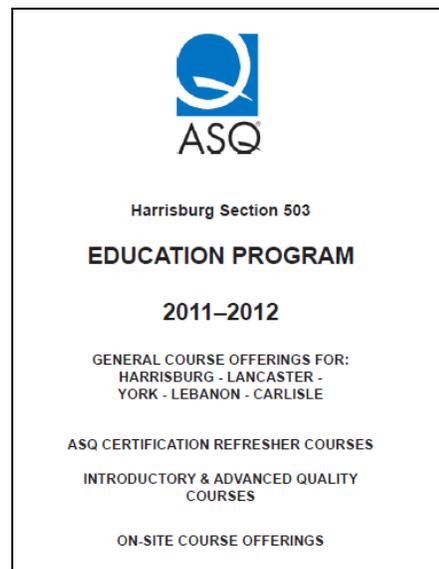
Colleen Allison  
Nicole Allison  
David W. Bobersky  
Erika Shelly  
Dwight Sipes  
Brady A. Smith

**Good Luck to those that are testing in the October exam!!!**

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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.



## 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](http://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](http://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](mailto: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

## Start Thinking about 2013 ASQ World Conference



### Start thinking about how to 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](http://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.

### 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](mailto:dbutts@ibis-qual.com)

We will continue this month in the **Define Phase**:

Review: If you saw the last issue, you will have noted that the first tool we used was the **SIPOC**. In the Define Phase, this tool allows for us to categorize the measureable outputs of the process under investigation.

One of the major deliverables of the Define Phase is our second tool of the month, the **Problem Statement**. Although not usually hailed as such, this “tool” is one of the most critical of the Lean Six Sigma toolbox.

The **Problem Statement** clearly defines the problem (or opportunity) to be addressed and quantifies what the impact it has had on the business. Given that the problem goes unchallenged (hence continues to be unsolved) the business must plan and forecast for that problem to be present in the future.

The **Problem Statement** contains five critical elements to effectively communicate the opportunity. A properly formulated statement should be concise and specific. The five elements are: **Process**, **Defect**, **Time Frame** of the data, the **Current Performance**, and the **Business Impact**.

The **Process** that is under investigation is usually where the problem resides. The **Defect** is the issue that needs to be resolved. Although not always an absolute, the majority of Six Sigma Projects require measureable data in order to statistically

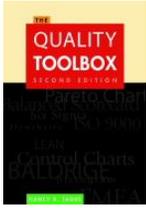
demonstrate that you have solved the problem. This data should be able to be displayed on a timeline scale, within a **Time Frame**, to show the history of when the problem existed. This will allow you to calculate an average per period of time as the quantitative measure of the magnitude of the problem. This becomes your measure of **Current Performance**.

Every problem or opportunity has some measurable impact to the business. Whether it is in excessive material scrapped, overtime hours worked, or equipment downtime, problems will ultimately cost the business more than what is necessarily desired to be profitable. This **Business Impact** is why we work to continuously improve our products and processes. If you properly craft your problem statement into a concise and clear statement, you and your leadership will have a common understanding of what your project objectives are and what the measure of success will be.

To learn more about this tool and other, 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)

**Book Review**



The Quality Toolbox, Second Edition  
Author: **Nancy R. Tague**

**Item Number:** H1224  
**Member Price:** \$46.00

- *The Quality Toolbox* is a comprehensive reference to a variety of methods and techniques: those most commonly used for quality improvement, many less commonly used, and some created by the author and not available elsewhere. The reader will find the widely used seven basic quality control tools (for example, fishbone diagram, and Pareto chart) as well as the newer management and planning tools. Tools are included for generating and organizing ideas, evaluating ideas, analyzing processes, determining root causes, planning, and basic data-handling and statistics.
- The book is written and organized to be as simple as possible to use so that anyone can find and learn new tools without a teacher. Above all, this is an instruction book. The reader can learn new tools or, for familiar tools, discover new variations or applications. It also is a reference book, organized so that a half-remembered tool can be found and reviewed easily, and the right tool to solve a particular problem or achieve a specific goal can be quickly identified. With this book close at hand, a quality improvement team becomes capable of more efficient and effective work with less assistance from a trained quality consultant. Quality and training professionals also will find it a handy reference and quick way to expand their repertoire of tools, techniques, applications, and tricks.
- For this second edition, Tague added 34 tools and 18 variations. The "Quality Improvement Stories" chapter has been expanded to include detailed case studies from three Baldrige Award winners. An entirely new chapter, "Mega-Tools: Quality Management Systems," puts the tools into two contexts: the historical evolution of quality improvement and the quality management systems within which the tools are used.
- This edition liberally uses icons with each tool description to reinforce for the reader what kind of tool it is and where it is used within the improvement process.

From: The ASQ Store

**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=NjlwMDMz>

Learn about retirement options.

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

**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.

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

This month's trivia question (answer on the last page):  
Who were the first three recipients of the Malcolm Baldrige Quality Award and what year was the first awarded?

