



Quality Currents

Newsletter of Harrisburg Section 503

Serving the Quality Profession Since 1953

April 2011

Executive Committee -- 2010-2011

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ASQ Web Site: www.asq.org

Harrisburg Section Home Page:

www.asq-harrisburg.org

Section Officers can be e-mailed

Chair's Message:

Dear Friends and Members,

Well, I can hardly believe that the ASQ World Conference is fast approaching in May, 2011 and I am personally excited and looking forward to attend both the embedded Health Care track as well as the many other parts of the Symposium including the Member Leader events on the weekend just prior to the start. Our Programs Chair is also planning to attend the Member Leader events too!

Our next meeting on April 13, 2011 is expected to be as interesting as last year's first introduction by Michelle Mason, ASQ Executive Director to ASQ's Futures Study in 2008 identified seven forces affecting the future of the quality profession: 1) Globalization, 2) Social Responsibility, 3) New Dimensions of Quality, 4) Aging Population, 5) Healthcare, 6) Environmental, and 7) 21st Century Technology, but this time with an update of ASQ activities in this important area of Social Responsibility. Please see full details in the meeting announcement later in this newsletter.

The following upcoming meeting in May on the topic of the TMI-1 Steam Generator move, and all the logistics and pre-planning involved surely will be one that you do not want to miss, especially given all the controversy since the disasters in Japan with their nuclear plants being so greatly affected and impacted by the Tsunami which followed the earthquake in the Pacific.

The May meeting may be our last official meeting of the Operating Year as we near the end of my term of office in June. However, the Executive Committee may decide to have a June Social Networking meeting depending on your interest; so, please let members of the team know what your desires and interests are in response to meeting surveys.

COMMITTEES

Certification	Michael Green	717-697-4188	Membership	Michael Vovakes	mvovakes@aol.com
Newsletter	Dave Fisher	717-986-5501	Chief Proctor	Mara Pagano	maralpagano@gmail.com
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	William Gordon	717-938-1923		Michael Green	717-697-4188
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Education	John Sharp	717-986-7692			

Harrisburg Section 503 Newsletter, April 2011

The Slate of Officers published in last month's Newsletter is fully capable of continuing the good work of the Section in bringing you new and updated Educational programs for FY-12 (July 2011 through June 2012); and, I will continue to be a part of the team, albeit somewhat behind the scene as the new Arrangements Chair in the coming year. In next month's News we will fully introduce the entire Executive team for the new Operating Year starting on July 1, 2011.

As always, please consider bringing a colleague, friend or guest to our next meeting as Quality comes first and foremost in everyone's life – it drives Safety and Economic success to the top. So let's strive to get as many folks involved as possible.

Thank you.

Greg Gurican, Chair ASQ Section 503

p.s. Please, SAVE THE DATE and mark your calendars for the **ASQ World Conference in 2011** as it will be so very close to home – within driving distance, in fact. The conference will be held in Pittsburgh, PA on May 16 – 18, 2011 with Leadership sessions over the weekend of May 14-15, 2011. I was proud to represent the Section at the last World Conference and was very impressed by the quality and caliber of all the presentations, it's certainly an event which you should not miss!!

Local, Harrisburg Section 503 News/Info:

*******REMINDER*******

World Conference on Quality & Improvement

This year's World Conference will be held in Pittsburg PA at the David L. Lawrence Convention Center May 16 through May 18. For more information on this year's focus and a schedule of events, follow this link: <http://wcqi.asq.org>

With this year's event being held in PA, why not take advantage of this great opportunity to:

- Learn new and classic quality tools, methodologies, and techniques.
- Network with more than 2,000 attendees and exhibitors.
- Benchmark best practices with the International Team Excellence Award Process.

What is the World Conference on Quality and Improvement and why should I attend?

It is simply the place to be if you need to improve efficiency in your company or implement any quality tool or cost-savings. The World Conference offers:

- More than [100 sessions](#), including those from the other four concurrently held conferences.
- Real-life examples of quality improvement through the [team competition](#).
- [ASQ certification](#) exams on-site.
- Renowned [keynote speakers](#) like Thad Allen, appointed by President Barack Obama to serve as the National Incident Commander for the unified response to the Deepwater Horizon oil spill and 23rd commandant of the U.S. Coast Guard.

