



Quality Currents

Newsletter of Harrisburg Section 503

Serving the Quality Profession Since 1953

December 2010

Executive Committee -- 2010-2011

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Section Officers can be e-mailed

Chair's Message:

Dear Friends and Members,

Thanksgiving... there are certainly many blessings that I am thankful for and for which we might all be happy about. The three "Big Rocks" (ala Dr. Stephen R. Covey) which immediately come to mind are: Life, Liberty, and the Freedom to pursue happiness - following being grateful to God for family, good health and our republic. The elections are over and the national economy is finally showing some small gains while on the rebound from the worst recession the country has ever faced. Yet, with the world economy teeter-tottering we are far from being completely out of danger, not to mention the threats of terrorism. I pray that we may continue to be blessed with quality improvements which shine a light on increased production and economic gains in all sectors: industrial, agricultural, manufacturing, healthcare, and energy – the success of which may continue to bring everyone in the USA and indeed the world greater prosperity.

I am also grateful to all our members who continue to make our Section strong and vibrant; without your support we could not bring about the successful education sessions such as was presented in the last dinner meeting which featured the topic of practical Lean 6S application to warehousing environments. The presentation by **Mr. Rush Gross** a Planned Care Coordinator with WellSpan Medical Group, was extremely well received with many take-aways for our members in attendance for creating a Lean6S project to improve efficiency, decrease waste, and generate savings.

Our December meeting and guest speaker promise to provide our members with new and different perspectives on Food Safety and Quality. **Dr. Rene Massengale**, a Professor at Harrisburg University, and an ASQ-Certified Hazard Analysis and Critical Control Point (HACCP) Auditor will expound

COMMITTEES

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upon the changing landscape as recent food-borne disease outbreaks and food product recalls have underscored the importance of good manufacturing practices and quality initiatives in the food industry

As always, please consider bringing a colleague, friend or guest to our next meeting as Quality comes first and foremost in everyone's life – it drives Safety and Economic success to the top. So let's strive to get as many folks involved as possible. Be well, keep safe throughout the December holiday season and many thanks on behalf of the entire executive team!

We all look forward to seeing you at our upcoming meetings in December and the new calendar year 2011, as well.

Thank you.

Greg Gurican, Chair ASQ Section 503

p.s. Please, SAVE THE DATE, and mark your calendars for the **ASQ World Conference in 2011** as it will be so very close to home – within driving distance, in fact. The conference will be held in Pittsburgh, PA on May 16 – 18, 2011 with Leadership sessions over the weekend of May 14-15, 2011. I was proud to represent the Section at the last World Conference and was very impressed by the quality and caliber of all the presentations, it's certainly an event which you should not miss!!

Local, Harrisburg Section 503 News/Info:

• An Important Note from the Program Co-Chair

---A Change to Our Meeting Registration Process---

Please make note of some significant changes to our dinner registration process and costs for our monthly dinner meetings. Our host venues are asking for our meeting information on an ever earlier basis in order to better prepare for our meetings. As a result, we have moved the registration deadline up to the Wednesday prior to the meeting—rather than the Friday prior to the meeting. **NOTE**, all Harrisburg Section dinner meetings are held on the **second** Wednesday evening of each month from September through May each year. Beginning with the December 2010 meeting, the registration deadline is the Wednesday preceding the meeting.

Another important change to note is that there is now only one place to register for meetings. For email registrations please use fhammo@gmail.com and by fax please use 717-381-3256. We have decided to “lean” the registration process to simplify the collection of information. I want to extend my heartfelt thanks to the volunteers who have in the past collected and forwarded this information: Jules Pinto, Dave Fisher and Greg Buchko, ‘Job well done gentlemen’.

Lastly, we have made the difficult decision to have a two-tier price structure for our meetings. In brief, the actual cost per attendee for our monthly meetings is typically in the \$28 to \$35 range when the cost of the meal, gratuity and any other extras are added. In the past we have subsidized the meeting cost because we felt it was our duty to use the monies provided by Headquarters to serve our members. However, much like many of us, we have seen our Section income decline principally due to declining membership and a decline in the number of offerings and attendees partaking of our educational offerings. With the cold, hard economic facts staring us in the face we are forced to implement the following changes; the cost for our monthly meetings for non-members of the Harrisburg section will be \$25.00. Additionally, the cost for section members who do not pre-register will be \$25.00 as well. One important thing to note is that if you do not pre-register you may not get the meal advertised in our Meeting Notice. In order to control costs we will limit the number of guarantees we provide to the venues each month, based on the pre-registrations. Anyone is welcome to attend to hear the presentation but if you want to eat the advertised meal ahead of the meeting, you must pre-register. Those who choose to register at-the-door may need to be given a substitute meal; of the hotel's choosing--except that a vegetarian plate is always available. Naturally, if you do not opt to have a meal, there will be no charge to listen to the presentation.

