



The Global Voice of Quality™

Quality Currents

Newsletter of Harrisburg Section 503

Serving the Quality Profession Since 1953

April 2012

Leadership Committee -- 2011-2012

CHAIR:

Scott Crandall

Director of Quality and Advanced Technology
McClarin Plastics Inc.
Hanover, PA 17331
(800) 233-3189
scrandall@mcclarinplastics.com

CO-CHAIR/CHAIR ELECT:

OPEN

TREASURER:

Eugene (Gene) M. Schwartz, CQA

Senior Field Specialist
Underwriters Laboratories Inc.
York, PA 17402
Home: 717-741-3324
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Eugene.M.Schwartz@us.ul.com

SECRETARY:

John Reibson
Quality Assurance Specialist
Penn State College of Medicine
Hershey, PA. 17033
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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:

I thought we had another nice presentation last month. It brought to light the different Quality systems we all operate under. I'm not familiar with the system the FDA uses, but am familiar with Corrective Action procedures; it was interesting to see that the steps in their system are very similar to the other systems.

This upcoming month we will hold elections for Section Officers; their term will begin this summer. If you would like a say in Section Leadership please attend the meeting as we elect by voice vote, not by ballot. As usual my offer still stands if you would like to help out in any way we can appoint a number of positions that don't need a vote.

It seems business in general is picking up; we are getting an increasing number of requests to advertise on our Website or in the Newsletter. I hope we are getting the word out to those who are interested in a timely manner.

A final note is that we achieved Gold status for Section Leadership in 2010-2011. This is the top award for the management of our section. We will receive the award in Anaheim in May. We will also get another Plaque for our banner. My thanks to everyone who contributed to the award, especially Greg Gurican who was at the helm (Chair) during that time period. Under his guidance we achieved Gold status 2 years in a row.

See you at Dinner.

Scott Crandall, Chair ASQ Section 503

COMMITTEES

Auditing	Craig Mosher	717-986-3540	Membership	Patricia McCown	Patty.mccown@hp.com
				Mara Pagano	maralpagano@gmail.com
Arrangements	Greg Gurican	717-851-2133	Newsletter	Dave Fisher	717-986-5501
Certification	Michael Green	717-697-4188	Nominations	Greg Gurican	717-851-2133
Chief Proctor	Susan Backs	717-378-6266	Placement	Brian Krady	717-290-8000
Education	John Sharp	717-986-7692	Program	Fred Hammond	717-330-9701
				William Gordon	717-938-1923
Examining	Michael Green	717-697-4188	Webmaster	Steve Cronkrite	717-852-1806

Local, Harrisburg Section 503 News/Info:

• **AND THE NOMINEES ARE...**

The Nominations Committee chaired by the Immediate Past Chair, Greg Gurican, and your Leadership Team have proposed the following slate of Officers and Committee Chairs for the upcoming fiscal year (FY-13) July 1, 2012 to June 30, 2014. Nominations were solicited from the floor at our March meeting and from the general membership via email. With no other nominations received, the nominations process officially closed March 31. Nominees will be voted on at our April dinner meeting.

OFFICERS

Chair:	Mr. Scott Crandall scrandall@mclarinplastics.com
Co-Chair/Chair-elect:	Ms. Sally Haldeman
Secretary:	Mr. Greg Gurican Graygur814@comcast.net
Treasurer:	Mr. David Fisher (1 st term of office) dwphotir@hotmail.com

NEWLY APPOINTED COMMITTEE CHAIRS

Arrangements:	Mr. John Reibson jreibson@psu.edu
Nominations:	Mr. Scott Crandall scrandall@mclarinplastics.com

CONTINUING COMMITTEE CHAIRS

Audits:	Mr. Craig Mosher cdmosher@tycoelectronics.com
Bylaws:	Mr. David Little dmlittle@te.com
Chief Proctor:	Ms. Susan Backs sbacks@transairmfg.com
Education:	Mr. John Sharp jmsharp@tycoelectronics.com
Examining Committee & Certifications:	Mr. Michael Green mpgreen204@verizon.net