Justify the World Conference to your boss.

Travel and training budgets have been reduced over the past few years while many companies experienced financial problems. Although financial problems are receding for some, travel and training budgets are slow to come back. 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 2011 World Conference:

- **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.

• **Section Certification Acknowledgements**

Congratulations to the following folks who have attained certification recently:

- Certified Quality Auditor
 - Brian Dave Blodgett
 - Jeremy Newell
 - Floyd A. Smith
 - Bronwyn M. Ungar
- Certified Six Sigma Green Belt
 - Bruce Andrew Cohen
 - George E. Daubert

Harrisburg Section 503 Newsletter, April 2011

• **Congratulations to Harrisburg Section 503**

Dear Section/Division Chair and QMP Chair,

Congratulations on achieving Gold Excellence for the 2009-10 QMP year! As you know, it takes dedication to reach this top honor. Your member unit worked diligently to make timely submissions of the following:

- Required officers and committee positions
- Audited annual financial report
- Annual business plan and budget

In addition to submitting the required information, your member unit exceeded the ASQ average in member retention, satisfaction and loyalty.

As a result of this achievement, you will be honored at the QMP Awards Ceremony on Saturday, May 14, 2011. This year's World Conference will be held in Pittsburgh and you can find more information about the conference at <http://wcqi.asq.org/index.html>. Please make arrangements now to have someone from your member unit present to receive the award and attend for the Member Leader events. An invitation will be distributed soon and RSVP will be expected for planning purposes. Please watch for the e-mail and identify the member leader who will be accepting the award (we recommend an officer from the 2009-10 year of performance).

Please use the link below to obtain your Gold Excellence logo for use in your publications, newsletters, website or any other materials. Using the same link, you will also find a press release to announce your achievement.

<http://asqgroups.asq.org/qmp/gold/LogosGold/Forms/AllItems.htm>

We thank you and the other member leaders for your dedication to our members and for your exemplary leadership!

Belinda Chavez
QMP Chair

• **Job Postings**

FROM: North Central PA Section of the American Society for Quality

Quality Professionals,

I am once again recruiting for a quality professional to potentially fill a position(s) as a Quality Manager for a manufacturing client located in State College.

A brief description of the job requirements are as follows:

Quality Manager:

This position requires a motivated professional who will develop, review, and implement Quality Management System (QMS) policies, procedures, plans, and work instructions to ensure that the QMS supports and enables the successful achievement of company goals and objectives. Additionally, duties include maintaining

compliance of QMS documentation with the ISO9001:2000 International Standards, the ISO13485 Standard for Medical Devices, statutory, regulatory, and contractual requirements as well as scheduling, planning, execution, and documentation pertaining to audits of QMS and regulatory compliance. Applicants should possess 3 - 5 years of quality engineering or management experience and have a least a Bachelor's degree in a technical or scientific discipline, with a BS in Electrical or Mechanical Engineering preferred. CQE or CQM status is also desirable. To apply, please email a resume to 66797-CS-3460@pinnacle-hr.hrmdirect.com or 66797-CS-3460@pinnacle-hr.hrmdirect.com

Karla Sexton
Pinnacle Consulting LLC
454 Pine Street, Ste. 2A
Williamsport, PA 17701
(570) 321-9505
karla@pinnacle-hr.com

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FROM: Phoenix Contact

CORPORATE QUALITY SUPPORT  
IMS QUALITY ENGINEER & LEAD AUDITOR

REPORTS TO: MANAGER QA, SAFETY, &  
ENVIRONMENTAL COMPLIANCE

**RESPONSIBILITIES include:** Maintaining a full understanding of ISO 9001, ISO14001, and OHSAS 18001-- Coordination of improvement initiatives within the IMS (Integrated Management System) system with both the Phoenix Contact Harrisburg and Corporate Quality in Blomberg -- Planning and conduct of Internal Audits to meet ISO requirements. Provide IMS / Quality Training to assigned associates as needed coordinate the auditing and monitoring of the Environmental Health and Safety (EHS) processes, coordinate resolution of related EHS issues, and coordination / implementation of OSHA Requirements throughout the organization. Facilitate all formal audits for Phoenix Contact USA (ISO registrars, ATEX, customer, or customers' representatives). Work with strategic purchasing to maintain audit management program for strategic suppliers. Follow-up and support the timely closure for both internal and external auditor(s) observations and findings. Assist in Root cause and 8D corrective action activities. Assist the IMS Management Representative when requested. Coordinate all documentation for the management review meetings Oversee and report on the IMS corrective action & continuous improvement activities.

