



Quality Currents

Newsletter of Harrisburg Section 503

Serving the Quality Profession Since 1953

June 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:

I recently returned from my 2nd ASQ World Conference on **Quality and Improvement**, held in Pittsburgh, PA from May 14th through the 18th where there were 4-embedded conferences, and topical tracks to delight anyone in any quality-related specialty and at every level of expertise from novice to master. The conference was great and I highly recommend it as one ASQ's best products! Next year's World Conference will be in Anaheim, CA. The Keynote addresses were excellent, as we heard from the likes of Admiral Thad Alan, USCG (ret.) and many others. (Please see my "Report from the World Conference" later in the newsletter.) The added benefit of a "Community-Member-Leader Institute" day of presentations on Saturday, which was also attended by your Programs Co-Chair Fred Hammond, was also very educational, and Fred and I will share the insights learned with our Executive Team, at our next meeting.

As our Governance Year comes to a close, the Executive Committee wants to thank you for continued support of the Local Section and attendance at our educational dinner meetings and tours. The Exec committee will be conducting a transitions meeting in July for the purpose of turnover of duties and responsibilities to the newly elected Officers and Committee Chairs to plan out our goals and objectives for FY-12.

Our May 11th dinner meeting had excellent attendance with a turnout of nearly 50 members and guests/visitors; and, we feasted on an excellent buffet from the Holiday Inn in East Harrisburg, PA. Extra handouts from the April meeting on ASQ Future Studies were available for all in attendance. The May meeting presenter was Mr. Kevin V. Gorman, P.E., CCM Project Manager in the Construction Services Group of the Michael Baker Jr Company. The title of Michael's talk was: "Moving the TMI generators – A Study in Pre-Planning!"

COMMITTEES

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Harrisburg Section 503 Newsletter, June 2011

The presentation was absolutely one of our best of the year, as attested to by the survey responses of those in attendance. It was riveting in that the two steam generator loads were transported on self-propelled modular transporters (SPMT) with each load being approximately 150' long x 20' wide x 24' high and weighing approximately 811 tons. They were the largest recorded loads moved across PA. The significant amount of logistics that went into preparations and actual implementation during the move was well explained to all in attendance as depicted on many graphs and photos presented.

As I leave the Chair's position and turn the reigns over to the very capable Mr. Scott Crandall and new committee chairs, I want to thank all the members of the Executive team who made my job easy. It was great to work with a group of highly motivated professionals who had also volunteered their time and effort to help meet the needs of all of Harrisburg's Section 503 Members! In the coming year I will look forward to my new roles as the Arrangements Chair and as the Immediate Past President the job of FY-12 Nominations Chair. As regards the latter, please let your interests be known with respect to serving in a potential leadership position for our local section of ASQ.

Once again, my deepest thanks go out to you the member who help to support two very successful membership years, with the Section winning the coveted "Total Quality" Award from ASQ for this last year's operations. The award will be delivered to us at the 2012 World Conference.

Sincerely,

Greg Gurican, Chair ASQ Section 503

Local, Harrisburg Section 503 News/Info:

Program report – 2010-2011

I will be making my formal report at the Leadership Committee transition meeting next month however I would like to share some highlights with you.

I believe our nine monthly meetings this past section year set a new standard for quality. Much of the credit for that must go to Bill Gordon my Program Co-Chair who did a yeoman's job lining up great speakers. He is on an even better path for next year, the calendar for which, as it stands at the moment, is elsewhere in this newsletter. We began the year with a fascinating and very informative tour of the Armstrong ceiling facility in Marietta, PA. I will take credit for this meeting as I had been negotiating with, some might call it pestering, Tim Jacoby and Sally Haldeman about this for 2-3 years. With that as the benchmark we continued on with speakers on the state of quality in the medical profession, lean, food safety, student internships,

social responsibility and we closed our year with a presentation on the challenges of planning for and conducting the move of the replacement TMI steam generators from Port Deposit, MD to Middletown, PA. What a fantastic way to close the year! On average, we had 38-42 attendees at each of our monthly meetings. One note, it was reported to me that some people were opting not to attend some meetings because the speaker was from the medical profession. I would strongly encourage each of you not to make that mistake. The application of quality tools is independent of industry or profession. One of the more interesting meetings for me was the presentation by Rush Gross on a Lean project at a warehouse owned by Wellspan Health.

