



# Quality Currents

Newsletter of Harrisburg Section 503

*Serving the Quality Profession Since 1953*

January 2010

## Executive Committee 2009-2010

### CHAIR:

**Greg Gurican, RN, MS, MBA**

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WELLSPAN HEALTH – York Hospital  
1001 South George Street  
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### CHAIR ELECT:

*OPEN*

### TREASURER:

**Jim Pasquali**  
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### SECRETARY:

**John Reibson**  
Quality Assurance Specialist  
Penn State College of Medicine  
Hershey, PA. 17033  
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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:

Dear Members and Friends,

Well, another exciting membership calendar year has come to a close and I would like to take a minute to thank you for your participation in our local Section 503 of ASQ. Our section certainly thrives on the excellent educational initiatives, dinner meetings, plant tours and networking opportunities. I would also like to thank your Executive Committee members for their efforts this year. Now, as we enter the New Year it's time to think about the upcoming nominations of new officers for FY-11 (July 1, 2010 - June 30, 2011). I would like to encourage any member who is interested in expanding skills and sharing your passion for quality to participate by becoming an executive committee member. I am also thankful for the fact that I have been privileged to be able to work with such a dedicated group of professionals.

This year, we've had some excellent presentations at our dinner meetings and our December meeting and plant tour at Voith Turbo was no exception. With nearly 50 members and guests present, Mr. Michael Ruth, a Section member, presented his company's position on Quality vs. Risk Management and a PowerPoint depiction of some of the many types of products produced by this family owned and operated International concern. It was also especially rewarding because the Section was able to give something back to our community in the way of donations of amenities and cash for the veterans who are receiving care at the Lebanon VA Medical Center. With your generosity, the section raised more than \$600.00 in donations (see Newsletter article and pictures below for details).

Please note that the January meeting on 1/13/2010 will be at the Harrisburg Holiday Inn East where Mr. J. R. McGee, an Executive, Senior Program Manager, Engineer and Trainer for over 30 years will present LEAN manufacturing – State Of The Art. (See meeting notice below for more details.)

On another note, some of you may be aware that the ASQ Board of Directors has approved a 4 percent dues increase, or \$6, on the Full Member category. This is the first time in two

## COMMITTEES

<b>Certification</b>	Michael Green	717-697-4188	<b>Membership</b>	Michael Vovakes	mvovakes@aol.com
<b>Newsletter</b>	Dave Fisher	717-986-5501	<b>Chief Proctor</b>	Susan Backs	717-378-6266
<b>Arrangements</b>	Jim Pasquali	717-691-0225	<b>Auditing</b>	Craig Mosher	717-986-3540
<b>Program</b>	Fred Hammond	717-330-9701	<b>Examining</b>	Michael Green	717-697-4188
<b>Placement</b>	Brian Krady	717-290-8000	<b>Webmaster</b>	Steve Cronkrite	717-852-1806
<b>Education</b>	John Sharp	717-986-7692			

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years that a dues increase was approved; it will go into effect with membership renewals beginning July 1, 2010.

This modest increase was required to:

- To maintain and elevate member value and stay ahead of the costs to implement new member benefits, technologies and services related to the ASQ Learning Institute, ASQ Knowledge Center, and the new community engagement software;
- To meet the needs of future investments for strategic initiatives, e.g., Social Responsibility, globalization of ASQ, Web site redesign, and improved association management software tuned to better respond to individual member needs.
- To engage in efforts to increase the value provided to and by ASQ members and the greater community, including growing the community of quality professionals and practitioners and the ASQ Quality Body of Knowledge

Wishing all of you a very Healthy and HAPPY New Year 2010!

**Greg Gurican, Section 503 Chair**

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

- **NOMINATIONS ARE OPEN**

For Fiscal Year 2011 (7/1/10 through 6/30/11), the following positions are open:

- ❖ **Co-Chair/Chair Elect**
- ❖ **Treasurer**
- ❖ **Programs Chair**
- ❖ **Bylaws Chair**

- **Section Member Attains Certification**

#### **Timothy A. Donnan Receives ASQ-Certified Calibration Technician**

The Certification Board of ASQ (American Society for Quality) is pleased to announce that Timothy A. Donnan has completed the requirements to be named an ASQ-Certified Calibration Technician (ASQ CCT). As such, Timothy A. Donnan has reached a significant level of professional recognition, indicating a proficiency in and a comprehension of calibration tools and techniques that support a variety of quality related systems and processes.

