



Quality Currents

Newsletter of Harrisburg Section 503

Serving the Quality Profession Since 1953

April 2009

Executive Committee 2008-2009

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Harrisburg Section Home Page:

www.asq-harrisburg.org

Section Officers can be e-mailed

Chair's Message:

A year ago, I would never have thought that our economy could change so drastically in such a short time. So much of our world is in flux and I'm sure we are all wondering what's going to happen next. Fortunately, your unique training as a quality professional places you in an excellent position to help your business be successful.

The ASQ website has an excellent article dealing with how to survive the economic crisis. The article is found in the ASQ Quarterly Quality Report, December 2008 and is titled "**How Economic Recession Is Affecting Quality Activities**".

(<http://www.asq.org/quality-report/reports/200901.html>)

Obviously many companies have already cut staff in order to reduce costs. However, in reviewing this article you can see that many organizations are emphasizing quality initiatives in order to cut costs and improve customer satisfaction.

So let me encourage you to take the time to determine where you can make the case for quality improvements in your organization. If you need some ideas, I have a suggestion. Join us at the next ASQ dinner meeting where you will hear Tom England of Tyco Electronics. He'll be discussing the continuous improvement transformation at Tyco Electronics. Tom is a great speaker and I'm looking forward to his presentation. You will also find that there is always ample time for networking with other quality professionals at these meetings. So bring your questions and bring your appetite because Jim Pasquali, our arrangements chair, has a delicious meal planned for us.

If I can help in any way, don't hesitate to contact me.

John

COMMITTEES

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Local, Harrisburg Section 503 News/Info:

• **Section Newsletter and Meeting notifications**

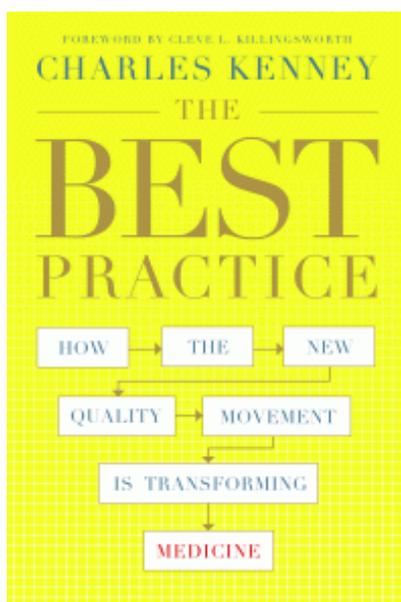
In an effort to provide coverage to all of our Section members, starting in April, we will be sending a copy of the dinner meeting announcement via email to those members who have provided ASQ their email contact information. For those who have not provided that option, we will be sending a paper copy of the meeting notice via US mail. In this way, we hope mend the gap that had previously existed so that everyone is contacted. Hopefully all of our members have access to the web to be able to view the newsletter from our ASQ website—and thus be able to read up on Harrisburg Section news.

• **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 15 and 20 email "bouncebacks" 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 continually improve.

*****BOOK REVIEW*****

"THE BEST PRACTICE: How the New Quality Movement is Transforming Medicine" by Charles Kenney, Public Affairs Books, 2008.



“The patient is God!” in this riveting nonfictional work that reads more like a novel and shows how the new quality movement in America that started nearly 30 years ago is transforming health care today. This page-turner is both educational and emotional, and in it you will learn how industrial quality systems, knowledge and practical applications, can serve to lead the health care industry to its Holy Grail of “zero-defects”, i.e., no patient harm events.

The author tells us how Dr. Donald Berwick M.D., President and CEO of the Institute for Health Care Improvement (IHI*), and others in health care have been on a quest to transform the ailing health care systems in America. As the reader, you may form a bond of intimacy with this renowned man.

