



The Global Voice of Quality™

# Quality Currents

## Newsletter of Harrisburg Section 503

*Serving the Quality Profession Since 1953*

**December 2011**

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### 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](mailto:scrandall@mcclarinplastics.com)

**CO-CHAIR/CHAIR ELECT:**

**OPEN**

**TREASURER:**

**Eugene (Gene) M. Schwartz, CQA**

Senior Field Specialist  
Underwriters Laboratories Inc.  
York, PA 17402  
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**SECRETARY:**

John Reibson  
Quality Assurance Specialist  
Penn State College of Medicine  
Hershey, PA. 17033  
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**ASQ Web Site:** [www.asq.org](http://www.asq.org)

**Harrisburg Section Home Page:**

[www.asq-harrisburg.org](http://www.asq-harrisburg.org)

Section Officers can be e-mailed

### Chair's Message:

For the first time in 3 months I won't talk about the weather, thank goodness. It was beginning to feel inappropriate. After all we're a quality society, not a society of weathermen. But how was I to ignore what we've been going through? Did everyone get their deer... who wanted/ tried to?

As usual I enjoyed the conversation at my dinner table last month. One of our members in his first week on a new job was assigned to correct a \$500,000 process error. A wrench fell into food processing equipment; his task was to prevent a re-occurrence. I believe he said it was a cereal processing machine... can you imagine ½ million dollars of wasted cereal? Can you imagine how much cereal that would be?

I suppose the titles of talks can be deceiving. Last month how many of you weren't sure you'd attend a talk about Chemometrics? How about if the title had been "How to eliminate variables without using math"? For those of you who might have stayed home thinking the talk was about Chemistry, you would have been very mistaken, the talk was about working with variables. It was excellent. My "take away" was to appreciate variation because in variation there is a magnitude of knowledge.

Our Leadership team is considering a project which will involve Audio- Visual and Computer equipment. Are there any younger members interested in helping out a bunch of gray hairs? (Or as I was labeled last meeting a "no hair".) Our next Leadership committee meeting will be in the middle of January, please email me (ASQ AV in the subject line) before then if you're interested in helping. I'll brief you on the concept, if you are still interested we'll have you attend the next leadership meeting and you'll get a dinner out of the deal!!

### COMMITTEES

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

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Speaking of which, do you know that if you give a dinner presentation you get certification renewal credits and dinner is on us? It's a pretty good deal. Give it a thought, I have.

The Leadership committee has had several requests from members for services that we currently don't have organized, but that we agree are valuable. Consideration is being given to having a section of our newsletter for member announcements, such as study groups, requests for volunteer projects etc. Let us know what you think on the next dinner survey, or email one of the leadership committee. Our email addresses are included in this newsletter (first page) and are also on the local section website ([www.asq-harrisburg.org](http://www.asq-harrisburg.org)), please just do us the favor of including ASQ in the subject line as we are all busy and need to differentiate ASQ section business from routine business. Remember you are the customer; the leadership committee wants to provide what you desire.

December's dinner meeting topic should be a popular one, please be sure to reserve earlier than the Wednesday before (12/7) so we get a good count to give the facility... If you are timely, it will save you money also (savings \$5.00).

See you on the 14<sup>th</sup>.

**Scott Crandall, Chair ASQ Section 503**

### Local, Harrisburg Section 503 News/Info:

- Congratulations to Local Section Members Who Have Recently Attained ASQ Certification
  - Certified HACCP Auditor
    - Galen Haar
  - Certified Quality Inspector
    - Scott Rudicill
    - Justin Karmilowicz
  - Certified Quality Technician
    - Natasha Bowman
    - Daniel Merkel
  - Certified Six Sigma Black Belt
    - Joseph Foster
    - Daniel Robertson
  - Manager of Quality/Organizational Excellence
    - Vibhav Skukla
    - John Pellow
    - Michele Daley-Ryan

- Harrisburg Section 503 Education Program

An update on our Section Education Program...

As mentioned in last month's newsletter, we're wrapping up one of our classes in December (CQA, in Manheim) and are working on a new CQA class for early next year—to be held in Harrisburg. Take a look at our ASQ Harrisburg Section website—under the Education section ([www.asq-harrisburg.org](http://www.asq-harrisburg.org)). You'll find the entire program there. If you have questions regarding the education program, please feel free to contact our Education Chair, John Sharp. His phone number is on the front page or you can email him at: [jmsharp@te.com](mailto:jmsharp@te.com)

- Providing Service to the Community

Why not take an opportunity to add to your knowledge of and ability to use the Criteria for Performance Excellence for organizational assessment while learning how leading organizations achieve performance excellence? You will network with some of Pennsylvania's foremost experts in business, education, health care, and government and other not-for-profit organizations as you learn how leading organizations achieve performance excellence. You will hone your analytical and consensus-building skills while broadening your understanding of how you can help your home organization through a systems perspective. KAPE is accepting applications for next year's examiners until January 31, 2012. More information on becoming an examiner can be found on the following site:

[http://www.keystonealliance.com/Become an Examiner.php](http://www.keystonealliance.com/Become_an_Examiner.php)

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 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:**

- Update on Baldrige Performance Excellence Program

From ASQ Weekly...

