



The Global Voice of Quality™

# Quality Currents

## Newsletter of Harrisburg Section 503

*Serving the Quality Profession Since 1953*

**January 2012**

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### 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:

Welcome 2012. I hope yours is happy and produces just what you've hoped and planned for.

December's program received very good reviews. I know I enjoyed the presentation by Christian and Mike. I apologize if anyone could not get reservations for the meeting. Turns out we had a bit of a "perfect storm". December's meetings are usually not well attended, but we had a popular topic and the facility had no other meeting rooms available on short notice. I know I learned a lesson...register early! I was not able to bring planned guests. I sent in their names as early as the day before registration cut-off... and we were already oversold!!! Lesson learned; register as early as you can. This month I'm told we are holding registration open until C.O.B. Friday.

I haven't had much response to my call for younger members to help out with a special project, that's a shame. It's time to think about officers for next year; we will need a couple of new officers because their terms are expiring. They will not be able to serve another year without a break between, so please consider helping out. If you like what we've been doing, consider being a part of it and volunteering. Soon I will make the call for nominations.

**Scott Crandall, Chair ASQ Section 503**

### 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

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

• ASQ Certification Results from December Exams:

Congratulations to the following local Section members who have successfully attained certification status!

- Certified Pharmaceutical GMP Professional
  - Paul Withey
- Certified Quality Auditor
  - Jessie Bixler
  - John Briggs
  - Adam Marsh
  - Hope Wetzel
- Certified Quality Engineer
  - John W. Pellow
- Certified Six Sigma Green Belt
  - Rohit M. Makhijani

The next ASQ Certification Exam date is March 3<sup>rd</sup>. If you're planning to take an exam, the last date to register is January 13 (late registration is January 18, but requires a \$50 late fee).

If any of our Section members are interested in proctoring a certification exam, our Chief Proctor, Susan Backs, would more than happy to have you participate. Contact Susan (her info is on the first page of this newsletter) to find out more.

• 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 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)).

• Job Opportunity

RAMTECH SSI out of Chambersburg, PA has an immediate need to fill a position of Quality Inspector. RAMTECH is recognized among the nation's leading U.S. federal government contractors providing operations and maintenance, systems engineering and technical assistance, primarily to the Department of Defense and other federal agencies. While our primary focus has been government contracts, we can also meet the needs of privately held companies, as those of contractors and sub-contractors.

If you or someone you know may qualify for this position, please contact:

Diana Schall  
Ramtech SSI, Inc.  
Human Resources Assistant  
(Work) 717-709-2160  
(Cell) 717-377-6828

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 Offers an Investment Program

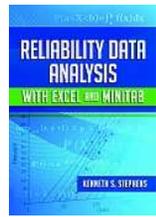
In November, the Board of Directors approved the establishment of a new investment option for member units through ASQ headquarters. The new investment option will provide member units with a better rate of return than is currently available through traditional money market and certificate of deposit investment vehicles. Currently, member units can invest their reserve funds (funds not needed for operations during the current budget cycle) in the Society's ASQ Reserve Fund Investment Program, a professionally managed investment portfolio of stocks and bonds. This new program will provide member units with a lower risk investment option than the ASQ Reserve Fund Investment Program.

In this new program, member units can invest its excess funds in ASQ and receive an above-market interest rate from ASQ. ASQ will use the funds it receives from member units to pay down its office building loan with PNC Bank. Member units will receive a floating rate of interest equivalent to LIBOR (London Interbank Offer Rate) plus 100 basis points. Currently, this would be equivalent to 1.25 percent interest. As LIBOR increases, the rate of interest paid to member units will also increase. Currently, LIBOR is at a historic low and is not likely to decrease below current rates.

The Board of Directors fully supports this program as a win-win for the Society. Member units will receive a risk-free return on investment that is better than current money market and certificate of deposit rates and the Society will be paying interest to its member units that would otherwise be paid to the bank.

This new program will begin in January. A detailed description of this new investment program is available (<http://asq.org/members/leaders/asq-investment-program-description.pdf>). To participate in the program, member units simply need to complete an account application form (<http://asq.org/members/leaders/asq-investment-program-application.pdf>).

- Book Review



**Reliability Data Analysis with Excel and Minitab**  
Stephens, Kenneth S.

**Item:** H1420

**Member Price:** \$75.00

**List Price:** \$125.00

Many reliability engineers are gainfully employed in considerations of the physical nature of components and systems—bringing to bear theories and methodologies of physics, electronics, mechanics, material science, chemistry, and so on. But when a product has been designed and manufactured, its performance in terms of durability, strength, and life become a matter of test, measurement, and analysis.

Statistical theories and methodologies provide a large number of analytical tools to assist the reliability engineer in studying the performance of products and the fruits of the physical considerations, even revealing further improvements that can be made in the physical properties. Hence, reliability is a multi-disciplined field of endeavor. Statistical theories and methodologies allow estimation of important characteristics as well as levels of confidence or assurance (or lack thereof) with respect to the estimations. They also provide direction in actions necessary to improve estimates and confidence levels if results are too variable to render important decisions.