**QUALIFICATION REQUIREMENTS include:** Bachelor's Degree and at least 6-8 years of Quality Assurance experience, including one or more certifications by American Society for Quality (ASQ) in the following disciplines: Quality Auditor, Quality Engineer, Lean Six Sigma Black Belt or Quality Management and Quality auditing experience. An in-depth understanding of ISO 9001, ISO14001, and OHSAS 18001. Experience in an electronic manufacturing environment is

preferred. Knowledge in the use and training on MSDS. Proficiency in MS Office Excel, Word and Power Point along with good verbal, written communication and computer skills. Demonstrate proficiency in technical writing skills used to develop effective procedures and a quality manual in a consistent manner. Demonstrate proficiency in multilevel planning skills related to organizing and facilitating new programs through teambuilding and teamwork. Demonstrate skills for planning, preparation and presentation of training modules. Meet IMS short and long term objectives and schedules defined in activities such as: external and internal audits, action due dates and special projects.

The salary range based on experience and qualifications will be low 50's to high 60's.

If interested please contact Peter Muller by any means listed below.

Peter Muller  
Quality Assurance Manager  
Phoenix Contact  
586 Fulling Mill RD. Middletown, PA 17057  
Fax 717-948-3460  
pmuller@phoenixcon.com

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)

**Attention Section 503 Members**

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 between 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.

**ASQ News/Info:**

• **Quality Tools and Natural Disasters**

From "A View from the Q". Posted on March 29, 2011 by Paul Borawski

Like everyone else, I watched with disbelief as news of Japan's terrible earthquake and tsunami unfolded earlier this month. The disaster and loss are unimaginable—yet I know the people of Japan, with their great determination and courage, will recover. ASQ has reached out with thoughts and prayers to the Union of Japanese Scientists and Engineers, and I encourage you to please consider lending support to the people and recovery efforts in Japan by donating to the Red Cross. Such natural disasters show how truly interconnected the world is today. An earthquake thousands of miles away will disrupt production processes close to home. The supply chain disruption is another example of our reliance on global connections. Companies worldwide have suspended production because so many product components are made in Japan, and the auto industry was hit particularly hard.

For quality professionals, this should serve as a challenge. How can we work to curtail the destruction of natural disasters? How do we prepare and plan for natural disasters? How can we mitigate risk? How can we help to accelerate recovery efforts, outreach and social services? What are the efficiency and improvement lessons that can apply here and elsewhere? These are among the questions we must consider as part of our calling to raise the Global Voice of Quality. What do you think?

• **ASQ President To Testify Before Congress on Baldrige**

From: "A View from the Q". Posted on March 10, 2011 by Paul Borawski

ASQ's President David Spong will be testifying before Congress in connection with the proposed Baldrige budget cut for fiscal year 2012 on Friday, March 11.

Spong's appearance, before the U.S. House Appropriations Subcommittee on Commerce, Justice, Science and Related Agencies, is a success of ASQ's Washington, D.C., advocacy efforts. Here's the link to the written testimony (please log in with your ASQ account or register to view the testimony).

His spoken testimony will be limited to four minutes, so it will be a shortened version of the written testimony. As best we can tell, his testimony will not be videotaped and the transcript itself will be available in three to four months.

Dr. Spong led two Boeing businesses to Baldrige Award status. Once as a manufacturer in 1988, and the second time as the CEO of a service organization in 2003. He was also the Chair of the NIST "Visiting Committee for Advanced Manufacturing Technology" and former chair of the Baldrige Foundation.

We encourage you to "raise your voice" on the topic of Baldrige and the proposed \$2 million budget cut for fiscal year 2012. We'll be providing instructions for how to contact your congressional representatives in the near future.

