



Quality Currents

Newsletter of Harrisburg Section 503

Serving the Quality Profession Since 1953

June 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:

This will be my last communication as Section 503 chair. Even though I write this with a bit of angst, I'm excited about the direction the section will be heading under the leadership of our newly elected Chair, Greg Gurican RN, MS, MBA, Manager - Nursing Quality Management and Innovation, Nursing Affairs, *WellSpan Health* - York Hospital.

As many of you will learn, Greg has a passion to see quality practices utilized in the Healthcare setting. Obviously, this interest also applies to the other industries in which our section members are employed. Greg is an excellent communicator, a disciplined leader and a great friend. Please join me in welcoming Greg to his new role as Chair of Section 503!

I hope you all have a great summer and look forward to seeing you in September, or perhaps the multi-society Professional mixer being held on Thursday June 25th at the ABC Brewing Company in Harrisburg, PA.

See you in September.

John

John Reibson
Research Assistant
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COMMITTEES

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Local, Harrisburg Section 503 News/Info:

*****NOTICE*****

**No ASQ Section 503 Dinner Meeting for June.
Have a great summer! And...see you in
September!!**

****A Note from our Program Chair****

To: Section 503 Membership
Re: 2008-09 Section year

On page 5 in this newsletter you will find 2 charts which summarize the opinions of our members as to the quality of facilities and speakers for the 2008-09 Harrisburg Section year. The scale for each chart is: 6=Outstanding, 5=Excellent, 4=Above Average, 3=Average, 2=Below Average, 1=Poor. In summation I believe we could reasonably conclude that the past year was a success. Based on some comments, I believe the Executive Committee needs to consider a new location in York. I am just a bit of a traditionalist so I think a lot of the Yorktowne. But you have spoken and the committee will investigate a new, more convenient, location in York.

As to speaker quality and grasp of subject, on the whole, I believe we had a very good year. I am deeply flattered and humbled by your acceptance of my presentations. And the good news is that one of our most highly rated speakers, JR McGee, has agreed to speak to us again next year. One of our members, Tim Donnan, has also volunteered to speak to us about the intricacies of calibration, particularly if you employ the services of a third party. We are also working on a presentation regarding the Economic Case for Quality initiative of some years ago but that is still tentative.

Now for the hard part...2009-10 will be my last year as Program Chair. I have also accepted the yoke as Examining Chair of the Quality Management Division and as a result need a breather. Rest assured that I am not about to abandon the Section, but I could seriously use some help. The job description is to line up 8 to 9 speakers of interest each year. If you have any thoughts you could be of help in such a simple task email me at: fhammo@gmail.com and we can discuss how you could help the section prosper and I promise I will be available to help.

Thank you for your trust and belief in my abilities.

Fred Hammond
Program Chair

Harrisburg Section 503 Financial Statement

As can be seen in the Table below, the fiscal year FY-09 was pretty good. The Section was able to maintain a stable budget for the year, even given a significant reduction in training income during the 2nd half of FY-09. Also, you will note that as the Section continues to subsidize our regular dinner meetings, the deficits imposed by doing so literally eats up a considerable amount of section funds. In prior years this has always been off-set by per capita income and training income. Membership has been slowly declining in past years but took a significant down-turn in this new economy--dropping by some 70+ members from calendar year 2008 to calendar year 2009. Clearly a drop in membership means a drop in per-capita income to the Sections, and if the Section sees a drop off in training income during FY10, then the Section may need to raise the dinner meeting fees back to \$25.00 per event from the current level of \$20.00. Additionally, the Executive Committee will continue to closely monitor other expenses.

Last year the decision was made to produce and publish the monthly Newsletter electronically. The savings by doing so was substantial and in fact was greater than \$300.00 per month. We believe that all Section members should be aware of the Section's financial condition and that is why we wanted to provide to you this year-end summary report. If anyone has any questions or concerns about the financial data which is audited yearly, please contact any member of the Executive Committee or the Treasurer.

Thank you.

