



# Quality Currents

Newsletter of Harrisburg Section 503

*Serving the Quality Profession Since 1953*

February 2011

## Executive Committee -- 2010-2011

### CHAIR:

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### TREASURER:

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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:

Dear Friends and Members,

Happy New Year and welcome to the newest members who recently joined the ASQ Section 503, assuming that this is your first issue of our Newsletter. I hope that you each have received the welcome letter by way of E-mail from our Assistant Membership Chair, Ms. Mara Pagano, along with the credit voucher to attend one of our regular dinner meetings for free!

The January presentation by **Shawn Moyer, MD** of the Pinchot Family Medicine Practice, about "The Ideal Medical Practice – Care, Efficiency, and Quality in a Small Package" was very insightful and informative. The application of proven quality tools using LEAN and ISO 9001 principles to improve efficiency and effectiveness in a small, service business—specifically a family practice—was clearly achievable and had significant benefits both in terms of time available for patient care and reduced costs.

The next meeting on February 9, 2011 promises also to be very interesting, as we will be hearing from **Mr. Michael True**, the Director of the Internship Center at Messiah College in Grantham, PA on the subject of Starting and Maintaining a Quality Internship Program. Please see full details in the meeting announcement later in this newsletter.

On behalf of the entire executive team, we would like to apologize to those of you who had to wait to be seated at the January meeting when the hotel inadvertently set the tables for 8 persons instead of 10 persons each. We appreciate your patience while an additional table was set, slightly delaying the start of our meal as well as the presentation. The banquet management at 4-Points was immediately notified of the matter on the next day and the Sheraton also extends its apologies. The Executive Committee will survey the membership at the end of this fiscal year to see if a return to the Yorktown Hotel may be desirable for the next operating year starting in

## COMMITTEES

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

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September, 2011. We believe that the food at the 4-Points has not been disappointing and many members have commented on the ease of access to this location in York.

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.

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 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:

#### • World Conference on Quality & Improvement

This year's World Conference will be held in Pittsburgh PA at the David L. Lawrence Convention Center May 16 through May 18. For more information on this year's focus and a schedule of events, follow this link: <http://wcqi.asq.org>

With this year's event being held in PA, why not take advantage of this great opportunity to:

- Learn new and classic quality tools, methodologies, and techniques.
- Network with more than 2,000 attendees and exhibitors.
- Benchmark best practices with the International Team Excellence Award Process.

#### • Degrees in Quality for ASQ Members Starting March 2011

The National Graduate School of Quality Systems Management has collaborated with ASQ to introduce our degrees in Quality Systems to ASQ members. This spring, ASQ members can earn the degree in the field they know and respect. Taught through theory and practical application, ASQ members can take their knowledge of quality to a higher level with this degree and create an impact in their organization through delivery and best practices.

You may have seen our ads about our accelerated online program on the ASQ website or in *Quality Progress* magazine informing members of our accelerated, online degrees in Quality Systems Management starting March 18<sup>th</sup>. We are offering special incentives for ASQ members; please view the list of incentives at [www.ngs.edu/asq](http://www.ngs.edu/asq).

Working with ASQ sections all over the world, we have met the most extraordinary groups who passionately live and breathe promoting quality. NGS offers Quality degrees that will keep quality professionals in demand.



### • **Engineers Week Activities at Whitaker Center February 19-21, 2011**

**Objective:** To provide educational exhibits and demonstrations during Engineers Week to supplement the science center's existing permanent displays. Volunteers are needed in 2-hour shifts to cover the three days. This is an opportunity for students and teachers to gain hands-on math and science experience by working with local engineers - people who use those subjects every day.

#### **Proposed Schedule:**

Saturday, February 19, 2011 = 10:00am – 4:00pm  
Sunday, February 20, 2011 = 12:00pm – 4:00pm  
Monday, February 21, 2011 = 10:00am – 4:00pm

**Proposed Activities:** The following activities were sponsored by member societies last year and were enjoyed by over 500 students during the three day weekend. We are hoping to repeat the same programs, but welcome any new ideas and suggestions.

