



Quality Currents

Newsletter of Harrisburg Section 503

Serving the Quality Profession Since 1953

February 2009

Executive Committee 2008-2009

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Harrisburg Section Home Page:

www.asq-harrisburg.org

Section Officers can be e-mailed

Chair's Message:

The ASQ Section 503 Executive Committee met on January 27th to discuss our current dinner meeting schedule, a theme for dinner meetings for next year and nominations for next year's officers. Currently Greg Gurrigan, of Wellspan Health has graciously agreed to serve as the section chair for next year and I believe the section will continue to improve under his leadership. We currently have volunteers for all of the section leadership positions except for the chair-elect position. If you are interested in gaining some valuable leadership experience and are interested in serving in this position, please let me know.

This would also be an excellent time to provide suggestions to the executive committee as we begin planning our meetings and plant tours for next year. We would like to hear from our members regarding the types of presentation that would be most beneficial.

Every time I turn on the news I seem to hear more dire predictions about the economy or the need for yet another government stimulus package. Not much of the news is encouraging. Fortunately, we have a great meeting scheduled for Wednesday, February 11th. Jack Roddy, professional speaker, writer and a member of Section 503 will give a presentation titled "Abundance Mentality – Things are not as they seem; you have everything you need within you." Jack's presentation promises to be inspirational, and uplifting; just what we need to counteract all of the negativity in the news.

--John--

COMMITTEES

| | | | | | |
|----------------------|---------------|--------------|----------------------|-----------------|--|
| Certification | Michael Green | 717-986-5036 | Membership | Michael Vovakes | mhv@venturetraining.com |
| Newsletter | Dave Fisher | 717-986-5501 | Chief Proctor | Susan Backs | 717-378-6266 |
| Arrangements | Jim Pasquali | 717-691-0225 | Auditing | Craig Mosher | 717-986-3540 |
| Program | Fred Hammond | 717-627-8387 | Examining | Michael Green | 717-986-5036 |
| Placement | Brian Krady | 717-290-8000 | Webmaster | Steve Cronkrite | 717-852-1806 |
| Education | John Sharp | 717-810-3315 | | | |

Local, Harrisburg Section 503 News/Info:

- **Harrisburg Section members involved in the 21st Quality Management Conference.**

Three of our section members are playing an active role in the Quality Management Division. John Sharp is the QMD Vice Chair for Membership. Dave Little is Vice Chair of Face-to-Face Initiatives (in charge of conference from planning to execution) and Tom England is one of the Keynote Speakers at this year's conference.

Some details on the conference itself:

- Conference schedule: March 5-6, 2009 at the Hyatt Regency Irvine, Irvine CA.
- Pre-conference courses offered March 2-4—include refresher courses for CQM/OE, CQE, CQA, CQIA, CQPA & CQSE.
- Certification exams, March 7.

Registration is available online at <http://www.asq-qm.org/>

- **York Hospital Has Been Designated As A Magnet Hospital**

York Hospital, a part of the WellSpan Health system, was informed on January 12, 2009 that the American Nurses Association's Magnet Commission voted **unanimously** to designate York Hospital as a Magnet Hospital.

The designation makes YH one of only 300 such facilities amongst the nation's 6,000 hospitals and places it in the top 5 percentile of hospitals providing outstanding care quality.

Dr. Gail Wolf, chair of the Magnet Commission, provided this outstanding news to Valerie Hardy-Sprenkle, VP Patient Care Services via conference call before a room filled with members of the York Hospital Nursing Leadership Team, members of the Office of the President, and interdepartmental staff magnet champions. Dr. Wolf indicated that the designation was effective immediately and would remain so for the following 4 years.

York Hospital has had a legacy of excellence and service to the communities of York and Adams counties for many, many years as a Solucient Top 100 Hospital. The Magnet designation from the American Nurses Credentialing Center is another external validation of this excellence and is seen as representative of the outstanding levels of quality care provided by all departments and members of the healthcare team. The designation is reflective of the Healthcare focus YH provides to its patients and

families, the strength of professional nursing practice and the outstanding clinical outcomes accomplished through collaboration and excellence in nursing care.

Pennsylvania hospitals which have earned Magnet designation:

- Abington Memorial Hospital, Abington
- Children's Hospital of Philadelphia
- Fox Chase Cancer Center, Philadelphia
- Geisinger Medical Center, Danville
- Hospital of the University of Pa., Philadelphia
- Lancaster General Hospital, Lancaster
- Lehigh Valley Hospital and Health Network, Allentown
- Main Line Hospitals—Paoli, Bryn Mawr and Lankenau
- Penn State Milton Hershey Medical Center, Hershey
- Pinnacle Health System—Community General, Polyclinic and Harrisburg Hospital
- Robert Packer Hospital, Sayre
- The Western Pa. Hospital, Pittsburgh
- York Hospital, York

ASQ News/Info:

- **New "Performance Officer" Could Boost Visibility, Impact of Quality, ASQ President Says**

Hopefully President Obama's new chief performance officer will have truly "transformative" authority, ASQ President Roberto Saco says.