Each month we invite meeting attendees to share with us their feedback and comments. That feedback is not simply filed for reference; it is important to the Leadership Committee as we plan for and conduct the business of the section. For example per the comment forms, members attend monthly meetings primarily because of interest in the topic, followed by the need to obtain recertification units and the opportunity to network. In December I added a question asking attendees to rate their level of satisfaction with that month's meeting. By a significant margin attendees are Very Satisfied with the meetings. I am also pleased to report that attendees rate our 3 facilities above average as to quality.

In closing I would like to make a request. In the twenty plus years I have been a member of the Harrisburg section, 30-40 people drawn from a pool of perhaps 3 to 4 times that have attended our monthly meetings. In years past when the section had 950 members and even today when our membership is half that number those attendance numbers open the question 'What do most of our members receive for their membership dues?'. I have attended several member leader sessions and I can tell you that is a question that our society is struggling with. One thing that the folks in Milwaukee told me a year ago was that certification was not the important driver that it was 10 years ago. So for those of you reading this that never attend a section dinner meeting please tell me how the section can make your membership in ASQ and the Harrisburg Section more meaningful and beneficial. If there is something you would like us to do that we are not currently doing please let me know what that something is. If you send me a quick note to fhammo@gmail.com I will promise that the Leadership Committee will know of your desire. Thank you.

Fred Hammond
Program Co-Chair

• **REPORT FROM THE ASQ WORLD CONFERENCE**
May 14-18, 2011

From Greg Gurican, Harrisburg Section Chair

Fellow Members,

The 2011 ASQ World Conference held in Pittsburgh, PA was my second such event during the twelve years or so that I have been a member of Section 503, and it was as impressive as my first time. First, there were four (4) embedded conferences wrapped into one event, including: 1.) The Quality Institute for Healthcare [QIHC]; 2.) The Institute for Continual Quality Improvement [ICQI]; 3.) The Institute for Software Excellence [ISE]; and 4.) The Quality in Sustainability [QS] Conference. There were certainly enough topical tracks to meet the needs of a wide variety of members both nationally and internationally. While the sessions which I attended personally were primarily from QIHC above and involved Healthcare topics and Quality tools, what was most impressive was the high caliber of Keynote Speakers!

The World Conference opening Keynote address was by Admiral Thad Allen, USCG (Retired), who spoke openly and candidly about how his missions to support the US Government's responses to the natural and man-made environmental disasters - which in his words were equivalent to "A terrorist act of non-criminality" and which included: Hurricane Katrina, the Haitian Disaster, and the Deepwater Horizon. When he arrived at the conference, he stated that his first act was to do a randomized sample of the local refreshment venues, a very funny comment. In relating the responses of the US government in each and every situation, he stated: "we did what we could with everything we had," and that helped. The fundamental problems which were identical in each disaster situation was a total breakdown in local government controls and oversight leading to significant communications breakdowns and a lack of a coordinated response - without clear lines of responsibility for who was doing what. An example from the Haitian disaster was that before the US intervention and agreement of the Haitian to control its airspace - only 16 relief missions were arriving at the airport each day, and after intervening - the number increased to 230 per day.

Another Keynote Address was by J.J. Irani, of Tata & Sons, who described how the Tata Iron and Steel Company Ltd. (TISCO) prospered over the decades since its founding by reliance on quality principles. Mr. Irani served as the company's CEO for 10 years and is currently a member of its board of directors. He believes that recognition is much more important than rewards in achieving continuous breakthroughs in development of new processes and improvements. In India, every employee is challenged to by coworkers and family members to achieve recognition for their work and efforts. In 1997, Queen Elizabeth II conferred on him an honorary knighthood (KBE) for his

contributions to Indo-British trade and cooperation. Mr. Irani believes that QUALITY stands for Quality Uniting and Leveraging Individual Talents Yearly (Year after Year).

The Keynote address by Barbara Corcoran, Founder of The Corcoran Group stressed that her successes and the success of her company was based on tons of statistical data supporting her analyses and reports on the Real Estate industry as well as the importance of having fun in the workplace with internal competitive rivalry.