Technology makes it easy these days to get yourself heard and we're working to put software in place to simplify the process

of being heard. For the time being, you are welcome to share your point of view with the Secretary of Commerce, the Honorable Gary Locke, [TheSec@DOC.gov](mailto:TheSec@DOC.gov), or the Undersecretary of Commerce for Standards and Technology, Patrick Gallagher. Mr. Gallagher is the Director of NIST; [Patrick.Gallagher@nist.gov](mailto:Patrick.Gallagher@nist.gov).

Even though President Obama has nominated Secretary Locke to become the Ambassador to China, we think it's important for the acting or incoming Secretary of Commerce to know that Baldrige is an important topic.

- **PressRelease; Supplier Auditing, Certification and Nonconformances Seminars Coming in April, 2011:**

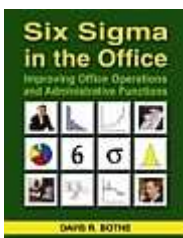
The ASQ Customer-Supplier Division announces their one-day seminars for April 2011. The very popular Supplier Auditing and Supplier Certification courses and the NEW Supplier Nonconformances course will be offered in the Jersey area: Plainview, LI NY (Apr 18-20), Princeton, NJ (Apr 19-21), Allentown, PA (Apr 20-22), and Vineland, NJ (Apr 21-23).

"Because each city in the cluster is within driving distance, we schedule them one day after the other," says Supplier Certification instructor Dick Gould. "We call them our Roadshows. We've been doing this for about 10 years, but each cluster is different. We try to serve all major metropolitan areas within the USA within a reasonable time period. The addition of Supplier Nonconformances, taught by Kathryn Roberts, makes this event even more valuable."

Supplier Auditing instructor Dennis Arter says, "Our data tell us that CSD members want useful training that is focused, short, local, and inexpensive. These are practical courses lasting a single day. We come to you and keep the price down. Our courses attract ASQ members and non-members who can't afford to take an entire week off work. Often, they take a vacation day to attend. They want something useful that will benefit themselves and their organization."

For detailed information, including registration fees and site locations, please visit the Customer-Supplier Division's web site at <http://www.asq.org/cs> and look under the Quality Information tab for "Courses". Classes are limited to 25-30 participants and preregistration is required.

- **Book Review**



**Six Sigma in the Office: Improving Office Operations and Administrative Functions**

*Davis R. Bothe*

Six Sigma is a fact-based, data-driven methodology of waste reduction that was originally developed by Motorola in

the mid 1980s to address manufacturing problems. In the late 1990s, service organizations began adopting the Six Sigma philosophy to improve their transactions with customers. But one area overlooked for improvement by most of these companies was their support functions-human resources, marketing, finance, accounting, auditing, purchasing, billing, credit approval, IT, security, and maintenance. These office areas are the ones targeted by this book because they offer tremendous untapped opportunities for cost savings.

Readers will quickly learn that the Six Sigma improvement strategy is not just a collection of statistical techniques, but a step-by-step set of operating instructions detailing how to systematically apply these tools in the correct sequence, and at the proper time, to improve the performance of your office operations and administrative functions.

Written for those who work in offices, the statistical techniques covered in this book are very easy to learn and successfully apply. Because these methods are presented at an introductory level, no prior experience with statistics is necessary.

Additional benefits...

- Many practical ideas are presented for collecting data (with minimum sample sizes), generating ideas about potential causes of business problems, verifying major causes, and successfully implementing cost-effective solutions.
- Over 40 easy-to-apply statistical techniques are fully explained and illustrated with many examples.
- A matrix of techniques versus steps indicates when a particular tool should be applied.
- Numerous flowcharts detail the correct application of a chosen technique.
- Over 600 graphs and illustrations demonstrate the proper data-analysis methods.
- A multitude of real-life examples and case studies from a wide variety of businesses illustrate the proper application of the Six Sigma strategy.
- No special software programs are needed, only pencil, paper, and common sense.

Whether you work for a manufacturing company, a service organization, or a non-profit, the material in this book will help you enhance the performance of all your support operations.

This text should be on the bookshelf of every office manager.