Internet Liaison:	Mr. Steve Cronkrite steve.cronkrite@harley-davidson.com
Membership:	Ms. Patricia McCown Patty.mccown@hp.com
Newsletter Editor:	Mr. Dewey Butts
Placement:	Mr. Brian Krady bkrady@rosenbergerna.com
Programs co-Chair:	Mr. William (Bill) Gordon bill_gordon710@comcast.net
Programs co-Chair:	Mr. Fred Hammond fhammo@gmail.com

• **Congratulations to Harrisburg Section 503**

“Dear Section/Division Chair and QMP Chair,

Congratulations on achieving Gold Excellence for the 2010-11 QMP year (July 1, 2010-June 30, 2011)! 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

Detailed results from the 2010-11 QMP year can be found online at:

<http://rube.asq.org/members/leaders/qmp-tracking-report-sections-2010-11.pdf> (for sections) and

<http://rube.asq.org/members/leaders/qmp-tracking-report-divisions-2010-11.pdf> (for divisions).

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 19, 2012. This year’s World Conference will be held in Anaheim, CA and you can find more information about the conference at <http://wcqi.asq.org/>. Please make arrangements now to have someone from your member unit present to receive the award and attend 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

Harrisburg Section 503 Newsletter, April 2012

member leader who will be accepting the award (we recommend an officer from the 2010-11 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/1011.htm>

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

Sent of behalf of QMP Chair Belinda Chavez by

Jessie Kasberger (formerly Schultz)
Community Development Administrator
ASQ
600 N. Plankinton Avenue
Milwaukee, WI 53201
800-248-1946 ext 7423
jkasberger@asq.org
www.asq.org

• **ATTENTION March meeting attendees-**

While working on my recertification journal last week I noticed that the date at the top of the March Meeting Receipts was wrong (it still had the date of the February meeting, duh!). If you need a corrected copy of your receipt please email me at fhammo@gmail.com and I will see to it that you get a corrected version.

Fred Hammond
Program Co-Chair

• Informal Learning Opportunities

The Leadership Committee needs your support. Recently, some members have inquired about meeting informally on an ad hoc basis to discuss quality related topics of personal interest. Another idea that has surfaced is forming a small team of ASQ volunteers to work on a Lean Six Sigma project under the mentorship of an experienced practitioner. This would give you an opportunity to gain

hands-on experience working with this methodology and its associated tools.

If you have an interest in either endeavor, have other ideas for developing informal learning opportunities, or would like to help pilot this effort, please contact John Sharp, the Education Committee Chair (jmsharp@te.com) or Bill Gordon Co-chair of the Program Committee (bill_gordon710@comcast.net).

• Lean/Sig Sigma Volunteer Experts Needed

If you're interested in applying lean/six sigma in an environment outside of manufacturing, we have an opportunity for you. Since 2010 WellSpan Health, in partnership with Aligning Forces for Quality (a Robert Wood Johnson Foundation grant) has been utilizing lean experts from local industries to work with physician office practices in York and Adams Counties. Our goal is to improve the quality of care for patients with diabetes and other chronic conditions by reducing waste and variation, building team culture, and engaging patients in self-management of their health. If you have interest in applying your lean/six sigma experience in the medical field plus gaining experiences to take back to your business, please contact Rush Gross, Planned Care Coordinator at 717-851-6859.

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

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 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:



The ASQ World Conference on Quality and Improvement is the largest gathering of ASQ members. It offers more than 100 sessions, including those from four concurrently held conferences. Help your members and other quality professionals in your community learn more about the learning and networking opportunities this event offers. Spread the word! Consider going yourself!

The theme for this year's WQCI is "Producing Results: Proven Solutions in Today's Challenging World," focusing on basic quality, globalization, best practices in supply chain management, managing risk, and changing technology.

