



Quality Currents

Newsletter of Harrisburg Section 503

Serving the Quality Profession Since 1953

February 2010

Executive Committee 2009-2010

CHAIR:

Greg Gurican, RN, MS, MBA

Manager – Nursing Quality Management & Innovation
WELLSPAN HEALTH – York Hospital
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York, PA. 17405
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CHAIR ELECT:

OPEN

TREASURER:

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6312 Auburn Dr.
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SECRETARY:

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ASQ Web Site: www.asq.org

Harrisburg Section Home Page:

www.asq-harrisburg.org

Section Officers can be e-mailed

Chair's Message:

Dear Members and Friends,

The first meeting of the new Calendar year was an outstanding success! With nearly 60 attendees present at the Holiday Inn East Harrisburg for the LEAN presentation by Certified Master Black Belt in Lean six Sigma, **J. R. McGee**, the group learned how American ingenuity could turn-a-round a failing business where jobs were being deported to China and actually create a success using lean methodologies and restore job creation in the United States.

The February 10, 2010 Section meeting also promises to deliver new insights for everyone who is involved in quality improvement and/or research activities. We will hear from an expert from the Healthcare community **Robert Patti, Pharm.D., J.D.**, who will speak on performance improvement issues and ongoing research which could have an impact on all members of the American public. Please plan to attend this excellent presentation. (See the Meeting Notice, on page 5 of the newsletter.)

As discussed during the January meeting, NOMINATIONS ARE OPEN to anyone interested in a section Leadership position. While the Secretary and myself can run unopposed, that does not mean that you should not – if interested also consider a position for yourself. I am grateful that we have two nominees who have stepped up to fill the roles of Treasurer and Co-Chair/chair-elect, namely: Gene Schwartz and Scott Crandall respectively. The Section is still in need of an Arrangements Chair and additional support on the Programs Committee. Please consider joining your fellow colleagues by making an important contribution of your time and support to the continued success of the Section. Nominations close on February 28, 2010 and the balloting will take place in March.

Lastly, there have been a few comments regarding the selection of entrée's for recent dinner meetings. The Executive Committee wants to continue to subsidize these affairs for all section members who can attend by keeping the meeting costs to \$20.00 per event. To that end, and in light of the economy

COMMITTEES

Certification	Michael Green	717-697-4188	Membership	Michael Vovakes	mvovakes@aol.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	717-330-9701	Examining	Michael Green	717-697-4188
Placement	Brian Krady	717-290-8000	Webmaster	Steve Cronkrite	717-852-1806
Education	John Sharp	717-986-7692			

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with very few education dollars being earned through section program offerings, we are attempting to be more frugal in our selections, so as to not seriously undermine the section coffers. So, instead of the "Italian Buffet" we might typically have at the Holiday Inn \$29.95 before tax and 18% gratuity, we chose a less expensive entrée. We hope you still enjoy the meals and the educational presentations, and we thank you for your continued support and attendance.

Hope to see many of you come out in February!
Be well, and keep safe.

Respectfully,

Greg Gurican, Section 503 Chair

Local, Harrisburg Section 503 News/Info:

• A note from the Program Chair

Elsewhere in this newsletter you will find the updated meeting schedule. I believe we can finally say that the schedule is set for the remainder of the year. Our original speaker for this month, Andy Rogish, was forced to reschedule because his employee thought it was important to be elsewhere that day. Thankfully he is able to make his presentation on Lean Lessons Learned in May, I have read the presentation and it is a good one. To fill in for Andy we reached out to the medical community to Robert Patti who will present on the distinction between quality improvement and research, particularly in the area of medications. Again I have seen the presentation and I believe it will be thought provoking for those of us not in the medical field. For March Jim Hricak will make a presentation on achieving big results with simple, basic tools. I have only seen a synopsis of this presentation but I am interested in simple and big results. Finally, a representative from ASQ headquarters will emcee our April meeting that will focus on the Future of Quality studies conducted by ASQ. I think we have a good cross section of practical and thought provoking topics to complete the year. I am working on a possible meeting for June that would involve a presentation by a past Baldrige winner, more to come on that one.