- **A personal note from one of our members**

Thanks for all the thoughts and prayers. Quick update.

My son, Drew, completed his one year combat tour of duty. He was a 2nd Lt. Infantry Officer attached to the 1st Cavalry Division, Fort Hood, Texas and was assigned to a

100 man combat outpost in Northern Iraq outside the 2nd largest city, Mosul.

On Nov. 30th I left to drive his vehicle to Fort Hood. Arrived Dec 1st. My wife and son's wife flew down from Pa. and Oh. on the 2nd. He arrived from Iraq via Kuwait, Germany and Maine about 3 PM on Dec 3rd. You get less than a 24 hour notice of when they are leaving Kuwait to start the journey home.

Attended the very emotional welcoming home ceremony and helped them move into their new home (bought via the internet...he was comfortable with this because he was living in a plywood shack at the outpost for the last year and as long as it had indoor plumbing and a bed he was good to go). Both of them had not seen the house other than photos and friends/relatives checking in out.

Spent the weekend shopping for furniture for the house, getting them settled in, setting up utilities and unwinding. I returned late on Monday Dec. 7th

Spent time catching up with the "experience".

- 15 members of his battalion were killed in action with about 4 to 5 times that amount wounded
- He received the Combat Infantry Badge (received and returned enemy fire)
- Completed over 300 combat missions during his tour
- Was involved in too many firefights to recount them all, plus weekly mortar and RPG attacks of their outpost
- Personally was in two vehicles hit with IED's and many other convoys he led where hit with IED's
- Received a commendation for capturing two rogue Iraqi policemen who ambushed and killed 2 US soldiers and wounded 4 other at a checkpoint
- Suffered no casualties for the platoon he was leading at the outpost.

It was a long year and I am personally thankful for quite a lot this Holiday season and have a very deep understanding of the sacrifices our armed forces servicemen and women are making on our behalf.

**John Sharp, Harrisburg Section 503 Education Chair**

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### 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.

### • MISSION ACCOMPLISHED!

Thanks to your great generosity I was able to deliver our donation of 4 boxes of amenities as well as \$655 dollars for the discretionary fund to the Lebanon VA Medical Center Tuesday afternoon, December 15, 2009. I made the donation in the names of ASQ-Harrisburg and Voith Turbo Inc. Our donations were received with great thanks and I provided my phone number to the folks from Volunteer Services and told them, 'when the cupboard runs bare, call us!'.  
*Thanks to all of you that contributed.*  
*Fred Hammond – Program Chair*

*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)

### ASQ News/Info:

#### • It's About the Process: 2010 Manufacturing Outlook

A new ASQ survey shows a majority of manufacturers are optimistic about a small economic uptick in 2010 at their organizations. However, respondents believe further cost-cutting measures will continue to be implemented. The results show a majority of respondents (64.7%) employed in the manufacturing sector predict their organizations will experience some financial recovery in 2010. More than 1000 manufacturing professionals around the world responded to the online survey from December 2-13.

Other events that respondents predict their organizations will experience in 2010:

- 61.3% believe their organization will create processes to reduce costs
- 44.8% expect a pay freeze
- 41.4% predict a hiring freeze at their organizations
- 35.2% will have mandatory budget cuts
- 27.8% expect staff layoffs
- 24.7% anticipate reduced employee benefits

Respondents were also asked what one tip they would give to manufacturers to ensure revenue growth in 2010. The top four tips from respondents were:

- Continue to take part in continuous improvement practices and increase use of quality processes
- Increase customer satisfaction
- Implement more lean processes
- Reduce costs

"Since the manufacturing sector greatly impacts the economic climate, this survey may serve as a good predictor of the overall 2010 financial outlook," said ASQ President Peter Andres. "This information will also help ASQ keep a good pulse on the right tools and resources to better serve the needs of our members and customers in the New Year."

#### • ASQ Launches New Lean Healthcare Course New Course Format Provides Hands-On Project Experience

Creating a safer patient environment while remaining efficient and profitable are primary objectives in today's competitive healthcare environment. ASQ, [www.asq.org](http://www.asq.org), is introducing a new course — *Leading Lean Teams in Healthcare* — to address those objectives. The 11-week course will teach participants to use lean to improve workflow to reduce medical errors and decrease potentially harmful delays in patient care.