- **Help During Times of Transition**

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>

## Harrisburg Section 503 Newsletter, April 2011

Learn about retirement options.

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

### • To Update Your E-mail Address 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, e-mail ASQ Customer Care at [help@asq.org](mailto:help@asq.org) or call us at 800-248-1946 (United States and Canada only).

**Or**

To Update Your E-mail Address or Opt Out of Future E-mails Without Logging In:

Contact ASQ's Customer Care Center:

**E-Mail:** [help@asq.org](mailto:help@asq.org)

**Phone:** 800-248-1946 (United States and Canada only)  
or 414-272-8575  
001-800-514-1564 (Mexico)

**Fax:** 414-272-1734

**Mail:** ASQ  
600 N. Plankinton Ave.  
Milwaukee, WI, 53203, USA

### 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 Executive 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):  
According to Raymond Loewy, the industrial designer who introduced streamlining to packaging, what are the two most perfectly designed containers ever made?  
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## ASQ Harrisburg Section 503 APRIL DINNER MEETING

**When:** **Wednesday, April 13, 2011**

Registration: 6:00 - 6:30 p.m.  
Dinner: 6:30 - 7:15 p.m.  
Program and Q&A: 7:15 - 9:00 p.m.

**Where:** **Four Points Sheraton**  
**1650 Toronita Street, York, PA**  
**Telephone 717-846-4940 (directions & map on next page))**

**Menu:** **Chicken Oscar-** A Tender Chicken Breast Stuffed with Crab Meat and Asparagus and Topped with Hollandaise Sauce. Twice baked potato, glazed carrots, Garden salad, rolls & butter, carrot cake and coffee or tea. **Vegetarian** – available on request.

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

**What:** **ASQ's Social Responsibility Initiatives**

ASQ's Futures Study in 2008 identified seven forces affecting the future of the quality profession: 1) Globalization, 2) Social Responsibility, 3) New Dimensions of Quality, 4) Aging Population, 5) Healthcare, 6) Environmental, and 7) 21<sup>st</sup> Century Technology. This month's presentation will cover the connection between Quality and Social Responsibility, the new ISO standard for social responsibility, ISO 26000, and ASQ's Social Responsibility initiatives. Given the increases in vehicles of social media it is likely that our organizations will be under heightened scrutiny for our impacts on society. This presentation will prepare each of us to help lead our organizations through this new dimension of quality.

**Who:** **Michelle Mason – Managing Director - ASQ**

Michelle Mason is a Managing Director at the American Society for Quality (ASQ), located in Milwaukee, WI. Her special areas of emphasis are membership and community value including new community models, business development, partnerships and innovation and advocacy and social responsibility. Michelle came to ASQ from ASAE - The Center for Association Leadership located in Washington, D.C., where she served as Vice President of Strategic and Future Focused Research. Michelle is a Certified Association Executive (CAE) with an MBA and MS from the University of Maryland. She has a Bachelor of Science degree in Business Administration. Michelle is an ASAE Fellow and Aspen Institute Ideas Fellow. She serves on several boards and community service organizations. Michelle enjoys volunteering, traveling, dining, and spending time with family and friends.

### **IMPORTANT:**

To meet the hotel notification requirements and allow for preparation for our meetings, all reservations need to be received by the close of business on the Wednesday preceding the meeting date.

**Please register by Wednesday April 6, 2011:**

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

**DIRECTIONS:**

**From the East:**

Take Route 30 West to Toronita Street (last light before I83). Turn right at the traffic light and the hotel entrance will be the third entrance on the left.

**From the North:**

Take I83 South to Exit 21. Take Route 30 East to the first traffic light and turn left onto Toronita Street. The hotel entrance will be the third entrance on the left.

