



Quality Currents

Newsletter of Harrisburg Section 503

Serving the Quality Profession Since 1953

January 2011

Executive Committee -- 2010-2011

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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 Friends and Members,

The holidays have come and gone, and I trust that each and every one of you had a blessed and safe celebration and a Happy New Year!

The December presentation by **Dr. Rene Massengale**, a Professor at Harrisburg University, and an ASQ-Certified Hazard Analysis and Critical Control Point (HACCP) Auditor was excellent! The focus on the changing regulatory landscape and recent food-borne disease outbreaks (salmonella in eggs) and food product recalls have underscored the importance of maintaining high quality in the food industry. It also reflects the need for more effective oversight by regulatory bodies to ensure compliance with the existing laws and regulations. We had a capacity crowd of 40 attendees who all very much enjoyed the wonderful buffet provided by the Eden Resort Inn, as we also learned more about the new Harrisburg University and their many science and environmental programs and offerings.

This month we can look forward to another educational session related to Healthcare Quality as we learn from **Shawn Moyer, MD** of the Pinchot Family Medicine Practice, about "The Ideal Medical Practice – Care, Efficiency, and Quality in a Small Package" and the application of proven quality tools using LEAN and ISO 9001 principles to improve efficiency and effectiveness in a small, service business - a family practice.

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.

On behalf of the entire executive team, we all look forward to seeing you at our upcoming meetings throughout the new

COMMITTEES

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	William Gordon	717-938-1923		Michael Green	717-697-4188
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calendar year of 2011, and we appreciate your continued support of ASQ as members of our Local Section.

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:

- Feedback from the Programs Department

The Executive Committee has received a few comments from members that people might not be attending our meetings because the topic was related to healthcare. While the industry/speakers have on a few occasions been from the healthcare field, all the topics have been quality related and found to be of great interest to the majority of attendees. It is important to understand that the methods and techniques of quality are universally applicable to any type of organization. We hope and trust that members will not forego attending a meeting just because of the industry the presenter may represent. I should point out that many healthcare division members often attend other industrial presentations to learn and share experiences.

At last month's meeting I announced that presenters at our regular monthly meetings earn double recertification credits, 0.6 RUs versus 0.3 RUs for attending a meeting. I was challenged regarding the correct amount of RUs and after speaking with headquarters I can report that I was incorrect. Presenters at our meetings earn more than 0.6 RUs for their presentations and in fact earn 1.0 RUs, so if you are in the same situation as I and chasing RUs for the tri-annual recertification, give some consideration to becoming a presenter at one of our regular meetings.

Thank you.

Fred Hammond – Program Co-Chair

- Harrisburg Section 503 Attains Quality Management Program (QMP) GOLD Excellence Award!

The quality management process (QMP) emphasizes the importance of:

- Assessing member needs and expectations.
- Developing an annual business plan and operating budget.
- Measuring member unit's performance.

The award is achieved when a member unit meets QMP Level 1 and 2; and one, two, or three of the Society's objectives in member retention, loyalty and satisfaction.

Combining the Society's goals of increased member satisfaction, loyalty, and retention with the Member unit's own goals, QMP encourages Member Units to continually measure, address, and improve customer satisfaction by incremental improvement.

The requirements for receiving recognition include meeting the Member Unit minimum requirements, developing and implementing a Member Unit annual business plan, operating budget, meeting all the QMP deadlines, and showing improvement on specific measures.

Our Section (503) attained QMP Level 2 status by submitting our budget and business plan according to ASQ requirements. We also met three of the Society's objectives for member retention, loyalty, and satisfaction.

- Employment Opportunities

---QUALITY ENGINEER---

Guilford Performance Textiles (www.guilfordtextiles.com) is a wholly owned subsidiary of Cerberus Capital Management and a global integrated designer and producer of value added fabrics using a broad range of technologies. Guilford is the largest warp knitter in the world and is a recognized leader in technological advances in textiles, including microdenier warp knits and wide width circular knits. The company serves a diversified customer base in the automotive, apparel, home furnishings, industrial and medical markets. Currently they are looking for a talented Quality Engineer to round out their current quality department and provide "bench strength" at their manufacturing facility located in Pine Grove Pennsylvania.

Contact Management Search Inc:

Anthony Pivrotto, CPC, CDR
PH: 401 808-8649
E-Mail: apivrotto@msi1.com

Cliff Seran
PH: 401 808-8636
E-Mail: cseran@msi1.com

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---SENIOR MANUFACTURING ENGINEER---
Masonite, Northumberland PA.

ASQ News/Info:

Lead the Lean Manufacturing initiative by working with location to develop plans for improvement using Lean tools. Implement the Interior Lean Journey for this site and others as required. This individual will project manage the scope of the Lean Journey in this facility using project management and calling upon resources from the Lean Steering Committee and the Lean Sigma team.