The *Leading Lean Teams in Healthcare* course, which will take place February 2 – April 13, 2010, is offered in a blended format that includes instructor-led virtual sessions, face-to-face classroom training, one-on-one coaching and a copy of *A Lean*

*Guide to Transforming Healthcare*. The classroom component will take place at ASQ headquarters in Milwaukee, Wis. As part of the course, participants will have the opportunity to practice skills by leading a team on a lean event of their choice.

Lean (also known as Toyota Production Systems) is a management approach focused on reducing costs and optimizing productivity while maintaining or enhancing quality through the systematic removal of process waste and delays.

"This hands-on lean training opportunity offers healthcare organizations an immediate measurable benefit," said Peter Andres, ASQ president. "Not only will team members learn lean skills, but they will implement them on an existing challenge to reap direct results."

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This course will be of interest to hospital administrators, patient safety leaders, nurses, physicians, quality directors and their staff, lab, emergency and pharmacy personnel and any other professionals leading quality improvement efforts. For more information or to register for the course, please visit [Leading Lean Teams in Healthcare](#).

The course instructor is Danielle LaVallee, PharmD, Ph.D., a Certified Six Sigma Black Belt with a unique pharmaceutical and research background that has helped her guide many healthcare organizations to successfully implement lean and Six Sigma methodologies to reduce costs, enhance revenue and increase productivity. ASQ has trained hundreds of individuals and organizations in the application of lean methodologies.

### **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

**ASQ Harrisburg Section 503  
JANUARY DINNER MEETING**

**When: Wednesday, January 13, 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: The Holiday Inn East – Harrisburg PA**

**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.

**Cost: \$20.00**

**Dinner Menu:** Stuffed Chicken Breast with Champagne Cream Sauce and Fresh Herb Stuffing  
Garden Salad, Chef's choice of Vegetable and Starch and Chef's Choice of Dessert

**What: Field of Dreams – from an “Ideal State” to a State –of-the-Art LEAN  
Manufacturing Facility**

J. R.'s presentation will examine the validity of Conventional Wisdom that dictates that the answer for almost all new manufacturing issues must be relocating to China or some other location with similar low cost appeal. Basing an operational location decision solely on labor costs may be disastrous. For many operations a modern facility implementing sound, effective LEAN Manufacturing, six Sigma and Theory of Constraint principles can compete with any location in the world. J. R. will present just such a case study.

**Who: J R McGee**

J. R.'s diverse experience as an Executive, Senior Program Manager, Engineer and Trainer for over 30 years provides a unique perspective to many subjects. He is a Certified Master Black Belt in Lean six Sigma. As a Program Manager at “Top Gun” ranges world-wide, J. R. specialized in the development of High Performance Work Teams with specific focus on training fighter pilots, training Special Forces, providing field engineering and training support to Intel and Counter-Terrorism operations. J. R. is currently President and CEO of his own company, X-Stream Lean LLC, involved in providing Business Process Improvement training to organizations of every description. As if all of this wasn't enough as those of us who attended the Nov 08 meeting can attest J. R. is a dynamic and engaging speaker. If you have any interest in Lean Manufacturing or the subject of off-shoring this will be a must attend meeting.

*Fred Hammond, Program Chair*

**Please register with one of the following by 4 PM Friday, January 8th:**

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](http://www.dbsqualitymgmt.com)

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**2010 Training Programs**

Dates	Course Description	Cost/Person
<p><b>3 Sessions:</b>  <b>February 4 &amp; 5</b>  <b>April 8 &amp; 9</b>  <b>June 3 &amp; 4</b></p>	<p><b>2 DAY ISO 9001:2000 Internal Auditor Training w/ 2008 Revision Review</b>  <b>Day 1 – ISO 9001:2000/2008 Training</b>  <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> <b>Attendees will receive ISO 9001-2000 &amp; 2008 Certificates</b>  <b>Day 2 – Applying the Standard &amp; Auditing Techniques</b>  <b>Audit mechanics:</b>                      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><b>\$525</b>  <b>NOTE:</b> Cost for those who want to attend <b>only the first day</b> of training: <b>\$325</b></p>
<p><b>Take Home Review and Self-Examination Package</b></p>	<p><b>ISO 9001-2008 Changes -2 Hour Program- Certificate Issued Upon Completion</b>                      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. <b>Prerequisite: Understanding of ISO 9001-2000</b></p>	<p><b>\$75</b></p>
<p><b>3 Sessions:</b>  <b>February 26</b>  <b>March 26</b>  <b>May 7</b></p>	<p><b>1 Day AS-9100 Revision “C” 2009 Aerospace Standard</b>                      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.  <b>Prerequisite: Understanding of ISO 9001-2000 or 2008 or AS-9100B</b></p>	<p><b>\$325</b></p>
<p><b>Take Home Review and Self-Examination Package</b></p>	<p><b>AS-9100 Revision “C” - 2009 Standard</b>                      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.  <b>Prerequisite: Understanding of AS9100B</b></p>	<p><b>\$150</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:** **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**