Industrial quality systems and simple applications have been used by a multitude of industries (most notably in the airline and nuclear power industries) to improve safety, eliminate waste and create efficient processes. Following the issuance of scathing reports from the Institute of Medicine (IOM**) health care professionals finally awoke to the notion and the possibility that industrial quality methods might work to improve processes used by “modern” medicine. These methods included that of the Toyota Production System (TPS) and efforts by revered quality gurus such as W. Edwards Deming, who helped Japan in the post WWII aftermath to create successful businesses such as SONY, Toyota and others.

Every patient, every health care provider and every quality specialist should read this important work to know how the quality movement in health care has made significant strides in error prevention. The quality movement in health care today is only the tip of the iceberg and more is to come. The reality is - Everyone involved in patient outcomes: the patient, family, health care providers, and ancillary support personnel (housekeeping, maintenance, nutrition services, etc.) is responsible for quality. This exciting and moving work may cause you to shed a tear from time to time as the provocative stories of health care system failures come to light. Even so, significant progress has been made to prevent such tragedies from ever occurring again. Now that the work has begun it is up to every individual to become a safety first advocate and to support quality changes that improve patient safety and lead to the successful attainment of the H/C industries’ mantra – “First, do no harm!”

Gregory M. Gurican, RN, BSEE, MSNE, MBA

FOOTNOTES:

*The Institute for Healthcare Improvement (IHI) is an independent not-for-profit organization helping to lead the improvement of health care throughout the world. Founded in 1991 and based in Cambridge, Massachusetts, IHI works to accelerate improvement by building the will for change, cultivating promising concepts for improving patient care, and helping health care systems put those ideas into action. See www.ihl.org for more details.

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The Institute of Medicine (IOM) of the **National Academies is a nonprofit organization specifically created for the purpose of providing science-based advice on matters of biomedical science, medicine, and health. The IOM was chartered in 1970 as a component of the National Academy of Sciences. See www.iom.edu for more details.

*****JOB OPPORTUNITIES*****

-----Quality Specialist-----

- Location: East (Complete relocation provided)
- Great benefits!
- Great company!

My client is a manufacturer of wood products (flooring, furniture etc.) They have an immediate need for a Quality Specialist with the following qualifications:

- Bachelor's degree
- Minimum of five years quality management experience in a manufacturing environment.
- Knowledge of and experience with Lean Manufacturing, Six Sigma, and other process improvement tools and methodologies.
- Direct experience with quality systems, processes, Best Practices, product claims, strategy, Six Sigma, ASQ, ISO 9000 (auditor experience even better).
- Experience working in a wood-manufacturing environment.
- Certification in Lean Manufacturing.
- Certification in Six Sigma.
- Understanding of statistics & manufacturing process control. Proven ability to work effectively across functions.
- Strong communication and influencing skills, problem analysis and critical thinking skills.
- Managing & prioritizing a high volume of work in a fast paced environment.
- Lean Principles - Value Stream Mapping.
- Six-Sigma Tools & Techniques

Responsibilities

- This is a hands-on position requiring thorough knowledge of manufacturing operations, quality improvement systems, and process improvement tools.
- Directing and maintaining the plant's quality management systems.

- Conducting quality audits, including root cause analysis, troubleshooting, and corrective actions.
- Leading quality improvement projects and initiatives, using various process improvement tools such as Lean Manufacturing and Six Sigma.
- Using statistical methods and techniques to evaluate and track quality, identify areas for improvement, and monitor results.
- Ensuring new product introductions meet appropriate standards and that process controls and operator expertise are in place.
- Working closely with vendors to ensure incoming materials conform to quality standards and specifications.
- Ensuring that finished products meet established quality standards and investigating and resolving customer quality concerns.
- Promoting an awareness of quality goals and processes throughout the operations and creating an environment committed to continuous quality improvement.
- Manage the quality programs and establish new initiatives, including Lean and Six Sigma.
- Relates to employees and is effective at coaching and influencing other employees.
- Responsible for maintaining and improving all quality management systems at our manufacturing facility.

