



Quality Currents

Newsletter of Harrisburg Section 503

Serving the Quality Profession Since 1953

April 2010

Executive Committee 2009-2010

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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 Members and Friends,

Spring has Sprung! And it is a new day in America, as the country's political machines keep grinding out changes which will impact on the lives and well being of every American citizen, resident aliens, and illegal persons in our country. These game changing events will clearly impact upon the operations of every American company, as well, as each determines how to cope with the changing laws, increased governmental oversight and additional tax burdens. Now, more than ever the question of improved quality and the urgency of improved processes, production, and products – is no longer a question but rather a matter of survival!

The importance of quality, even the basics, was evident this past month during our regular dinner meeting where a packed room of more than 50 was filled with members and guests who were anxious and excited to hear the dynamic presentation of the Speaker, Jim Hricak, Mgr. of Quality Engineering at York Container Co. Even more so, the Future of Quality, which is the topic of the April meeting's presenter Michelle Mason, the Managing Director of our ASQ national organization. (See the detailed meeting announcement later in this Newsletter.)

Your local Section Executive team continues to strive to build membership within the section and to provide outstanding programs to you which we trust serve to provide education and leadership that meets your needs as a member of this fine organization. To that end, the April meeting will be open to members of the Chambers of Commerce in Harrisburg and surrounding communities, as well as other Professional Societies in our area, please be sure to meet and greet those who attend with enthusiasm and the collaborative friendliness we always share with each other.

My friends, the future will be more challenging for you as individuals and all of us members of the ASQ – I trust that it will also be an exciting time for continued improvement in the way of new opportunities to succeed. As always, thank you for

COMMITTEES

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Placement	Brian Krady	717-290-8000	Webmaster	Steve Cronkrite	717-852-1806
Education	John Sharp	717-986-7692			

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your continued participation and support; I am looking forward to seeing you again soon.

One last thing, we are still in need of a volunteer to be the Arrangements Chair for FY-11 from July 2010 through June 2011, which position serves to set-up the meeting venue for our 9-10 meetings during the regular operating year.

Thank you.

Greg Gurican, Chair ASQ Section 503

p.s. The Executive Committee apologizes for any discomfort during the March meeting due to tight quarters. The hotel was not able to accommodate the sudden increase in guests who registered at the 11th hour. We will be reserving larger rooms in the future.

Local, Harrisburg Section 503 News/Info:

- **JOB SEARCH ADVICE**

Submitted by Deb Walker, Alpha Advantage, Career Consultants

Resume Tips: Five Ways to Grab Employers' Attention

With today's level of competition for good jobs your resume has got only one chance to make a great first impression. To be considered for interviews your resume must have that special something that grabs the reader's attention and motivates them to call you. Here are five strategies for transforming a blah document into a WOW resume that will get employers calling you.

1. Keep your focus clear and to the point.

The first thing potential employers need to know is what you do and the position you are interested in. In the past job seekers have used an objective statement at the top of their resume to indicate their employment interest. With the lightning speed scanning approach that recruiters take in viewing resumes, a wordy, vague objective statement taking up three or more lines of text just doesn't get the job done. In most cases they don't get read.

Instead, write a short, direct professional summary that clearly illustrates your career focus. Your statement should include your profession, how long you've done it and your particular areas of expertise. Something to the effect of:

Senior purchasing professions with 10 years' procurement expertise in: strategic sourcing, contract negotiation, financial analysis, strategic planning, leadership, contract law and process improvement.

Remember, your resume is not an historical tell-all. To keep your focus clear make sure that everything following in your resume relates to your focus. Leave off extraneous details.

2. Stuff your resume with key words.

The more key words you use the more frequently your resume will show up in online searches like LinkedIn, TheLadders and CareerBuilder, etc.. Additionally, employer resume data bases also use key words to query for qualifying candidates. Without appropriate key words your resume will be electronically ignored. Without key words, your resume is being shot off into a black void each time you submit it.

A good way to make sure your resume is full of key words is to check it against job postings. Use as many of the key words found in the responsibilities and qualifications sections of job postings. As much as you can, match up your terminology with what you find in job postings.

3. Keep your resume reader-friendly.

Nothing gets ignored like a resume full of lengthy blocks of text. No one has time to read through that much information. Resume screeners need to be able to absorb your information quickly. Leave out extraneous details so that key facts show up easily. Separate blocks of text into smaller easy-to-digest snippets of information. Use white space to separate bullet points so that each stand out. Be sure that your font size is readable: nothing smaller than 11 point.

