



The Global Voice of Quality™

# Quality Currents

## Newsletter of Harrisburg Section 503

*Serving the Quality Profession Since 1953*

**February 2012**

---

### 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  
Home: 717-741-3324  
Cell: 717-880-7989  
[Eugene.M.Schwartz@us.ul.com](mailto:Eugene.M.Schwartz@us.ul.com)

**SECRETARY:**

John Reibson  
Quality Assurance Specialist  
Penn State College of Medicine  
Hershey, PA. 17033  
Ph: 717-531-4498  
[jreibson@psu.edu](mailto:jreibson@psu.edu)

**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:

So we're into the winter doldrums! My hat is off to those of you who enjoy it, I don't like winter. That's peculiar for a boy from upstate New York, but that's just why I live in York now... Winter!

It's time for us to think about next year's officers. Elected officers serve from July to June. It is not limited to self nominations, you can nominate someone and I'll talk to them about the job and what it entails. Three officers must be elected, other members of the Leadership committee are appointed. Elected officers are the Chair, Secretary and Treasurer. Officers are only allowed to stay in a position for 2 years. John and Gene have been in their positions for two years, so they can't serve again without a break. I can go another year. Please consider if you'd like to nominate someone or if you'd like to participate in the management of the section. It does not require experience; in fact there are experienced people who'd be willing to mentor anyone interested in serving.

In January we had another good speaker...and another good dinner. February promises to be another good one as Dewey is a good speaker with a topic that many are interested in.

We are still looking for someone to help the Leadership committee with an audio-visual project. We're considering having a pre-meeting training program in Quality basics. The thought is we would purchase some presentations or videos and play them during

### 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

## Harrisburg Section 503 Newsletter, February 2012

registration. We know we have less experienced members who would find this beneficial and thought this is a nice way to encourage membership from folks who are new to Quality. Who knows, maybe there is something for more seasoned folks too. Is anyone interested in helping? Let me know.

See you in February 8<sup>th</sup> at the Eden.

### Scott Crandall, Chair ASQ Section 503

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

- Engineers Week Activities at Whitaker Center February 18 and 19, 2012:



**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 weekend. 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 18, 2012 = 10:00am – 4:00pm
- Sunday, February 19, 2012 = 12:00pm – 4:00pm

**Proposed Activities:** The following activities were sponsored by member societies last year and were enjoyed by over 500 students during the weekend. We are planning to repeat some of the same activities, but are also looking for new ideas and suggestions.

- Chemical Engineering (AIChE) – making polymers
- Electrical Engineering (IEEE) - building electrical circuits
- Civil Engineering (ASCE) – tangrams
- Highway Engineering (ASHE) –toothpick bridges
- Industrial Engineering (IIE) – playing efficiency games
- Packaging Engineering (IoPP) - making candy packages
- 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 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](mailto:sbenjamin@hersheys.com)

Phone: (717)534-6512

Fax: (717) 534-4632

**Note for volunteers:** Whitaker Center has recently modified their guidelines for family members who wish to help out. Only children in grades 9-12 who attend with an adult volunteer and plan to help with the activities and will receive free admission to the science center for the day.

- HARRISBURG UNIVERSITY: Introduction to Program Management: Survey of Tools and Templates

Apply Program Management Techniques to Balance Priorities across the Organization. Broaden your perspective and expand your management skills by learning how to align your programs and their projects in a standardized, consistent manner for evaluating overall results.

Based on the PMI Standard for Program Management, this seminar will provide a high level overview of Program Management's tools, techniques and definitions, and the benefit to employing a program management approach in today's business climate.

#### Important Issues Explored:

- Balancing priorities across your portfolio.
- Organizing projects and teams within the program.
- Evaluating how project decisions impact the program.
- Integrating project management and program management.

**DATE: Tuesday, February 28, 8:30 am - 12:30 pm**

Cost is \$65.

Email [ProfessionalEd@HarrisburgU.edu](mailto:ProfessionalEd@HarrisburgU.edu) or call 717.901.5190 for more information.

#### Visit their web site at:

[www.HarrisburgU.edu/projectmanagement/PGMT](http://www.HarrisburgU.edu/projectmanagement/PGMT)

- Informal Learning Opportunities

The Leadership Committee needs your support. Recently, some members have inquired about meeting informally on an ad hoc basis to discuss quality related topics of personal interest. Another idea that has surfaced is forming a small team of ASQ volunteers to work on a Lean Six Sigma project under the mentorship of an experienced practitioner. This would give you an opportunity to gain hands-on experience working with this methodology and its associated tools.

