



The Global Voice of Quality™

Quality Currents

Newsletter of Harrisburg Section 503

Serving the Quality Profession Since 1953

March 2012

Leadership Committee -- 2011-2012

CHAIR:

Scott Crandall

Director of Quality and Advanced Technology
McClarin Plastics Inc.
Hanover, PA 17331
(800) 233-3189
scrandall@mcclarinplastics.com

CO-CHAIR/CHAIR ELECT:

OPEN

TREASURER:

Eugene (Gene) M. Schwartz, CQA

Senior Field Specialist
Underwriters Laboratories Inc.
York, PA 17402
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SECRETARY:

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

We had a good presentation at our dinner meeting in February which was a preview of a presentation that will be given in Anaheim. Speaking of the World Conference in Anaheim (May 21-23), I'm aware of 2 of our members who will be attending. I will be attending also. For those of you who have not been to a World Conference on Quality I am one to tell you it is a phenomenal event. At any one point in time there are 4 different agendas of speakers. The talks are split among different disciplines; these are the Quality Institute for Healthcare, the Quality in Sustainability Conference, the Institute for Software Excellence and the Institute for Continual Quality Improvement. Additionally there is an exhibit hall with mini-presentations. Frankly, there is not a moment that you could not find something of interest. I attended last in St. Louis and was very impressed. See if you can find the time!

Nominations are still open, but will be closing in the near term. We are getting some volunteers and we've done a little recruiting. If you'd like to be involvement in Section Leadership, please don't hesitate to volunteer there is plenty to do and any help will be greatly appreciated.

My message is a little short this month as I am heading into my three year ISO re-Assessment this week, as you all know that means a good bit of preparation is needed.

See you March 14th at the Four Points Sheraton in York.

Scott Crandall, Chair ASQ Section 503

COMMITTEES

Auditing	Craig Mosher	717-986-3540	Membership	Patricia McCown	Patty.mccown@hp.com
				Mara Pagano	maralpagano@gmail.com
Arrangements	Greg Gurican	717-851-2133	Newsletter	Dave Fisher	717-986-5501
Certification	Michael Green	717-697-4188	Nominations	Greg Gurican	717-851-2133
Chief Proctor	Susan Backs	717-378-6266	Placement	Brian Krady	717-290-8000
Education	John Sharp	717-986-7692	Program	Fred Hammond	717-330-9701
				William Gordon	717-938-1923
Examining	Michael Green	717-697-4188	Webmaster	Steve Cronkrite	717-852-1806

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Local, Harrisburg Section 503 News/Info:

- **AND THE NOMINEES ARE...**

The Nominations Committee chaired by the Immediate Past Chair, Greg Gurican, and your Leadership Team have proposed the following slate of Officers and Committee Chairs for the upcoming fiscal year (FY-13) July 1, 2012 to June 30, 2014.

OFFICERS

Chair:	Mr. Scott Crandall scrandall@mcclarinplastics.com
Co-Chair/Chair-elect:	Ms. Sally Haldeman
Secretary:	Mr. Greg Gurican Graygur814@comcast.net
Treasurer:	Mr. David Fisher (1 st term of office) dwphotir@hotmail.com

NEWLY APPOINTED COMMITTEE CHAIRS

Arrangements:	Mr. John Reibson jreibson@psu.edu
Nominations:	Mr. Scott Crandall scrandall@mcclarinplastics.com

CONTINUING COMMITTEE CHAIRS

Audits:	Mr. Craig Mosher cdmosher@tycoelectronics.com
Bylaws:	Mr. David Little dmlittle@te.com
Chief Proctor:	Ms. Susan Backs sbacks@transairmfg.com
Education:	Mr. John Sharp jmsharp@tycoelectronics.com
Examining Committee & Certifications:	Mr. Michael Green mpgreen204@verizon.net

Internet Liaison:	Mr. Steve Cronkrite steve.cronkrite@harley-davidson.com
Membership:	Ms. Patricia McCown Patty.mccown@hp.com
Newsletter Editor:	Mr. Dewey Butts
Placement:	Mr. Brian Krady bkrady@rosenbergerna.com
Programs co-Chair:	Mr. William (Bill) Gordon bill_gordon710@comcast.net
Programs co-Chair:	Mr. Fred Hammond fhammo@gmail.com

- **Informal Learning Opportunities**

The Leadership Committee needs your support. Recently, some members have inquired about meeting informally on an ad hoc basis to discuss quality related topics of personal interest. Another idea that has surfaced is forming a small team of ASQ volunteers to work on a Lean Six Sigma project under the mentorship of an experienced practitioner. This would give you an opportunity to gain hands-on experience working with this methodology and its associated tools.

