



Quality Currents

NEWSLETTER OF HARRISBURG SECTION 503

Serving the Quality Profession Since 1953

February 2008

Executive Committee 2007-2008

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Hello everyone,

It's a beautiful sunny day today. Looking out my window, it's hard to believe that we're in the middle of winter. For those of you who enjoy the snow, it seems that we may not get very much this year. For those of you who don't really like it, I'm sure you're quietly hoping for another few weeks of forecasts devoid of winter weather advisories. I personally like snow, but have learned that it typically means long delays for me in my commute on route 83 around the Harrisburg area.

One of the benefits of mild winters is that we don't end up rescheduling meetings due to the weather and I hope our next meeting is no exception. Our meeting on Feb 13th will feature Stoner Inc. (<http://www.stonersolutions.com/contact.htm>) as they discuss how they have built on their success of receiving the Malcolm Baldrige National Quality Award and are now using the Toyota Production System to further improve their bottom line. I'm looking forward to hearing the lessons they have learned in their journey.

One very important note about the meeting on February 13th is that the location has changed. This month we will be meeting at the Eden Resort Inn (<http://www.edenresort.com/>). At this point we don't know if this will be a temporary change, but we will be sure to let you know.

Our January meeting with Faro Technologies representative Luke Yoder was well attended (<http://www.faro.com/usa.aspx>). We all enjoyed another delicious meal and then had the added benefit of being able to see a demonstration of a portable dimensional measurement system. The demonstration was followed by a lively discussion and networking session.

Our first attempt at sending the newsletter link via e-mail went well thanks to the hard work of Dave Fisher and Steve Cronkrite. They did an excellent job of coordinating the mailing list and posting the newsletter on our website. I am very fortunate to be working with such talented people. We are very fortunate to have such talented and dedicated people working on our behalf. I haven't received much feedback about using email to send out our newsletters and would welcome your comments. The comments I've heard so far have all been favorable though so we will plan to continue using email to inform you of upcoming events.

John

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ISO 9000/TS-16949/AS-9100/ISO 13485 Quality System Assessments, Development & Training
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2008 Training Programs

Dates	Course Description	Cost/Person
<p>2 Sessions: April 17 & 18 June 5 & 6</p>	<p align="center">2 DAY ISO 9001:2000 INTERNAL AUDITOR COURSE</p> <p>Day 1 – ISO 9001:2000 Training</p> <ul style="list-style-type: none"> • Quality system principles and the process model • Examination/interpretation of ISO9001:2000 elements • Continual effectiveness improvement focus <p>Day 2 – Applying the Standard & Auditing Techniques</p> <ul style="list-style-type: none"> • Corrective action implementation, follow-up/closure • Quality system performance effectiveness evaluation • Skill development through individual/team workshops <ul style="list-style-type: none"> • Audit mechanics: <ul style="list-style-type: none"> -The documented quality system audit -Audit sampling & development of the audit checklist -Conducting the audit, investigation, and psychology -Audit management - development of the activity process based audit plan and schedule -Writing non-conformity statements and audit reports 	<p align="center">\$525</p> <p>NOTE: Cost for those who want to attend only the first day of training: \$325</p>
<p>2 Sessions: February 15 May 16</p>	<p align="center">1 Day AS-9100 - Aerospace Standard Training</p> <p>This course concentrates on the AS-9100 revision "B" aerospace supplements over and above the requirements of the ISO 9001:2000 Standard, and implementation strategies for certification preparation. This course also includes review of the requirements of SAE AIR 5359 revision "B" & AS-9104 Revision A. Use of the AS-9100 Checklist will be reviewed.</p> <p>Prerequisite: Understanding of ISO 9001:1994, ISO 9001:2000 or AS-9000</p>	<p align="center">\$325</p>
<p>1 Session: March 14</p>	<p align="center">1 Day ISO 13485:2003 - Medical Device Training</p> <p>This course concentrates on the ISO 13485:2003 Medical Device regulation supplements over and above the requirements of the ISO 9001:2000 Standard, and implementation strategies for certification preparation. Also included is an overview of the essential requirements to meet the Canadian Medical Device Regulations, European Medical Device Regulations for CE mark, as well as FDA's 21 CFR 820.</p> <p>Prerequisite: Understanding of ISO 9001:2000 Standard</p>	<p align="center">\$325</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, 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