If you have an interest in either endeavor, have other ideas for developing informal learning opportunities, or would like to

## Harrisburg Section 503 Newsletter, February 2012

help pilot this effort, please contact John Sharp, the Education Committee Chair ([jmsharp@te.com](mailto:jmsharp@te.com)) or Bill Gordon Co-chair of the Program Committee ([bill\\_gordon710@comcast.net](mailto:bill_gordon710@comcast.net)).

- Lean/Sig Sigma Volunteer Experts Needed

If you're interested in applying lean/six sigma in an environment outside of manufacturing, we have an opportunity for you. Since 2010 WellSpan Health, in partnership with Aligning Forces for Quality (a Robert Wood Johnson Foundation grant) has been utilizing lean experts from local industries to work with physician office practices in York and Adams Counties. Our goal is to improve the quality of care for patients with diabetes and other chronic conditions by reducing waste and variation, building team culture, and engaging patients in self-management of their health. If you have interest in applying your lean/six sigma experience in the medical field plus gaining experiences to take back to your business, please contact Rush Gross, Planned Care Coordinator at 717-851-6859.

- The National Graduate School's DBA in Quality Systems Management Program

Here's an opportunity you may want to take advantage of.

THE NATIONAL GRADUATE SCHOOL OF QUALITY MANAGEMENT

**DBA CLASSES START IN WASHINGTON, DC & HAWAII MARCH 22, 2012**

Application Deadline - March 9, 2012  
New Student Orientation - March 15, 2012

**Doctor of Business Administration (DBA) Degree\* IN QUALITY SYSTEMS MANAGEMENT**

Specializations Available In:  
Health Systems  
Homeland Security  
Environmental Quality Management

**24-MONTH PROGRAM LOW-RESIDENCY FORMAT**

SI ANSI NGS The National Graduate School of Quality Management

WWW.NGS.EDU | 800.838.2580 EXT. 116 | DBAADMISSIONS@NGS.EDU

NGS is accredited by The New England Association of Schools and Colleges (NEASC). NEASC may be contacted at [chc@neasc.org](mailto:chc@neasc.org) or (781) 271-0022. Certified to operate by State Council of Higher Education for Virginia (SCHEV). NGS is a not-for-profit institution. \*Not available in MA.

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:

- ASQ Annual World Conference, May 21—23 in Anaheim, CA

*(from ASQ's Media site)*

Milwaukee, Wis., Jan. 19, 2012 — Executives from The Boeing Co. and The Coca-Cola Co. are among four keynote speakers featured at ASQ's 2012 World Conference on Quality and Improvement, held May 21–23 at the Anaheim Convention Center in Anaheim, Calif.

The theme for this year's WQCI is "Producing Results: Proven Solutions in Today's Challenging World," focusing on basic quality, globalization, best practices in supply chain management, managing risk, and changing technology.

Keynote speakers for the event include quality professionals, authors, and executives from world-renowned companies and organizations.

**James Albaugh, The Boeing Co. — Monday, May 21, 7:45 to 9:45 a.m.**

Jim Albaugh is executive vice president of The Boeing Co. and president and chief executive officer of Boeing Commercial Airplanes. He is responsible for all the company's Commercial Airplanes programs and services, is a member of the Boeing Executive Council and serves as Boeing's senior executive in the Pacific Northwest.

## **Harrisburg Section 503 Newsletter, February 2012**

He is an Honorary Fellow of the American Institute of Aeronautics and Astronautics and an elected member of the International Academy of Astronautics. Albaugh serves as board chairman of the Aerospace Industries Association. He was also named to Wings Club Board of Governors.

Albaugh also is the recipient of other awards and sits on other boards of directors.

### **Carletta Ooton, The Coca-Cola Co. — Monday, May 21, 12:15 to 1:15 p.m.**

Carletta Ooton is vice president, chief quality, safety and sustainable operations officer for The Coca-Cola Co. She has overarching accountability for the policies and standards, audits, analytical services, food safety, customer quality, performance measures, and operations support delivered by the Global Quality organization.

Ooton joined The Coca-Cola Co. in 2006 and has more than 20 years of quality and operational experience. Before joining the company, she worked for Cott Beverages, Bath & Body Works, Unilever, and Tate and Lyle.

### **Simon Sinek, leadership expert, "Start With Why" author — Tuesday, May 22, 8 to 9 a.m.**

Simon Sinek is an author and leadership expert, training leaders and companies to inspire people.