If you have an interest in either endeavor, have other ideas for developing informal learning opportunities, or would like to help pilot this effort, please contact John Sharp, the Education Committee Chair (jmsharp@te.com) or Bill Gordon Co-chair of the Program Committee (bill_gordon710@comcast.net).

- **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.

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:

- ASQ Annual World Conference, May 21—23 in Anaheim, CA

(from ASQ's Media site)

The theme for this year's WQCI is "Producing Results: Proven Solutions in Today's Challenging World," focusing on basic quality, globalization, best practices in supply chain management, managing risk, and changing technology.

"Quality" is a term that encompasses many disciplines, approaches, and tools. Whether referred to as quality control, assurance, or management, one fact remains: Quality works. It works by giving us answers to questions, guidance in decision-making, and solutions to the challenges we face. It provides a framework for us to work from and helps clarify where we are, where we want to be, and what we need to do to get there. The application of quality has broadened over the years and is now well beyond the manufacturing lines of the early 20th century. The same principles, tools, and techniques that produce results for us at work also give us answers to the challenges we face in the lives we live, the communities we live in, and the planet we live on.

Focus Areas

Changing Technology

- Dealing with consumers, employees, and customers who have more access to more information.
- Taking advantage of the speed and availability of information.
- Mobile technology.
- Technology and the voice of the customer (VOC).

Managing Risk

- Risk assessment.
- Contingency planning.
- Product liability.
- Risk acceptance, transfer, and mitigation.

Globalization

- The global supply chain.
- Quality system harmonization.
- International standards and regulations.
- Logistics on a global scale.

Best Practices in Supply Chain Management

- Supplier evaluation, selection, and monitoring.
- Sustainability in the supply chain.
- Quality throughout the value stream.
- The relationship between quality and purchasing.

Basic Quality

- The power and impact of the basic tools of quality.
- New applications for basic quality tools and techniques.
- The fundamentals of quality.
- Innovation and the basic tools of quality.

The ASQ World Conference on Quality and Improvement is the largest gathering of ASQ members. It offers more than 100 sessions, including those from four concurrently held conferences. Help your members and other quality professionals in your community learn more about the learning and networking opportunities this event offers. Spread the word! Consider going yourself!

- Retiring Baby Boomers Creating Void of Qualified Employees

(From ASQ's Friday's Fast Facts)

Milwaukee, Wis., Feb. 17, 2012 — ASQ has joined forces with The Manufacturing Institute and other organizations in an effort to educate a workforce needed to fill the gap of retiring workers and to help companies compete in a global economy.

ASQ, the leading authority on quality in all fields, organizations and industries, brings its expertise and certification offerings in quality to The Manufacturing Institute's Manufacturing Skills Certification System, which is endorsed by the National Association of Manufacturers. ASQ offers 17 certifications, including Certified Quality Technician, Certified Calibration Technician, Certified Quality Engineer and Certified Quality Inspector, all of which will be promoted within the Skills Certification System.

The Skills Certification System also will include ASQ's full training portfolio, including certification preparation training and professional development for workers at any stage of their career. ASQ also offers training for employers, helping businesses and their workers advance the ideas, tools, techniques and systems that will help meet the needs of tomorrow's critical challenges.

"We're excited about this new partnership with ASQ," said Emily Stover DeRocco, president of The Manufacturing Institute. "As a global leader in quality, ASQ will train and provide workers with the advanced skills manufacturers need now and in the future."

The Skills Certification System was developed to directly address the deficits in manufacturing education and training, which are limiting the pool of qualified candidates for high-quality manufacturing jobs.

Furthermore, the Skills Certification System was created to develop students' science, technology, engineering and math, or STEM, -related skills to prepare them for a career in advanced manufacturing.

According to The Manufacturing Institute, 82 percent of manufacturers report moderate to severe shortages of qualified workers. Additionally, 69 percent of manufacturers expect the shortage of qualified workers to worsen in the next 3 to 5 years.

