



The Global Voice of Quality™

# Quality Currents

## Newsletter of Harrisburg Section 503

Serving the Quality Profession Since 1953

October 2013

### Leadership Committee -- 2013-2014

**CHAIR:**

**Sally Haldeman**

Armstrong World Industries  
[sahaldeman@armstrong.com](mailto:sahaldeman@armstrong.com)

**CO-CHAIR/CHAIR ELECT:**

**Brian C. Davis**

MS RA, ASQ CMQ/OE, CQA and CQE  
Manager — Quality Assurance

**TREASURER:**

**Gregory M. Gurican, R.N.**

Retired, Mgr. Quality Mgmt. & Innovation  
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**SECRETARY:**

**John Reibson**

Quality Assurance Specialist  
Penn State College of Medicine  
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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

**Reminder: Wednesday October 9<sup>th</sup>, second meeting of the Section Year. Sign up for reservations NOW. Please read the "New" Reservation Etiquette Policy on page 5!!**

### October 2013 Chair's Message



I was pleased to see many familiar faces during our September's meeting that I hadn't seen in a few months. In addition to some "regulars" to our dinner meetings, we also had a few first-timers, which were great to see, as well. I look forward to those first-timers becoming some of our regulars!

Our topic for the meeting was The Creative Side of Quality and Innovation, presented by Steve Wilton. I enjoyed the presentation, particularly the examples of bio-mimicry. I find myself looking at problems a bit differently now and trying to implement some of the solutions that nature has so eloquently provided. From the meeting feedback responses, many of you also found the topic entertaining and informative.

### COMMITTEES

<b>Auditing</b>	Craig Mosher	717-986-3540	<b>Membership</b>	Patricia McCowan	<a href="mailto:Patty.mccowan@hp.com">Patty.mccowan@hp.com</a>
				Mara Pagano	<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>			<b>Webmaster</b>	Steve Cronkrite	717-852-1806

Our speaker for October's meeting is Ryan C. Unger and he will discuss the future of Pennsylvania's manufacturing sector. As a quality professional in a manufacturing business that has several of our manufacturing plants located in Pennsylvania and our global headquarters here in Lancaster, I'm particularly interested in this topic. So I'm excited to hear Ryan present the results and recommendations from the Governor's Manufacturing Advisory Council.

Our dinner meetings are a great way to network, receive recertification credits, and continuously learn about quality and apply this knowledge in our workplaces. Many of you who come to our dinner meetings have received at least one certification through ASQ. If you are interested in the March 2014 exam for the Certified Manager of Quality/Organizational Excellence, you may already know that the Body of Knowledge (BOK) was revised earlier this year. Overall, the changes have been minor, with some reclassification of several existing subsections and elements. The changes were based on the Job Analysis Survey and interviews with quality management professionals. If you already are certified as a CMQ/OE, I'd encourage you to review the new content of the BOK to stay current. And if you are planning a March 2014 exam, you'll want to make sure you have the most up-to-date study material.

Looking forward to seeing you in Harrisburg for our next dinner meeting!

**Sally Haldeman, Chair ASQ Section 503**

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

**Future Events**

**Mini Conference Chair reminder**

The Harrisburg Section of ASQ would like to be host to a mini conference as part of our strategic plan. The venue and the bill of fare are yet to be detailed. Our section leadership is soliciting for volunteers to join a committee that will plan and coordinate the

event. The section would also like to invite a section member to act as the Mini Conference Chair.

This opportunity does not come lightly. It will require a person with good people skills and great sense of purpose. This person should have project management experience but it is not an absolute requirement. This opportunity will give any member that chance to hone their skills.

If interested, you may contact anyone of the section leaders or email to the [0503@ibis-qual.com](mailto:0503@ibis-qual.com) link.

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**Opportunity 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.