Through his study of leaders and companies that make the greatest impact in the world, Sinek has discovered the formula that explains how they do it. The idea, named the Golden Circle, is grounded in the biology of human decision-making and is changing how leaders and companies think and act.

His book, "Start With Why: How Great Leaders Inspire Everyone to Take Action," was voted one of the best leadership books of 2009.

### **Majora Carter, MCG Consulting — Wednesday, May 23, 10:45 a.m. to 12 p.m.**

Majora Carter is the president of MCG consulting, a firm that since 2008 has provided climate adaptation, urban micro-agribusiness, and leadership development strategies for business, government, foundations, universities, and economically under-performing communities.

Carter pioneered one of the nation's first urban green-collar job training & placement systems, and spearheaded legislation that fueled demand for those jobs.

Carter has received numerous awards and honorary degrees for her activism, including awards from John

Podesta's Center for American Progress and a Liberty Medal for Lifetime Achievement from Rupert Murdoch's New York Post.

Carter hosts the Peabody Award-winning public-radio series "The Promised Land," and serves on the boards of the U.S. Green Building Council, and The Wilderness Society.

In addition to the keynote speakers, **Joseph A. DeFeo, president and CEO of Juran Institute**, will be the featured speaker on **Tuesday, May 22, from 1:15 to 2:15 p.m.**

DeFeo is recognized as one of the world's leading authorities on transformational change systems and breakthrough management principles. For nearly 25 years, DeFeo has worked as a Juran Executive Coach helping business leaders increase sales, reduce costs and improve customer satisfaction through the deployment of process improvement programs, including Lean and Six Sigma, strategic planning and cultural transformation.

Mr. DeFeo is co-author of several books, including the go to resource for deployment leaders, "Juran's Quality Handbook Sixth Edition, The Complete Guide to Performance Excellence."

### **Networking, other conferences part of event**

There are more than 100 sessions scheduled for the annual event, focusing on changing technology, managing risk, globalization, best practices in supply chain management, and basic quality. Sessions will cover topics critical to a variety of industries including traditional manufacturing, healthcare, government, financial services, and more.

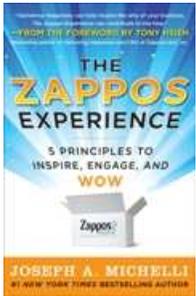
Attendees also will be able to attend four other conferences held concurrently with WCQI, including:

- The Quality Institute for Healthcare
- The Institute for Software Excellence
- The Quality in Sustainability Conference
- The Institute for Continuous Quality Improvement

Attendees also will be able to take certification exams onsite and ASQ will present the 2011-12 International Team Excellence Awards.

For more information about WCQI, visit [wcqi.asq.org/index.html](http://wcqi.asq.org/index.html).

• Book Review



**The Zappos Experience: 5 Principles to Inspire, Engage, and Wow**  
Joseph Michelli

**Item:** P1446

**Member Price:** \$25.00

**List Price:** \$25.00

ZAPPOS. The name has come to stand for a new standard of customer service, an amazing online shopping experience, a great place to work, and the most impressive transformational business success story of our time. Simply put, Zappos is revolutionizing business and changing lives.

Now, Joseph Michelli, author of the internationally bestselling business books *Prescription for Excellence* and *The Starbucks Experience*, explains how Zappos does it—and how you can do it in your industry.

The Zappos Experience takes you through—and beyond—the playful, offbeat company culture Zappos has become famous for. Michelli reveals what occurs behind the scenes at Zappos, showing how employees at all levels operate on a day-to-day basis while providing the “big picture” leadership methods that have earned the company \$1 billion in annual gross sales during the last ten years—with almost no advertising. Michelli breaks the approach down into five key elements:

- Serve a Perfect Fit—create bedrock company values
- Make it Effortlessly Swift—deliver a customer experience with ease
- Step into the Personal—connect with customers authentically
- S T R E T C H—grow people and products Play to Win—play hard, work harder

When you enhance the customer experience, increase employee engagement, and create an energetic culture, you can't help but succeed. Zappos has woven these five key components into a seamless strategy that's the envy of business leaders.

Now that strategy is yours.

With *The Zappos Experience*, Joseph Michelli delivers a package for instant success right to your doorstep. All you have to do is open and use it.

• 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=NjIwMDMz>>

Learn about retirement options.

<<http://links.mkt3019.com/ctt?kn=21&ms=ODcwMzI0S0&r=NjIwMDMz>>

• 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.