If the new CPO position within the federal Office of Management and Budget is limited to simple budgetary oversight, "it may mean better control of government expenditures, which would be no small feat, but nothing really groundbreaking," says Saco.

"On the other hand, if the role focuses on how work actually gets done or not done in government, the potential is transformational."

In January, Obama announced that Nancy Killefer, a senior executive at the consulting firm McKinsey & Company, would be the first person appointed to the new CPO position. Killefer is officially charged with "finding government efficiencies."

A CPO willing, able, and empowered to step beyond fiscal oversight and into the realm of process improvement could have profound effects on government efficiency, healthcare, education and other issues Obama has deemed key to rebuilding the U.S. economy, Saco says.

And a new emphasis on quality would mean "abundant opportunity" for ASQ members to help the country bring about real change. "One of ASQ's strengths is that we encompass a wide range of sectors and industries, so in essence ASQ members can play a part in just about any aspect of the president's call to action," he says.

Listening to Obama's inaugural address, he says, "the call to service was loud and clear."

While the U.S. economy is clearly in trouble, "great crises pose great opportunities for the right leader," Saco says. "I'm optimistic President Obama will seize the moment and help us reformulate America's place in the world. The possibilities are endless for those willing to reinvent themselves."

(Article from ASQ Knowledge Center)

- **Engineering Image Problem Could Fuel Shortage**

ASQ Survey: Career Not on Radar for Kids or Parents

Milwaukee, Wis., Jan. 22, 2009 — When it comes to kids' dream jobs, engineering has its own problem to solve. An overwhelming 85% of kids[1] say that they are not interested in a future engineering career for a variety of reasons, according to recent surveys of youth and adults conducted by Harris Interactive® on behalf of ASQ (American Society for Quality).

Survey results indicate the top reasons why kids may not be interested in pursuing engineering:

- Kids don't know much about engineering (44%).
- Kids prefer a more exciting career than engineering (30%).
- They don't feel confident enough in their math or science skills (21%) to be good at it— despite the fact that the largest number of kids ranked math (22%) and science (17%) as their favorite subjects.

Findings from the adult survey on this topic show:

- Only 20% of parents[2] have encouraged/will encourage their child/children to consider an engineering career.
- The vast majority of parents (97%) said they believe that knowledge of math and science will help their children have a successful career.

The ASQ survey among youth ages 8-17 as well as among parents aimed to provide a better understanding about the perceptions of selecting an engineering career in light of a troubling shortage of U.S. engineers, which will reach 70,000 by 2010 based on an estimate by the National Science Foundation.

Other survey findings:

The survey also found the following gender differences in career interests and intent:

- More girls say their parents are likely to encourage them to become an actress (21%) than an engineer (10%). Other careers that parents encouraged girls to think about include doctor (33%), lawyer (25%), teacher (31%), veterinarian (23%), nurse (20%) and businessperson (17%).
- Boys (24%) are significantly more likely than girls (5%) to say they are interested in an engineering career.
- 31% of boys vs. 10% of girls say their parents have encouraged them to think about an engineering career.

"It's clear that there is a low level of interest and knowledge about engineering careers for both parents and children," said Maurice Ghysels, chair of ASQ's K-12 Education Advisory Committee. "Educators and engineers need to work more closely together to get students excited about the profession and spotlight interesting role models."

(A portion of an article from ASQ Press Release)

[1] For the purposes of this survey, "youth" were defined as U.S. kids ages 8-17.

[2] For the purposes of this survey, "parents" were defined as U.S. adults ages 18+ who have a child/children under the age of 18.

- **ASQ Section Satisfaction and Loyalty Study Open**

What can your ASQ section do to make your experience better? Take our survey and let us know. Your input gives section leaders guidance for creating opportunities focused on member needs. This allows your ASQ section to provide the products and services that are most important and beneficial to you.

All ASQ section members can provide feedback on how well their ASQ section serves their needs. We appreciate your participation in this survey. Your answers will be kept confidential and reported to ASQ management only in the aggregate. Email invitations or postcards were sent to ASQ members beginning January 5. The study will be open through February 15.

As a thank you, participants will be entered into a drawing to win one of four 2009 ASQ World Conference on Quality Improvement registrations (a \$925 value). The conference is May 18-20, 2009 in Minneapolis, MN.

To participate, please visit <http://www.asq.org/mr/09-sect-sat.html>

**ASQ Harrisburg Section 503
JANUARY DINNER MEETING**

When: Wednesday, February 11, 2009

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

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

Program / Q&A: 7:15 - 9:00 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

Directions: at the intersection of Routes 30 and 272--- <http://www.edenresort.com/directions.cfm>

Cost:\$20.00

What: Abundance Mentality - Things are not as they seem; you have everything you need within you.