THE MEMBER LEADER SESSIONS (Sat. 5/14/2011):

Saturday started with the "Ideas to Action" gathering (ITAG). I estimated that about 500 member leaders gathered to address strategic issues in a structured, but informal way, with everyone focused on the following objectives: 1.) ASQ Becoming a World Class Organization; 2.) Engaging Members in the World Class Journey; 3.) Understanding ASQ's Stakeholders Needs; and, 4.) Building Rapport between the ASQ Leadership and Member Units.

A Leadership Conversation: The focus -

1. Enhancing the Value of Membership in the 21st Century (VM21); and,
2. ASQ's Commitment to Excellence Journey (ACE)

As you might imagine, several themes emerged. Success comes from:

- A more user friendly ASQ web site.
- Improved communications between ASQ Headquarters and the local Sections; and,
- A culture of universal professionalism.

Defining World Class: The mission and vision of ASQ remains focused on the following three areas: Delivery of Education - everywhere and many ways, thus the creation of the ASQ Knowledge Center; Delivery and stewards of knowledge - to make theory and tools available to all, in part through the ASQ Learning Institute (browseable LMS catalog and website); and, expansion to meet the needs of a Global community - to better embrace the world.

Through the Members Eyes: The responses to the question of defining world class -

1. A brand identity that has a world class reputation; and,
2. Members who get more from the organization than they give.

Everyone in attendance agreed unanimously that with the complexity of the organization one of the most important areas related to reaching all members is personal. Face to face contact and/or through voice to voice using the phone, as E-mail has the tendency to be impersonal and dehumanizes communications.

Harrisburg Section 503 Newsletter, June 2011

HEALTH/CARE DIVISION (HCD) MEETING (Sun. 5/15/2011)

While I am a member of both the Quality Management Division (with nearly 29,000 members), it was a pleasure for me to spend 4-hours attending the HCD (3500 members and growing) on Sunday afternoon. The meeting was lead by Dr. Joe Fortuna, retired, and the current Division Chair.

The goals the HCD are as follows:

- Focus on Patient-Customer systems to improve efficiency and efficacy of Global Healthcare systems;
- Dissemination of information related to applications, research, and innovations in quality theory and practice in healthcare;
- Formation of learning partnerships to advance knowledge of H/C quality and promotion of vigorous education and training programs for all providers; and,
- Support of all members and especially those in allied fields.

Meeting Highlights:

1. Overview of 2010-2011:

A. Accomplishments

- i. The HC Quality Manager Certification Exam certification criteria and exam has been developed with QMD and ASQ HQ support
- ii. Maintenance of membership numbers: the HC Division experiences about the same rates of membership growth and retention as the Society on the whole
- iii. The MOU with QMD and Division Management Agreement being available on the web site is still pending)
- iv. Filled Leadership positions for 2011-2012
- v. Kudos: Carla Konzel and Rod Munro: HCD World Conference Booth setup and staffing & organization of multi-divisional reception

B. Action Required:

- i. Minimal growth in membership
- ii. Timely communication with members
- iii. VOC: low survey response rates
- iv. HCD Conference attendance (approximately 80 persons registered for the World Conference through the QIHC); however, attendance at various QIHC topical sessions in some cases exceeded 100+ in some rooms with standing room only, which indicates significantly broader interest in HC topics and registrations which were directly made via the World Conference registration process.

2. HCD Goals for 2011-2012

- A. Develop and implement an implementable HCD business plan
- B. Improve the infrastructure of the HCD to improve its value to all of its customers
- C. Improve and coordinate member and partner communications

3. Planned HCD Activities for 2010-2011

- A. **Certification** CMQ/OE to be modified for HC, new certification. Survey responses support certification.
- B. **QIHC 2012** – QIHC to be embedded with World Qual Conference, at Anaheim, CA. Possible Theme: “Quality – The Voice of Change in HC.” A separate (from WCQI) call for papers by mid-July, at the latest.
- C. **HCD Officers’ Retreat** (Fortuna) Face to face in December
- D. **HCD QMP:** Janice Tucker will assist HCD QMP Co-Chairs M. Carbonne and Y.Claudio as they develop this important document
- E. **Regional Extension Center Liasion** (Fortuna) Regional extension centers (RECs) to help primary care practices with health IT implemetntation and achievement of meaningful use of information technology.
- F. **Section/Division Synergies** (Fortuna) Fortuna and Konzel are working with Joni Judd to first survey section chairs in re: how they believe the HCD can assist them and then develop tools and methods to do that.
- G. **HCD Partnerships** (Fortuna) – fortuna is exploring relationships with other health organizations such as the American College of Health Executives (ACHE) and the American College of Physician Executives (ACPE). In progress.

