



Quality Currents

Newsletter of Harrisburg Section 503

Serving the Quality Profession Since 1953

January 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:

Hello everyone.

Christmas has once again come and gone and I would like to take a minute to thank you for your participation in our section. Without your support, our section would not be able to have the excellent educational initiatives, dinner meetings and networking opportunities. I would also like to thank your executive committee members for their participation this year. Being an executive committee member is a great way to expand your skills and meet other creative and highly skilled people who share your passion for quality. I personally count it a privilege to be able to work with such a great group of people.

Back in September, the executive committee decided to raise the dinner meeting cost to \$25 to help offset the cost of the meetings. Based on feedback from our members and due to the increase in revenue from the education classes (kudos to John Sharp) we have decided to reduce the dinner meeting price back to \$20 for the rest of this year.

This year, we've had some excellent presentations at our dinner meetings and our December meeting was no exception. Scott McNair, Director, Performance Improvement & Operations Research for WellSpan Health (www.wellspan.org) gave us a terrific presentation on Gettysburg Hospital's journey into "Applying Lean in a Healthcare Setting". Their journey started in 2002 with a new president who had plans to create a culture of change. Many improvement projects were underway when in 2004, their president read *The Toyota Way*. This led to the use of tools like "stopping to fix problems to get quality results the first time", "standardization", 5S, and "Go and See". Using tools like these has enabled Gettysburg Hospital to create and sustain many improvements such as reducing the time patients spend waiting for a doctor in the Emergency Department by 35%. There were many other dramatic improvements within Gettysburg Hospital and they continually look for new ways to improve their operations.

On January 14th, our dinner meeting will include a presentation titled "**Preventing Wrong Thinking: Where Quality Begins**" by Dean Bottorff, a consultant and trainer in organizational ethics and

COMMITTEES

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culture management. He will be discussing the Cost of Poor Quality and how to prevent it, based on his premise that wrong thinking is the mother of all root causes. I'm looking forward to hearing how Dean builds his case for preventing improper thinking.

Please note that Harrisburg University is sponsoring a one-day class titled "Managing Quality in Software Development Projects" on Friday, January 23, 2009 8:00 am - 4:30 pm. The information is posted on our website.

Wishing all of you a prosperous New Year!
John Reibson
Section 503 Chair

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/>

ASQ News/Info:

Design of Experiments

This branch of applied statistics deals with planning, conducting, analyzing and interpreting controlled tests to evaluate the factors that control the value of a parameter or group of parameters.

A strategically planned and executed experiment may provide a great deal of information about the effect on a response variable due to one or more factors. Many experiments involve holding certain factors constant

and altering the levels of another variable. This One-Factor-at-a-Time (or OFAT) approach to process

knowledge is, however, inefficient when compared with changing factor levels simultaneously.

Many of the current statistical approaches to designed experiments originate from the work of R. A. Fisher in the early part of the 20th century. Fisher demonstrated how taking the time to seriously consider the design and execution of an experiment before trying it helped avoid frequently encountered problems in analysis. Key concepts in creating a designed experiment include [blocking](#), [randomization](#) and [replication](#).

A well-performed experiment may provide answers to questions such as:

- What are the key factors in a process?
- At what settings would the process deliver acceptable performance?
- What are the key, main and interaction effects in the process?
- What settings would bring about less variation in the output?

A repetitive approach to gaining knowledge is encouraged, typically involving these consecutive steps:

1. A screening design which narrows the field of variables under assessment.
2. A "full factorial" design which studies the response of every combination of factors and factor levels, and an attempt to zone in on a region of values where the process is close to optimization.
3. A response surface design to model the response.

Blocking: When randomizing a factor is impossible or too costly, blocking lets you restrict randomization by carrying out all of the trials with one setting of the factor and then all the trials with the other setting.

Randomization: Refers to the order in which the trials of an experiment are performed. A randomized sequence helps eliminate effects of unknown or uncontrolled variables.

Replication: Repetition of a complete experimental treatment, including the setup.

Contributed by Keith M. Bower, www.KeithBower.com.

**ASQ Harrisburg Section 503
JANUARY DINNER MEETING**

When: Wednesday, January 14, 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: Harrisburg East Holiday Inn 4751 Lindle Road, Harrisburg, PA
17111 PH: (717) 939-7841**

Buffet Dinner: Soup, Antipasto Bar, Sautéed Chicken Breast with Artichokes and Mushrooms, Veal Piccata, Shrimp Scampi with Olive Oil and Lemon Linguine, Tortellini Alfredo, Chef's Seasonal Vegetables, Garlic Bread, Breadsticks, Cannolis, Rum Cake and Biscotti Cookies

Directions available at www.asq-harrisburg.org

Cost:\$20.00

What: Preventing Wrong Thinking: Where Quality Begins

There are many well-established quality tools and programs that are proven contributors to organizational success. However, none of these can deliver to their potential if wrong thinking is present in decision-making or execution. Wrong thinking is the mother of all root causes and is the principal cause of documented COPQ in most organizations, making the prevention of wrong thinking the obvious #1 objective of all quality management activity.

This presentation will explore the phenomenon of wrong thinking, where it comes from, why we are all extremely gullible to wrong thinking, the common forms it takes, and how to identify and prevent wrong thinking in real time for significant personal and organizational benefit. Statistics from my own research from over 50 organizations will be shared.

Who: Dean Bottorff

Dean Bottorff is a consultant and trainer in organizational ethics and culture management as well as a facilitator of hundreds of performance improvement initiatives in product and service environments. He developed the OrgCulture Survey that has diagnosed the ethics and operating cultures of over 100 organizations. Dean is a Fellow of ASQ and holds CQE and CSQE certifications. He has presented at numerous conferences on the subject and has authored numerous articles for ASQ publications.

Fred Hammond – Program Chair

Please register with one of the following by Friday, January 9th:

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 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 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>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>\$525</p> <p>NOTE: Cost for those who want to attend only the first day of training: \$325</p>
<p>2 Sessions: February 20 May 8</p>	<p>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>\$325</p>
<p>1 Session: March 20</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 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>\$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 Sumneytown 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 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	Preventing Wrong Thinking: Where Quality Begins	Harrisburg
2/11/2009	Jack Roddy	Abundance Mentality	Lancaster
3/11/2009	Open forum, member interaction	Topic to be announced	York
4/8/2009	Tom England	Empowering employess with Six Sigma	Harrisburg
5/13/2009	Fred Hammond	QMS': Recipes for Success.. Or Failure?	Lancaster
6/10/2009	TBD	TBD	York