Starting Balance:	Jul-08	\$ 23,144.09
TOTAL INCOME:		\$ 21,604.58
Per Capita Allotments from ASQ		\$ 5,709.00
Advertising Revenues		\$ 300.00
Educational Revenues		\$ 10,585.00
Interest Income		\$ 10.58
Meeting Revenue		\$ 5,000.00
TOTAL EXPENSES:		\$ 21,617.14
Miscellaneous		\$ 114.95
Bank Fees		\$ 15.00
Woman's Conference Registration		\$ 93.91
Education Instructor Fees		\$ 5,467.90
Education Course Books		\$ 2,295.99
Meetings (Room, Speaker Gifts)		\$ 10,559.63
Speaker Expenses		\$ 414.12
Supplies (Postage & Printing)		\$ 1,729.72
Exec Business Meetings		\$ 925.92
Net Income (Loss)		\$ (12.56)
Ending Balance:	Jun-09	\$ 23,131.53

*****ATTENTION*****

Are you in need of 6-Sigma support??? If so, We may have a 6S Greenbelt interested in doing a Blackbelt Project for you as a volunteer. Please contact any member of the Section’s Executive Committee (their info is on the first page) for additional information.

3rd ANNUAL PROFESSIONAL SOCIETY NETWORKING SOCIAL

The 3rd Annual Professional Society Networking Social will be held at Appalachian Brewing Company in Harrisburg, PA on June 25th Thursday evening from 5:30 – 7:30 p.m. Contact Jessica Johnson (Office: 717-761-3524 ext. 4761, Email: jjohnson@pennoni.com) of Institute of Industrial Engineers Lancaster-Harrisburg Chapter # 71 for any questions on the event. The following link will take you through the registration process:

<http://www.mypunchbowl.com/parties/574562-3rd-annual-professional-engineering-society-social>

You must register by June 19.

• 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 15 and 20 email “bouncebacks” 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 continually improve.

*******JOB OPPORTUNITIES*******

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

Book Review

REVIEWED BY JACK RODDY

Primal Leadership: Learning to Lead with Emotional Intelligence

By Daniel Goleman, Richard Boyatzis, and Annie McKee

Harvard Business School Press, March 2004.

The Power of Emotional Intelligence

With the keen use of all the Emotional Intelligence (EI) skills, the authors carefully demonstrate the value of EI competencies in choosing the next company leaders. Case studies are demonstrated throughout this text to show real cases and how major firms make decisions in regard to succession planning, leadership training, and choosing each business unit manager right up to the next CEO.

The power of emotional intelligence in our lives is illustrated throughout the centuries. In any human group, the leader has the maximal power to sway everyone’s emotions. Followers look toward their leader for supportive emotional connection – empathy. When leaders bring out the best in their workers, we call that “resonance leadership;” when emotions are driven in a fear-based way, or negatively, we call that “dissonance leadership.” Some systems, like the circulatory system, are self-regulating or a closed loop. Our limbic system is an open loop, which means it depends on external forces to manage itself. So we literally rely on connections with others for our own emotional stability.

The open loop design of the limbic system means that other people can change our very physiology and so our emotions. The leader has by far the greatest influence on a group’s emotional state: Everyone watches the boss. People take their emotional cues from the top. The leader’s way of seeing things has special weight and is always more dominant in the minds of the team. What follows is a contagious connection to the emotions of the leader as the team takes on that same emotional state. If a worker has a poor relationship with the boss, the effects of distress and anxiety are debilitating. Sometimes a worker loses sleep because of something the boss said that day. Workers without a connection to their leader can suffer sickness and it can further affect their personal lives.

The authors discuss the negative impact of dissonant leadership. The word “dissonance” has its origin in the music world as describing an unpleasant, harsh sound. Groups of people can feel emotionally discordant. Their distress not only erodes mental abilities, but also makes them less emotionally intelligent: When we are upset we lose our ability to read other’s emotions. This represents a lack of harmony in an organization. You can imagine how this can affect productivity and decision-making itself.

The book amplifies the positive effects of laughter in the organization and then compares the negative effects of anger, fear, anxiety, and apathy on its constituents. Emotional toxicity is described as the catch-all phrase for all dissonance within the

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group. This is such a poison that people take these same feelings home with them after work and the effects are compounded in their personal lives.

Several early studies on leadership are analyzed by the authors and the findings consistently reveal that the core competencies that all “star leaders” exude are:

- The drive to achieve results,
- The ability to take initiative,
- Skills in collaboration and teamwork, and
- The ability to lead teams.

Not one technical or purely cognitive competency emerged out of the top leaders studied. Only the emotional intelligence competencies were all commonly present in their successful leadership skills.

Several Fortune 500 companies are used as prime examples for choosing tomorrow’s leaders in their firms. Once again the EI competencies stand out as the key predictors of future leadership success. The authors even add cross-cultural differences and note that they proved insignificant to leadership success. The Emotional Competence Inventory (ECI), a 360-degree measure of EI in leadership, was introduced to further analyze leaders assessment of competencies.