**Job Opportunities:** visit our section web site for potential job listings: [www.asq-harrisburg.org](http://www.asq-harrisburg.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>)

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**ASQ News/Info:**

**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](http://www.asq.org) or 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  
Fax: 414-272-1734  
Mail: ASQ  
600 N. Plankinton Ave.  
Milwaukee, WI, 53203, USA

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## ASQ Harrisburg-Lancaster-York SECTION MEETING SCHEDULE 2013-2014

MEETING DATE	REGISTRATION DEADLINE	TOPIC	SPEAKER	LOCATION
09/11/13	09/04/13	<i>The Creative Side of Quality and Innovation: Lateral Thinking, Bio-Mimicry, and More</i>	<i>Steve Wilton Implementing Innovation and Sustainability Initiatives</i>	YORK
10/09/12	10/02/12	<i>The Future of Pennsylvania's Manufacturing Sector</i>	<i>Ryan C. Unger Chief Operating Officer Team PA Foundation</i>	HARRISBURG
11/13/12	11/06/12	<i>Clean Manufacturing: An Executive Overview</i>	<i>Warren J. Weaver Energy, Materials &amp; Sustainability Consulting LLC</i>	LANCASTER
12/11/12	12/04/12	<i>The Impacts of "Obamacare" on Healthcare Delivery</i>	<i>Greg Gurican Retired Healthcare Quality Professional</i>	LANCASTER
01/08/14	01/01/14	<i>"On time, On Budget, In Scope – SO WHAT? Why Organizational Change Management Matters</i>	<i>Rob Carr, Manager Momentum, Inc. Management Consulting</i>	YORK
02/12/14	02/05/14	<i>The Darker Side of Technology: How Unintentional Information Leaks Can Affect Your Bottom Line</i>	<i>Jim Dill Innovative Technology &amp; Investigative Solutions - ITIS, LLC</i>	HARRISBURG
03/12/14	03/05/14	<i>Hope is not a Strategy: Simple Solutions for Doing Business in the 21st Century</i>	<i>Ted Gee President &amp; CEO SBI Institute, Inc.</i>	LANCASTER
04/09/14	04/02/14	TBD	TBD	York
05/14/14	05/07/14	<i>Leadership Development and Personal Growth.</i>	<i>Lee Rubin Penn State Star Student-Athlete Turned Professional Speaker</i>	HARRISBURG
06/11/14	06/04/14	<i>Section 503 Recognition &amp; Awards Social Night</i>	TBD	TBD



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

## **ASQ Harrisburg Section 503 OCTOBER 2013 DINNER MEETING**

**When: Wednesday, October 9, 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: A Taste of Italy Buffet-** Tomato and Mozzarella Salad with Basil Vinaigrette, Antipasto Tray, Sliced Fresh Fruit Display. Pasta with Marinara, Alfredo, and Pappalardo Sauces, Chicken Parmesan, Lasagna with Meat Sauce, Pesto Mashed Potato, Green Bean Amandine, Italian Bread & Rolls. Cannoli & Biscotti Cookies, Profiterole, Spumoni, Tiramisu, Iced Tea with Lemon, Freshly Brewed Regular and Decaffeinated Coffees and Hot Tea.

**Cost: Pre-Registered: \$25.00/Section Member, \$30.00/Guest**

**At-the-door: \$30.00/Section Member, \$35.00/Guest**

**What: The Future of Pennsylvania’s Manufacturing Sector**

Our speaker will discuss the recommendations and results from the Governor's Manufacturing Advisory Council. The 24-member council met over a six-month period beginning in January 2012, discussing issues impacting their industry with the ultimate goal of providing Governor Corbett and the Pennsylvania Legislature recommendations to improve that industry sector. These 15 recommendations involve the key areas of access to capital, markets, talents, and innovation. Unger will also focus on the continued efforts of re-shoring and the potential for growth in manufacturing in Pennsylvania.