--Keynote Speakers from Industry Leading Companies--

With a speaker list that includes leaders from Boeing, Coca-Cola, and the Juran Institute, you will leave WCQI inspired to make quality improvements and lead change within your organization.

--More than 100 sessions and workshops--

You will find all the latest in quality knowledge, tools, and applications at WCQI. Every session has been reviewed and the presenters are leaders in their field.

--ASQ International Team Excellence Award Process--

The Quality Impact Sessions are live case studies presented by teams from around the world that are presenting in the team excellence award process.

--Exhibit hall events and networking--

With several exhibit hall events, dozens of informational booths and session sizes that allow for personal attention, WCQI is the event of the year to connect with like-minded professionals.

--Certification exams are available at WCQI--

Exam Date: Sunday May 20, 2012
Exam Application Deadline: April 6, 2012

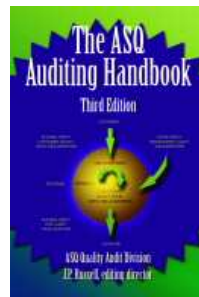
Check out ASQ's homepage for many more details on this event: www.asq.org.

- Quality Tools

I'm always "on the hunt" for good quality tools. While browsing ASQ's website and their summary of this month's QP, I came across a listing and summaries of several you may find useful in your "quality endeavors". If you haven't yet seen this month's issue, take a look on-line. Several piqued my curiosity. Among them: Relations Diagrams, Matrix Diagrams, Affinity Diagrams—a plethora of "diagrams".

Beyond the Basics (<http://asq.org/quality-progress/2012/04/basic-quality/beyond-the-basics.html>)

- Book Review



The ASQ Auditing Handbook, Third Edition
J.P. Russell

Item: H1263
Member Price: \$89.00

Auditing is a management tool used to verify that systems and processes are compliant/conformant, effective, and continually improved. The process audit determines if process requirements (methods, procedures) are being met, while a system audit determines if system requirements (manual, policy, standards, regulations) are being met.

This best-selling handbook is organized to correspond exactly with the ASQ Certified Quality Auditor (CQA) Body of Knowledge (BoK). It provides comprehensive coverage for nearly every aspect of the audit function. Though a valuable resource for studying for the CQA examination, it is also meant to be the single source for quality, environmental, safety and health auditors, audit managers, audit teams, and other professionals in the field. The auditing handbook is designed to provide practical guidance for system and process auditors. Practitioners in the field have provided content, example audit situations, stories, and review comments as the handbook evolved.

Harrisburg Section 503 Newsletter, April 2012

New to this third edition are topics such as auditor competency, business applications, and improvement tools. Additionally, existing topics have been expanded to encompass process methods, process based management systems, and ISO 19011 guidance. The handbook has been refocused to promote the common elements of all types of system and process audits (quality, environmental, safety, and health), and covers the latest auditing terminology and communication technology. The appendixes include example forms and an example guide for when technical specialists (subject matter experts) are needed on the audit team.

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>

- To Update Your E-mail Address at ASQ:

- Visit 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 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

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 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.

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

This month's trivia question (answer on the last page):  
A certain Capt. Hanson Gregory is credited with a curious invention: It has neither weight nor density; it can be seen but not felt. What is it?  
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**ASQ Harrisburg Section 503
April 2012 DINNER MEETING**

When: Wednesday, April 11, 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: Holiday Inn East

4751 Lindle Road Harrisburg, PA 17111 (717) 939-7841

Menu: A Taste of Italy buffet-

Tomato and Mozzarella Salad, Antipasto Tray, Fresh Fruit, Pasta with Marinara, Alfredo, and Pappalardo Sauces, Chicken Parmesan, Vegetarian Lasagna, Pesto Mashed Potato, Green Bean Amadine, Bread & Rolls. Iced Tea with Lemon, Freshly Brewed Coffees and Hot Tea.