Building Emotionally Intelligent Organizations

At last Primal Leadership uses many case studies to show how leaders with weaknesses can learn to overcome their shortcomings through conscious coaching. By researching where the dissonance in the organization lies, we learn how strategic changes can shift a team to move into resonant leadership. Often it is more effective to coach an existing CEO who has some weaknesses that can be corrected than to replace him or her. In some cases even the corporate culture can be re-created through creating extraordinary moments together. People get to be part of a shared mythology through unique moments that they never would have experienced had they not been part of this company. Gordon Radley, President of Lucasfilm Ltd, was known for creating these extravagant moments. Once he had the entire cast of the Broadway show Stomp take over a companywide meeting for two hours to demonstrate the creative synchrony that can come together through ingenious choreography using such objects as mops, brooms, buckets, and plungers. The company’s culture was transformed forever. It was an unforgettable electric moment!

Today more than ever, resonant leadership is being demanded for companies to succeed. Our world, not to mention our business world, is in the midst of a transformational change, calling for new leadership. The value of great leadership has never been more eminent than it is becoming today. The value of “human assets” in a company is standing taller than ever in the flat global economy of today. Resonant leaders know when to be collaborative and when to be visionary. They have an intuitive sense of when to listen and when to command. An “abundance mentality” can become a reality when leaders can attune to their own sense of what matters, and

articulate a mission that resonates with those they lead. These leaders know how to nurture relationships and create human synergies of a group in harmony. Such leadership creates a climate of enthusiasm and flexibility where people are invited to be their most innovative, giving their very best each day because they see themselves at their best. Given today’s business realities, these leadership skills create added value through the essential human ingredients for the highest organizational performance. Leaders’ excitement and enthusiasm spreads throughout the organization invigorating those they lead. The result is resonance – the key to primal leadership today.

For the past 27 years, Jack Roddy has been the owner of J P Roddy Consultants, an executive research firm in Philadelphia, Pennsylvania, USA, working with leadership across a broad base of client companies. Jack holds a in BS Bus Admin/Marketing from University of Tennessee, and has completed the Dale Carnegie Speaking and Human Relations Course and the Dale Carnegie Sales Course. He is a member of ASQ, APICS, SAE, and Human Capital Institute (HCI). Jack is a leader of men’s groups in a variety of venues, and volunteers as a mentor for Philadelphia Futures, ACS, and senior citizens. His upcoming book NO FAULT: WIN/WIN, is in publication. Mr. Roddy can be reached at jack@jproddy.com and www.jproddy.com.