The calendar for the remainder of this year is attached to this email. If there is a meeting that interests you please mark your calendars as a reminder to pre-register by the listed date. Thank you.

Fred Hammond
Program Co-chair

• Recruiters Not Calling You?

Five Reasons Why—And How To Fix It

You've been hoping for a new job, but your phone is silent. No recruiters calling, no job offers; it's so quiet you can almost hear the crickets outside. Maybe it's time to reassess.

Does this sound like your job search efforts?

- You've sent out hundreds of resumes to countless job postings but received little or no response.
- You've left dozens of voicemails to recruiters explaining why you are a perfect fit—and they never return your call.
- You've tweaked your resume so many times you no longer recognize it.

If this describes your situation, you are not alone. Many talented, qualified job seekers get ignored by recruiters and hiring managers simply because their resume has one or more of the following problems.

1. Your resume highlights your lack of industry experience

Most recruiters are looking for a point-by-point candidate match when screening resumes. Industry background usually ranks high on the list of qualifying issues. If you don't have experience in that industry, your resume is going straight to the circular file—unless you can give them a compelling reason to keep your resume in the stack.

If you lack specific industry experience, but you know you have the basic skills for the job, try highlighting your transferable skills instead. Job seekers who lack industry experience can make it past the resume screener by proving their ability with skills they have that transfer from industry to industry. Examples of transferable skills include expertise gained in sales, customer service, finance, accounting, negotiation, cross-functional communications, and/or team building. Look at the skills they need, then figure out how your background is a match.

2. Your resume shouts “Overqualified!”

Nothing scares off a recruiter faster than a candidate who is obviously overqualified for the job. The two main concerns are (1) that the candidate would soon get bored and leave at his earliest convenience, and (2) that the candidate would be too expensive to hire. Even worse is the assumption that the over qualified candidate is on a downward career slope—a has-been with all his best years behind him.

There are, however, many valid reasons job seekers wish to downsize to jobs with fewer responsibilities. Whatever your reasons, tailor your resume to fit your current career objective. This means you'll want to play down your prior responsibilities, list only relevant education (don't list a PhD if you are applying for a mid-level management position!), and emphasize tactical experience over strategic planning when appropriate.

3. Your resume is crammed with information, but not the right kind

Pity the poor recruiter who must get through 200 applicant resumes before lunchtime. If your resume is in the pile, it will get a quick scan and pass over if she can't find what she is looking for in less than 30 seconds. If you have a resume that is disorganized or full of dense blocks of text, how will the recruiter learn anything about you?

You'll catch the recruiter's attention if you have a clear, easy-to-read resume that highlights your skills and accomplishments, even at a glance. The first rule of resume effectiveness is relevancy, so edit out the past data and redundant facts that aren't relevant to your current career path. Fill your resume only with the skills needed for that particular job, and you'll go a long way toward getting a recruiter's attention.

4. Your resume has too little information

While the “strong, silent type” may be attractive in men, it just plain flops in a resume. A resume that looks more like an outline just doesn't give the reader enough to work with.

Recruiters don't want to guess what you did at your last job. You need to include enough information to give prospective employers a vision of the possibilities if they choose to hire you.

If you struggle with what to include in your resume, use job descriptions to help you understand what recruiters will want to find in your resume. Then review your previous jobs to determine what skills you have that will be a good match.

5. Your resume doesn't include accomplishments

If you haven't thought lately about how your employer has benefited from having you as an employee, it's a sure bet that your resume is lacking in accomplishments. Remember, as a job seeker you are selling your talents, and you are competing with many others who have the same qualifications as you do. Accomplishments give recruiters a reason to choose you over others for the interview short list.

Give screeners ample reason to select you for interview. Highlight how you have saved time, increased efficiency, cut cost and increased client satisfaction. After all, if you don't tell them, nobody else will!