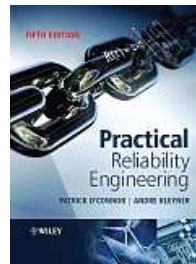
"While manufacturing is leading the economic recovery in the United States, it's been complicated because fewer workers are qualified to replace retiring baby boomers, who are retiring with vast amounts of knowledge and experience," said ASQ CEO Paul Borawski. "This partnership brings together the expertise of The Manufacturing Institute and ASQ's reputation in the quality community to better prepare workers and companies for the future."

ASQ joins 14 other leading organizations representing multiple industry sectors offering skills certification programs. To view these organizations and learn more about them, visit:

www.themanufacturinginstitute.org/Education-Workforce/Skills-Certification-System/Certifications/Certifications.aspx.

ASQ is the only organization in the partnership that deals specifically in the quality field, providing training and certifications directly related to quality.

- Book Review



Practical Reliability Engineering, Fifth Edition
Patrick D.T. O'Connor and Andre Kleyner

Item: P1454

Member Price: \$79.95

With emphasis on practical aspects of engineering, this bestseller has gained worldwide recognition through progressive editions as the essential reliability textbook. This fifth edition retains the unique balanced mixture of reliability theory and applications, thoroughly updated with the latest industry best practices.

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Practical Reliability Engineering fulfills the requirements of the Certified Reliability Engineer curriculum of the American Society for Quality (ASQ). Each chapter is supported by practice questions, and a solutions manual is available to course tutors via the companion website.

Enhanced coverage of mathematics of reliability, physics of failure, graphical and software methods of failure data analysis, reliability prediction and modeling, design for reliability and safety as well as management and economics of reliability programs ensures continued relevance to all quality assurance and reliability courses.

Notable additions include:

- New chapters on applications of Monte Carlo simulation methods and reliability demonstration methods.
- Software applications of statistical methods, including probability plotting and a wider use of common software tools.
- More detailed descriptions of reliability prediction methods.
- Comprehensive treatment of accelerated test data analysis and warranty data analysis.
- Revised and expanded end-of-chapter tutorial sections to advance students' practical knowledge.

The fifth edition will appeal to a wide range of readers from college students to seasoned engineering professionals involved in the design, development, manufacture and maintenance of reliable engineering products and systems.

• 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):

What household appliance designed for Sears, Roebuck and Company by visionary engineer Raymond Loewy won first prize at the Paris International Exposition in 1937?

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**ASQ Harrisburg Section 503
MARCH 2012 DINNER MEETING**

When: Wednesday, March 14, 2012

Registration: 6:00 - 6:30 p.m.

Dinner: 6:30 - 7:15 p.m.

Program/Q&A: 7:15 - 9:00 p.m.

Where: Four Points Sheraton – York, PA

650 Toronita Street, York, PA (717) 846-4940

Menu:

Classic Chicken Cordon Bleu: (Boneless Breast of Chicken Stuffed with Smoked Ham and Swiss cheese and topped with Supreme Sauce) Twice baked potato, and medley of vegetables; Garden salad; rolls & butter, Dessert: Carrot Cake & Coffee/Tea. **Vegetarian on request.**

Cost: Pre-Registered: \$20.00/Section Member, \$25.00/Guest

At-the-door: \$25.00/Section Member, \$30.00/Guest

What: Closing the Loop: An Effective CAPA System

Requirements of Corrective and Preventive Action (CAPA) are some of the most frequent observations cited in FDA 483s and warning letters. A robust CAPA system is essential to a firm's overall Quality Management System (QMS). This presentation will examine those requirements and their role in effectively managing a closed-loop CAPA system. In addition, we will explore CAPA systems and their connection to other requirements of the Quality System.

Who: Thomas Friel – United States - Food and Drug Administration

For the past 10 years Thomas has been a Consumer Safety Officer with the FDA's Office of Regulatory Affairs, Philadelphia District. In that time, he has conducted inspections across multiple commodities, including pharmaceuticals and medical devices. In 2011, Thomas received Level II Pharmaceutical Certification.

Thomas has a BA in Biology from La Salle University and a MS in Quality Assurance and Regulatory Affairs from Temple University.

Fred Hammond – Program Chair

IMPORTANT:

To meet the hotel 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 March 7, 2011:

Register with:	E-mail	Fax
Fred Hammond	mailto:fhammo@gmail.com	717-381-3256

DIRECTIONS:

From the East:

Take Route 30 West to Toronita Street (last light before I83). Turn right at the traffic light and the hotel entrance will be the third entrance on the left.