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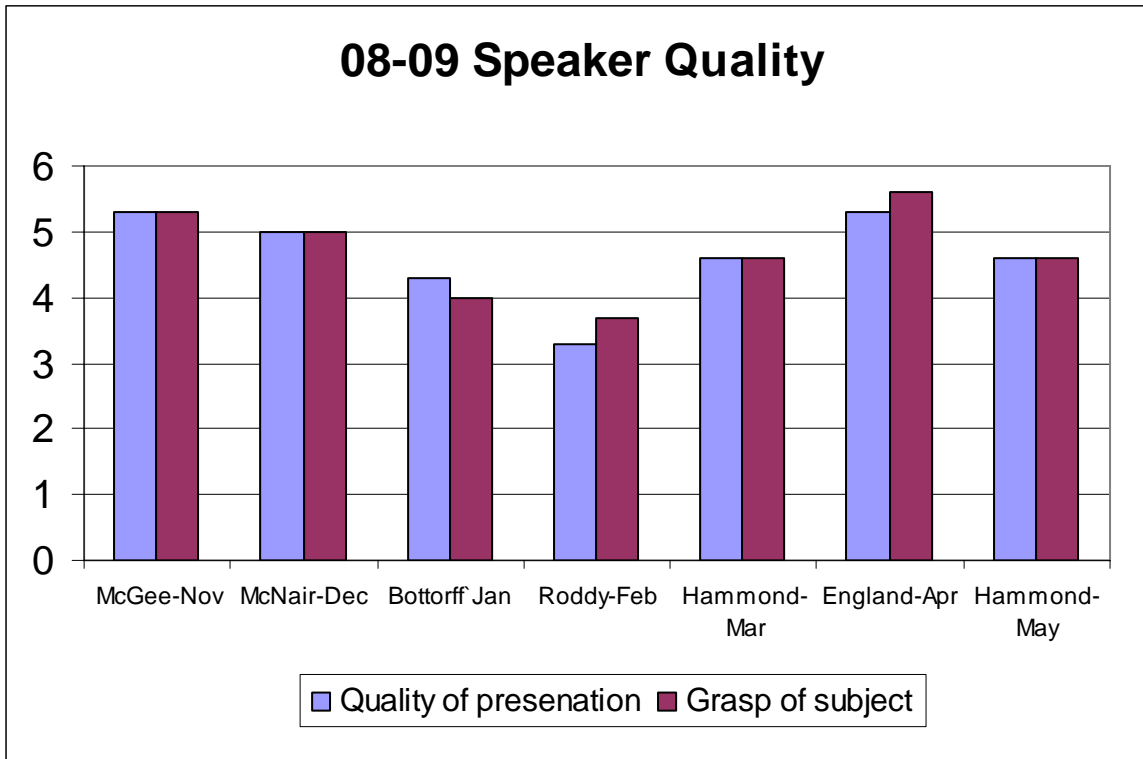
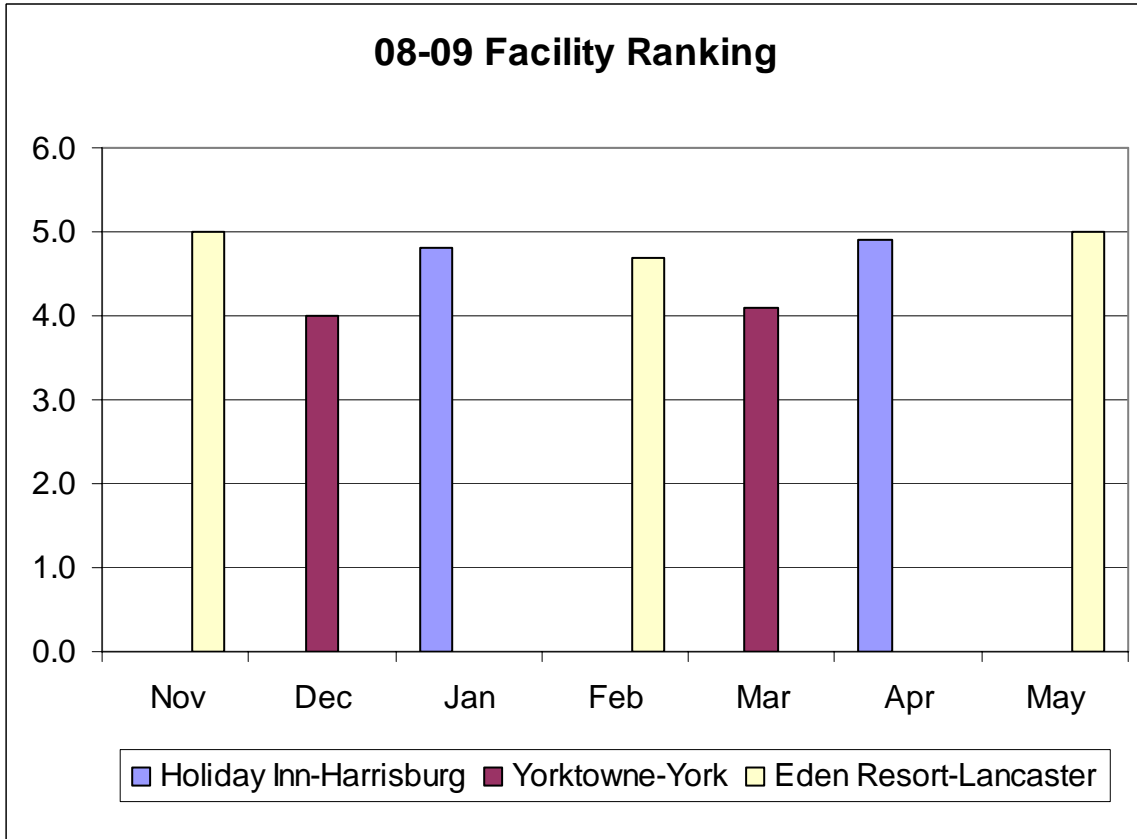
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Charts from Program Chair's (Fred Hammond) Section Year Summary on Page 2



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 Spring Training Programs

Dates	Course Description	Cost/Person
<p>Take Home Review and Examination Package</p>	<p align="center">ISO 9001-2008 Changes - 2 Hour Program Certificate Awarded After 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. Its design is provided in a checklist format outlining the specific changes in the ISO 9001:2008 standard along with a 20 question exam/feedback of your understanding of the changes. Your completed checklist and exam will be graded by our Certified Lead Auditor. Upon completion with a 75% passing grade will earn your certificate of training to the 2008 Standard upgrade.</p> <p>Prerequisite: Understanding of ISO 9001-2000</p>	<p align="center">\$75</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, 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