If you use this five-point checklist to restructure your resume, you'll soon hear back from recruiters who appreciate qualified, articulate and confident candidates. The time you spend enhancing your resume could shave off months of fruitless labor and frustrating effort in your job search.

~~~~~  
Deborah Walker, Certified Career Management Coach

Read more career tips and see sample resumes at:  
[www.AlphaAdvantage.com](http://www.AlphaAdvantage.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:**

• **ASQ Manufacturing Survey Shows Optimism for 2011**

*Respondents indicate brighter outlook compared to 2010*

**Milwaukee, Wis., November 16, 2010** — The second annual ASQ Manufacturing Outlook Survey shows a vast majority of manufacturers are optimistic about an economic uptick in 2011 at their organizations. The survey conducted by ASQ — the world's largest network of quality resources and experts — states 68% of respondents employed in the manufacturing sector predict their organizations will experience revenue growth. This is a bit of a brighter outlook than for 2010.

Despite the economic landscape, a year ago, 64.7% of respondents predicted that revenue would grow in 2010. This year, when asked if their organization did experience revenue growth in 2010, 67% indicated "yes." More than 1,200 manufacturing professionals from the United States and Canada responded to the online survey October 24 — November 5, 2010.

The two areas from the survey that showed the most promise were in the area of payroll and operational budgets:

- Only 18% expect a pay freeze in 2011 — compared to 44.8% in 2010 at their organizations
- 18% predict mandatory budget cuts in 2011 — whereas 35.2% did in 2010

Of the other 2011 organizational options offered, respondents anticipate:

- Expectations of a salary/merit increase (48%)
- Organizations will continue to create processes to reduce costs (47%), down from 61.3% in 2010
- Maintaining current staff levels at their organizations (42%)
- Hiring of additional staff (42%)
- No mandatory furlough days (73%) In 2010, 72% indicated they did not have to take furlough days

**Cutbacks and Quality**

As many organizations had to make sacrifices to survive a down economy, the survey inquired whether staff reductions or other cutbacks implemented in 2010 negatively impacted the quality of the products/services delivered. 33% of respondents believed that the quality of their products/services was negatively impacted. 32% believed that the quality did not suffer.

**Manufacturers Offer Advice**

Respondents were also asked what one tip they would give to manufacturers to ensure revenue growth in 2011. The top four tips, similar to the 2010 outlook, from respondents were:

- Continue to take part in continuous improvement practices, and increase use of quality processes
- Increase customer satisfaction

- Implement more lean processes
- Reduce costs/eliminate waste

"Though it appears the manufacturing sector is still facing some challenges on the road to full economic recovery, the incremental gains shown in this survey are very promising," said ASQ Chair Peter Andres. "However, organizations still need to focus on and increase customer satisfaction, and implement continuous improvement practices to remain competitive."

(From ASQ "Friday Fast Facts")

• **Training Opportunities from the ASQ Reliability Division**

**Title: Fundamentals of Reliability Engineering and Applications**

This is a three parts lecture series. The parts will cover the basics and fundamentals of reliability engineering. Part 1 begins with introduction of reliability definition and other reliability characteristics and measurements. It will be followed by reliability calculation, estimation of failure rates and understanding of the implications of failure rates on system maintenance and replacements in Part 2. Then Part 3 will cover the most important and practical failure time distributions and how to obtain the parameters of the distributions and interpretations of these parameters. Hands-on computations of the failure rates and the estimation of the failure time distribution parameters will be conducted using standard Microsoft Excel.

**Part 1. Reliability Definitions**

1. Reliability---Time dependent characteristic
2. Failure rate
3. Mean Time to Failure
4. Availability
5. Mean residual life

Tuesday, November 30<sup>th</sup>, 2010. 11am till noon US Eastern Time

To register:

<https://www1.gotomeeting.com/register/678781545>

Cost: Free

**Part 2. Reliability Calculations**

1. Use of failure data
2. Density functions
3. Reliability function
4. Hazard and failure rates

Tuesday, December 7<sup>th</sup>, 2010. 11am till noon US Eastern Time.

To Register:

<https://www1.gotomeeting.com/register/645750448>

Cost: Free

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### Part 3. Failure Time Distributions

1. Constant failure rate distributions
2. Increasing failure rate distributions
3. Decreasing failure rate distributions
4. Weibull Analysis – Why use Weibull?

Tuesday, December 14<sup>th</sup>, 2010. 11am till noon US Eastern Time.

To Register:

<https://www1.gotomeeting.com/register/863827953>

Cost: Free

#### Elsayed's Bio

E. A. Elsayed is Professor II (Distinguished Professor) of the Department of Industrial and Systems Engineering, Rutgers University. He is also the Director of the NSF/ Industry/ University Co-operative Research Center for Quality and Reliability Engineering. He was the Chair of ISE, Rutgers University from 1983 to 2001. His research interests are in the areas of quality and reliability engineering and Production Planning and Control. He is a co-author of *Quality Engineering in Production Systems*, McGraw Hill Book Company, 1989. He is also the author of *Reliability Engineering*, Addison-Wesley, 1996. These two books received the 1990 and 1997 IIE Joint Publishers Book-of-the-Year Award respectively. He has received many awards and honors and was the keynote speaker of many international conferences.