Perform a variety of assignments at both the corporate and plant levels in all matters relating to the introduction and manufacturing of products.

Contact:

Paul Dalkiewicz
980 Point Township Drive.
Northumberland, PA 17857
570-473-3557 x320

For more detail on both of these positions, please visit our Section web site (address below).

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

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.

• Debating the Merits of Airport Scanners

Philadelphia Inquirer
December 23, 2010

In one of the stranger technological twists of the 21st century, X-ray vision has gone from male teenage fantasy to airport screening reality.

The devices have been nicknamed "naked scanners" for a reason: When you walk through them, as many travelers will this Christmas weekend, someone in an undisclosed location will see through your clothes and check your body for weapons or explosives.

At the same time, a privacy/modesty filter masks your face and genitalia to some extent—but not your flab—and the image is discarded, the feds say. The phone-booth-size scanners sit beside the metal detectors. Passengers can opt out, as some have encouraged, but then they receive a thorough pat-down.

Some scientists are raising concerns that these devices are too easy for would-be terrorists to foil. A few are also questioning the safety of some of the devices because about half expose passengers to X-rays, though the dose is tiny compared with a typical medical X-ray.

So far, 464 scanners have been installed in 75 airports, and about half use low-dose X-rays. The others, including the one installed in October in Philadelphia International Airport's Terminal F, create images with radio waves and pose no known health risk.

The scanners were originally seen as a secondary measure, experts said. But they were rushed into routine security after the so-called underwear bomber incident last Christmas, when a man on a flight from Amsterdam to Detroit tried to ignite a small amount of the plastic explosive PETN sewn into his underwear.

"It's amazing that this whole [scanner] thing has happened totally outside the normal scientific community, without peer review and discussion," said physicist Peter Rez of Arizona State University. And with the hurried nature of the scanners' adoption, travelers are bound to have questions:

Whom can we credit (or blame) for inventing these scanners?

The X-ray scanners were invented in 1991 by Steven Smith, a former police officer with advanced degrees in physics and engineering. Smith, now president of the engineering company Tek84, said there wasn't much of a market at first.

Eventually, about 300 were used in prisons and military environments. Smith sold his scanner design to another firm before it was adopted by the Transportation Security Administration, but he said Tek84 was working on an updated model he hopes the TSA will adopt.

Meanwhile, scientists at Pacific Northwest National Lab were developing a way to penetrate people's clothing with high-frequency radio waves. These so-called millimeter-wave scanners are sold through a private partner, L3. Before L3 brought the scanners to airports, Horsham, PA-based Intellifit introduced them to shopping malls, where they're supposed to help shoppers find the perfect pants.

How do they work?

In the millimeter-wave machine, two antennas rotate around passengers and transmit the waves, which have a frequency between microwaves and infrared. The waves go through clothing but are stopped and reflected by water, the main component of the human body.

The relative degree of reflection or transmission will depend on the material these waves strike, so the scanners should pick up items hidden under clothing as darker or lighter regions, Rez said. That can signal where to search on a passenger's body.

The X-ray scanners make images using what's called backscatter. When used in medicine to image a fracture, the picture is created by X-rays that travel through the body, Smith said. With backscatter, the image comes from X-rays that bounce off the body. Different materials will scatter X-rays to different extents, Smith said, so the images will reveal objects inside a person's clothing.

The X-ray scanners can create a detailed image of a body and are used that way in European airports, said Amit Verma, Tek84's director of government affairs. In the United States, the machines "superimpose a filter so it's less revealing," he said, though it's slightly less effective when used that way.

TSA spokesman Ann Davis said there is no danger of a breach of privacy, and the workers who view the images are in a remote, private room and do not save the images.

Will they really catch potential terrorists, or is this just more security theater?

The only thing experts agree on is that both types of scanners will catch items that would be missed by metal detectors. Rez said one concern was that the machines are only as good as the people operating them.

Independent scientists can't get access to the scanners for tests, so University of California physicists Leon Kaufmann and Joe Carlson used computer simulations. They focused on the X-ray scanners and discovered it was possible to fool them. "If you play some tricks and make an object with diffuse edges," Carlson said, it can be made harder to see.

Inventor Smith said the paper was only a theoretical analysis because the UCSF researchers never had access to an actual scanner: "They base their calculations on secondhand information, which provides a distorted view of the technology. This is a case of garbage in, garbage out."

But Smith does agree that the 20-year-old X-ray scanner could be improved, which is why Tek84 is working on a new version. The new design is smaller and more sensitive, and it sees through shoes so passengers can bypass the hassle of removing them.