Cost: Pre-Registered: \$20.00/Section Member, \$25.00/Guest

At-the-door: \$25.00/Section Member, \$30.00/Guest

What: Existing and Thriving Under Multiple Quality Systems

The business of a Custom Plastics Molder can be hectic, challenging and never boring. Customers can require Molders to follow any of the major Quality systems or even their own proprietary system depending on their business. As Customers place more emphasis on Supplier development and risk management their Supplier Quality departments focus on improving their Supplier's Quality and Operational systems. How does a Supplier cope with multiple requirements to satisfy different Customer's needs? Audits are no longer only focused on Processes and Quality Assurance; many Quality professionals are called on to audit and understand other corporate functions. Directing a manufacturing company that is involved in many Industry segments can be challenging. Existing and thriving in this atmosphere while maintaining a lean workforce is a complex, daunting task. One experienced Quality Manager will present his views and methods of dealing with multiple Quality system requirements and audit types in today's environment.

Who: Scott Crandall – McClarin Plastics

A life-long learner, Scott has earned MBAs from the International Certification institute and from Western Governors University, a BS in Business Management from Western Governors University, and a Journeyman Tool and Die-Maker certificate from General Electric. His career has been spent in Engineering, Technology, and Quality within the manufacturing business segment. Thirty-two years in plastics contract molding has enabled Scott to work on diverse projects demonstrating and implementing quick, effective quality-based technological solutions. Scott has had the unique opportunity to successfully conduct business in Brazil, Ireland, Germany, and Spain. He has managed projects for the Railroad Mass Transit, Aircraft and Wind Power industries. Scott is a member of the South Central Pennsylvania Advanced Manufacturing Consortium, a team that selects and implements training programs for manufacturing companies in South Central Pennsylvania utilizing State and Federal funding. He is the current Chairman of the American Society for Quality, Section 503. He is also a Senior Member of the Society of Plastics Engineers and has presented several technical papers at its National conferences. As a veteran of the US Navy, Scott values responsibility and commitment.

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 register by Wednesday April 4, 2012:

Register with:	E-mail	Fax
Fred Hammond	mailto:fhammo@gmail.com	717-381-3256

NOTE: Do NOT reply to this email to register. Click on the link above and register at: fhammo@gmail.com. You will receive a confirming email within 36 hours.

DIRECTIONS:

Holiday Inn – Harrisburg East

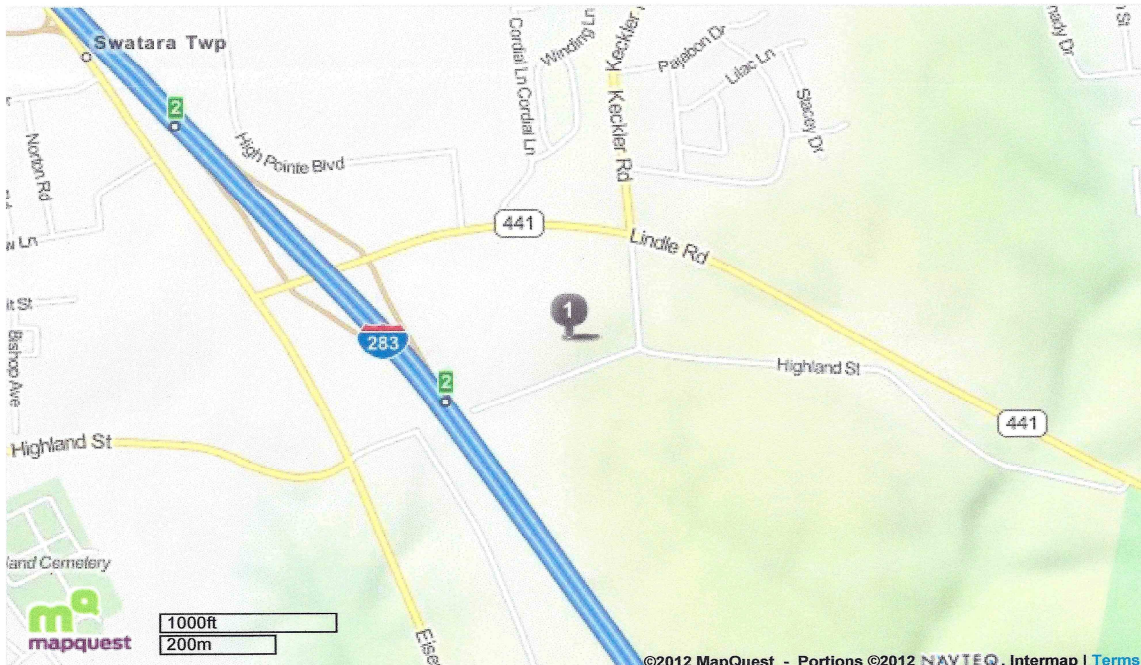
4751 Lindle Road
Harrisburg, PA 17111
(717) 939-7841