4. Include plenty of accomplishments.

If you want to stand out from the crowd you must include accomplishments throughout your resume. Write accomplishments that show how you solve universal problems such as saving time, cutting costs, improving performance and increasing customer satisfaction. Your accomplishments should stand out on your resume in bullets separate from your responsibilities. Don't make the common mistake of combining responsibilities and accomplishments in a long list of bullets. List your responsibilities in a small block of text and your accomplishments in bullet form following.

5. Get your best information on page one.

It's true, if you can't grab their attention on page one they won't stick it out to find out the wonderful things you've got on page two or three. This presents a problem for those who experienced their most productive work five or more years back. The solution is to use the hybrid resume format that allows you to create a highlight of accomplishments section at the top of page one of your resume. This area of your resume is reserved for the best examples of your work. The accomplishments you include should illustrate the key transferable skills needed for the position you are interested in.

Don't delay in implementing these resume changes. Employers are waiting for you with opportunities for a better career and a better life.

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Deborah Walker, CCMC is a career coach helping job seekers nationwide. Her clients gain skills in resume writing, interviewing and salary negotiation. See her sample resumes and read more job search tips at:

<http://www.AlphaAdvantage.com>

• **JOB OPPORTUNITY**

Through Edwards & Greer Healthcare Partners:

We recently received a request to assist in a search for a Vice President of Quality for a hospital in Northern Florida.

The position reports to the CEO and oversees Quality, Infection Control, and Risk Management. Incumbent will oversee a staff of 10, including IC Director and Director of Risk.

8-10 years of hospital experience is required. Salary is very competitive, with bonus potential. Relocation is provided, with possible sign on bonus.

The hospital has over 400-beds.

If you happen to know of anyone who may be looking for a new opportunity, please refer them to:

Lisa Regan-Thierry  
President, Edwards & Greer Healthcare Partners  
PH: 401.451.4179  
[www.edwardsandgreer.com](http://www.edwardsandgreer.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:**

• **Two New Certifications Poised for Release**

ASQ will be offering new lean and Master Black Belt certifications in the coming months. The lean certification has three levels: bronze certification emphasizes the tactical aspects of lean; silver is based on integration of lean; and the gold focuses on lean's strategic facets. The first administration of the lean certification will be May 23, prior to the ASQ World Conference on Quality and Improvement.

The Master Black Belt certification is currently being finalized by the ASQ Certification Board. ASQ's *Friday Fast Facts* will provide for more information regarding these new certifications in the future. In the meantime, check out ASQ's website for other certifications that are offered.

<http://www.asq.org/certification/index.html>

ASQ has joined the Lean Certification Alliance, enabling your society the opportunity to offer the certification exam. The Lean Certification program was launched in 2006 by the Society of Manufacturing Engineers, the Association for Manufacturing Excellence and The Shingo Prize for Operational Excellence in response to the market need brought forward by their members and constituents.

• **On-the-Job Tool: Spaghetti Map**

In this month's article, "Tackle Waste, Inefficiency, and Variation in Healthcare Using the Spaghetti Map," Anantha Kollengode describes the tool as, "a simple Lean Six Sigma visual tool that provides a powerful overview of a process. It helps in mapping the flow of people and material, delivering care or service in an organization."

The spaghetti map is a simple Lean Six Sigma visual tool that provides a powerful overview of a process. It helps in mapping

the flow of people and material, delivering care or service in an organization. The pathways taken by people working in the process and the use of supplies when drawn on a paper often resembles cooked spaghetti, hence the name. The spaghetti map helps in quantifying the distances traveled, in addition to helping to surface the bottlenecks, poor layout, workarounds and inefficiencies in the process.

You can find the complete article at:

<http://www.sixsigmaiq.com/article.cfm?externalid=1874>

**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 MEETING RESERVATION 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 24 hours in advance—**preferably 48 hours**. If you make a reservation and fail to show up, the section has to pay for your meal. If you find you cannot attend, please be considerate, call one of the reservationists and have your name removed from the list. Thanks in for your cooperation.

**ASQ Harrisburg Section 503  
APRIL 2010 DINNER MEETING**

**When: Wednesday, April 14, 2010**

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

**Where: The Holiday Inn East – Harrisburg PA**

**MENU:** Grilled Salmon Fillet with Dill Cream Sauce served with a Garden Salad, Chefs Selection of Starch and Vegetable, Fresh Rolls, Butter, and Chefs choice of Dessert

**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.

**Cost: \$20.00 (Non-Members: \$25.00)**

**What: The Future of Quality**

This month's meeting will deal with the American Society for Quality's 2008 Futures Study, furthering attempts to identify the forces shaping the future as well as postulating some the implications of those forces to quality, organizations, quality practitioners and ASQ itself. The goal of "futuring" is to enhance anticipatory skills and better prepare quality professionals for the challenges of this new century. The specific forces for discussion include: globalization, social responsibility, new dimensions of quality, the aging population, healthcare, environmental concerns, and 21<sup>st</sup> century technology. This topic is applicable to all professional societies and organizations.

