



The Global Voice of Quality™

Quality Currents

Newsletter of Harrisburg Section 503

Serving the Quality Profession Since 1953

June 2012

Leadership Committee -- 2011-2012

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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:

As we approach the end of the Leadership year I would like to thank all who volunteered to make it a successful year. That being said the year is NOT over, please join us for our June social at Bube's brewery, it is a chance to hang out, bring a spouse or friend, get a good meal and hang out to socialize with your contemporaries. I've been to Bube's several times (and have some fun personal stories, if you come I'll share them), it will not disappoint.

Last month we had a very good joint meeting at Elizabethtown College. We had a chance to view student projects, communicate with the students and inspire them to pursue a career in Quality. It was our largest meeting of the year where many opportunities presented themselves...and it served as a primary mission for us "grey hairs" (or "no hairs"... depending) to inspire the next generation of Quality professionals. As has been typical, it was a wonderful meeting. We are so fortunate to have excellent Program and Arrangement co-chairs.

Speaking of expectations...I attended the World Conference on Quality and Improvement the week before last (so did several other of our section members—one even presented). This was my second opportunity to attend one. I guarantee there is no one who would have been disappointed. I went with high expectations and was not disappointed, not in the least. In fact, my expectations were exceeded. Consider that it is 4 conferences (specialties) in one. At any given point in time you could select a presentation from 4-8 choices. It was impossible not to find something that is pertinent to your job function. Next year it is in Indianapolis—a bit of a drive, but still just a drive.... hence less expensive.

We expect to come back from the summer with a September meeting that will include section awards. Those of you who

COMMITTEES

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Examining	Michael Green	717-697-4188	Webmaster	Steve Cronkrite	717-852-1806

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have earned one will be contacted in advance.... LOL We know who you are! We have an incredible section that is in the top 20% of ASQ nationally... we will share the achievements of our members.

See you in June at Bube's. If we don't, have a great summer!!

Scott Crandall, Chair ASQ Section 503

Local, Harrisburg Section 503 News/Info:

- Report on the ASQ World Conference

*From Gregory M. Gurican, Secretary-elect
May 19-23, 2012*

Fellow Members,

The 2012 ASQ World Conference held in Anaheim, CA was my third such annual event that I have attended as a member of Section 503, and it did not disappoint! In fact, it was as impressive as my first time three years ago; and, I would encourage every member to attend a world conference if possible in your future as there is so much information sharing and learning which can be achieved by your attendance. 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 James Albaugh, Executive Vice President of The Boeing Company and President and Chief Executive Officer of Boeing Commercial Airplanes. He spoke openly and candidly about how his company's mission(s) included the development of both military and commercial aircraft, and their deployment around the globe.

Another Keynote Address was by Carletta Ooton, VP Chief Quality, Safety, and Sustainability Operations Officer of the Coca-Cola Company. She described how Coca-Cola was striving to double their product sales of over 16 billion

servings per day to 32 billion by 2020, and the expansion of all brands to meet their mission of "Refresh the World."

By far, for me the most impressive Keynote address was the inspirational and motivational talk given by Simon Sinek, a renowned leadership expert and author of the book "Start With Why," the best selling leadership book of 2009! All copies of the book available at the conference were sold out minutes after the talk. His talk focused on the differences between such companies as Apple and Dell, and knowing the Why makes all the difference in successfully marketing new products to the world – after all, you might buy an I-phone from Apple but would you ever consider buying a phone from Dell?

HARRISBURG SECTION 503 AWARDS:

Attached is a picture from the WCQI that shows our Section Chairman (Scott Crandall) accepting the awards for our section: the Gold Level TQM and the Gold level Achievement for the 2010 Leadership year. These are the top levels in both categories. Standing to Scott's right is Dave Little, our Deputy Director. Next to Dave is our Regional Director, Eric Whichard, and next to him is the head of the SAC Brenda Chavez.



Harrisburg Section 503 Awards

THE COMMUNITY LEADERSHIP INSTITUTE (CLI):

Member Leader Sessions (held on Saturday, 5/19/2012):

Saturday morning started with the "Ideas to Action" gathering (ITAG). I estimated that about 400-500 member leaders gathered to address strategic issues in a structured, but informal way, with everyone focused on the following objectives: 1.) The ASQ Brand and Impact; 2.) Membership (Enterprise & Individual) and Customer Experience; 3.) The ASQ's Body of Knowledge and Certifications; and, 4.) Member Leader Satisfaction and Engagement.

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The ASQ Brand: The focus has been and will continue to be:

- International appeal.
- A redesigned and ever improving ASQ web site, with an expanded Body of Knowledge.
- Improved Support to all Member units: Local Sections, Enterprise and Site member units.
- Continued expansion of professionalism, via the ongoing support of the Baldrige Award.