**From the West:**

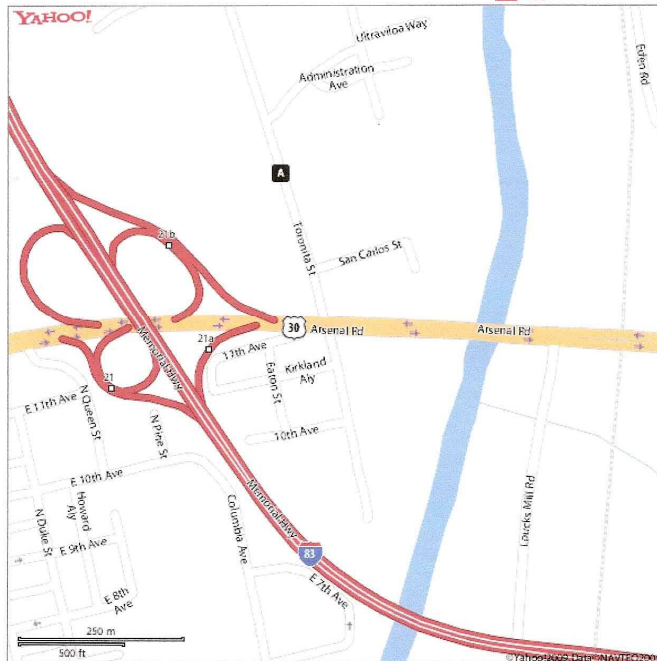
Take Route 30 East to Toronita Street (first light after I83). Turn left at the traffic light and the hotel entrance will be the third entrance on the left.

**From the South:**


Take I83 North to Exit 21. Take Route 30 East to the first traffic light and turn left onto Toronita Street. The hotel entrance will be the third entrance on the left.

Map of Four Points (717) 846-4940

YAHOO!



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\*\*\***

### 2011 Training Programs

| Dates                                                           | Course Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Cost/Person                                                                                                 |
|-----------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|
| <b>1 Session:</b><br><br><b>April 14 &amp; 15, 2011</b>         | <b>2 DAY ISO 9001:2000 Internal Auditor Training w/ 2008 Revision Review</b><br><b>Day 1 – ISO 9001:2000/2008 Training</b> <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> <b>Attendees will receive ISO 9001-2000 &amp; 2008 Certificates</b>                                                                                                                                                                                                                                                                                                  | <b>\$550</b><br>NOTE: Cost for those who want to attend <b>only the first day</b> of training: <b>\$350</b> |
| <b>Take Home Review and Self-Examination Package</b>            | <b>ISO 9001-2008 Changes -2 Hour Program- Certificate Issued Upon Completion</b><br>This program is designed specifically to address the changes that resulted in the release of the ISO 9001-2008 standard without the need to attend a public off-site training session. <b>Prerequisite: Understanding of ISO 9001-2000</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>\$75</b>                                                                                                 |
| <b>3 Sessions:</b><br><b>April 8,</b><br><b>May 13, June 17</b> | <b>1 Day SAE AS-9100C AS9101D Supporting Audit Criteria Requirements for Aviation, Space and Defense Organizations Standard</b><br>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.<br><b>Prerequisite:</b> Understanding ISO 9001 - 2008 is <b>essential</b> . Understanding of AS9100 B is beneficial . | <b>\$350</b>                                                                                                |

**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, Inn At Towamencin, 1750 Sunnyside 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: deidradoc@aol.com**

The Lehigh Valley Section of ASQ Presents:

**The Corrective Action Process: Auditing and Improvement**

By J.P. Russell

Thursday, April 21, 2011 at the Four Points Sheraton, Lehigh Valley

**Speaker:** J.P. Russell is one of the foremost Gurus in the field of quality auditing. He specializes in process, system, verification audits and assessments for improving organization performance. He is an ASQ Fellow, editor of the ASQ Auditing Handbook and author of several books on process/system auditing and standards. In 2006, he was awarded the "Outstanding Professional Achievement" Award from the U.S. Technical Advisory Group (TAG) of the American National Standards Institute, was presented with ASQ testimonial awards in 2000 and 2004, and, in 2008, was presented the Paul Gauthier ASQ Audit Division Award. Mr. Russell is very active in ISO standards development and updates. He is also very active in community affairs.