**Refresher Course Opportunity--Manager of Quality/Organizational Excellence Certification - CMQ/OE**

The Certified Manager of Quality/Organizational Excellence is a professional who leads and champions process-improvement initiatives—everywhere from small businesses to multinational corporations—that can have regional or global focus in a variety of service and industrial settings.

A Certified Manager of Quality/Organizational Excellence facilitates and leads team efforts to establish and monitor customer/supplier relations, supports strategic planning and deployment initiatives, and helps develop measurement systems to determine organizational improvement.

The Certified Manager of Quality/Organizational Excellence should be able to motivate and evaluate staff, manage projects and human resources, analyze financial situations, determine and evaluate risk and employ knowledge management tools and techniques in resolving organizational challenges.

If you are interested in becoming a Certified Manager of Quality/Organizational Excellence, the next exam date is **Saturday, March 6, 2010**. To help you pass the exam on the first try, ASQ Olde Colony is offering an instructor lead virtual **Certified Manager of Quality/Organizational Excellence Refresher Course**.

This Certified Manager of Quality/Organizational Excellence Refresher course is presented in a way that reinforces current knowledge, re-introduces applications that may not be used every day, explains the rationale for use and highlights sample questions, both multiple-choice and constructed responses. This course will be presented by an experienced live instructor, on-line, via the internet.

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Being an on-line (or virtual) course, you can conveniently participate and interact in the training from any location in the world that has broadband internet access. No driving is necessary.

### Course Summary:

- 1) Lead by instructor, Anthony DeMarinis.
- 2) Online (virtual) Course, thus instructor and students can be anywhere, as long as they have a computer with broadband access.
- 3) Begins **January 5, 2010**, and conducted for eighteen, 1.5 hour sessions. Thus this course will end before the **Saturday, March 6, 2010** Exam Date.
- 4) The course will be **Tuesday** and **Thursday**, from 5:00 p.m. to 6:30 p.m EST. The time permits one to start the training session right at the end of the work day from their desk, and the one and a half hour duration allows the student absorb the material without being overwhelmed, and get home at a reasonable time. There will also be 1-3 hours of outside reading and homework exercises to supplement each class.
- 5) The CMQ Primer from the Quality Council of Indiana will be the primary text for the course. Please order it directly from them <http://www.qualitycouncil.com/> and they will ship it directly to you, because this complete course is virtual and there will not be a central physical location to hand out hard training materials. The price of the course takes into consideration that the student is responsible for the purchase of the Primer.
- 6) Throughout the course, the instructor will send out handouts in the form of Adobe PDF.
- 7) ASQ Olde Colony discounted member price is \$485 and can be paid via a major credit card via PayPal. ASQ members outside of the Olde Colony Section 0111 are also invited to take advantage of this discount.

### Instructor Bio:

#### **Anthony DeMarinis**

Tony holds BS degrees in Biology and Microbiology from Penn State University and a MS degree in Total Quality from The National Graduate School. Tony is currently employed with Davol, Inc., as a Quality Systems Manager. Previously he was Director of Quality Assurance at Scott Laboratories and Sr. Microbiologist at the National Cancer Institute. He is a Certified Manager of Quality/Organizational Excellence, Certified Quality Auditor-Biomedical. Tony has over 15 years experience using Quality Management techniques and value added auditing, including direct involvement with FDA and ISO audits.

For registration or more information, please contact Demetrios Venetis at (978) 821-9734 or [Demetrios\\_Venetis@Entegris.com](mailto:Demetrios_Venetis@Entegris.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	TBD	TBD	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	TBD	TBD	Lancaster
June 9, 2010	TBD	TBD	York