COMMUNITY LEADERSHIP INSTITUTE MEETING SUMMARY

From Fred Hammond, Program Co-Chair

I have had the privilege of attending Community Leadership Institute (CLI) meetings conducted prior to this year’s World Conference on Quality in Pittsburgh. This CLI training session was of much greater scope than in the past.

There were the normal sessions describing the roles and responsibilities for the various types of member leaders, but of greater interest and importance were the sessions on changes coming for ASQ, namely: the change of our fiscal year to a calendar year; and. the renaming of the senior leadership of ASQ in the Office of the President. These two changes were made to assist in coordinating the activities of the ASQ international units, and to better position ASQ leadership with the business community as a whole.

Harrisburg Section 503 Newsletter, June 2011

Next up was the Ideas-To-Action-Gathering that enabled the senior leadership of ASQ to detail the initiatives currently underway to improve the society. It also afforded an opportunity for the member leaders attending to make suggestion and ask questions of the senior leadership.

Finally, and from my perspective the most important and interesting sessions dealt with member retention and member experiences with ASQ. ASQ, like many professional organizations, has seen a dramatic decline in membership. From a high approaching 120,000 members, in the past, today - ASQ the membership level is approaching only 80,000 quality professionals. Given that decline, it becomes ever more important that ASQ attract and retain members in order to support the many services and products provided by the society. The presentations addressed the reasons why individuals join ASQ, and how to positively impact their experience with ASQ and the Divisions and Sections to help assure that member will renew their membership. The data presented indicated that if ASQ can retain a member for more than 3 years they will likely be a member for 10 year or more to life.

Overall, my attendance at CLI was a very valuable experience. I will be presenting several proposals to the Leadership Committee at our "Transitions" meeting next month to implement some "best practices" in Section operations and future plans. I will report on our progress in future newsletters.

World Conference Photo



*Those associated with Section 503:
 Front Row: 2nd from left--Dave Little (Deputy Regional Director, Region 5), 5th from left--Fred Hammond (Program Co-Chair)
 Back Row: 3rd from left—Eric Whichard (Regional Director, Region 5), 5th from left--Gurican (Section Chair)*

• SECTION 503 FINANCIAL REPORT, FISCAL 2011

Harrisburg Section 503 Financial Report	
Starting Balance:	Jul -10 \$23,361.18
TOTAL INCOME:	
Per Capita Allotments from ASQ	\$6,930.00
Advertising Revenue	\$200.00
Educational Revenue	\$4,170.00
Interest Income	\$131.16
Meeting Revenue	\$6,525.00
Miscellaneous	\$708.18
Rebates	\$0.95
TOTAL EXPENSES:	
Dinner Meetings	\$10,222.76
Dinner Meeting Expenses	\$551.54
Education	\$380.00
Instructors Fees and Expenses	\$1,417.75
Education Expenses	\$161.48
Excutive Meeting Expenses	\$810.00
Gift	\$68.23
Misc Meeting Expense (Banner and Supplies)	\$93.15
Postage	\$183.69
Printing - Education Programs	\$320.00
Service -Fees (Bank)	\$15.00
Travel Expenses	\$547.05
Net Income (Loss)	
	\$3,895.04
Year End Balance (as of Jun-11)	
	\$27,256.22

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.

ASQ News/Info:

To Err Is Human: Changing the Paradigm

Joe Fortuna, Chair, ASQ Healthcare Division

Several years ago two reports ("To Err Is Human" and "Crossing the Quality Chasm") were issued by the Institute of Medicine decrying the terrible toll in lives and the costs that each year result from errors in medical care. Around the same time some 18 Centers of Excellence in Patient Safety were funded to the tune of \$3-5 million each. In 2005 the IOM partnered with the National Academy of Engineers in issuing the report "Building a Better Delivery System" in which the answers to the questions raised in their two earlier reports were carefully detailed.

Despite all of this effort, the title of a report published just last month in the well-respected journal *Health Affairs* screamed "Global Trigger Tool Shows That Adverse Events in Hospitals May Be Ten Times Greater Than Previously Measured." The study reported that on average, 1 in 3 patients admitted to a hospital suffers a medical error or adverse event—nearly 10 times greater than previously believed.