Membership: - membership has been declining since 1997 and follows economic downturns; while at the same time 21,000 new members join annually – 50% do not retain their membership following the first year of membership, which is speculated to be primarily based on have obtained a Certification and then not being further involved in the organization. However, overall retention has been increasing since the lows experienced in 2008-2009 to 5.5% increasing annually. 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.

CLI Afternoon Breakout Sessions:

The afternoon breakout sessions were all very well attended and focused on different topics – I attended: “Getting the Most from your Membership Lists” and interactive hands-on look at Excel sorts of the various data contained in the massive membership database. Following that session, I attended the Member Unit Operating Requirements session to review various ASQ governing documents important in my new role as Secretary of the local section. The remaining two sessions bringing us to 5pm that day were “the New Member Welcome Process” and “Leading Volunteers.”

HEALTH/CARE DIVISION (HCD) MEETING (Sun. 5/20/2012)

While I am a member of both the Quality Management Division (with nearly 29,000 members), it was a pleasure for me to spend several hours attending the HCD (4000 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
- Awarding of an annual Florence Nightengale Scholarship to any ASQ member desiring of attaining additional education in healthcare leadership – a \$2000.00 prize.

All of the above mention goals were achieved during the 2011-2012 operating year.

As an added bonus at this conference the HCD together with the QMD sponsored a Joint Distinguished Leader Presentation on Monday evening 5/21/2012 at which the guest speaker was Robert L. Jesse, MD, PhD, Principle Deputy Under Secretary for Health in the Department of Veterans Affairs – which serves more than 16 million clients nationwide, as part of the nations largest integrated healthcare system, and second only to the Department of Defense itself. Following the 90 minute speech was a complimentary wine & cheese tasting event, led by a HCD member Dr. Graciela Perez, an accomplished sommelier and wine educator.

- Informal Learning Opportunities

The Leadership Committee asks for your support one more time before our fiscal year comes to a close. Over the past few months, we have been looking for members who are interested in forming a small team of ASQ volunteers to work on a Lean Six Sigma project under the mentorship of an experienced practitioner. This will give participants an opportunity to gain hands-on experience working with the DMAIC methodology and its associated tools while giving back to the community. Several of our members have accepted the challenge: Now we need to find projects to work on. Please help us identify potential projects or points of contact for persons who might be willing to sponsor a project. We would anticipate these to be “service learning projects” that give the team members an opportunity to learn and practice Lean Six Sigma methodology while helping an organization that might not otherwise benefit from our profession’s collective knowledge.

If any more of you would like to participate, you are welcome to join in. Please contact John Sharp, the Education Committee Chair (jmsharp@te.com) or Bill Gordon Co-chair of the Program Committee (bill_gordon710@comcast.net).

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- SECTION 503'S SUMMER SOCIAL EVENT

The Leadership Committee in conjunction with the Arrangements Chair is inviting all Section members and their significant others or friends and guests to join our regular members in a special event this year. On June 13th on our regular Wednesday evening meeting night there will be an outdoor social at Bube's Brewery in Mount Joy, PA at regular meeting prices. The event will include a Buffet dinner complete with appetizers and choice of deserts, a cash bar, and after dinner historic tour of the famous Bube' Brewery and Catacombs which are said to be haunted. Please mark your calendars for this first of a kind special social event for the local section and SAVE THE DATE, and plan on having a delightful dinner under the stars in the Brewery gardens followed by the tour of the mansion and bottleworks. In the event of rain, the event will not be cancelled but relocated to an interior Ballroom. The Leadership Committee is looking forward to meeting you and yours at this fun event, with surprises to enhance the evening's festivities! Specifics are on the Meeting Notice page further back in the newsletter.

- Section 503 Financial Report, FISCAL 2012

The following is a summary financial report from January 2012:

1/1/2012 through 5/25/2012	
Category Description	1/1/2012-5/25/2012
INCOME	
Advertizing	200.00
Allotment	1,206.00
ASQ Monthly Allotment	612.00
Education Income	3,200.00
Interest Income	78.77
Meeting - Revenue	4,765.00
Rebate	0.50
TOTAL INCOME	10,062.27
EXPENSES	
Dinner Meeting Expense	941.05
Dinner Meetings	2,707.64
Education	1,814.00
Education - Expenses	1,244.85
Office Supplies	125.97
Other Meeting Expense	107.94
Postage	115.61
TOTAL EXPENSES	7,057.06
OVERALL TOTAL	3,005.21

- Lean/Sig Sigma Volunteer Experts Needed

If you're interested in applying lean/six sigma in an environment outside of manufacturing, we have an

opportunity for you. Since 2010 WellSpan Health, in partnership with Aligning Forces for Quality (a Robert Wood Johnson Foundation grant) has been utilizing lean experts from local industries to work with physician office practices in York and Adams Counties. Our goal is to improve the quality of care for patients with diabetes and other chronic conditions by reducing waste and variation, building team culture, and engaging patients in self-management of their health. If you have interest in applying your lean/six sigma experience in the medical field plus gaining experiences to take back to your business, please contact Rush Gross, Planned Care Coordinator at 717-851-6859.