Posted on November 18, 2011 by borawski

The following letter went out to Baldrige Performance Excellence Program supporters and ASQ member leaders today. I invite your thoughts and comments. *Thank you* for raising your voice about the value of the Baldrige Performance Excellence Program. We will keep you informed about future developments for this essential program.

This past week Congress passed and the President signed an Appropriations bill that does not provide federal funding for the Baldrige Performance Excellence Program (BPEP) for FY 2012. We want to thank everyone who has and continues to be a part of the collaborative effort of many partners associated with the Program, who contribute to this national asset.

We all know that the Baldrige criteria offers tremendous value in driving performance excellence throughout the country – it is the top program for driving performance excellence across every sector and type of organization, and for making our business, health care, nonprofits and educational institutions more competitive, more efficient, and more successful in generating and sustaining positive outcomes. The need is greater now than ever to make Baldrige more accessible to the organizations and communities that need it throughout the country.

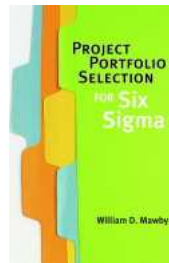
The Baldrige Foundation, the private 501(c)3 that has supported BPEP for over 20 years with the contributions of the private sector, has agreed to support operations of the Baldrige Program through 2012, while key program partners – representing the Baldrige Program, the Baldrige Foundation, the Alliance for Performance Excellence (of state/local quality award programs), and ASQ—explore alternative business and funding models to sustain the mission of Baldrige in the future.

Many of you as stakeholders have provided input into an emerging vision for our future—through focus groups and interviews, blog posts, surveys, and even informal conversations. We will welcome additional input as we shape our collective future together.

The data are compelling and the testimony is powerful: we all know that Baldrige is a proven way to fix what is not

working in America and to help make us great again...one organization at a time. Thank you for your unwavering support in the past and for your confidence and support in our future. We will update you regularly on our progress.

- Book Review



**Project Portfolio Selection for Six Sigma**  
*Mawby, William D.*

**Item:** H1294  
**Member Price:** \$17.00  
**List Price:** \$17.00

This book focuses on the essential but somewhat neglected topic of the selection of Six Sigma projects. There is little material available on the process of making Six Sigma projects an integral part of the bottom line of a company, and often this is a weak point in many fledgling improvement programs. The methods presented here will not deal specifically with project management or with team development methods, but will concentrate solely on the proper selection of the projects. Since specific project accounting systems will vary from company to company, this book demonstrates a variety of possible approaches which can then be adapted by the reader.

As companies become more mature in their Six Sigma programs, it is almost a certainty that companies will demand more benefits with less resources, and with verification that their methods are financially sound. Author William D. Mawby shows in detail how the current methods can be improved through the application of well-developed methods from operations research and financial engineering, which treat the project selection problem from the viewpoint of a portfolio-selection problem. These techniques range from fairly straightforward extensions of the ranking methods by multicriteria to sophisticated mathematical programming methods that allow one to select portfolios with exquisite control and specificity. All of the methods will, in general, produce Six Sigma project portfolios that out-perform their counterparts selected through non-portfolio type methods.

Implementing these project selection methods will put your Six Sigma program on a sound financial basis to ensure that it continues to be the "go-to" approach for your company far into the future.

- Something to Be Thankful For: A Good Book Deal!

ASQ's Quality Press offers overstock or dated books to member units for no charge. The member unit is responsible only for shipping costs. Many great books are available,



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including *The Customer and Supplier Innovation Team Guidebook* and *Decision Process Quality Management*.

Link:

<http://links.mkt3019.com/ctt?kn=8&ms=MjM0NDMwOQS2&r=Mjl1NTg2NDMxOQS2&b=0&j=MzM5NjEzMTkS1&mt=1&rt=0>

- 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](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 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):  
Who invented the aerosol valve in 1949?

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**ASQ Harrisburg Section 503  
December 2011 DINNER MEETING**

**When: Wednesday, December 14, 2011**  
Registration: 6:00 - 6:30 p.m.  
Dinner: 6:30 - 7:15 p.m.  
Program/Q&A: 7:15 - 9:00 p.m.

