



Quality Currents

NEWSLETTER OF HARRISBURG SECTION 503

Serving the Quality Profession Since 1953

March 2008

Executive Committee 2007-2008

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ASQ Web Site:

www.asq.org

Harrisburg Section Home Page:

www.asq-harrisburg.org

Section Officers can be e-mailed
from our home page

Hello Everyone!

Last month we had a terrific meeting with Harry Zechman Chief Operating Officer and Jon Farrell, Controller and Information Technology Manager of Stoner, Inc. Stoner has been working to LEAN its entire organization through the use of the Shingo Prize for Operational Excellence criteria (<http://www.shingoprize.org/>). Their presentation provided us with an inside look into the latest chapter of the Stoner success story including their recent efforts to eliminate waste while creating sustainable value for stakeholders. The presentation was followed up by a lively and protracted question and answer session. I personally expect to see Stoner, Inc. substantially increase their stakeholder value in the years ahead.

This month we have once again asked Deputy Regional Director Jim Pasquali to recap his findings from the Ideas to Actions Gathering which he attended last September. Jim originally presented this information at the December dinner meeting. Due to the difficulties we previously experienced in mailing our newsletter, the meeting was only sparsely attended. Because the Ideas to Actions Gathering focused on member value we want you to be able to hear what Jim learned from the other member leaders who attended the event.

I also have some exciting news to share with our members. The American Society for Quality Harrisburg Section Earned Top Honors! Harrisburg Section 503 has earned the 2006-07 Section Management Process Total Quality Award, one of the highest honors a section can earn in the Society. 90 of 255 ASQ sections earned this award for the 2006-07 year! The Harrisburg Section will be honored at ASQ's 62nd annual conference; the World Conference on Quality and Improvement on May 3, 2008 in Houston, Tx. Members of the ASQ Board of Directors will present the award to the section representatives.

The Section Management Process (SMP) Total Quality Award is awarded to sections that have proven their commitment and ability to serve local ASQ members and the community. SMP is a management model and planning tool that assists sections in their planning and implementation of programs and services that will meet the needs of current and future ASQ members.

This award would not be possible with out the continuing support of members like you. As a representative of your executive committee, let me say thank you for your help in achieving this important recognition!

I look forward to seeing you at our next diner meeting in York.

John

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2008 Training Programs

Dates	Course Description	Cost/Person
<p>2 Sessions: April 17 & 18 June 5 & 6</p>	<p align="center">2 DAY ISO 9001:2000 INTERNAL AUDITOR COURSE</p> <p>Day 1 – ISO 9001:2000 Training</p> <ul style="list-style-type: none"> • Quality system principles and the process model • Examination/interpretation of ISO9001:2000 elements • Continual effectiveness improvement focus <p>Day 2 – Applying the Standard & Auditing Techniques</p> <ul style="list-style-type: none"> • Corrective action implementation, follow-up/closure • Quality system performance effectiveness evaluation • Skill development through individual/team workshops <ul style="list-style-type: none"> • Audit mechanics: <ul style="list-style-type: none"> -The documented quality system audit -Audit sampling & development of the audit checklist -Conducting the audit, investigation, and psychology -Audit management - development of the activity process based audit plan and schedule -Writing non-conformity statements and audit reports 	<p align="center">\$525</p> <p>NOTE: Cost for those who want to attend only the first day of training: \$325</p>
<p>1 Session: May 16</p>	<p align="center">1 Day AS-9100 - Aerospace Standard Training</p> <p>This course concentrates on the AS-9100 revision "B" aerospace supplements over and above the requirements of the ISO 9001:2000 Standard, and implementation strategies for certification preparation. This course also includes review of the requirements of SAE AIR 5359 revision "B" & AS-9104 Revision A. Use of the AS-9100 Checklist will be reviewed.</p> <p>Prerequisite: Understanding of ISO 9001:1994, ISO 9001:2000 or AS-9000</p>	<p>\$325</p>
<p>1 Session: March 14</p>	<p align="center">1 Day ISO 13485:2003 - Medical Device Training</p> <p>This course concentrates on the ISO 13485:2003 Medical Device regulation supplements over and above the requirements of the ISO 9001:2000 Standard, and implementation strategies for certification preparation. Also included is an overview of the essential requirements to meet the Canadian Medical Device Regulations, European Medical Device Regulations for CE mark, as well as FDA's 21 CFR 820.</p> <p>Prerequisite: Understanding of ISO 9001:2000 Standard</p>	<p>\$325</p>