What is wrong with this picture? More importantly, what can be done about it? And what role(s) can ASQ and its members play in helping to fix it?

The answers to these questions are not as complicated as they may seem.

ASQ and its members are trained and skilled in problem analysis, sustainable problem solving, and change management. Most healthcare workers are not trained in these areas, and even fewer have the experience in these activities that ASQ members have.

Instead, clinicians are trained in how to prevent, accurately diagnose, and effectively treat illness and injury. That is how it should be! That said, I do think that healthcare leaders should be aware of process improvement tools, quality management systems, and culture change so that the operational aspects of healthcare are just as error-free as clinical medical care.

I believe that these leaders owe it to their customers (patients) to consult with, employ, or otherwise have access to quality professionals who are every bit as well-trained and experienced in what they do as are the highly skilled and well-trained physicians, nurses, and other clinicians who work in their organizations.

Because there is currently somewhat of a bias in healthcare organizations against quality professionals without clinical backgrounds, we in the Healthcare Division are working hard to change that perception and to equip our members to function in the healthcare institutions of the future where there will be a universal culture of continuous improvement.

At our recent Quality Institute for Healthcare we provided many workshops and presentations that showcased what quality professionals are doing to improve quality, efficiency, safety, cost-effectiveness, and culture in healthcare. In addition, we are partnering with select ASQ sections on a pilot basis to provide a few medical practices and dialysis centers with access to volunteer quality professionals to help them begin their quality, safety, and process improvement journeys. Our hope is that once they have been successful in such settings that these quality professionals will find it easier to find positions in healthcare.

Finally, in keeping with the recently announced federal Partnership for Patients initiative, a public-private partnership developed to improve the affordability, safety, and efficacy of healthcare for all citizens (with the potential of saving up to \$30 billion in health costs, as well as 60,000 lives within three years), the Healthcare Division is going to partner with other ASQ divisions to provide access to the vast reservoir of ASQ member intellectual capital to those at the state and federal levels who are struggling every day to make healthcare safer, more effective, and less costly. We feel that by doing this, we may positively impact the grim healthcare safety statistics that were cited earlier in this article.

We will keep you posted.

Web-Based Training

— ASQ RD Short Courses:

Part 1 and 2 Broad Impact of Electrostatic Discharge (ESD) on Product Quality and Reliability

Title: Broad Impact of Electrostatic Discharge on Product Quality and Reliability, Part 1

Presenters: Terry Welsler and Ted Dangelmayer, Dangelmayer Associates

Date: Wednesday, July 6, 2011

Time: 11:00 AM - 12:00 PM EDT

In this seminar we present a broad survey of the impacts including this EOS misdiagnosis issue. The best known effects, those on integrated circuits, will be discussed and the implications of the IC technology and packaging roadmaps will be discussed. We will also describe the effects on other areas including MEMS, flat panel displays, phototools, manufacturing equipment, hand-held devices and operating systems. In each case we will describe how ESD caused failure or malfunction.

Ted Dangelmayer is the president of Dangelmayer Associates, L.L.C. and has assembled an ESD consulting team consisting of the foremost authorities in virtually all ESD areas of both product development and manufacturing

After registering you will receive a confirmation email containing information about joining the Webinar.

Space is limited.

Reserve your Webinar seat now at:

<https://www1.gotomeeting.com/register/238643273>

Registration is free. Note: we are using a long-distance call-in number or VoIP - thus long distance charges may apply.

Title: Broad Impact of Electrostatic Discharge on Product Quality and Reliability, Part 2

Presenters: Terry Welsher and Ted Dangelmayer, Dangelmayer Associates

Date: Wednesday, July 7, 2011

Time: 11:00 AM - 12:00 PM EDT

In this seminar, we discuss the challenges designers will be facing over the next several years. Changes in technology will continue to put pressure on designers to provide adequate protection but often without good information or tools. Highlights of the following will be covered: The shrinking design window for CMOS integrated circuits; changes in component level ESD threshold targets and the lack of availability of component information; the implications of new packaging and interconnect technologies such as through silicon vias (TSV); design of system connection and user interfaces; the use and misuse of component level ESD information for system level protection and emerging methods for co-design; and the evolution of EOS/ESD testing methods and standards

After registering you will receive a confirmation email containing information about joining the Webinar.

