



# Quality Currents

Newsletter of Harrisburg Section 503

*Serving the Quality Profession Since 1953*

December 2009

## Executive Committee 2009-2010

### CHAIR:

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*OPEN*

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Harrisburg Section Home Page:

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

Section Officers can be e-mailed

## Chair's Message:

Dear Members and Friends,

In preparing to write this message for the December newsletter just before Thanksgiving I realize that there is so much that we as Americans have to be grateful for and much of that relates to our quality of living – the quality of our food, medicine, goods and services and everything that touches our lives, and the very fabric of our being. If it were not for the strides that everyone has made to improvements in quality and the well being of all, then where would we be? No matter what our status or position in life we can be thankful for where we are now, and how far along in our improvement journey we have all come today!

That is why I am particularly grateful for the quality of the November meeting presentation by Mr. Gil Weiss, the Mid-Atlantic Regional Account Manager for Paramount Industries, Inc. The subject of **The Product Development Process and Rapid Prototyping in Direct Digital Manufacturing** was very well received by nearly 40 members who were in attendance. I found the subject to be quite riveting and educational with respect to exploration of the product development process from idea to product launch. These technologies enable companies to take a 3D CAD model and transform it into a prototype model quickly and at relatively low cost. One can just imagine, if you were not there, just how amazing these advancements in technology have improved everyone's life.

We all have an additional opportunity to be grateful and show our gratitude at the December Section meeting and plant tour of Voith Turbo, Inc in York, which also promises to be just as exciting! There is no charge for this special meeting; however, the Section is asking for donations which will help those veterans who served our country in the military with valiance and honor, but whom have suffered and are now being cared for at the Lebanon VA Medical Center. The donations (please see the meeting announcement details, later in the newsletter for specifics) will go to the Lebanon VA Medical Center's

## COMMITTEES

<b>Certification</b>	Michael Green	717-697-4188	<b>Membership</b>	Michael Vovakes	mvovakes@aol.com
<b>Newsletter</b>	Dave Fisher	717-986-5501	<b>Chief Proctor</b>	Susan Backs	717-378-6266
<b>Arrangements</b>	Jim Pasquali	717-691-0225	<b>Auditing</b>	Craig Mosher	717-986-3540
<b>Program</b>	Fred Hammond	717-330-9701	<b>Examining</b>	Michael Green	717-986-5036
<b>Placement</b>	Brian Krady	717-290-8000	<b>Webmaster</b>	Steve Cronkrite	717-852-1806
<b>Education</b>	John Sharp	717-986-7692			

patients in the name of both the Harrisburg ASQ Section 503 and the employees of Voith Turbo, Inc. I ask your support of this worthy cause, in whatever way you choose, and I want to thank you in advance on behalf of the Executive Committee and Officers of the Section for your generosity. I know that the VA will certainly appreciate your thoughtfulness, as well.

Lastly, as this is the December newsletter, I want to wish you and your families a very happy, healthy and safe holiday season, and an advance Happy New Year in 2010 to each and every one of you from me personally as well as the entire Executive team!

Once again, thank you for your continued support of ASQ and the Section!!

*Greg Gurican*

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

- **Harrisburg Section 503 Education Program**

Remember to take advantage of the training opportunities that our Section offers. If you did not get your own personal copy of the education program bulletin, you can find it on our local Section 503 web site: [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 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 improve our service to you.

*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)

### **ASQ News/Info:**

- **Books from Quality Press**

**Data Sanity: A Quantum Leap to Unprecedented Results**  
*Balestracci, Davis Jr.*

Far too much emphasis has been placed on "tools, tools and more tools" (especially statistical techniques), resulting in rampant waste caused by poor everyday organizational use of data. It is Balestracci's goal in *Data Sanity: A Quantum Leap to Unprecedented Results* to teach a new way of thinking via a common organizational language based in process and understanding variation to motivate more productive daily conversations for everyone.

Many high-level executives have no idea of the vast potential that exists to allow their organizations to take a quantum leap to unprecedented results through a common language of data sanity — new, more productive conversations in reaction to everyday use of data and the resulting meetings and actions. Topics covered in this book include:

- Quality in Medical Group Practice—and for Everyone: The Importance of Process
- Statistical Thinking as a Conduit to Transformation
- Quality Improvement in a Context of Balanced Scorecards
- A Leadership Belief System: Basic Skills for Transforming Culture
- An Executive Team Handbook: Creating the Culture to Deliver Desired New Results

Leaders in the business of medicine have begun to get over the mental barrier of, "We're in medicine...we're different." As this book makes clear, everything is a process, and one's thinking makes a quantum leap coming to the realization that medicine is no different from any other industry.