Principal Instructor: Michael J. Dougherty, RABQSA/IRCA QMSLA, IAQG, CMDCAS, & AIAG Certified. ISO 9000, QS-9000, AS-9100, ISO 13485 Registrar Lead Auditor.

Courses Include: Training materials & continental breakfast. Lunch is on your own. Courses run 8:30AM - 4:30PM. **Please bring a copy of the appropriate Standard for reference.**

Location: Best Western Inn At Towamencin, 1750 Summerytown 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

ASQ Harrisburg Section 503

MARCH DINNER MEETING / PRESENTATION

When: Wednesday, March 12, 2007

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

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

Program: 7:15 - 8:30 p.m.

Where: The Yorktowne Hotel, 48 East Market St., York, PA

Telephone 717-848-1111 Directions available at www.asq-harrisburg.org

Dinner Menu: Herb Crusted Prime Rib Au Jus, Creamy Horseradish Sauce, Garlic Mashed Potatoes, Chef's Seasonal Fresh Vegetables, Yorktowne Signature Salad, Fresh Baked Rolls with sweet butter, Coffee or Tea, Pastry Chef's Choice of dessert and freshly brewed coffee.

Cost:\$20.00

What: Report on ASQ Ideas to Action Gathering

Who: Jim Pasquali

Member value is the epitome of why ASQ exists. It is through delivering unique value to members that we will become the premiere resource for the quality community and broaden our reach to include anyone who has an interest.

To facilitate this level of purpose, ASQ needs to create an environment that sets its brand apart through the delivery of superior member value, engagement and experiences.

Member value, engagement and experience are interdependent. It is difficult for a member who does not engage with ASQ and has a less than stellar experience to receive value. For example, a new member joins the society. The value proposition for this member is the ASQ's body of knowledge, certification and access to a network of peers. If the member does not receive value and engage on any level or when he or she does, the experience is less than stellar, renewal is not likely.

Value is not about the price of dues. Warren Buffett once observed, "Cost is what you charge. Value is what the person thinks it is worth." Engagement is not just about the number of attendees. It also involves how a member interacts with the society. This could be active participation in a section or division or simply downloading an article. The member experience is the feeling or knowledge gained as a result of the interaction. Was it memorable enough to return? How can I apply what was learned? How do we turn ordinary experiences into extraordinary experiences to deliver greater member value?

The Ideas to Action Gathering, September 23-25, 2007 brought together more than 200 member leaders to explore member value, engagement and experience. The Design team was charged with producing an event that fostered break-through thinking and dialogue on exceeding member value. *Extreme Member Value*. Let's Make Good Great®

Jim Pasquali, our current Arrangements Chair, past Section Chair and a Region 5 DRD, represented Harrisburg Section 503 and Region 5 of ASQ at this gathering. Jim will be reporting on the event and interacting with our members to assist the section's Executive Committee in determining ways member value, engagement and experience can be enhanced throughout our section. Your attendance and input will be very valuable in helping to achieve this goal.

Please register with one of the following by Friday, March 7th:

Area	Name	E-mail	Phone	Fax
YORK	Jules Pinto	jpinto@archtest.com	717-764-7700	717-764-4129
LANCASTER	Greg Buchko	gregbuchko@berryplastics.com	717-390-8455	717-390-8465
HARRISBURG	Dave Fisher	david.fisher@tycoelectronics.com	717-986-5501	717-986-5965