At this past month's meeting we distributed a survey on what meeting topics were of interest. Frankly the results were surprising in some cases however they will provide valuable direction for the Executive Committee as we plan for next year's calendar.

One last item, on one of the meeting comment forms someone wrote that their job entailed working to standards regulated by the FDA, EU and others with little opportunity for input or change. When I shared the survey results with our speaker J R McGee he wrote me and said he would like to talk to that person as he has some extensive experience in those types of environments. If

that individual will contact me I will arrange the email introductions.

Be well,

Fred Hammond, Section 503 Program Chair
fhammo@gmail.com

• IIE Group at the Whitaker Center for National Engineers Week (Feb 13-20)

IIE Members & Friends,

The IIE Group will be sponsoring a table at the Whitaker Center for National Engineers Week (February 13-20) again this year. The event at the Whitaker Center takes place February 13-15 (Saturday, Sunday and Monday) and has different activities sponsored by various professional societies set up throughout the building. As per previous years, our IIE table will introduce students/children to basic IE principals in a fun and exciting manor.

To make our table a success though, **we will need volunteers!** Volunteers will be needed for the 13th, 14th, or 15th for 2 hour time periods. It is a great way to get into the community while being proud about being an engineer!! If you are interested in volunteering please contact Kaitlin Hartzell at hartzellk@gmail.com or Kaitlin.hartzell@tycoelectronics.com by Monday, February 8. Don't forget, you get in free when you volunteer and when you are done you can explore the Whitaker Center! (It could make a great family day!)

For more information on the Whitaker Center:

<http://www.whitakercenter.org/>

For more information on National Engineers Week:

www.eweek.org

Thank you,

Jill S. Kovach, PE
Membership Director
membership@iie71.org

IIE Harrisburg – Lancaster – York Chapter # 71

• NOMINATIONS FROM JANUARY MEETING

*****"AND THE NOMINEES ARE:"*****

(For the FY-11 Term of Office)

OFFICERS

Chair: – **Greg Gurican,**
Manager – Nursing Quality Management & Innovation
WellSpan Health – York Hospital
Center for Nursing Excellence

Co-Chair/Chair-elect: - **Scott Crandall,**
Director of Quality and Advanced Technology
McClarín Plastics Inc.

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Treasurer: - Eugene (Gene) M. Schwartz, CQA
Senior Field Specialist - New Jersey / Philadelphia Area
Underwriters Laboratories Inc.
Field Service Department

Secretary: - John Reibson,
Researcher
Penn State University
Milton S. Hershey Medical Center

COMMITTEE CHAIRS:

Bylaws: - David M. Little, ASQ Fellow, CQE, CQA
Deputy Regional Director, Region #5

Programs: - Co-Chairs: William (Bill) K. Gordon, and Fred Hammond

Arrangements: - OPEN

All remaining Committee Chair positions are filled; please see the website for listing.

• **Congratulations to the 0503 Harrisburg Section on achieving TQ and Silver Excellence!**

As I'm sure you know...

Total Quality (TQ) reflects the section's ability to achieve its goals.

Gold / Silver / Bronze Excellence reflects the section's having achieved above average results regarding the key goals of:

- a) Retention (as indicated by the period end Section Growth report)
 - b) Member Satisfaction, and
 - c) Member Loyalty -- both as indicated by results of the Customer Measurement Survey (CMS)
- Above average on all three = Gold
 - Above average on any two = Silver
 - Above average on any one = Bronze

For Information, results for all of Region 05 are:

- ❖ 0502 Baltimore TQ/Gold
- ❖ 0503 Harrisburg TQ/Silver
- ❖ 0508 S. Jersey TQ/Bronze
- ❖ 0510 Reading TQ/Gold

Again, congratulations.

Eric

J. Eric Whichard, Regional Director – Region 5

Our Section was one of 77 sections with this honor out of 250 sections in ASQ. Four Sections in Region 5 received this award.