----- ISO 9000: Is It Worth It? -----

Seems like an odd question for a quality professional to ponder. Have you ever asked yourself...does ISO 9000 encourage quality and boost company performance and profits? Or is ISO too slow, formal and meticulous to really promote quality in the modern Information Age?

Doctoral students in organization management at Capella University created two teams and reviewed the literature. Here they debate the pros and cons.

Check out ASQs Friday Fast Facts and take a look at the pros and cons. It's interesting:

<http://www.asq.org/learn-about-quality/iso-9000/overview/is-it-worth-it/index.html>

The following article is excerpted from Nancy R. Tague's [*The Quality Toolbox*](#), Second Edition, ASQ Quality Press, 2004, pages 351-356.

Process Analysis Tools: Mistake Proofing, also called "poke-a-yoke" or "fail-safing"

Mistake proofing, or its Japanese equivalent poka-yoke (pronounced PO-ka yo-KAY), is the use of any automatic device or method that either makes it impossible for an error to occur or makes the error immediately obvious once it has occurred.

When to use mistake-proofing:

- When a process step has been identified where human error can cause mistakes or defects to occur, especially in processes that rely on the worker's attention, skill or experience.
- In a service process, where the customer can make an error which affects the output.
- At a hand-off step in a process, when output or (for service processes) the customer is transferred to another worker.
- When a minor error early in the process causes major problems later in the process.
- When the consequences of an error are expensive or dangerous.

Mistake-proofing procedure:

1. Obtain or create a flowchart of the process. Review each step, thinking about where and when human errors are likely to occur.
2. For each potential error, work back through the process to find its source.
3. For each error, think of potential ways to make it impossible for the error to occur. Consider:
 - Elimination—eliminating the step that causes the error.
 - Replacement—replacing the step with an error-proof one.
 - Facilitation—making the correct action far easier than the error.
4. If you cannot make it impossible for the error to occur, think of ways to detect the error and minimize its effects. Consider inspection method, setting function and regulatory function.
5. Choose the best mistake-proofing method or device for each error. Test it, then implement it.

Three kinds of inspection methods provide rapid feedback:

- Successive inspection is done at the next step of the process by the next worker.
- Self-inspection means workers check their own work immediately after doing it.
- Source inspection checks, before the process step takes place, that conditions are correct. Often it's automatic and keeps the process from proceeding until conditions are right.

Setting functions are the methods by which a process parameter or product attribute inspected for errors:

