



Harrisburg
Section
The Global Voice of Quality™

Monthly Meeting Notice and News: September 2017

When: **Wednesday, September 13, 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: **Sheraton Harrisburg Hershey Hotel**
Phone: 717-564-5511
4650 Lindle Road, Harrisburg, PA 17111
(Use MAPQUEST for directions)

Menu: **A Taste of PA Buffet:** Garden Fresh salad with Field Greens and Seasonal Vegetables; Carved Roast Beef, Roasted Salmon with Pineapple Salsa and, Fire Grilled Chili Rubbed Chicken; Rice Pilaf and Fresh vegetables; assorted deserts including Peach Cobbler, cakes and pies

Please register on-line, NO LATER than 2:30 pm on Friday, September 8, 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.

What: Planning for Failure: The Power of Defensive Pessimism:

Cheer up. Be Happy. Find the silver lining. Smile. If you didn't know any better, you might say we're a country that preaches optimism. But some 30 to 35 percent of Americans employ a calculated form of negative thinking, called defensive pessimism, that can lead to very positive results.

We're not talking about a general disposition to see every glass as half-empty: "Defensive pessimism is a strategy used in specific situations to manage anxiety, fear, and worry". Defensive pessimists prepare for a situation by setting low expectations for themselves or a process, then follow up with a very detailed assessment of everything that may go wrong.

Once they imagine the full range of things that can go wrong or bad outcomes, they start figuring out how to handle them and this gives them a sense of control. Studies have shown that defensive pessimists tend to be very successful people, and their low opinion of outcomes isn't realistic; they use it to motivate themselves to perform better. If you pressure them into being optimistic, or try to manipulate their mood, their performance deteriorates.

Defensive pessimism is a tool to prepare for everything, even failure. If you encounter failure, you are prepared, ready and hopefully it is not catastrophic. We will discuss tools to use in your personal and professional environment.



Who: Mr. John Sharp, Global Quality Leader, TE Connectivity

TE Connectivity is the world's largest supplier of passive electronic components.

Mr. Sharp's current responsibilities include directing the global quality initiatives and policies for the Channel/Distribution BU of TE. This involves understanding the distribution and end-customers' expectations and providing an extraordinary customer experience while also achieving TE business objectives. In the recent past, John has led/administered the North American ISO/TL Quality Management System; as well as the Six Sigma and Lean process, quality metrics reporting and analysis. Mr. Sharp is responsible for establishing strategic plans, policies, and procedures at all levels to ensure the QA program will meet or exceed internal and external customers' needs and expectations.

Mr. Sharp teaches a variety of courses and seminars in TQM, Statistical Process Control, Quality Engineering and Auditing, Management, Marketing, Organizational Behavior, and Operations Management for the Penn State University- Middletown campus, Harrisburg Area Community College, Lebanon Valley College, and the Harrisburg section of the American Society for Quality. He is a past Chairman of the local ASQ section and is currently the education chairman.

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	TBD	TBD	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>Keynote Speaker; TBD</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	Understanding ISO 9001:2015: 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.	\$450/person
3 Sessions: February 23 & 24 April 26 & 27 June 8 & 9	2 Day ISO 9001:2015 Internal Auditor Training Day 1: Understanding ISO 9001:2015 as listed above Day 2: Audit Mechanics-Process Based Audit Methodology: <ul style="list-style-type: none"> <li style="width: 50%;"><i>❖</i> The Auditor, Auditee, Audit & Audit Preparation <li style="width: 50%;"><i>❖</i> Auditing for Compliance <li style="width: 50%;"><i>❖</i> Auditing Documented Information <li style="width: 50%;"><i>❖</i> Writing the Process Audit Report <li style="width: 50%;"><i>❖</i> Develop the Process Audit Plan <li style="width: 50%;"><i>❖</i> Root Cause Analysis & Corrective Action Plan <li style="width: 50%;"><i>❖</i> Process Audit Preparation <li style="width: 50%;"><i>❖</i> Corrective Action Verification and Closure <li style="width: 50%;"><i>❖</i> Auditing Metrics, Goals and Performance <li style="width: 50%;"><i>❖</i> Audit skill development through individual, team, and role play sessions 	\$750/person
3 Sessions: January 12 & 13 March 23 & 24 May 23 & 24	2 Day AS9100 D-2016 Standard Training Day 1: Understanding ISO 9001:2015; Base Requirements for AS9100D. Day 2: AS9100D-2016 Additional Requirements to ISO 9001:2015. 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	\$750/person
2 Sessions: March 1 May 18	1 Day ISO 13485:2016 Training <ul style="list-style-type: none"> <li style="width: 25%;"><i>❖</i> Introduction <li style="width: 25%;"><i>❖</i> Structure, Scope & Definitions <li style="width: 25%;"><i>❖</i> Based on ISO 9001:2008 <li style="width: 25%;"><i>❖</i> Risk Management <li style="width: 25%;"><i>❖</i> Process Clauses <li style="width: 25%;"><i>❖</i> Medical Device Clauses <li style="width: 25%;"><i>❖</i> 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

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