- A Message from the Chair of the Denver Section of ASQ—publicizing the Rocky Mountain Quality Conference

This is a conference that has a proud 33 year history. This year we expect over 500 participants from all over the nation representing ASQ sections as well as Universities and companies committed to quality. This conference is partially funded by the Special projects committee of ASQ national. Any of your members who are interested may register. We also have several sponsorship opportunities available. Take a look on our site location (www.asqdenver.org) for detailed information relative to the conference.

Rocky Mountain Quality Conference
September 12-14, 2012
Arvada Center of the Performing Arts
6901 S. Wadsworth
Denver, Colorado

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- A Message from the Newsletter Editor

Well, it's now been at least seven years since I embarked on this adventure as your newsletter editor—and it's now time to "retire". Thanks for your patience as I experimented along the way with formats, fonts, layouts and all the other things amateur editors do with their "craft". Hopefully the "quality" of it has met your expectations. As I transition out of this role and into another, Dewey Butts will transition in as your new newsletter editor. I have no doubt that he'll take this to a new level as he brings some "fresh blood" to this post.

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Have a great summer as we break from the normal Section 503 routine. Dewey will greet you in late August as the September newsletter is circulated.

Dave Fisher, exiting Section 503 Newsletter Editor

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 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:

CQIs Needed

Do you hold a CQI? Interested in helping write practice exam questions and reviewing course content? Your help is needed! A modest honorarium and RUs are provided. If you hold a CQI, haven't written questions for the CQI exam in the past two years, please contact Sue at shuber@asq.org.

Strategic Lean Mapping: Blending Improvement Processes for the Perfect Solution:

by Steven Borris, from Quality Press

Continuous improvement expert Steven Borris reveals how to visually document your organization's processes and identify problematic issues. Find out how to blend and then apply select techniques from Lean Manufacturing, Theory of Constraints, RCM (Reliability-Centered Maintenance), TPM (Total Productive Maintenance), OEE (Overall Equipment Efficiency), and other methodologies to implement the perfect solution to the task at hand. Diagrams, charts, and real-world case studies help you put the concepts presented into practice. This hands-on guide will help small companies, large global organizations, and government agencies alike find ideal solutions for individual processes or projects.

For more information, check out Quality Press on the ASQ website

- Book Review



Basics of Health Care Performance Improvement – A Lean Six Sigma Approach

Donald Lighter

Member Price: \$87.95

While quality improvement methods and approaches have become well accepted in American Industry, they have been slower to catch on in the largest American industry—and arguably the most important: the health care services.

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A clear understanding of basic quality improvement methods, applications, and approaches is critical foundation for a successful career in health care administration.

Building on the success of his previous text, *Quality Management in Health Care: Principles and Methods*, Dr. Lighter's new book, *Basics of Performance Improvement; A Lean Six Sigma Approach*, is an ideal first course for students learning the basics of Lean Six Sigma, and its application in improving health care quality and patient outcomes.

Ideal for both undergraduate and graduate level courses, the book also serves as an excellent reference for basic quality improvement approaches for QI professionals.

Topic areas include:

- DMAIC Phase Tools: Define, Measure, Analyze, Improve, Control
- Creating the business case for improving healthcare performance
- Group Processes in healthcare PI
- Process tools in QI
- Medical informatics and data resources
- Process control
- Advanced statistical applications
- Approaches to improvement - standardization
- Integration of care systems
- Alignment and integration of performance improvement systems – the Malcolm Baldrige National Quality Award
- Accreditation and certification programs Lean Six Sigma Case Studies

From: [The ASQ Store](#)

- 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
- 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

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 invented the first hideaway bed ever patented in the United States?  
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**ASQ Harrisburg Section 503
June 2012 SOCIAL**

When: Wednesday, June 13, 2012
Registration & Welcome: 6:00 - 6:30 p.m.
Dinner: 6:30 - 8:00 p.m.

Where: Bube's Brewery – Mount Joy, PA
Enough with the business! This month we will just socialize and get to know each other. Spouses are welcome guests for this social get together.