- Chemical Engineering (AIChE) – making slime
- Electrical Engineering (IEEE) - building electrical circuits
- Civil Engineering (ASCE) – building structures with paper, straws, and pipecleaners
- Highway Engineering (ASHE) - building bridges with marshmallows and toothpicks
- Industrial Engineering (IIE) – playing efficiency games
- Packaging Engineering (IoPP) - making candy packages
- General - Egg Drop Contest
- Future City – winning model on display

If your society is interested in participating in this program again this year, please fill out the attached form and send it to Sue Benjamin by February 11th. If your society has not

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participated in the past, but would like to join us this year, please let me know, and we will find an activity suited to your specific engineering discipline.

Email: sbenjamin@hersheys.com

Phone: (717)534-6512

Fax: (717) 534-4632

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:**

#### **• A Message from the Service Quality Division**

#### **Who belongs to the ASQ Service Quality Division?**

The Service Quality Division has been part of ASQ since 1991. Members come from organizations or functional areas that primarily are service oriented or service focused. Most members are interested in better ways to deploy and integrate quality systems, principles, and techniques into their organizations. The Service Quality Division serves a diverse base of members, such as:

- Financial Services (banking, finance, insurance)
- Hospitality and Travel (hotels, airlines, travel agents, restaurants)
- Professional Services (consultants, legal contract services)
- Regulated Industries (public utilities, transportation)

- Not for Profit Sectors (associations, government agencies)
- Retail Business (customer service, sales/marketing)
- Members of support service functions (manufacturing or service organizations.)
- Anyone interested in learning more about service quality or sharing their experiences and knowledge in service quality.

#### ***How is the Service Quality Division organized?***

The Service Quality Division is led by a division council of service professionals from many different industries. We volunteer our time and energy to create and sustain division benefits and services that will help our members to attain excellence in service quality. We invite you to join us.

#### ***What do members of the ASQ Service Quality Division Council do?***

The Service Quality Division's membership at large elected the following council members to serve a two-year (2002-04) term. Each election year the immediate past chair continues his or her service as a member of the council.

**Chair:** Provides leadership and oversees administration of the division. This includes being the liaison to ASQ.

**Treasure:** Manages and coordinates administration of the division's budget, disbursement of funds, financial records, and bank account.

**Secretary:** Records the minutes for meetings and the monthly teleconferences. Maintains the division council contact roster.

**Vice Chair:** Responsible for membership growth and customer satisfaction within the areas assigned, and reports on SQD's progress for the Division Management Program.

**Immediate Past Chair:** Acts in an advisory capacity to the chair and division board to bring continuity between past, present, and future initiatives. Also serves as historian and nominating chair, maintains the division operating manual, and reviews and revises SQD bylaws as needed.

The chair appoints the positions for a one-year term with the approval of the division board.

**Conference Chair:** Heads a committee to develop new product/service offerings for members including ongoing programs such as the Annual Service Quality Conference and section training level programs.

**Publications Chair:** Oversees the publication of the division's newsletter, *Competitive Advantage*, and other division publications as appropriate.

**Membership Chair:** Welcomes new members, conducts the annual membership survey, and answers inquiries from prospective and current members.

**Awards/Scholarship Chair:** Administers the division award and scholarship processes.

Volunteers are needed to assist with these committees. Members who can donate a few hours each month are asked to call a division officer or committee chair listed on the [contact page](#).

*Service Quality Division Value-Added Services*

**Annual Service Quality Conference**

The Service Quality Conference gives you two days to network, work hard, learn and have fun--not counting the two days of pre conference and two days of post-conference tutorials. The focus is on leading trends in approaches and deployment of service quality management tools and techniques.

**Competitive Advantage**

Published quarterly, our newsletter provides a platform for debating service quality management methods and philosophies. We share our members' stories and lessons learned, and provide information about events taking place in the service industries.

**Body of Knowledge**

Defining a service quality body of knowledge is our newest initiative. We've taken on the job of compiling a list of the skills and tools service providers need. Then, we'll look for ways to create opportunities for our members to learn them.

**Leadership Opportunities**

The best leaders are those who are continuously learning. You can hone your leadership skills when you volunteer to work on Service Quality Division projects.