Space is limited.

Reserve your Webinar seat now at:

<https://www1.gotomeeting.com/register/627711249>

Registration is free. Note: we are using a long-distance call-in number or VoIP - thus long distance charges may apply.

- **Upcoming ASQ Certification Exams**

If you are planning to take a certification exam this October, be sure to register by August 12.

Follow this link for details:

http://asq.org/certification/dates.html?WT.dcsvid=MTYwMjA4NzU5OQS2&WT.mc_id=EM6989C

And, once you're certified, earn recertification credits by proctoring an exam. If you have at least one active certification from ASQ, you are eligible to be an exam proctor. Earn recertification points (0.5) and help out your section at the same time! If you are interested in learning more, please contact Susan Backs, Section 503 Chief Proctor at sbacks@transairmfg.com

- **Book Review**



Project Management for Healthcare Information Technology

Scott Coplan, PMP, David Masuda, M.D.

A Proven, Integrated Healthcare Information Technology Management Solution. Co-written by a certified Project Management Professional and an M.D., Project Management for Healthcare Information Technology presents an effective methodology that encompasses standards and best practices from project management, information technology management, and change management for a streamlined transition to digital medicine.

Each management discipline is examined in detail and defined as a set of knowledge areas. The book then describes the core processes that take place within each knowledge area in the initiating, planning, executing, controlling, and closing stages of a project. Real-world examples from healthcare information technology project leaders identify how the integrated approach presented in this book leads to successful project implementations.

Coverage Includes:

- Integrating project, information technology, and change management methodologies
- PMBOK Guide process groups--initiating, planning, executing, controlling, and closing
- Project management knowledge areas--integration, scope, time, cost, quality, human resource, communication, risk, and procurement management
- IT management knowledge areas--user requirements, infrastructure, conversion, software configuration, workflow, security, interface, testing, cutover, and support management
- Change management knowledge areas--realization, sponsorship, transformation, training, and optimization management

Visit the ASQ Bookstore and type "Healthcare" in the search window.

- **Help During Times of Transition**

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=NjIwMDMz>

Harrisburg Section 503 Newsletter, June 2011

Learn about retirement options.

<<http://links.mkt3019.com/ctt?kn=21&ms=ODcwMzI0S0&r=NjIwMDMz>

• **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

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

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

What essential piece of office equipment did Johann Vaaler invent in 1900?

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Harrisburg Section 503 Newsletter, June 2011
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

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2011 Training Programs

Dates	Course Description	Cost/Person
1 Session: October 13 & 14, 2011	<p>2 DAY ISO 9001:2000 Internal Auditor Training w/ 2008 Revision Review</p> <p>Day 1 – ISO 9001:2000/2008 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>Attendees will receive ISO 9001-2000 & 2008 Certificates</p> <p>Day 2 – Applying the Standard & Auditing Techniques</p> <p>Audit mechanics:</p> <p>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>	\$550 NOTE: Cost for those who want to attend only the first day of training: \$350
Take Home Review and Self-Examination Package	<p>ISO 9001-2008 Changes -2 Hour Program- Certificate Issued Upon 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. Prerequisite: Understanding of ISO 9001-2000</p>	\$75
5 Sessions: June 17, August 12, September 23, October 28, December 2	<p style="text-align: center;">1 Day SAE AS-9100C AS9101D Supporting Audit Criteria Requirements for Aviation, Space and Defense Organizations Standard</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>Prerequisite: Understanding ISO 9001 - 2008 is essential. Understanding of AS9100 B is beneficial .</p>	\$450

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 Sunnyside 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

Answer to this month's trivia question: The paper Clip.

ASQ HARRISBURG 2011-2012 MEETING SCHEDULE

DATE	SPEAKER	TOPIC	LOCATION
September 14, 2011	Mark Raschke, BAE Systems	US Army SOCOM Vehicle: A successful application of LEAN tools at BAE Systems, Letterkenny.	York
October 12, 2011	Lola Shoyinka or Virginia Petisce, National Graduate School of Quality Management	At the end of the first decade of the 21 st 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	William J. Sutton II, LEED® AP, Wohlsen Construction Company	Sustainability in Business and Construction Today	Harrisburg
February 8, 2012	TBD	TBD	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	TBD	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