**Who: Ryan C. Unger – Chief Operating Officer - Team PA Foundation**

Ryan Unger joined the staff at of the Team Pennsylvania Foundation in May of 2011 and currently serves as its Chief Operating Officer, where he is responsible for managing day-to-day activities related to the execution of the Foundation’s work.. Team Pennsylvania Foundation is a private non-profit organization created in 1997 by Governor Tom Ridge as a mission-driven partnership between the Commonwealth of Pennsylvania and a diverse group of private sector CEOs to advance economic prosperity for Pennsylvanians through two primary investment channels: accelerating high-value business growth and increasing access to high-quality education and training. Over the last few years this has included the development of reports and recommendations from both the state’s Marcellus Shale Advisory Commission and Governor’s Manufacturing Advisory Council. Prior to joining Team Pennsylvania, Ryan worked in regional economic development at SEDA-Council of Governments in Lewisburg, Pennsylvania and the Greater Susquehanna Valley Chamber of Commerce in Shamokin Dam, Pennsylvania. The Pennsylvania Downtown Center and the American Council of Chamber Executives recognized his work there. Ryan has been active in the community on several non-profit boards, serving as the President for Leadership Susquehanna Valley and past president for the Pennsylvania Young Professionals, and the Degenstein Community Library. Ryan graduated from Elizabethtown College in 2001 with a B.A. in Mass Communications and currently serves as a member of the Alumni Council for his alma mater. He resides in Midtown Harrisburg.

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 pre-register by Wednesday October 2, 2013:**

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

**Dinner Meeting Reservation Etiquette-** Please, if you make a reservation to attend one of our dinner meetings and find that you are unable to attend, kindly let us know at least 48 hours in advance – preferably by the close of business the Friday prior. If you make a reservation and fail to show up the section pays for your meal. The section underwrites the cost differential in the charges for meals (plus taxes and gratuity, 26% of the cost of the meals) so please be considerate. If you cancel with less than 48 hours notice, or do not attend after making a reservation you will be asked to reimburse the section, with the exception of truly emergent circumstances, e.g. family emergency, etc. If unsure of your attendance, please do not pre-register, we can accommodate a 10% overflow at the door (for an additional \$5.00 charge) but cannot guarantee the expected meal.

**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.

**TRAINING OPPORTUNITIES**

**DBS QUALITY MANAGEMENT INT'L**

894 Carriage Way, Lansdale, PA 19446 Ph: (215) 368-6266, Fax: (215) 393-4873, E-mail: deidrdoc@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)

**2013 Fall Training Programs**

Dates	Course Description	Cost/Person
2 Sessions: September 19 & 20 November 7 & 8	<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>
2 Sessions: October 11 December 6	<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>
Offered On-Site Public Training TBD	<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>

**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, Kulpsville, 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: deidrdoc@aol.com**

November 6 & 7, 2013



Keystone Alliance  
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Excellence

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[www.keystonealliance.com](http://www.keystonealliance.com)

## 2013 KAPE Awards Banquet & Conference

*Sessions will demonstrate how KAPE and the Malcolm Baldrige Performance Excellence Framework drive success at organizations of various types and sizes. Learn practical ways to hone your customer focus, engage your employees and manage by facts. Take home solutions to help your Pennsylvania organization achieve breakthrough performance and results!*

### Sheraton Harrisburg Hershey Hotel

4650 Lindle Rd  
Harrisburg, PA  
(717) 564-5511

*Special conference rate:*  
\$128/night

*Book today—hotel often sells  
out & rates go up October  
15th*

#### Featured Speakers:

- x Cary Hill, MESA Products, National Baldrige Quality Award Recipient
- x Lynne Nelson, North Mississippi Health Services, National Baldrige Quality Award Recipient
- x Jacqueline Calhoun, Baldrige Performance Excellence Program

#### NEW THIS YEAR!

***Storyboard Competition*** to showcase process improvement efforts & successful best practices — visit our website for details

Best Practices  
•  
Networking  
•  
Exhibits

#### NOVEMBER 6th PRE-CONFERENCE WORKSHOPS

- i Baldrige Basics: Exploring the Criteria (Vicki Spagnol, instructor)
- i Linkages: Connecting the Dots in the Baldrige Criteria (Vicki Spagnol, instructor)
- i Leaders That Leave Legacies of Excellence (Joel Ettinger, instructor)

For Sponsorship and Exhibitor Opportunities, contact Robert Bitner at (717) 737-6470 or [bbitner@keystonealliance.com](mailto:bbitner@keystonealliance.com)

[www.keystonealliance.com](http://www.keystonealliance.com)