



# Quality Currents

Newsletter of Harrisburg Section 503

*Serving the Quality Profession Since 1953*

March 2009

## Executive Committee 2008-2009

### CHAIR:

**John Reibson**

Quality Assurance Specialist  
Penn State College of Medicine  
Hershey, PA. 17033  
Ph: 717-531-4498  
Fax: 717-531-4464  
[jreibson@psu.edu](mailto:jreibson@psu.edu)

### CHAIR ELECT:

**Greg Gurican, RN, MS, MBA**  
Nursing PI Coordinator  
WELLSPAN Health – York Hospital  
York, PA. 17405  
Ph: 717-851-2133  
Fax: 717-851-2089  
[ggurican@wellspan.org](mailto:ggurican@wellspan.org)

### TREASURER:

**Eugene Schwartz**  
Senior Field Specialist  
Underwriters Laboratories  
Ph: 717-741-3324  
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### SECRETARY:

**Michael Vovakes**  
Chief Operating Officer  
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ASQ Web Site: [www.asq.org](http://www.asq.org)

Harrisburg Section Home Page:

[www.asq-harrisburg.org](http://www.asq-harrisburg.org)

Section Officers can be e-mailed

## Chair's Message:

At our last meeting, the Section was treated with a unique presentation entitled: "The Abundance Mentality"—the speaker being Section 503 member Jack J.P. Roddy, an independent consultant, and executive search entrepreneur. The theme of the speech was as good follow-on to our prior meeting talk "Preventing Wrong Thinking: Where Quality Begins". While having a slightly different twist; i.e. an abundance mentality (right thinking) was contrasted against a "scarcity mentality" (or wrong thinking). Jack's presentation was challenging, enlightening, and intended to be used in both professional and personal life circumstances. Throughout the presentation Jack shared stories of interpersonal relationships and described how an abundance mentality had helped him. I personally think the world would be a much safer and happier place if more people could learn that simple concept.

At our March meeting, Fred Hammond, your program chair, will give a short presentation on levels of membership within ASQ as well as a summary of levels of certification that can be obtained.

The Section will also be voting on officers this month at our dinner meeting. The current nominations are as follows:

Chair – Greg Gurican

Chair Elect – open

Secretary – John Reibson

Treasurer – Jim Pasquali

As of today, these are the only nominations we have received. Please feel free to let us know if you would like to volunteer for one of these positions or if you would like to make a nomination for one of these positions. We are always looking for skilled professionals to help guide Section 503 through the coming years.

We have also been experiencing some Website issues. Hopefully these problems have all been solved. Feel free to contact us if you have any problems with the website, since it is our primary means of communicating Section business to all of you.

Thanks again, John

## COMMITTEES

<b>Certification</b>	Michael Green	717-697-4188	<b>Membership</b>	Michael Vovakes	<a href="mailto:mhv@venturetraining.com">mhv@venturetraining.com</a>
<b>Newsletter</b>	Dave Fisher	717-986-5501	<b>Chief Proctor</b>	Susan Backs	717-378-6266
<b>Arrangements</b>	Jim Pasquali	717-691-0225	<b>Auditing</b>	Craig Mosher	717-986-3540
<b>Program</b>	Fred Hammond	717-330-9701	<b>Examining</b>	Michael Green	717-986-5036
<b>Placement</b>	Brian Krady	717-290-8000	<b>Webmaster</b>	Steve Cronkrite	717-852-1806
<b>Education</b>	John Sharp	717-810-3315			

**Local, Harrisburg Section 503 News/Info:**

- **Harrisburg Section members involved in the 21<sup>st</sup> Quality Management Conference.**

Four of our Section members are playing an active role in the Quality Management Division. John Sharp is the QMD Vice Chair for Membership. Fred Hammond serves as Examining Chair and prepares Division Fellow nominations each year. He'll also be working at the show. Dave Little is Vice Chair of Face-to-Face Initiatives (in charge of conference from planning to execution) and Tom England is one of the Keynote Speakers at this year's conference.

- **WANTED: Six Sigma Black Belt Project (immediate availability / complete by August 21<sup>st</sup>)**

ASQ Six Sigma Green Belt looking for internship with certified Six Sigma Black Belt to meet requirements for next ASQ SSBB exam.

- Will exchange time (< 10 hrs per week) for project experience
- Will sign nondisclosure agreement to protect confidential company info.

Contact: Jeff Filer  
(717)-838-0601 (home)  
filer@comcast.net

**ASQ News/Info:**

- **To Update Your E-mail Address or Opt Out of Future E-Mails:**

--Visit [www.asq.org](http://www.asq.org)

--Enter your member number and password in the "Log In Now" section.