This month's presentation takes a different tack. Section member Jack Roddy will share his unique perspective on coping with the trials of our daily professional lives. In these trying times Jack's presentation hopefully will be helpful for each of us-

Stand in the place that says, 'You are exactly where you are supposed to be right now'. Everything around you is perfect for what you are to learn for yourself and your peace of mind.

Learn:

- How to find win/win in every interaction
- How to think in terms of 'no fault', letting go of judgmentalism
- Understanding the "Scarcity Principle". "I win you lose" or "There is not enough of everything to go around" and its effects on the organization
- What is Consciousness? Why is it so important for us to understand?
- How to stop being at the effect of the world of "form"
- What are your most important values? How to find peace of mind through values.

Who: Jack Roddy

Harrisburg section member Jack Roddy is the Principal of Executive Search firm JP Roddy as well as an Organizational Strategies & Leadership Consultant (www.eureka-ei.com) based on the principles of "Emotional Intelligence". He is a professional speaker and writer and a member of SAE, APICS, ASQ, and HCI.

Fred Hammond – Program Chair

Please register with one of the following by Friday, February 6th:

| Area | Name | E-mail | Phone | Fax |
|------------|-------------|--|--------------|--------------|
| YORK | Jules Pinto | jpinto@archtest.com | 717-764-7700 | 717-764-4129 |
| LANCASTER | Greg Buchko | gregbuchko@berryplastics.com | 717-390-8455 | 717-390-8465 |
| HARRISBURG | Dave Fisher | david.fisher@tycoelectronics.com | 717-986-5501 | 717-986-5965 |

TRAINING OPPORTUNITIES



DBS QUALITY MANAGEMENT INT'L

894 Carriage Way, Lansdale, PA 19446 Ph: (215) 368-6266, Fax: (215) 393-4873, E-mail: deidradoc@aol.com
ISO 9000/TS-16949/AS-9100/ISO 13485 Quality System Assessments, Development & Training
 Visit our Website @ www.dbsqualitymgmt.com

2009 Winter/Spring Training Programs

| Dates | Course Description | Cost/Person |
|--|---|---|
| <p>3 Sessions: January 22 & 23 April 2 & 3 June 4 & 5</p> | <p>2 DAY ISO 9001:2000 Internal Auditor Training w/ 2008 Revision Review</p> <p>Day 1 – ISO 9001:2000/2008 Training</p> <ul style="list-style-type: none"> • Quality system principles and the process model • Examination/interpretation of ISO9001:2000 elements • Review of recently released 2008 standard changes • Continual effectiveness improvement focus <p>Attendees will receive ISO 9001-2000 & ISO 9001-2008 Certificates</p> <p>Day 2 – Applying the Standard & Auditing Techniques</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>\$525</p> <p>NOTE: Cost for those who want to attend only the first day of training: \$325</p> |
| <p>3 Sessions: March 6, April 24, June 12</p> | <p>Special Half Day ISO 9001-2008 (8:30 AM – 12:30 PM) Recently Released ISO 9001-2008 Standard</p> <p>Changes Between ISO 9001-2000 and ISO 9001-2008 . Prerequisite: Understanding of ISO 9001-2000</p> | <p>\$200</p> |
| <p>1 Session: February 20</p> | <p>1 Day AS-9100B - 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. Prerequisite: ISO 9001-2000</p> | <p>\$325</p> |
| <p>2 Sessions: March 20, May 8</p> | <p>1 Day AS-9100C - 2009- Aerospace Standard Training (Pending Release!!)</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. Prerequisite: ISO 9001-</p> | <p>\$325</p> |
| <p>1 Session: Note Date Change April 30</p> | <p>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</p> | <p>\$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

Harrisburg Section 503 Newsletter, February 2009

ASQ HARRISBURG 2008-09 MEETING SCHEDULE

| DATE | SPEAKER | TOPIC | LOCATION |
|------------------|---------------------|---|-------------------|
| 9/10/2008 | Tour @ BAE Systems | Quality at BAE Systems | York |
| 10/8/2008 | Wayne Paupst | Utilizing Tools of Lean for Continuous Improvement | Harrisburg |
| 11/12/2008 | J R McGee | Change Management Change Agent Survival Guide | Lancaster |
| 12/10/2008 | Scott A McNair | Lean/TPS in Healthcare | York |
| 1/14/2009 | Dean Bottorff | Using Ethics Tools To Improve Quality and Performance. | Harrisburg |
| 2/11/2009 | Jack Roddy | Abundance Mentality | Lancaster |
| 3/11/2009 | Fred Hammond | Member Leader Appreciation & ASQ Membership Levels & Certification | York |
| 4/8/2009 | Tom England | Empowering employess with Six Sigma | Harrisburg |
| 5/13/2009 | Fred Hammond | QMS': Recipes for Success.. Or Failure? | Lancaster |

NOTE: There is currently no meeting planned for June.