#### • To unemployed members of ASQ

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. For more information, and to check out other resources available, visit: <http://asq.org>

#### 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 Executive 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.

**ASQ Harrisburg Section 503  
DECEMBER DINNER MEETING**

**When: Wednesday, December 8, 2010**

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

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

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

**Where: The Eden Resort Inn – Lancaster PA**

**Menu: GRAND BUFFET**— Salad bar and Roast beef carving station. Entrees include Chicken Marsala and Tortellini Primavera, including chef's potato & vegetable, fresh bread / rolls, and assorted desserts. (Vegetarian plate available upon request).

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

**What: A Changing Landscape for Food Safety and Quality**

Recent food-borne disease outbreaks and food product recalls have underscored the importance of good manufacturing practices and quality initiatives in the food industry. Join us for an update of the quality issues in the recent food recalls and a discussion of the pending food safety legislation and how it may potentially affect the food industry. Finally, we will discuss the central importance of Hazard Analysis and Critical Control Point (H.A.C.C.P.) planning and the Safe Quality Food (SQF) system for reducing the risk of food contamination. The seminar will include a case study of the recent egg recall and a highlight of best practices from industries that are finding proactive food safety solutions.

**Who: Dr Rene Massengale – Professor Harrisburg Univ.**

Dr. Massengale joined Harrisburg University after seven years of teaching and research experience at Baylor University in Texas. Her experience includes research positions at the National Institute for Occupational Safety and Health, and a teaching position at Frostburg State University, MD. She earned her Ph.D. in Microbiology & Immunology from West Virginia University, and a Master of Science degree in Biomedical Science and a B.A. in Biology from Baylor University. Additionally, she has completed the requirements to be named an ASQ-Certified Hazard Analysis and Critical Control Point (HACCP) Auditor.

**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.

**Please register by Wednesday December 1, 2010:**

| Name         | E-mail                                                 | Fax          |
|--------------|--------------------------------------------------------|--------------|
| Fred Hammond | <a href="mailto:fhammo@gmail.com">fhammo@gmail.com</a> | 717-381-3256 |

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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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**2010/2011 Training Programs**

| Dates                                                                                                                                     | Course Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Cost/Person                                                                                                                   |
|-------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
| <p><b>3 Sessions:</b><br/> <b>December 9 &amp; 10, 2010</b><br/> <b>January 20 &amp; 21, 2011</b><br/> <b>April 14 &amp; 15, 2011</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:<br/>                     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><b>NOTE:</b> 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>5 Sessions, 2011:</b><br/> <b>February 11, March 11</b><br/> <b>April 8, May 13, June 17</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.<br/> <b>Prerequisite: Understanding of ISO 9001-2000 or 2008 or AS-9100B</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <p><b>\$325</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 2010-2011 MEETING SCHEDULE**

| DATE              | SPEAKER                               | TOPIC                                                                                   | LOCATION   |
|-------------------|---------------------------------------|-----------------------------------------------------------------------------------------|------------|
| September 8, 2010 | Sally Haldeman                        | Plant Tour Armstrong Marietta                                                           | Lancaster  |
| October 13, 2010  | Dr Marijka Grey - WellSpan Gettysburg | The Current State of Primary Care & Vision for How to Reengineer the Healthcare Culture | York       |
| November 10, 2010 | Rush Gross - WellSpan                 | Lean project warehousing operations                                                     | Harrisburg |
| December 8, 2010  | Rene Massengale                       | Food Safety                                                                             | Lancaster  |
| January 12, 2011  | Dr Shawn Moyer, MD                    | A Quality Journey at Pinchot Family Medicine                                            | York       |
| February 9, 2011  | Michael True                          | Starting and Maintaining a Quality Internship Program                                   | Harrisburg |
| March 9, 2011     | Dewey Butts                           | Leaning Out Six Sigma Problem Solving Process                                           | Lancaster  |
| April 13, 2011    | Michelle Mason - ASQ                  | An intro to ISO 26000 - Social Responsibility                                           | York       |
| May 11, 2011      | Michael Baker Jr                      | Moving the TMI Generators - A Study in Pre-Planning!                                    | Harrisburg |
| June 8, 2011      | TBD                                   | TBD                                                                                     | Lancaster  |