Some derivations are contained in this text, but the approach here is meant to be more practical, in following each topic introduced and expanded with examples. On each topic covered, reasonably practical examples are used to illustrate and demonstrate the procedures introduced and discussed. For all of these examples either Excel files or Minitab files or both have been prepared, and these files are located on the CD accompanying the text in order to reduce the size of the text, but more importantly so that they can be readily accessed and opened directly in their respective software packages to permit the preparation of new files specifically for use by the reader.

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*"This book provides a much-needed theoretical text to aid advanced reliability engineering data analysis. Applications using Excel and Minitab support a broad span of probability applications for reliability data analysts. I most strongly recommend this book for seasoned Six Sigma Black Belts or statisticians who must support Design for Six Sigma applications for new product development projects. It's rich in food for thought as well as providing a most nourishing banquet for consumption by engineers --- it is not for light reading as a snack, but it must be consumed as a seven-course meal!"*

Gregory H. Watson  
Chairman, International Academy for Quality  
ASQ Past-President and Fellow

- 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=NjlwMDMz>

Learn about retirement options.

<<http://links.mkt3019.com/ctt?kn=21&ms=ODcwMzi0S0&r=NjlwMDMz>

- 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.

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

This month's trivia question (answer on the last page):  
Who is second only to Thomas Edison in the number of U.S. patents granted for inventions?  
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**ASQ Harrisburg Section 503  
January 2012 DINNER MEETING**

**When: Wednesday, January 11, 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: Holiday Inn East**  
4751 Lindle Road Harrisburg, PA 17111 (717) 939-7841

**Menu: Traditional Buffet:** SALADS: Caesar, Fresh Fruit, and Tomato with Mozzarella and Basil; ENTREES: Broiled Haddock Provençale, Chicken Marsala, and Veal Saltimbocca; SIDES: Oven Roasted Potatoes and Vegetable Bouquetiere (medley). MISC.: Assorted Bread and Rolls, Beverages (Coffee, Tea, Iced Tea), and Assorted Deserts.

**Cost: Pre-Registered: \$20.00/Section Member, \$25.00/Guest**  
**At-the-door: \$25.00/Section Member, \$30.00/Guest**

**What: Sustainability in Business and Construction Today**

What if every single act of design and construction made the world a better place? Living Building Challenge is a philosophy, an advocacy tool, and a certification program that addresses development at all scales. It is comprised of seven performance areas: Site, Water, Energy, Health, Materials, Equity, and Beauty. These are subdivided into a total of twenty Imperatives, each of which focuses on a specific sphere of influence. The purpose of the Living Building Challenge is straightforward – it defines the most advanced measure of sustainability in the built environment possible today and acts to diminish the gap between current limits and ideal solutions. Whether your project is a single building, a park, a college campus or even a complete neighborhood community, Living Building Challenge provides a framework for design, construction and the symbiotic relationship between people and all aspects of the built environment.

**Who: William J. Sutton II, LEED® AP - WOHLSEN CONSTRUCTION COMPANY**

William J Sutton II, LEED AP is a graduate of the civil engineering and construction management program at The Catholic University of America in Washington, DC. He currently is a Project Manager and Sustainability Chair for Wohlsen Construction, which operates throughout the Mid-Atlantic Region. He currently works on several non-profit boards throughout the Central Pennsylvania region and in 2011 he was named as one of the top 40 business executives under 40 by the Central Penn Business Journal. In 2010, Wohlsen was recognized as the North American Sustainable Business of the year through [Green Plus](#). William is dedicated to making a positive difference in others and the environment every day. He currently resides in Harrisburg, Pennsylvania and is a Chapter Leader for USGBC Central Pennsylvania. Follow his tweets at [@LEED\\_Resource](#)

Fred Hammond – Program Co-Chair

**IMPORTANT: See registration info below**

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 4, 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:**

**Holiday Inn - Harrisburg**

4751 Lindle Road  
Harrisburg, PA 17111  
(717) 939-7841

**From York:**

Take I83 North to Route 283 South (follow signs for Harrisburg airport). Take Route 441 exit from Route 283, at the light turn left and cross over Route 283. The entrance to the Holiday Inn will be on the right.

**From Lancaster:**

Take Route 283 West to Route 283 North (follow signs to Harrisburg). Take the Route 441 exit from Route 283 North. At the light turn right, the entrance to the Holiday Inn will be on the 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	<b>William J. Sutton II, LEED® AP, Wohlsen Construction Company</b>	<b>Sustainability in Business and Construction Today</b>	<b>Harrisburg</b>
February 8, 2012	Dewey Butts, LSSMBB Intergrated Business Improvement Solutions	Lean Six Sigma Blue Belt	Lancaster
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	Industrial Engineering Students, Elizabethtown College	Applying LEAN Tools to Improve the Bottom Line - A Senior Project	Lancaster
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

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**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:</p> <ul style="list-style-type: none"> <li>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</li> </ul>	<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>January 27, March 23,</b> <b>April 20, May 18,</b> <b>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 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**

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Answer to this month's trivia question: Edwin Land, inventor of the Polaroid camera.