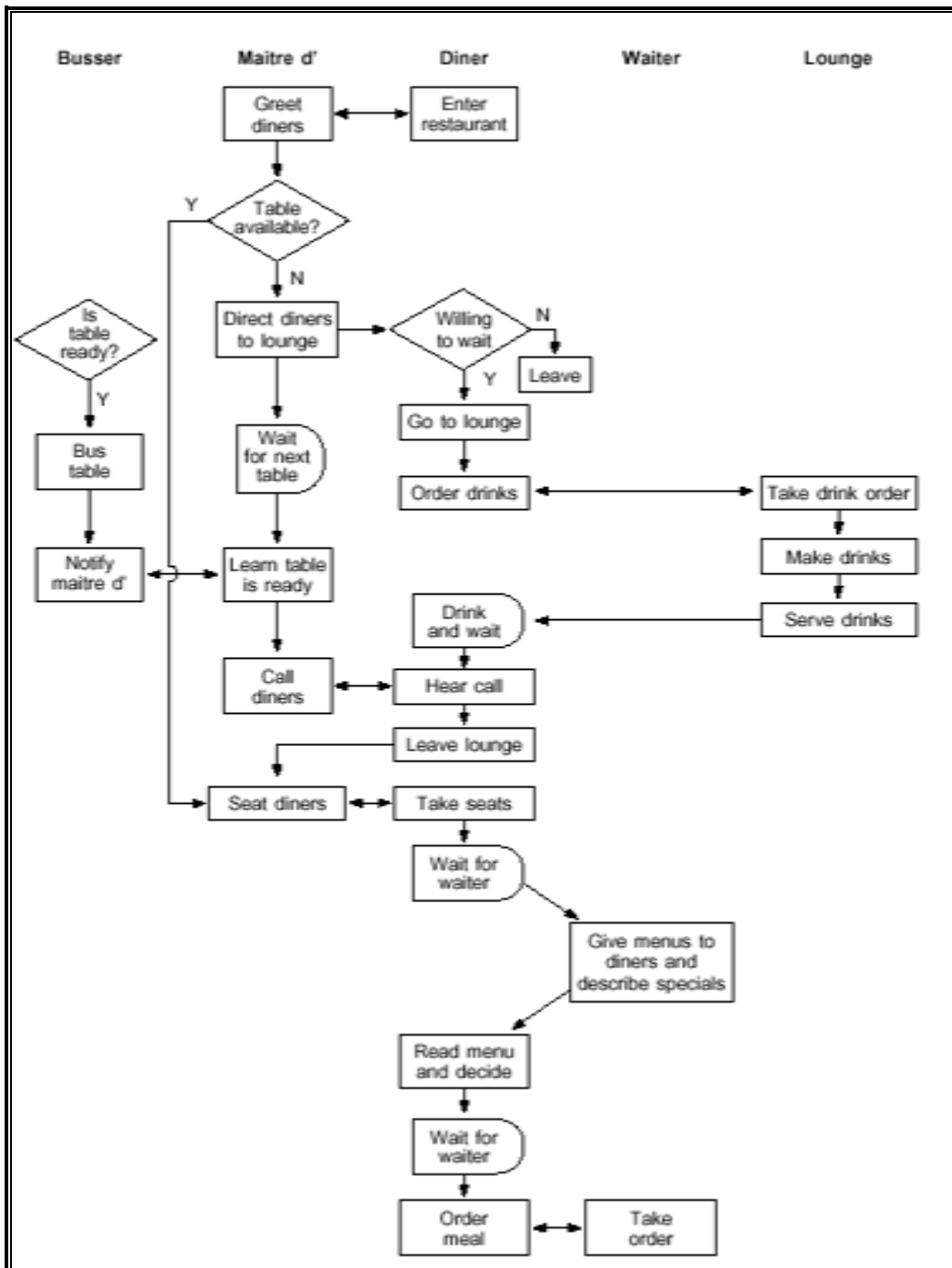
- The contact or physical method checks a physical characteristic such as diameter or temperature, often using a sensor.
- The motion-step or sequencing method checks the process sequence to make sure steps are done in order.
- The fixed-value or grouping and counting method counts repetitions or parts or weighs an item to ensure completeness.
- A fourth setting function is sometimes added: information enhancement. This makes sure information is available and perceivable when and where required.

Regulatory functions are signals that alert the workers that an error has occurred:

- Warning functions are bells, buzzers, lights and other sensory signals. Consider using color-coding, shapes, symbols and distinctive sounds.
- Control functions prevent the process from proceeding until the error is corrected (if the error has already taken place) or conditions are correct (if the inspection was a source inspection and the error has not yet occurred).

Mistake-proofing example:

The Parisian Experience restaurant wished to ensure high service quality through mistake-proofing. They reviewed the deployment chart (a detailed flowchart that shows who performs each step) of the seating process shown in Figure 1 and identified human errors on the part of restaurant staff or customers that could cause service problems.