---Corporate Quality Manager---

- Location: East (Complete relocation provided)
- Great benefits

Corporate Quality Manager qualifications:

- See above job description **PLUS** direct experience overseeing quality for MULTIPLE plants sites.

CONTACT: Amy Lynn Mayse

Technical Recruiter

"Specializing in Coatings, Printing Inks, and Adhesives/Sealants"

(330) 995-6485 [office]

(419) 215-5579 [cell]

email: amymayse@maysongroup.com

web: <http://www.maysongroup.com>

ASQ News/Info:

• **To Update Your E-mail Address or Opt Out of Future E-Mails:**

--Visit www.asq.org

--Enter your member number and password in the "Log In Now" section.

--Select the "Manage Your Membership" blue box in the upper right-hand corner of the page

--Update your e-mail address under "Change Contact information".

--Change your e-mail preferences under "Change E-mail Preferences"

--If you need additional help, email ASQ Customer Care at help@asq.org or call us at 800-248-1946 (United States and Canada only).

--If you do not want to or do not have the ability to log in, contact ASQ Customer Care Center at the phone number above or mail directly to:

ASQ
600 N. Plankinton Ave.
Milwaukee, WI, 53203, USA

• **Unemployment Program Available**

ASQ headquarters is offering resources for members who have encountered job loss. One benefit for those who want to retain their membership, but have difficulty renewing because they are currently unemployed, are discounted membership dues. Participating members receive a discount on their membership renewal based on consecutive years of membership. Currently, membership dues are \$129 for current Full (formerly Regular), Senior, and Fellow members. For more information, and to check out other resources available, visit <http://work.asqquality.org>

• **Multiple Conferences Built into the 2009 World Conference**

This year's World Conference on Quality and Improvement, May 18-20, 2009, Minneapolis Convention Center, Minneapolis, Minn., offers a unique opportunity for attendees to take part in three other "mini conferences" that will be held concurrently with the ASQ World Conference, all for one registration fee.

- [Institute for Software Excellence](#)
- [Quality Institute for Healthcare](#)
- [Quality in Sustainability Conference](#)

For more information, or to register, visit the [World Conference Web site](#)

• **What Is Your Quality for Life Story?**

Do you use your quality skills in the workplace, in your social life, or in volunteer efforts to improve the lives of others? If so, we want to recognize your passion and commitment! We encourage you to submit your story as part of the *Quality for Life* program. Submit your stories to qualityforlife@asq.org.

*****From Quality Press*****

"Communication: The Key to Effective Leadership"

Judith Ann Pauley and Joseph F. Pauley

Using the concepts explained in this book, one CEO grew his company from \$85 million to \$100 million. A vice president added \$10 million to his bottom line in one year. A CEO who is a turnaround specialist successfully led two restaurant chains from near bankruptcy to sustained profitability. These and many other stories are used in this book to explain the concepts and connect theory to practice in ways that enable the busy leader to understand how to apply them in their daily lives. Renowned trainers Judy and Joe Pauley describe for you the six personality types (reactor, workaholic, persister, dreamer, rebel, and promoter), a nuanced view of these types, and the needs and perceptions of each of the personality types and the interaction styles you can use to reach each of them.

**ASQ Harrisburg Section 503
APRIL DINNER MEETING**

When: Wednesday, April 8, 2009

Registration: 6:00 - 6:30 p.m.

Dinner: 6:30 - 7:15 p.m.

Program / Q&A: 7:15 - 9:00 p.m.

**Where: Harrisburg East Holiday Inn 4751 Lindle Road, Harrisburg, PA 17111
PH: (717) 939-7841**

Buffet Dinner: Soup, Antipasto Bar, Sautéed Chicken Breast with Artichokes and Mushrooms, Veal Piccata, Shrimp Scampi with Olive Oil and Lemon Linguine, Tortellini Alfredo, Chef's Seasonal Vegetables, Garlic Bread, Breadsticks, Cannolis, Rum Cake and Biscotti Cookies

Directions available at www.asq-harrisburg.org

Cost:\$20.00

What: People, Processes, Results

Tom England will describe the continuous improvement transformation within Tyco Electronics—a process that started with a vision set by Leadership, deployment of training and people responding and producing results. Tom will also discuss how the company is responding to the next leadership challenge to move continuous improvement beyond the traditional boundaries.