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.



ASQ HARRISBURG 2011-2012 MEETING SCHEDULE

DATE	SPEAKER	TOPIC	LOCATION
September 14, 2011	Mark Raschke, BAE Systems	US Special Operations Command (SOCOM) MRAP Vehicle: A successful application of quality process assurance for low quantity production at BAE Systems	York
October 12, 2011	Dr Alice Gobeille National Graduate School of Quality Management	At the end of the first decade of the 21 st century, what is the role of Quality?	Harrisburg
November 9, 2011	Dr. Don Dahlberg, Professor Emeritus Lebanon Valley College	Chemometrics without Equations - Using Principal Components Analysis for Root Cause Analysis	Lancaster
December 14, 2011	Christian Lancaster, St. Onge Company	Top Reasons for Failure in Supply Chain Projects, Presented Using the DMAIC Process	York
January 11, 2012	William J. Sutton II, LEED® AP, Wohlsen Construction Company	Sustainability in Business and Construction Today	Harrisburg
February 8, 2012	Dewey Butts, LSSMBB Intergrated Business Improvement Solutions	Lean Six Sigma Blue Belt	Lancaster
March 14, 2012	Thomas Friel, Food and Drug Administration	Closing the Loop: An Effective CAPA System	York
April 11, 2012	Scott Crandall, McClarin Plastics	Existing and Thriving Under Multiple Quality Systems	Harrisburg
May 9, 2012	Undergraduate Engineering Students, Elizabethtown College	Engineers for the 21st C - Student Projects	Elizabethtown
June 13, 2012	Reserved	Reserved	TBD

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

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2012 Training Programs

Dates	Course Description	Cost/Person
<p>1 Session: May 10 & 11</p>	<p align="center">2 DAY ISO 9001:2000 Internal Auditor Training w/ 2008 Revision Review</p> <p>Day 1 – ISO 9001:2000/2008 Training</p> <ul style="list-style-type: none"> • Quality system principles and the process model • Examination/interpretation of ISO9001:2000 elements • Review of recently released 2008 standard changes • Continual effectiveness improvement focus <p>Day 2 – Applying the Standard & Auditing Techniques</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">\$595</p> <p>NOTE: Cost for those who want to attend only the first day of training: \$350</p>
<p>3 Sessions: April 20 May 18 June 15</p>	<p>1 Day SAE AS-9100C & AS9101D Supporting Criteria for Aviation, Space and Defense Organizations Standard</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. Prerequisite: Understanding ISO 9001- 2008 is Essential. Understanding of AS9100 B is beneficial</p>	<p align="center">\$395</p>
<p>Offered On-Site Public Training TBD</p>	<p align="center">One Day Work Shop AS9101D Implementation Criteria; Application of SAE AS-9100C</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, Kulpville, 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

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Answer to this month's trivia question: The donut hole.