Menu: Buffet:
Welcoming appetizers – International selection, Salad station; Entrées: Chicken Dijon, Pasta Primavera, and Sirloin Tips with potatoes; Desert: Black Magic chocolate cake with chocolate icing, coffee & tea.

Cost: Pre-Registered: \$20.00ea./Section Member and Guest

What: Buffet and Social

All Section members and their spouses, significant others, friends and/or guests are invited to this special Summer event.

The evening will begin with an outdoor social in the garden at Bube's Brewery followed by a buffet dinner with cash bar and conclude with a guided tour of the mansion and Bottle Works and the Bube's Brewery Catacombs which are said to be haunted. In the event of rain, the event will move indoors to the ballroom

Fred Hammond – Program Co-Chair

IMPORTANT:

To meet the 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 June 6, 2012:

Register with:	E-mail	Fax
Fred Hammond	mailto:fhammo@gmail.com	717-283-0818

NOTE: Do NOT reply to this email to register. Click on the link above and register at: fhammo@gmail.com. You will receive a confirming email within 36 hours.

DIRECTIONS:

The screenshot shows a Windows Internet Explorer browser window with the address bar containing a Google search URL for 'bube's brewery'. The search results page displays the Google logo, the search term 'bube's brewery', and approximately 57,500 results. A sidebar on the left offers search filters like 'Everything', 'Images', 'Videos', 'News', 'Shopping', and 'Maps'. The main content area features a map of Mount Joy, PA, with a red pin at 'Bube's Brewery'. Below the map, a search result snippet is visible:

Bube's Brewery - Alois - The Catacombs - Bottling Works ...
Restaurants located in Mount Joy, PA. Home for live events, fabulous food, and the FEASTS!
www.bubesbrewery.com/ - Cached - Similar

The Catacombs Bottling Works
ghost Alois
Bube's Brewery - Alois Restaurants - Mount Joy, PA

102 North Market Street, Mount Joy, PA 17552 ★★★★★
(717) 653-2056 45 reviews
tripadvisor.com - tripadvisor.ca - yahoo.com - beeradvocate.com

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 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	Dewey Butts, LSSMBB Intergrated Business Improvement Solutions	Lean Six Sigma Blue Belt	Lancaster
March 14, 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	Undergraduate Engineering Students, Elizabethtown College	Engineers for the 21st C - Student Projects	Elizabethtown
June 13, 2012	Summer Social Event for Members and Guests	Buffet Dinner in the Garden (al fresco) & Historic Tour of Bube's Brewery	Mount Joy

...and here's our meeting schedule for fiscal 2013. Start reserving those dates.

ASQ HARRISBURG 2012-2013 MEETING SCHEDULE

DATE	SPEAKER	TOPIC	LOCATION
September 12, 2011	Dr. Steve Bradly, CEO Supply Chain Innovations Today	The synergistic relationship between CPFR and item level RFID	Harrisburg
October 10, 2011	Peter L. King, President Lean Dynamics, LLC	Managing Bottlenecks in Process Plants – Value Stream Mapping and Theory of Constraints	Lancaster
November 14, 2011	Gerald V. Clarke, President LQA-Lean Quality Associates LLC	Set Up Time Reduction - A Lean Tool	York
December 12, 2011	Dr. Kurt DeGoede, Associate Professor Elizabethtown College	Sustainable Design in Developing Countries	Harrisburg
January 9, 2012	Nashon Walker, Chief Consultant Preeminent Consulting	The Other Education--A Glimpse of Reality The Value of Mentoring	Lancaster
February 13, 2012	TBD	TBD	York
March 13, 2012	Carmine Liuzzi, Vice President Training & Improvement Solutions SAI Global	OHSAS 18001: Making the Business Case for Health and Safety	Harrisburg
April 10, 2012	Rick & Susan Stamm The Team Approach	The 8 Dimensions of Leadership	Lancaster
May 8, 2012	Engineers for the 21st Century Student Projects	Joint Association Event Undergraduate Engineering Students, Elizabethtown College	Elizabethtown
June 12, 2012	Reserved	Membership Social Event	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

ISO 9000/TS-16949/AS-9100/ISO 13485 Quality System Assessments, Development & Training