From the North:

Take I83 South to Exit 21. Take Route 30 East to the first traffic light and turn left onto Toronita Street. The hotel entrance will be the third entrance on the left.

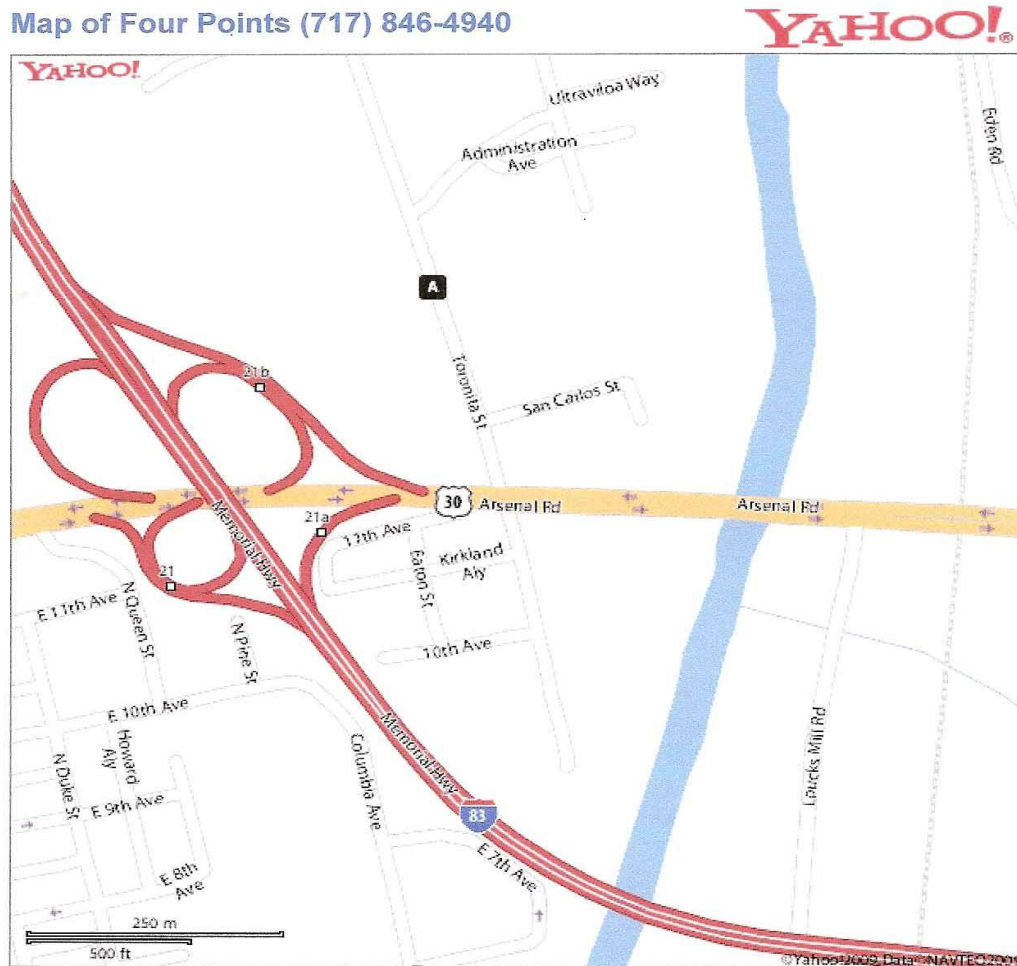
From the West:

Take Route 30 East to Toronita Street (first light after I83). Turn left at the traffic light and the hotel entrance will be the third entrance on the left.

From the South:

Take I83 North to Exit 21. Take Route 30 East to the first traffic light and turn left onto Toronita Street. The hotel entrance will be the third entrance on the left.

Map of Four Points (717) 846-4940



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	Reserved	Reserved	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

Visit our Website @ www.dbsqualitymgmt.com

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2012 Training Programs

Dates	Course Description	Cost/Person
<p>2 Sessions: March 29, 2012 May 10 & 11</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>4 Sessions: March 23 April 20 May 18 June 15</p>	<p>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, CMCAS, & 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

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**Answer to this month's trivia question:** The refrigerator.