**Who: Michelle Mason**

Michelle Mason is a Managing Director of ASQ. She has more than 16 years of experience in association management and led the Socially Responsible Organization initiative. Michelle came to ASQ from the American Society for Association Executives & The Center for Association Leadership, both in Washington DC. She is a Certified Association Executive and received her MBA from the University of Maryland.

*Fred Hammond, Program Chair*

**Please register with one of the following by 4 PM Friday, April 9th:**

**NOTE: If you must cancel your reservation kindly do so before 4 PM Monday April 12th. Thanks!**

| 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

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**2010 Training Programs**

| Dates                                                                          | Course Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Cost/Person                                                                                                            |
|--------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|
| <p><b>2 Sessions:</b><br/><b>April 8 &amp; 9</b><br/><b>June 3 &amp; 4</b></p> | <p><b>2 DAY ISO 9001:2000 Internal Auditor Training w/ 2008 Revision Review</b></p> <p><b>Day 1 – ISO 9001:2000/2008 Training</b></p> <ul style="list-style-type: none"> <li>• Quality system principles and the process model</li> <li>• Examination/interpretation of ISO9001:2000 elements</li> <li>• Review of recently released 2008 standard changes</li> <li>• Continual effectiveness improvement focus</li> </ul> <p>Attendees will receive ISO 9001-2000 &amp; 2008 Certificates</p> <p><b>Day 2 – Applying the Standard &amp; Auditing Techniques</b></p> <p>Audit mechanics:</p> <p>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><b>\$525</b></p> <p>NOTE: Cost for those who want to attend <b>only the first day</b> of training: <b>\$325</b></p> |
| <p><b>Take Home Review and Self-Examination Package</b></p>                    | <p><b>ISO 9001-2008 Changes -2 Hour Program- Certificate Issued Upon Completion</b></p> <p>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></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <p><b>\$75</b></p>                                                                                                     |
| <p><b>2 Sessions:</b><br/><b>March 26</b><br/><b>May 7</b></p>                 | <p><b>1 Day AS-9100 Revision “C” 2009 Aerospace Standard</b></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.</p> <p><b>Prerequisite: Understanding of ISO 9001-2000 or 2008 or AS-9100B</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <p><b>\$325</b></p>                                                                                                    |
| <p><b>Take Home Review and Self-Examination Package</b></p>                    | <p><b>AS-9100 Revision “C” - 2009 Standard</b></p> <p>This program is designed specifically to address the changes that resulted in the release of the AS9100C standard, over and above the requirements of the AS9100B Standard, without the need to attend a public training session.</p> <p><b>Prerequisite: Understanding of AS9100B</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <p><b>\$150</b></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, 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**

## ASQ HARRISBURG 2009-2010 MEETING SCHEDULE

| <b>DATE</b>           | <b>SPEAKER</b>                    | <b>TOPIC</b>                                                                               | <b>LOCATION</b>   |
|-----------------------|-----------------------------------|--------------------------------------------------------------------------------------------|-------------------|
| September 9, 2009     | Tim Donnan                        | Metrology & Calibration                                                                    | York              |
| October 14, 2009      | Dep. Reg. Director - Jim Pasquali | Report on the Ideas to Action Summit and Member recognition                                | Harrisburg        |
| November 11, 2009     | Gil Weiss - Paramount Industries  | Advances in Rapid Prototyping & Digital Direct Manufacturing                               | Lancaster         |
| December 9, 2009      | Voith Turbo                       | Plant tour & presentation                                                                  | York              |
| January 13, 2010      | JR McGee                          | Field of Dreams – from an “Ideal State” to a State –of-the-Art LEAN Manufacturing Facility | Harrisburg        |
| February 10, 2010     | Robert Patti                      | Bridges: Quality Improvement to Research                                                   | Lancaster         |
| March 10, 2010        | Jim Hricak - York Container       | Back to the Basics. Facilitating massive results with simple tools                         | York              |
| <b>April 14, 2010</b> | <b>Michelle Mason</b>             | <b>The Future of Quality</b>                                                               | <b>Harrisburg</b> |
| <b>May 12, 2010</b>   | <b>Andy Rogish</b>                | <b>Lean - Lessons Learned</b>                                                              | <b>Lancaster</b>  |
| <b>June 9, 2010</b>   | <b>TBD</b>                        | <b>TBD</b>                                                                                 | <b>York</b>       |