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

This month's trivia question (answer on the last page):  
What piece of modern office equipment was first developed in 1842 by Scottish clockmaker Alexander Bain?  
~~~~~

**ASQ Harrisburg Section 503  
February 2012 DINNER MEETING**

**When: Wednesday, February 8, 2012**

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

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

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

**Where: The Eden Resort Inn**

222 Eden Road – Lancaster, PA 17601 (717) 569-6444

**Menu: Grand buffet- Chicken breast Florentine & Baked salmon w raspberry glaze, tossed salad, Chef's potato and vegetable, fresh baked rolls and bread, coffee and tea.**

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

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

**What: Lean Six Sigma Blue Belt**

Many companies today struggle with implementing successful Continuous Improvement initiatives. Most will offer mass training of shop floor employees that only yields a short-lived awareness of Continuous Improvement (Operational Excellence, Lean and/or Six Sigma) with only a few pockets of positive results. When the shop floor workers use the DMAIC methodology on projects, they typically ignore the Measure and Analyze phases and hence do not get the real root cause, causing the problem to come back. In other words, they are using DIC instead of DMAIC. This presentation introduces the newly developed concept of Lean Six Sigma Blue Belt. The purpose of the Blue Belt structure is to provide a basic understanding of the LDMAIC methodology to the shop floor worker. The concept addresses the critical gaps between the Yellow and Green Belt levels using applied learning and reinforcing Edward Deming's most important subject: "Knowledge of SPC". Combining Edward Deming's PDCA with SPC leads to an improved sustainable problem solving approach at the shop floor.

**Who: Dewey Butts – Integrated Business Improvement Solutions**

Dewey Butts III, is Managing Director of Integrated Business Improvement Solutions (IBIS), a company dedicated to supporting organizations in their proliferation of Continuous Improvement. Prior to this position, Dewey was employed by Harley-Davidson and AlliedSignal/Honeywell serving in Quality Engineering and Continuous Improvement roles. He has over 13 years in operations management of manufacturing and engineering related functions and 18 years experience as a Quality Professional including managing supplier and production quality functions. Dewey has trained, mentored and coached hundreds of individuals in Quality, Lean Six Sigma, Total Quality Management, and Statistical Process Control from Senior Leadership to factory floor and office staff workers, including Health Care and Manufacturing industries.

Dewey is a Senior Member of the ASQ, is Vice-Chair for Special Programs for the Human Development and Leadership Division of ASQ, holds certifications as an **ASQ CSSBB, CQM/OE, CQE, CQA, CSSGB, CQPA, CQT, CQIA, is an AlliedSignal Certified Black Belt** and a **Lean Six Sigma Master Black Belt**. Dewey is a nine-year veteran of the United States Air Force, holds a BS in Industrial Technology and an MBA in Business.

Fred Hammond – Program Co-Chair

**IMPORTANT: See registration info below:**

*Harrisburg Section 503 Newsletter, February 2012*

**REGISTRATION:**

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 5 pm Wednesday February 1, 2012:**

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

**You will receive a confirming email within 36 hours. If you do not receive a confirming email please resend your registration.**

**Directions:**

**From York:** Take Route 30 East to Lancaster. Take the Lititz/Oregon Pike Exit off of 30 East. Go to the second traffic light and make a left onto 272 North (Oregon Pike). Go to the first traffic light and make a right onto Eden Road. The Best Western Eden Resort is on your right.

**From Harrisburg:** Take Route 283 East. Follow to the junction with Route 30 East. Follow Route 30 East to the Lititz/Oregon Pike Exit. At the first red light go straight. At the second red light turn left onto 272 North (Oregon Pike). At the first traffic light make a right onto Eden Road. The Best Western Eden Resort will be on your right.



## 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
<b>February 8, 2012</b>	<b>Dewey Butts, LSSMBB Intergrated Business Improvement Solutions</b>	<b>Lean Six Sigma Blue Belt</b>	<b>Lancaster</b>
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	Undergraduate Engineering Students, Elizabethtown College	Engineers for the 21st C - Student Projects	Elizabethtown
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)

**\*\*\*Now Accepting Credit Cards\*\*\***

**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: 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>March 23, April 20,</b> <b>May 18, 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**

~~~~~

**Answer to this month's trivia question:** The facsimile machine--better known as the fax. Bain was granted a patent in 1843 for his electro-chemical duplicating telegraph system, which was capable of transmitting crude images short distances.