- **Share ASQ Membership: Earn ASQ Bucks and Be Entered to Win a Sony Reader**

It is important to have a strong network surrounding you to share ideas, knowledge, and successes. We are asking ASQ members to share the value of their membership with colleagues and friends. Show them the different **networking opportunities, access to information, solutions, and professional development** tools you take advantage of to help your career and organization succeed.

In December\* we have a special opportunity for you! Not only will you earn ASQ Bucks (1 ASQ Buck = \$1) for each member you recruit through the Each One Reach One Reach One (EORO) referral program, but you will also be entered to win a Sony Reader Touch Edition™, featuring a 6" touch screen display, with enough memory to hold up to 350 books. Recruit 10 members and have 10 chances to win.

Visit [www.asq.org/eoro-dec-promo](http://www.asq.org/eoro-dec-promo) for full details and make a difference in someone's career and life.



• **A Win for ASQ’s Advocacy Efforts—  
National Health IT Coordinator Seeks Out  
ASQ Advice**

In another advancement of the Society’s advocacy efforts related to healthcare reform, ASQ representatives met in Washington, D.C., on November 3 with the individuals responsible for implementing major change in the nation’s health information technology systems. The outcome was a request for ASQ to assist in this effort.

The meeting was held with Dr. David Blumenthal, National Coordinator for Health Information Technology, and senior members of his staff and advisors to explore areas where ASQ can collaborate in this important work. The meeting was held at Dr. Blumenthal’s office at the Department of Health and Human Services.... ASQ had earlier submitted comments on certain aspects of health IT to Dr. Blumenthal’s office and had indicated its willingness to assist the office in accomplishing its mission. Subsequent contacts with Dr. Blumenthal’s office by ASQ’s Washington consultants, Sellery Associates, resulted in the invitation to meet and explore areas of collaboration.

Dr. Blumenthal and his Office of the National Coordinator (ONC) are leading the nationwide effort to modernize health IT—with a goal of reducing health costs for the federal government by \$12 billion over ten years. ASQ President Pete Andres called the high-level meeting a significant strategic step for ASQ. “ASQ’s knowledge and experience can help pave the way for successful implementation of upgrades to our national health IT infrastructure,” he said.

Dr. Blumenthal expressed genuine interest in determining how ASQ can partner with ONC at the national level and in its planned community-level activities. He asked for ASQ comments on a matrix of competencies for several job functions within a healthcare IT work force and assistance on developing a performance framework for health IT.

ASQ also will provide examples of cost savings for small physician practices using quality methodologies. ONC additionally is interested in learning more about the applicability of Baldrige to physician practices and about evidence for return on investment for process redesign in health IT.

“It was very encouraging to see that this high-level group at ONC is very savvy about quality and Baldrige,” said Doug Sears, director of performance improvement and knowledge transfer at Bon Secours Health System, who was part of the ASQ delegation.

Also representing ASQ at the meeting were Joe Fortuna, M.D., of the ASQ Healthcare Division, Michelle Mason, ASQ managing director, and Bill Sellery and Amy Kohler of Sellery Associates.

• **On-the-Job Tool**

**Plan-Do-Check-Act:**

To make a continuous improvement project work, you need planners and you need doers. Willy Sussland discusses the two-ring model as a way to connect executive and operational management upfront, for a more successful PDCA cycle.

Take a look on the ASQ site where you’ll be able to find this article in the Quality Progress archives, June 2002; “**Connecting the Planners and Doers**”.

• **From the ASQ Store**

**Building From the Basics Quality Pocket of Knowledge (QPoK)**

ASQ

Looking for a comprehensive resource explaining basic quality tools that fits in your back pocket? Get the *Building From the Basics Quality Pocket of Knowledge (QPoK)* from ASQ.

Based on a series of articles originally appearing in *Quality Progress* magazine, this pocket-sized fold-out provides succinct information on the seven basic quality tools: histograms, control charts, Pareto analysis, check sheets, scatter plots, stratification, and cause and effect diagrams. The QPoK comes completely self-contained with the knowledge you and your team need to use the tools (including easy-to-understand examples) so that you can do your job more efficiently, analyze data faster, and help ensure your organization’s commitment to quality.

Attractively priced so you can buy one for yourself, your team, or even your entire organization! Make quality and continuous improvement easier to understand and apply with the *Building From the Basics QPoK* today!