Course Content:

- Lesson 1: Corrective and Preventive Action
- Lesson 2: Plan-Do-Check-Analyze
- Lesson 3: Corrective Action Process Requirements
- Lesson 4: The problem and the Need for Corrective Action
- Lesson 5: Taking Action Using the Holistic CA Process
- Lesson 6: Effectiveness and Monitoring Results
- Lesson 7: Corrective Management

## Harrisburg Section 503 Newsletter, April 2011

### Who Should Attend:

- Anyone Involved in Auditing
- Quality Professionals who Want to Brush Up on Quality Audit Issues Presented

### Schedule:

Registration: 8:00a.m. - 8:30 a.m. with Continental Breakfast

Morning Session: 8:30 - noon (one refreshment break)

Buffet Lunch: noon - 1:00 p.m.

Afternoon Session: 1:00 p.m. - 4:30 p.m. (one refreshment break)

### Location:

Four Points Sheraton, 3400 Airport Road, Allentown, Just north of Route 22 on Airport Road. (Directly across from the Lehigh Valley Int'l Airport).

### Registration – Two Choices:

1. Register via check payable to "LVASQ" to Ruth Barnett at ASQ, Lehigh Valley Section, P.O.Box 90283, Allentown, PA 18109-0283. *ASQ Member Number must be on the check in order to receive member pricing.*  
or
2. Register via e-mail or phone to Ruth Barnett at [rlbarnett@gmail.com](mailto:rlbarnett@gmail.com) or 610-596-2854:

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|                                                                                                                       |  |                                                                    |                |      |
|-----------------------------------------------------------------------------------------------------------------------|--|--------------------------------------------------------------------|----------------|------|
| Name:                                                                                                                 |  | ASQ Member #:                                                      |                |      |
| Address:                                                                                                              |  | City:                                                              | ST:            | Zip: |
| Method of Payment: <input type="checkbox"/> Check <input type="checkbox"/> Credit                                     |  | Amt: <input type="checkbox"/> \$250 <input type="checkbox"/> \$300 |                |      |
| Type of Card: <input type="checkbox"/> AMEX <input type="checkbox"/> Visa <input type="checkbox"/> MC Security code*: |  |                                                                    | Expires: MM/YY |      |
| Acct. No:                                                                                                             |  |                                                                    |                |      |

\*3 digit security code (for VISA/ MC only)

Fee: ASQ members \$250, Non-members \$300. Includes lunch and handouts.

REGISTRATION DEADLINE APRIL 11, 2011. \$100 Cancellation Fee if Cancelled After April 11.

For More Information Contact Cease Blocker at 610-866-3714 or [blocker@enter.net](mailto:blocker@enter.net).

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**ASQ HARRISBURG 2010-2011 MEETING SCHEDULE**

| <b>DATE</b>           | <b>SPEAKER</b>                        | <b>TOPIC</b>                                                                            | <b>LOCATION</b>   |
|-----------------------|---------------------------------------|-----------------------------------------------------------------------------------------|-------------------|
| September 8, 2010     | Sally Haldeman                        | Plant Tour Armstrong Marietta                                                           | Lancaster         |
| October 13, 2010      | Dr Marijka Grey - WellSpan Gettysburg | The Current State of Primary Care & Vision for How to Reengineer the Healthcare Culture | York              |
| November 10, 2010     | Rush Gross - WellSpan                 | Lean project warehousing operations                                                     | Harrisburg        |
| December 8, 2010      | Rene Massengale                       | Food Safety                                                                             | Lancaster         |
| January 12, 2011      | Dr Shawn Moyer, MD                    | A Quality Journey at Pinchot Family Medicine                                            | York              |
| February 9, 2011      | Michael True                          | Starting and Maintaining a Quality Internship Program                                   | Harrisburg        |
| March 9, 2011         | Dewey Butts                           | Leaning Out Six Sigma Problem Solving Process                                           | Lancaster         |
| <b>April 13, 2011</b> | <b>Michelle Mason - ASQ</b>           | <b>An intro to ISO 26000 - Social Responsibility</b>                                    | <b>York</b>       |
| <b>May 11, 2011</b>   | <b>Michael Baker Jr</b>               | <b>Moving the TMI Generators - A Study in Pre-Planning!</b>                             | <b>Harrisburg</b> |
| <b>June 8, 2011</b>   | <b>TBD</b>                            | <b>TBD</b>                                                                              | <b>Lancaster</b>  |

Answer to this month's trivia question: The old Coca-Cola bottle and the egg.