Who: Tom England – Global Director for Six Sigma, Tyco Electronics

Tom has undergraduate and graduate degrees in inorganic chemistry. He joined AMP in 1981 as a Senior Plating Engineer. He became a Divisional Quality Assurance Manager in 1984 and in 1998 was named Global Quality Officer. After the Tyco acquisition of AMP he was responsible for Engineering Assurance for the Americas Region. He assumed his current position in May 2002. Tom is a Senior member of ASQ and holds certifications as a Quality Engineer, Quality Auditor and Manager Quality and Organizational Excellence.

Fred Hammond, Program Chair

Please register with one of the following by Friday, April 3rd:

Area	Name	E-mail	Phone	Fax
YORK	Jules Pinto	jpinto@archtest.com	717-764-7700	717-764-4129
LANCASTER	Greg Buchko	gregbuchko@berryplastics.com	717-390-8455	717-390-8465
HARRISBURG	Dave Fisher	david.fisher@tycoelectronics.com	717-986-5501	717-986-5965

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

2009 Spring Training Programs

Dates	Course Description	Cost/Person
<p>1 Session: June 4 & 5</p>	<p>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>Attendees will receive ISO 9001-2000 & ISO 9001-2008 Certificates</p> <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>\$525</p> <p>NOTE: Cost for those who want to attend only the first day of training: \$325</p>
<p>2 Sessions: April 24, June 12</p>	<p>Special Half Day ISO 9001-2008 (8:30 AM – 12:30 PM)</p> <p>Recently Released ISO 9001-2008 Standard</p> <p>Changes Between ISO 9001-2000 and ISO 9001-2008 . Prerequisite: Understanding of ISO 9001-2000</p>	<p>\$200</p>
<p>1 Session: May 8</p>	<p>1 Day AS-9100C - 2009- Aerospace Standard Training (Pending Release!!)</p> <p>This course concentrates on the AS-9100 revision "C"- 2009 aerospace supplements over and above the requirements of the ISO 9001:2008 Standard, and implementation strategies for certification preparation. Prerequisite: ISO 9001-</p>	<p>\$325</p>
<p>1 Session: April 30</p>	<p>1 Day ISO 13485:2003 - Medical Device Training</p> <p>This course concentrates on the ISO 13485:2003 Medical Device regulation supplements over and above the requirements of the ISO 9001:2000 Standard, and implementation strategies for certification</p>	<p>\$325</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: Best Western Inn At Towamencin, 1750 Summeytown 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

ASQ HARRISBURG 2008-09 MEETING SCHEDULE

DATE	SPEAKER	TOPIC	LOCATION
9/10/2008	Tour @ BAE Systems	Quality at BAE Systems	York
10/8/2008	Wayne Paupst	Utilizing Tools of Lean for Continuous Improvement	Harrisburg
11/12/2008	J R McGee	Change Management Change Agent Survival Guide	Lancaster
12/10/2008	Scott A McNair	Lean/TPS in Healthcare	York
1/14/2009	Dean Bottorff	Using Ethics Tools To Improve Quality and Performance.	Harrisburg
2/11/2009	Jack Roddy	Abundance Mentality	Lancaster
3/11/2009	Fred Hammond	Election of Officers ASQ Membership Levels & Certification	York
4/8/2009	Tom England	Empowering employees with Six Sigma	Harrisburg
5/13/2009	Fred Hammond	QMS': Recipes for Success.. Or Failure?	Lancaster

NOTE: No meeting currently planned for June.