Total Quality Award is achieved when a Member Unit reaches at least 75% of the goals set forth in the Member Unit's Annual Business Plan from the previous year. Required

documentation needs to be submitted to the Member Unit Leadership Committee, the Regional Director for Sections, QMP Committee Representative for Divisions and QMP@asq.org by September 1.

• **Section Certification Acknowledgements**

Congratulations to the following who have attained certification recently:

- Daniel Folk: Certified Quality Auditor
- Mary Rebecca Over: Certified Six Sigma Green Belt

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.

• **JOB OPPORTUNITIES**

The following postings are positions that are currently open at Unilife Medical Solutions Inc., in Lewisbury, PA.:

Quality Technician: evaluate product and component drawings and documentation, perform product functional performance testing, inspect components and finished products, measure process performance, record data and prepare formal reports regarding nonconforming product or processes in support of and under the direction of quality engineers or the Quality Control Manager.

QC Supervisor Level 2: responsible for performing a wide variety of tasks involving supervision of incoming, in-process and finished product inspection of raw materials and assembled medical devices. He/she is responsible for executing the QC plan set by the QC Manager for his/her shift. This includes inspection equipment set-up and change-overs, timely inspection of materials, directing QC technicians, and supervising/conducting quality checks. As required, he/she will work along-side inspection technicians in work that requires manual dexterity, visual acuity and speed to perform the task at the required rate. He/she is also responsible for ensuring that all QC technicians follow specific written work instructions and providing training and corrective feedback, when required. He/she will record quality-related data and information. Duties will also include assuring QC areas are properly maintained,

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inspection equipment is within calibration and that areas are cleared for inspection to avoid mix-ups.

Supply and Compliance Quality Engineer: reports to the Vice President, Quality and Regulatory Affairs (VP, QS & RA) and is responsible for supporting Quality Management System activities such as supply chain, CAPA, application and analysis of testing and inspection procedures, using metrology and statistical methods to diagnose and correct improper quality control practices, understanding quality cost concepts and techniques, developing and administering management information systems and auditing quality systems for deficiency identification and correction. In addition, this position is responsible for working with R&D on equipment and process qualifications and validations.

If interested, contact:

Cristal Foster

Human Resources Generalist
Unilife Medical Solutions, Inc.
633 Lowther Road
Lewisberry PA 17339 USA
T + 1 717 938 9323
F + 1 717 938 9364
www.unilife.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

ASQ News/Info:

- **Members Reaching Out to Haitian Citizens**

The recent earthquake in Haiti has many ASQ members asking for ways they can help. There are many worthwhile organizations helping the survivors with medical and food supplies. Many people have already elected to donate to the American Red Cross or the Yele Haiti Foundation by texting. ASQ member Fabrice Bouchereau is very involved with the organization Sow a Seed, which is also taking online donations (www.sowaseedonline.org). Another organization raising funds is Youthaiti (www.youthhaiti.org), dedicated to helping Haitian youth. For other organizations, visit the helpful MSNBC list (www.msnbc.msn.com).

- **Cost of Quality and Root Cause Analysis**

Here is a case study about CRC Industries, a company that uses cost of quality as a key measure for improving business results.

Headquartered in Warminster, Pennsylvania, CRC Industries produces specialty chemicals for maintenance and repair professionals, serving automotive, marine, electrical, industrial, and aviation markets. They have been ISO 9001 certified since November 19, 1996, and in April 2003 successfully upgraded their quality system from ISO 9001:1994 to ISO 9001:2000. In 1997 CRC Industries first started tracking cost of quality. Since then they have come to consider it a key measure for improving business results and the foundation of their continuous improvement efforts. Since centering improvement efforts on cost of quality, the company has reduced failure dollars as a percentage of sales and saved hundreds of thousands of dollars. Cost of quality can also be linked to other improvements at CRC Industries, including shipping error reductions, customer service order entry error reductions, productivity increases, hazardous waste reduction, and profitability. Read about CRC Industries on the ASQ web site.