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2012 Training Programs

Dates	Course Description	Cost/Person
<p>1 Session: October 25 & 26</p>	<p align="center">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>Day 2 – Applying the Standard & Auditing Techniques</p> <p>Audit mechanics: 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 align="center">\$595</p> <p>NOTE: Cost for those who want to attend only the first day of training: \$350</p>
<p>3 Sessions: September 21 November 2 December 7</p>	<p align="center">1 Day SAE AS-9100C & AS9101D Supporting Criteria 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. Process Turtle Diagram Work Shop. Prerequisite: Understanding ISO 9001- 2008 is Essential. Understanding of AS9100 B is beneficial</p>	<p align="center">\$395</p>
<p>Offered On-Site Public Training TBD</p>	<p align="center">One Day Work Shop AS9101D Implementation Criteria; Application of SAE AS-9100C</p> <p>This course concentrates on the application of AS9101D, Key Changes in AS9100C, Process Turtle Diagram Work Shop, Business Process Metrics, The PEAR (Process Effectiveness Assessment Report), The OER (Objective Evidence Record), Risk Mgmt. Requirements and Work Shop.</p>	<p align="center">Call for On-site Pricing Or Registration Form</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, 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

Harrisburg Section 503 Newsletter, June 2012
*****BACK BY POPULAR DEMAND*****

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

The next CMQ/OE exam date is **Saturday, October 6, 2012**. To help you pass on the first try, ASQ Olde Colony is offering an online course refresher:

Course Summary:

1  Instructor Lead*

Instructor: 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 Sealed Air Corp as a Quality Manager. Previously he was with Davol, Inc., as a Quality Systems Manager, the 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 and a Certified Six Sigma Black Belt. Tony has over 15 years experience using Quality Management techniques and value added auditing, including direct involvement with FDA and ISO audits.

- 2 Online (virtual) Course, thus instructor and students can be anywhere, as long as they have a computer with broadband internet access. Audio connection may be achieved via telephone or a computer equipped with a USB headset using VoIP technology. **No driving is necessary.**
- 3 Our section coordinators handle online facilities management, allowing both instructor and students to concentrate on course content. The coordinators schedule classes, e-mail class invitations and recording links, and monitor classroom sessions to ensure a satisfactory online experience.
- 4 All sessions are recorded, archived, and available to students throughout the duration of the course, until the exam date.
- 5 Begins **Monday, July 30, 2012**, and conducted for eighteen, 1.5 hour sessions. Thus, this course will end before the **Saturday, October 6, 2012 exam date**.
- 6 Classes are Monday and Thursday evenings, from 5:00 p.m. to 6:30 p.m. E.D.T. 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 to absorb the material without being overwhelmed, and get home at a reasonable time.
- 7 The Quality Council of Indiana's **Certified Manager of Quality Primer** will be the primary text for the course. Order it through ASQ Olde Colony and receive it for the discounted price of **\$70** plus shipping.
- 8 Because this course takes place completely online, there will not be a central physical location to hand out hardcopy training materials. Therefore, the instructor will distribute handouts via e-mail, typically in the form of Adobe PDF files.
- 9 You must successfully complete the entire course before Recertification Units and a Certificate of Completion can be awarded.
- 10 **ASQ Olde Colony discounted member price is \$549. We invite ASQ members outside of the Olde Colony Section 0111 to take advantage of this discount as well.**
- 11 For registration and payment information contact our Education Chair, Rochelle Jones at education@asqoldecolony.org
- 12 ASQ Olde Colony makes no warranty expressed or implied that your participation in this course will ensure that you will pass the certification exam.

*ASQ Olde Colony Section 0111 reserves the right to cancel/reschedule the course, or change instructors.

ASQ Olde Colony Section 0111 Course Withdrawal Policy for Online CMQ/OE course starting July 30, 2012:

If you need to cancel your registration or withdraw from the course, we will refund your paid registration fee as noted below:

- 1) Requests for cancellations/withdrawal received by **July 23, 2012** receive a full refund, or the course fees may be transferred to another ASQ Olde Colony Section 0111 course of your choice.
- 2) Requests received by **August 6, 2012** incur a 25% processing fee, with the balance credited to a future course, only if ASQ Olde Colony Section 0111 maintains the minimum number of **7** registered students required to conduct the course when you request a withdrawal, otherwise see 3 below.
- 3) Requests received by **August 6 2012**, if ASQ Olde Colony Section 0111 does not maintain the minimum number of **7** registered students required to conduct the course when you request a withdrawal incur a forfeit of all course fees.
- 4) **There are no refunds or transfers past August 10, 2012.**
- 5) Registrants who fail to attend without advance notice are liable for the entire course fee.

ASQ Olde Colony price is \$749, if registering after July 20, 2012. Late registering students will also be responsible for additional shipping charges for course materials, if necessary.

Non-member pricing add 10% to member price.

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Answer to this month's trivia question: Thomas Jefferson. The bed was hoisted and secured to the ceiling when it wasn't in use.