Verma adds that in its current form, the X-ray scanner cannot see well through turbans, burkas, or other loose clothing. National Lab engineer Douglas McMakin said he thought the millimeter-wave scanners did see through loose clothing, including turbans and burkas. The TSA won't go into detail about burka or turban transparency. Asked about the potential for human error, a spokesman said officers were extensively trained.

Is there a cancer risk?

The millimeter-wave scanners are unlikely to pose any health threat unless there's some currently unknown mechanism by which they could interact with the body. That's not the case with the X-ray scanners, said David Brenner, head of Columbia University's Center for Radiological Research.

The difference is that X-rays are considered ionizing radiation, meaning they have enough energy to knock electrons off atoms and chemically alter DNA and other molecules inside cells. The wrong combination of DNA changes in a single cell can seed cancer, he said. In the X-ray scanners, most of the energy is deposited in the skin, he said, which might cause a tiny increase in skin-cancer risk. The millimeter waves used in the other scanner lack the energy to do that.

But Tek84's Verma said the dose from X-ray scanners was negligible because you would need to go through them 1,000 times to get the equivalent of a single medical X-ray. It's equivalent to a half-hour exposure to natural radiation that comes off rocks, cement and other parts of the natural environment, he said.

Scientists at the National Institute of Standards and Technology and Johns Hopkins University have evaluated the scanners to ensure they deliver the very small doses claimed. But the effects of low-level radiation haven't been well studied, said Columbia's Brenner. He agreed the risk to any individual is tiny—maybe one in 30 million that an X-ray would start a cancer. But tens of millions of people will be going through the scanners.

And some, including flight attendants, could go through them 300 or 400 times a year. Brenner said that because the millimeter-wave technology was available, he saw no excuse for exposing people to X-rays.

• **Book Review**

Complex Service Delivery Processes: Strategy to Operations, Second Edition, *Jean Harvey*

A process is a system of activities (together with the associated resources) that takes an input and transforms it into an output of greater value for a customer. It is processes that create value.

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The book focuses on complex services, that is, services sought because of a lack of knowledge or skills. Complex services fall into three categories: professional services, semi-professional services, and technical services. This book is also concerned with the many organizations, such as hospitals and banks, that provide services requiring a mixture of professional and other services to produce the results that customers or clients want.

Professionals, semi-professionals, and technical workers laboring in all spheres of human endeavor, from law to medicine, from accounting to engineering, who are involved or are interested in taking part in managing their businesses will find this book an invaluable tool in achieving success.

New to this second edition is the reorganization of the content into three parts: Part 1 - the conceptual framework linking strategy and operations; Part 2 – methodologies and techniques to achieve operational excellence; and Part 3 – ingredients and recipes for corporate and personal change initiatives. The process selection methodology has also been simplified considerably. In addition, explanation of the learning cycle has doubled in size to include a detailed presentation of the nature of kaizen workshops and why they work, with a focus on managing the moments of truth for the team and the organization when this fundamental and powerful change vehicle is used.

- **To unemployed members of ASQ**

ASQ headquarters is offering resources for members who have encountered job loss. One benefit for those who want to retain their membership, but have difficulty renewing because they are currently unemployed, are discounted membership dues. Participating members receive a discount on their membership renewal based on consecutive years of membership. For more information, and to check out other resources available, visit: <http://asq.org>

- **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

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.

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

This month's trivia question (answer on the last page):

What Scottish innkeeper's son invented the thermos bottle in 1892?

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ASQ Harrisburg Section 503 January 2011 DINNER MEETING

When: Wednesday, January 12, 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: Four Points Sheraton

1650 Toronita Street, York, PA

Telephone 717-846-4940 (directions & map on next page)

Menu: Caesar Salad, Rolls & Butter, Sliced Beef Medallions with a Peppercorn demi-glaze; Roast Garlic Mashed Potatoes, Green Beans, Coffee/Tea, Cheesecake with cherries. (Vegetarian plate on request)

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

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

What: **A Quality Journey at Pinchot Family Medicine. The Ideal Medical Practice – Care, Efficiency, and Quality in a Small Package**

Quality methods and tools are effective in any type of organization. This month's presentation deals with the application of proven quality tools in a small, service business - a family practice.

As a member of the Aligning Forces for Quality Collaborative in York County, Dr. Moyer and his staff have been transforming Pinchot Family Medicine using LEAN tools and ISO 9001 principles to improve efficiency and effectiveness. Because of recent changes in healthcare, small medical practices have consolidated to form larger multi-physician practices. There are economies of scale in large practices, but the essence of the doctor-patient relationship has been lost. A recent movement in healthcare has been the emergence of Ideal Medical Practices, IMPs. IMPs are low overhead practices, usually solo physicians, with one-to-one staffing. Physician visits in large practices are often 10-15 minutes, but in IMPs, the average visit length is 30 minutes to an hour. IMPs rely on efficiency and technology to improve quality of care and give more time to the patient physician interaction.