**Where: Four Points Sheraton – York, PA**  
650 Toronita Street, York, PA (717) 846-4940

**Menu:** Caesar Salad, 8oz NY Strip Steak, Garlic smashed potatoes, Green Beans, rolls and butter Coffee & Tea + Chocolate Cake for desert; Veggie plate available on request.

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

**What: Top Reasons for Failure in Supply Chain Projects**

This presentation explores the root causes for failure in well-intentioned supply chain initiatives. Through the use of real world examples and case studies this talk will explore these failures and use the DMAIC process as a guide to assess when and why they occur. Areas of discussion will include supply chain network strategy, warehouse layout planning and design execution, and ERP/WMS implementation. In addition, Mr. Lancaster will demonstrate how the use of process selection and analytical methods allow one to qualify and quantify the impact to avoid similar mistakes within their own organization. St. Onge Company President, Mike Jones, will be on hand for a question and answer session following the presentation.

**Who: Christian Lancaster, Project Engineer, St. Onge Company**

Christian Lancaster is a Project Engineer with St. Onge Company. Headquartered in York, PA, with seventy employees, St. Onge is a highly respected supply chain engineering firm boasting a wide range of national, international, and Fortune 500 clients. The company was recently named one of the World's Top 100 Supply Chain Partners, an honor it has received three of the last four years. Mr. Lancaster has over 8 years of supply chain consulting experience and has worked on over 100 projects for 80 clients in North America, Europe, Asia, and the Middle East. He holds a Bachelor of Science degree from the University of Central Florida in Industrial Engineering, earned a Certificate of Advanced Logistics from Universite d'aix Marseille and is currently completing his Masters of Business Administration through the University of Massachusetts. He lives in Lancaster, PA with his wife Jennifer who is expecting their first child in February.

Fred Hammond – Program 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.

-Continued-



**Please register by Wednesday December 7, 2011:**

Register with:	E-mail	Fax
Fred Hammond	<a href="mailto:fhammo@gmail.com">mailto: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.

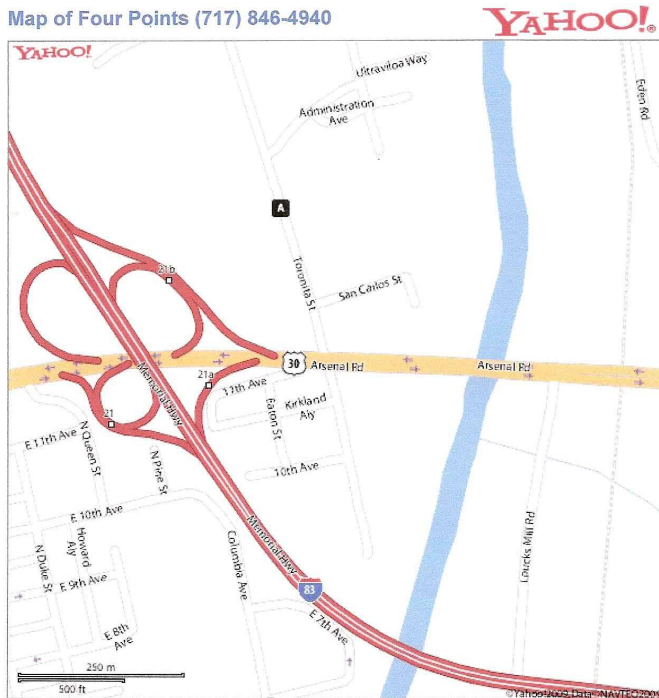
**From the West:**

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



## 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 <sup>st</sup> 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 8, 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	Industrial Engineering Students, Elizabethtown College	Applying LEAN Tools to Improve the Bottom Line - A Senior Project	Lancaster
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](http://www.dbsqualitymgmt.com)

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**2012 Spring Training Programs**

Dates	Course Description	Cost/Person
<p><b>2 Sessions:</b> <b>March 29 &amp; 30</b> <b>May 10 &amp; 11</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>\$550</b></p> <p>NOTE: Cost for those who want to attend <b>only the first day</b> of training: <b>\$350</b></p>
<p><b>5 Sessions:</b> <b>January 27, March 23,</b> <b>April 20, May 18,</b> <b>June 15</b></p>	<p><b>1 Day SAE AS-9100C</b></p> <p><b>AS9101D Supporting Audit Criteria</b></p> <p><b>Requirements for Aviation, Space and Defense Organizations Standard</b></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.</p> <p><b>Prerequisite:</b> Understanding ISO 9001- 2008 is <b>essential</b>. Understanding of AS9100 B is beneficial .</p>	<p><b>\$450</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: Holiday Inn, Inn At Towamencin, 1750 Sumneytown 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

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Answer to this month's trivia question: Richard Nixon's buddy, Robert Abplanalp.