For more information:

<http://asq.org/service/about/index.html>

- **Book Review**

**The Lean Doctors Workbook: An Application Guide for Transforming Outpatient Clinic Systems with Lean**

*Aneesh and Carolyn Suneja*

The content of this workbook is based on the book *Lean Doctors: A Bold and Practical Guide to Transforming Healthcare Systems, One Doctor at a Time*, and on the authors' years of transforming care delivery systems with Lean. The Six Success Steps discussed in the book are presented here with a focus on implementing them to achieve dramatic and sustainable change. The Success Steps are building blocks; the order in which you apply them matters. They are presented here in an order that has worked in the real world; working through them logically will help you on the path to successful implementation.

Each Success Step includes a practical explanation of the theory and maps that illustrate how that particular step impacts the care process in the context of a detailed case study. The authors use several Lean mapping tools, including lean process maps, spaghetti diagrams, and swim lane diagrams. In addition to illustrating Lean concepts and

their application in the context of a case study discussed throughout the book, these maps provide instructive examples that can help you create similar maps for the processes you operate.

With its interactive format and step-by-step design, this workbook is ideal for use in the classroom to teach Lean principles, or with a Lean project team to guide a clinical implementation. Together with *Lean Doctors*, this workbook will help the student of Lean or the Lean project team learn and apply a complete Lean system in a healthcare setting.

- **Help During Times of Transition**

As we begin a new year, it is important to note that ASQ has benefit programs that can be used to help members remain engaged during times of unemployment or upon their retirement.

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=NjIwMDMz>  
MjcyS0&b=0&j=MjUwMDUzODAS1&mt=1&rt=0>

Learn about retirement options.

<http://links.mkt3019.com/ctt?kn=21&ms=ODcwMzI0S0&r=NjIwMDMz>  
MjcyS0&b=0&j=MjUwMDUzODAS1&mt=1&rt=0>

• **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

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**\*\*\*\*\* Trivia Corner \*\*\*\*\***

This month's trivia question (answer on the last page):  
Who invented the coffee filter?

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**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 FEBRUARY DINNER MEETING

**When:** **Wednesday, February 9, 2011**

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 Holiday Inn East – Harrisburg PA**

4751 Lindle Road, Harrisburg, PA 17111 (just off Exit 2, Rte. 283N)

**Menu:** **Chicken Cordon Blue - with Supreme Sauce; includes: garden salad, Chef's selection of Starch & Vegetable, rolls & butter, and Chef's choice of desert.**

**Cost:** **Pre-Registered: \$20.00/Section Member, \$25.00/Guest**

**At-the-door: \$25.00/Section Member, \$30.00/Guest**

**What:** **Starting and Maintaining a Quality Internship Program**

Starting from the days of Babylon and journeying all the way to our current time, this presentation will offer insight on the benefits of, and ingredients necessary for, a quality internship experience for the employer and student. Messiah College Internship Center has been recognized by professional peers as offering one of the most comprehensive, well-run centers in the nation. Since 2001 over 400 colleges and universities have used materials of, and/or consulted with the Internship Center staff to improve their own programs.

**Who:**

**Michael True** is the Director of the Internship Center at Messiah College in Grantham, PA. He compiled a booklet entitled "Starting and Maintaining a Quality Internship Program" which is currently being used by hundreds of colleges, universities, employers and chambers of commerce across the U.S and internationally. He has been involved with the Technology Council of Central PA since 1998. In 2007 the Pennsylvania Association of Colleges and Employers presented Michael with the Donna Dentler Service Award. He was the first recipient of the Exemplary Leader Award given by National Society of Experiential Education.

**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 February 2, 2011:**

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

**MEETING REGISTRATION PROCESS**

February will mark the fourth month of our revised meeting registration process. While there have been a few bumps for the most part I believe it is working well.

To review, all registrations should be sent to me at [fhammo@gmail.com](mailto:fhammo@gmail.com), or fax to me at 717-381-3256. I will email you a confirmation within 24 hours, if you do not receive a confirming email within that time please resend your registration. Additionally, I will be sending a reminder email the day before the meeting, if you do not receive such an email it means you are not registered. Thank you.