Who: **Dr Shawn Moyer, MD – Pinchot Family Medicine**

Dr. Moyer graduated from Dallastown High School in 1988 and from Bucknell University with a BS degree in Biochemistry in 1992. He then attended the Master Brewers program at the University of California, Davis where he was a student member of the International Order of Brewers. Before choosing to pursue a career in medicine, Dr. Moyer cofounded Aptagen, Inc, a biotech company specializing in gene construction and protein expression, where he served as a Director and its Chief Medical Officer.

Dr. Moyer completed his medical studies in 1998 at Thomas Jefferson Medical College in Philadelphia. He attended the York Hospital's Family Practice Residency program where he served as the Chief Resident in 2001. Since graduating from residency, he has practiced in a Federally Qualified Health Center (Indigent Health clinic) and a traditional group practice. Three years ago, he opened an innovative solo family practice, Pinchot Family Medicine, with one employee in the community of Rossville, PA,

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 January 5, 2010:

Name	E-mail	Fax
Fred Hammond	mailto:fhammo@gmail.com	717-381-3256

DIRECTIONS:

From the East:

Take Route 30 West to Toronita Street (last light before I83). Turn right at the traffic light and the hotel entrance will be the third entrance on the left.

From the North:

Take I83 South to Exit 21. Take Route 30 East to the first traffic light and turn left onto Toronita Street. The hotel entrance will be the third entrance on the left.

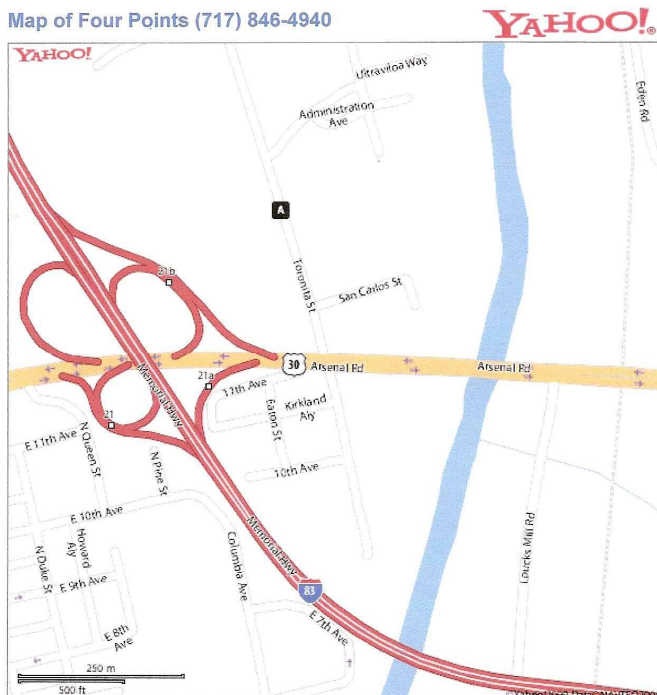
From the West:

Take Route 30 East to Toronita Street (first light after I83). Turn left at the traffic light and the hotel entrance will be the third entrance on the left.

From the South:

Take I83 North to Exit 21. Take Route 30 East to the first traffic light and turn left onto Toronita Street. The hotel entrance will be the third entrance on the left.

Map of Four Points (717) 846-4940



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TRAINING OPPORTUNITIES

DBS QUALITY MANAGEMENT INT'L

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

Visit our Website @ www.dbsqualitymgmt.com

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

2011 Training Programs

Dates	Course Description	Cost/Person
2 Sessions: January 20 & 21, 2011 April 14 & 15, 2011	2 DAY ISO 9001:2000 Internal Auditor Training w/ 2008 Revision Review Day 1 – ISO 9001:2000/2008 Training <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 Attendees will receive ISO 9001-2000 & 2008 Certificates Day 2 – Applying the Standard & Auditing Techniques 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	\$525 NOTE: Cost for those who want to attend only the first day of training: \$325
Take Home Review and Self-Examination Package	ISO 9001-2008 Changes -2 Hour Program- Certificate Issued Upon Completion 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	\$75
5 Sessions, 2011: February 11, March 11 April 8, May 13, June 17	1 Day AS-9100 Revision "C" 2009 Aerospace Standard 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: Understanding of ISO 9001-2000 or 2008 or AS-9100B	\$325

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: deidrdoc@aol.com

ASQ HARRISBURG 2010-2011 MEETING SCHEDULE

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

Answer to this month's trivia question: Sir James Dewar invented the thermos bottle in 1892, and later invented cordite, the first smokeless explosive.