To Update Your E-mail Address at ASQ:

- Visit 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 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

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

ASQ Harrisburg Section 503 FEBRUARY DINNER MEETING

When: Wednesday, February 10, 2010

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: Tossed Green Salad, Sliced Tenderloin of Beef, Potato and Vegetable, Rolls and Butter, Coffee, Brewed Tea, Iced Tea, Chocolate Cake

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.

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

Cost: \$20.00

What: Bridges: From Quality Improvement to Research

Our presentation this month deals with distinguishing quality improvement from research in the medical field. Each of us has a vested interest in quality improvement in health care. However it is also likely that none of us would want to be part of a medical research project—for example; new or unintended uses of a medicine, without our express permission. Robert Patti will present a method for medical professionals to distinguish between quality improvement activities and research.

Who: Robert Patti – WellSpan Health – York Hospital

Robert Patti, Pharm.D., J.D., received his Bachelors and Doctor of Pharmacy degrees from the University Of Maryland School Of Pharmacy and his JD from the University of Baltimore. With York Hospital since 1997, his practice involves infectious disease, emergency planning, along with clinical pharmacy software evaluation and implementation. From a research perspective, Rob serves as the Vice-chair of the Wellspan Oncology Institutional Review Board and a general member of the Medical/Surgical IRB. From a quality perspective, Rob also serves on the Pneumonia Clinical Effectiveness Team, the Infection Control Committee and is an active member of the York/Adams Regional Medical Response System. A former president of the Pennsylvania Society of Health System Pharmacists, Rob has been actively involved in health care related legislation affecting the practice of pharmacy in Pennsylvania.

Fred Hammond, Program Chair

Please register with one of the following by 4 PM Friday, February 5th:

NOTE: If you must cancel your reservation kindly give 48 hours notice. Thank you.

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

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2010 Training Programs

Dates	Course Description	Cost/Person
<p>3 Sessions: February 4 & 5 April 8 & 9 June 3 & 4</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 & 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>Take Home Review and Self-Examination Package</p>	<p>ISO 9001-2008 Changes -2 Hour Program- Certificate Issued Upon Completion</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. Prerequisite: Understanding of ISO 9001-2000</p>	<p>\$75</p>
<p>3 Sessions: February 26 March 26 May 7</p>	<p>1 Day AS-9100 Revision “C” 2009 Aerospace Standard</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.</p> <p>Prerequisite: Understanding of ISO 9001-2000 or 2008 or AS-9100B</p>	<p>\$325</p>
<p>Take Home Review and Self-Examination Package</p>	<p>AS-9100 Revision “C” - 2009 Standard</p> <p>This program is designed specifically to address the changes that resulted in the release of the AS9100C standard, over and above the requirements of the AS9100B Standard, without the need to attend a public training session.</p> <p>Prerequisite: Understanding of AS9100B</p>	<p>\$150</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 2009-2010 MEETING SCHEDULE

DATE	SPEAKER	TOPIC	LOCATION
September 9, 2009	Tim Donnan	Metrology & Calibration	York
October 14, 2009	Dep. Reg. Director - Jim Pasquali	Report on the Ideas to Action Summit and Member recognition	Harrisburg
November 11, 2009	Gil Weiss - Paramount Industries	Advances in Rapid Prototyping & Digital Direct Manufacturing	Lancaster
December 9, 2009	Voith Turbo	Plant tour & presentation	York
January 13, 2010	JR McGee	Field of Dreams – from an “Ideal State” to a State –of-the-Art LEAN Manufacturing Facility	Harrisburg
February 10, 2010	Robert Patti	Bridges: Quality Improvement to Research	Lancaster
March 10, 2010	Jim Hricak - York Container	Back to the Basics. Facilitating massive results with simple tools	York
April 14, 2010	ASQ Headquarters	The Future of Quality	Harrisburg
May 12, 2010	Andy Rogish	Lean - Lessons Learned	Lancaster
June 9, 2010	TBD	TBD	York