Fred Hammond  
Program Co-Chair

**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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**2011 Training Programs**

Dates	Course Description	Cost/Person
<p><b>1 Session:</b> <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:</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>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>4 Sessions:</b> <b>March 11, April 8, May 13, June 17</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>\$350</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 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**

The Lehigh Valley Section of ASQ Presents:

***The Corrective Action Process: Auditing and Improvement***

By J.P. Russell

Thursday, April 21, 2011 at the Four Points Sheraton, Lehigh Valley

**Speaker:** J.P. Russell is one of the foremost Gurus in the field of quality auditing. He specializes in process, system, verification audits and assessments for improving organization performance. He is an ASQ Fellow, editor of the ASQ Auditing Handbook and author of several books on process/system auditing and standards. In 2006, he was awarded the "Outstanding Professional Achievement" Award from the U.S. Technical Advisory Group (TAG) of the American National Standards Institute, was presented with ASQ testimonial awards in 2000 and 2004, and, in 2008, was presented the Paul Gauthier ASQ Audit Division Award. Mr. Russell is very active in ISO standards development and updates. He is also very active in community affairs.

Course Content:

- Lesson 1: Corrective and Preventive Action
- Lesson 2: Plan-Do-Check-Analyze
- Lesson 3: Corrective Action Process Requirements
- Lesson 4: The problem and the Need for Corrective Action
- Lesson 5: Taking Action Using the Holistic CA Process
- Lesson 6: Effectiveness and Monitoring Results
- Lesson 7: Corrective Management



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### Who Should Attend:

- Anyone Involved in Auditing
- Quality Professionals who Want to Brush Up on Quality Audit Issues Presented

### Schedule:

Registration: 8:00a.m. - 8:30 a.m. with Continental Breakfast

Morning Session: 8:30 - noon (one refreshment break)

Buffet Lunch: noon - 1:00 p.m.

Afternoon Session: 1:00 p.m. - 4:30 p.m. (one refreshment break)

### Location:

Four Points Sheraton, 3400 Airport Road, Allentown, Just north of Route 22 on Airport Road. (Directly across from the Lehigh Valley Int'l Airport).

### Registration – Two Choices:

1. Register via check payable to "LVASQ" to Ruth Barnett at ASQ, Lehigh Valley Section, P.O.Box 90283, Allentown, PA 18109-0283. *ASQ Member Number must be on the check in order to receive member pricing.*  
or
2. Register via e-mail or phone to Ruth Barnett at [rlbarnett@gmail.com](mailto:rlbarnett@gmail.com) or 610-596-2854:

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Name:		ASQ Member #:		
Address:		City:	ST:	Zip:
Method of Payment: <input type="checkbox"/> Check <input type="checkbox"/> Credit		Amt: <input type="checkbox"/> \$250 <input type="checkbox"/> \$300		
Type of Card: <input type="checkbox"/> AMEX <input type="checkbox"/> Visa <input type="checkbox"/> MC Security code*:			Expires: MM/YY	
Acct. No:				

\*3 digit security code (for VISA/ MC only)

Fee: ASQ members \$250, Non-members \$300. Includes lunch and handouts.

REGISTRATION DEADLINE APRIL 11, 2011. \$100 Cancellation Fee if Cancelled After April 11.

For More Information Contact Cease Blocker at 610-866-3714 or [blocker@enter.net](mailto:blocker@enter.net).

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<b>ASQ HARRISBURG 2010-2011 MEETING SCHEDULE</b>			
<b>DATE</b>	<b>SPEAKER</b>	<b>TOPIC</b>	<b>LOCATION</b>
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
<b>February 9, 2011</b>	<b>Michael True</b>	<b>Starting and Maintaining a Quality Internship Program</b>	<b>Harrisburg</b>
<b>March 9, 2011</b>	<b>Dewey Butts</b>	<b>Leaning Out Six Sigma Problem Solving Process</b>	<b>Lancaster</b>
<b>April 13, 2011</b>	<b>Michelle Mason - ASQ</b>	<b>An intro to ISO 26000 - Social Responsibility</b>	<b>York</b>
<b>May 11, 2011</b>	<b>Michael Baker Jr</b>	<b>Moving the TMI Generators - A Study in Pre-Planning!</b>	<b>Harrisburg</b>
<b>June 8, 2011</b>	<b>TBD</b>	<b>TBD</b>	<b>Lancaster</b>

Answer to this month's trivia question: Melitta Bentz in Germany in 1908. To improve the quality of coffee for her family, she pierced holes in a tin container, put a circular piece of absorbent paper in the bottom of it and put her creation over a coffee pot.