## ASQ Harrisburg Section 503 October 2012 DINNER MEETING

**When:** **Wednesday, October 10, 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:** **The Eden Resort Inn (directions on page 2)**  
222 Eden Road – Lancaster, PA 17601 (717) 569-6444

**Menu:** **Grand Buffet: Mixed Green Salad, Potato & Pasta salad, Carved Roast Beef, Chicken Breast Florentine, Grilled Salmon in Basal Cream Sauce, Chef's potato & veggie, rolls & butter, Coffee, Tea, Iced Tea and Assorted Cakes & Pies**

**Cost:** Pre-Registered: \$20.00/Section Member, \$25.00/Guest  
At-the-door: \$25.00/Section Member, \$30.00/Guest

**What:** **Managing Bottlenecks in Process Plants –  
Value Stream Mapping and Theory of Constraints**

Mr. King will describe the use of lean manufacturing tools to find, diagnose, and open up bottlenecks in process operations. After a brief overview of lean and lean thinking principles, Value Stream Mapping (VSM) will be explained. VSM is a primary lean tool, which can be used to understand where bottlenecks may exist in your product flow and what causes them to be bottlenecks. Techniques for increasing throughput through the bottleneck, i.e., opening up the bottleneck, will be explained. To the extent that the bottleneck remains, it must be managed so that upstream and downstream difficulties don't further constrain the bottleneck. Theory of Constraints is an excellent approach, and will be described. The presentation will include several examples of bottlenecks and how these tools were applied to resolve them.

**Who:** **Peter King - President Lean Dynamics, LLC**

Peter L. King, president of Lean Dynamics, LLC, is a 42 year veteran of the DuPont Company, having served in a variety of R&D, project management, and lean six sigma roles. He received a bachelor's degree in Electrical Engineering from Virginia Tech, graduating with honors. He is Six Sigma Green Belt certified (DuPont, 2001); Lean Manufacturing certified (University of Michigan, 2002) and is a Certified Supply Chain Professional (APICS, 2010). He is a member of the Association for Manufacturing Excellence, APICS, and the Institute of Industrial Engineers. He served as president of IIE's Process Industry Division in 2009 – 2010.

**Pete is the author of *Lean for the Process Industries—Dealing with Complexity* (Productivity Press, 2009), *The Product Wheel Handbook—Sequencing, Leveling, and Balancing Flow in High Mix Operations*, to be published by Productivity Press in March, 2013, and several published articles on the application of lean concepts to process operations.**

Bill Gordon & Fred Hammond – Program Co-Chairs

**IMPORTANT: See registration info below:**

### **REGISTRATION:**

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 5 pm Wednesday October 3, 2012:**

<b>Register with:</b>	<b>E-mail</b>	<b>Fax</b>
Fred Hammond	<a href="mailto:fhammo@gmail.com">mailto:fhammo@gmail.com</a>	717-381-3256

**You will receive a confirming email within 36 hours. If you do not receive a confirming email please resend your registration.**

**Directions:**

**From York:** Take Route 30 East to Lancaster. Take the Lititz/Oregon Pike Exit off of 30 East. Go to the second traffic light and make a left onto 272 North (Oregon Pike). Go to the first traffic light and make a right onto Eden Road. The Best Western Eden Resort is on your right.

**From Harrisburg:** Take Route 283 East. Follow to the junction with Route 30 East. Follow Route 30 East to the Lititz/Oregon Pike Exit. At the first red light go straight. At the second red light turn left onto 272 North (Oregon Pike). At the first traffic light make a right onto Eden Road. The Best Western Eden Resort will be on your right.

**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 &amp; 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 &amp; 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](http://www.dbsqualitymgmt.com)

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

**2012 Training Programs**

Dates	Course Description	Cost/Person
<p>1 Session: October 25 &amp; 26</p>	<p align="center"><b>2 DAY ISO 9001:2000 Internal Auditor Training w/ 2008 Revision Review</b></p> <p><b>Day 1 – ISO 9001:2000/2008 Training</b></p> <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> <p><b>Day 2 – Applying the Standard &amp; Auditing Techniques</b></p> <p>Audit mechanics: 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</p>	<p align="center"><b>\$595</b></p> <p><b>NOTE: Cost for those who want to attend only the first day of training: \$350</b></p>
<p>2 Sessions: November 2 December 7</p>	<p><b>1 Day SAE AS-9100C &amp; AS9101D Supporting Criteria for Aviation, Space and Defense Organizations Standard</b></p> <p>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</p>	<p align="center"><b>\$395</b></p>
<p>Offered On-Site Public Training TBD</p>	<p align="center"><b>One Day Work Shop AS9101D Implementation Criteria; Application of SAE AS-9100C</b></p> <p>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 align="center">Call for On-site Pricing Or Registration Form</p>
<p><b>Principal Instructor: Michael J. Dougherty, RABQSA/IRCA QMSLA, IAQG, CMDCAS, &amp; AIAG Certified. ISO 9000, QS-9000, AS-9100, ISO 13485 Registrar Lead Auditor.</b></p> <p><b>Courses Include:</b> Training materials &amp; continental breakfast. Lunch is on your own. Courses run 8:30AM - 4:30PM. <b>Please bring a copy of the appropriate Standard for reference.</b></p> <p><b>Location:</b> <b>Holiday Inn, 1750 Sumneytown Pike, Kulpville, PA 19443. Ph. (215)368-3800.</b> 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.</p> <p align="center"><b>Contact Deidra to register. Phone: (215) 368-6266 Fax: (215) 393-4873 E-mail: deidradoc@aol.com</b></p>		

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Answer to this month's trivia question:

- Motorola Inc, Schaumburg, IL
- Commercial Nuclear Fuel Division of Westinghouse Corp, Pittsburg, PA
- Globe Metallurgical Inc., Beverly, OH

The Malcolm Baldrige National Quality Award was first enacted by Congress in 1987. It is awarded to U.S. organizations in the business, health care, education, and nonprofit sectors for performance excellence. First awarded in 1988. Note that Motorola was also one of the first pioneers of the Six Sigma Methodology.

Source: Wikipedia.Org