The first potential error occurs when customers enter. The maitre d' might not notice a customer is waiting if the maitred' is escorting other customers to their table, checking on table status or conferring with kitchen staff.

The mistake-proofing device is an electronic sensor on the entrance door. The sensor sends a signal to a vibrating pager on the maitre's belt to ensure that the maitre d' always knows when someone enters or leaves the restaurant. Other mistake-proofing methods replaced the process steps requiring the maitre d' to leave the front door to seat customers.

A possible error on the customers' part was identified at the step when diners are called from the lounge when their table is ready. They might miss the call if the lounge is noisy, if they are engrossed in conversation or if they are hard-of-hearing.

The mistake-proofing chosen by the team was to replace the step of the process in which the maitre d' called the customer's name over the loudspeaker. Instead, during the greeting step, the maitre d' notes a unique visual identifier of one or more members of the party. When the table is ready, the table busser notifies the waiter, who comes to the maitre d' and learns how to identify the customers. The waiter finds the customers in the lounge, escorts them to their table, gives them menus and takes additional drink orders.

Not only does this mistake-proofing method eliminate a customer-caused problem, it improves the restaurant ambiance by eliminating the annoying loudspeaker, keeps the maitre d' at the front door to greet customers, creates a sense of exceptional service when the waiter "magically" knows the customers and eliminates additional waiting time at the handoff between maitre d' and waiter.

ASQ Harrisburg Section 503

FEBRUARY DINNER MEETING / PRESENTATION

When: Wednesday, February 13, 2008

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

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

Program: 7:15 - 8:30 p.m.

Where: Eden Resort Inn, 222 Eden Road, Lancaster, PA 17601
PH: (717) 569-6444

Menu: Fruit Cup, Tossed Green Salad, Sliced Tenderloin of Beef, Potato and Vegetable, Rolls and Butter, Coffee, Brewed Tea, Iced Tea, Ice Cream

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.

From other locations: <http://www.edenresort.com/directions.cfm>

Cost: \$20.00 (payable at the door)

What: Process Excellence in a LEAN Enterprise.

After you've snagged a Baldrige is your quality journey over? Not if you are Stoner Incorporated of Quarryville PA, a 2003 recipient of a Malcolm Baldrige National Quality Award. Stoner understands the competitive advantage of combining value-based strategies with operational excellence. To that end Stoner has been working to LEAN its entire organization through the use of the Shingo Prize criteria. We have been fortunate to have heard Stoner's MBNQA story at several past meetings. This month's presentation

promises an exciting look into the latest chapter of the Stoner success story when two Stoner team members will discuss Stoner's recent efforts to eliminate waste while creating sustainable value for stakeholders.

Who: Harry Zechman and Jon Farrell

Harry Zechman is Chief Operating Officer of Stoner. Harry earned a BS degree in Chemical Engineering from the Pennsylvania State University and an MS degree in Agricultural Engineering from Michigan State University. Harry joined Stoner in 1996 after employment with M&M/Mars and Kraft Foods. Prior to joining Stoner, Harry held roles in engineering, manufacturing, and research and development. Today, Harry's responsibilities are divided between serving Stoner's team members as COO and leading Stoner's technology and operations efforts.

Jon Farrell is Controller and Information Technology Manager of Stoner, Inc. Jon holds a BS degree in Accounting from Villanova University and has also received Secondary Education certification from Shippensburg University and has taught High School Business Education classes. Jon has been a member of Team Stoner since 2002 joining after an extensive career in ERP System Consulting and as a Controller of a nation-wide construction firm. Jon's role has been split between overseeing and performing the accounting functions associated with the business operations as well as aiding in maximizing the Information Technology investment with hardware, software and process improvements. In addition, Jon performs many of the Human Resource functions within the organization.

For more information about Stoner, try the URLs below:

www.quality.nist.gov/PDF_files/Stoner_Application_Summary.pdf

www.stonersolutions.com

Please register with one of the following by Friday, February 8th:

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