## ASQ Harrisburg Section 503 DECEMBER DINNER MEETING

**When: Wednesday, December 9, 2009**

Registration & Lite Dinner: 6:00 - 7:00 p.m.

Presentation & Plant Tour: 7:15 - 9:00 p.m.

**Where: Voith Turbo, 25 Winship Road, York, PA. 17406-8419**

**Directions from the North:**

- Take I-83 South to Exit 24 (old Exit 11) Emigsville, then turn left at the traffic light at the top of the ramp onto Church Rd.
- At the next light turn left onto Board Road. Then go 9/10 mile to May Road.
- Turn left onto May Road and go to the "T" and turn right onto Grumbacher Road.
- Go 2/10 mile and turn right onto Winship Road.
- Voith Transmissions, Inc. is the only building on the right. (25 Winship Road)

**Directions from the South:** Take I-83 North to Exit 24 (old Exit 11) Emigsville.

- At the traffic light at the top of the ramp go straight ahead onto Board Road.
- Go 9/10 mile to May Road.
- Turn left onto May Road and go to the "T" and turn right onto Grumbacher Road.
- Go 2/10 mile and turn right onto Winship Road.
- Voith Transmissions, Inc. is the only building on the right. (25 Winship Road)

**Cost:** Voith Turbo has graciously offered to provide refreshments at no cost to attendees taking the tour. However, in lieu of the regular meeting expense the Section will be accepting donations of toiletry items for men & women (soap, deodorant, toothpaste and brushes, shaving cream and razors, shampoo and socks), or a cash donation by check made out to the Lebanon VA Medical Center (Please write Patient Amenities on the memo line). The Program Chair will take everything collected to the deserving patients at the Lebanon VA Hospital and donate it in the name of the Harrisburg ASQ Section 503 and Voith Turbo.

**What: Plant Tour and Quality Presentation**

Voith Turbo manufactures drive systems that efficiently drive and move machinery, on land and at sea, safely, reliably and comfortably propel vehicles, save energy and reduce emissions.

As a leading specialist for power transmission and a solid, competent partner of customers all over the world, Voith Turbo is synonymous with fairness, innovative power and reliability in a wide variety of applications. We work enthusiastically at the development of state-of-the art drive and braking systems for industry, rail, road and marine: mechanical, hydrodynamic, electrical and electronic solutions.

**Who: Michael Ruth – Quality Manager**

Michael Ruth is a Harrisburg Section member and will be our host for this month's plant tour and presentation.

*Fred Hammond, Program Chair*

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

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](http://www.dbsqualitymgmt.com)

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**2010 Training Programs**

Dates	Course Description	Cost/Person
<p><b>3 Sessions:</b>  <b>February 4 &amp; 5</b>  <b>April 8 &amp; 9</b>  <b>June 3 &amp; 4</b></p>	<p><b>2 DAY ISO 9001:2000 Internal Auditor Training w/ 2008 Revision Review</b>  <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><b>Attendees will receive ISO 9001-2000 &amp; 2008 Certificates</b></p> <p><b>Day 2 – Applying the Standard &amp; Auditing Techniques</b>                      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><b>\$525</b>                      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>                      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>3 Sessions:</b>  <b>February 26</b>  <b>March 26</b>  <b>May 7</b></p>	<p><b>1 Day AS-9100 Revision “C” 2009 Aerospace Standard</b>                      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.  <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>                      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.  <b>Prerequisite: Understanding of AS9100B</b></p>	<p><b>\$150</b></p>

**Principal Instructor: Michael J. Dougherty, RABQSA/IRCA QMSLA, IAQG, CMCAS, & 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 Sunnyside 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
<b>December 9, 2009</b>	<b>Voith Turbo</b>	<b>Plant tour &amp; presentation</b>	<b>York</b>
<b>January 13, 2010</b>	<b>JR McGee</b>	<b>TBD</b>	<b>Harrisburg</b>
<b>February 10, 2010</b>	<b>TBD</b>	<b>TBD</b>	<b>Lancaster</b>
<b>March 10, 2010</b>	<b>Jim Hricak - York Container</b>	<b>Back to the Basics. Facilitating massive results with simple tools</b>	<b>York</b>
<b>April 14, 2010</b>	<b>TBD</b>	<b>TBD</b>	<b>Harrisburg</b>
<b>May 12, 2010</b>	<b>TBD</b>	<b>TBD</b>	<b>Lancaster</b>
<b>June 9, 2010</b>	<b>TBD</b>	<b>TBD</b>	<b>York</b>