--Select the "Manage Your Membership" blue box in the upper right-hand corner of the page

--Update your e-mail address under "Change Contact information".

--Change your e-mail preferences under "Change E-mail Preferences"

--If you need additional help, email ASQ Customer Care at [help@asq.org](mailto:help@asq.org) or call us at 800-248-1946 (United States and Canada only).

--If you do not want to or do not have the ability to log in, contact ASQ Customer Care Center at the phone number above or mail directly to:

**ASQ  
600 N. Plankinton Ave.  
Milwaukee, WI, 53203, USA**

- **Unemployment Program Available**

ASQ headquarters is offering resources for members who have encountered job loss. One benefit for those who want to retain their membership, but have difficulty renewing because they are currently unemployed, are discounted membership dues. Participating members receive a discount on their membership renewal based on consecutive years of membership. Currently, membership dues are \$129 for current Full (formerly Regular), Senior, and Fellow members. For more information, and to check out other resources available, visit <http://work.asqquality.org>

- **Multiple Conferences Built into the 2009 World Conference**

This year's World Conference on Quality and Improvement, May 18-20, 2009, Minneapolis Convention Center, Minneapolis, Minn., offers a unique opportunity for attendees to take part in three other "mini conferences" that will be held concurrently with the ASQ World Conference, all for one registration fee.

- [Institute for Software Excellence](#)
- [Quality Institute for Healthcare](#)
- [Quality in Sustainability Conference](#)

For more information, or to register, visit the [World Conference Web site](#)

**ASQ Harrisburg Section 503  
MARCH DINNER MEETING**

**When: Wednesday, March 11, 2009**

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

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

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

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

*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.*

Telephone 717-848-1111 Directions available at [www.asq-harrisburg.org](http://www.asq-harrisburg.org)

**Cost:\$20.00**

**What: Election of Officers for 2009-2010 and ASQ Membership Levels and Certification**

This month's meeting will begin with the election of officers for next year. The slate proposed by the nominating committee can be found in the Chair's message. Nominations for any position will be accepted from the floor; however you may not place someone's name into nomination without their prior consent.

In response to several suggestions for a meeting topic, this month's presentation will be an overview of ASQ membership levels as well as a review of the various certifications offered by ASQ, a brief summary of the body of knowledge for each, and the qualifications for and process to obtain a certification. At the close of the presentation you will know the answer to the question, 'Which ASQ certification can result in a \$9000 per year difference in salary?' Certification application material will be available at the meeting.

**Who: Fred Hammond – Program Chair**

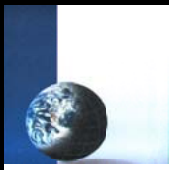
Fred Hammond, a Senior member of ASQ, is the Program Chair of the Harrisburg Section and holds 3 certifications from ASQ: Certified Manager of Quality & Organizational Excellence, Certified Quality Engineer and Certified Quality Auditor. He is the Quality Assurance Manager of the Val Companies of New Holland, Pennsylvania.

*Fred Hammond, Program Chair*

**Please register with one of the following by Friday, March 6th:**

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

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](http://www.dbsqualitymgmt.com)

**2009 Winter/Spring Training Programs**

Dates	Course Description	Cost/Person
<p><b>2 Sessions:</b>  <b>April 2 &amp; 3</b>  <b>June 4 &amp; 5</b></p>	<p><b>2 DAY ISO 9001:2000 Internal Auditor Training w/ 2008 Revision Review</b>  <b>Day 1 – ISO 9001:2000/2008 Training</b></p> <ul style="list-style-type: none"> <li>• Quality system principles and the process model</li> <li>• Examination/interpretation of ISO9001:2000 elements</li> <li>• Review of recently released 2008 standard changes</li> <li>• Continual effectiveness improvement focus</li> </ul> <p>Attendees will receive <b>ISO 9001-2000 &amp; ISO 9001-2008 Certificates</b></p> <p><b>Day 2 – Applying the Standard &amp; Auditing Techniques</b>                      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><b>\$525</b>                      NOTE: Cost for those who want to attend <b>only the first day</b> of training: <b>\$325</b></p>
<p><b>2 Sessions:</b>  <b>April 24, June 12</b></p>	<p><b>Special Half Day ISO 9001-2008 (8:30 AM – 12:30 PM)</b>  <b>Recently Released ISO 9001-2008 Standard</b>                      Changes Between ISO 9001-2000 and ISO 9001-2008 . <b>Prerequisite:</b> Understanding of ISO 9001-2000</p>	<p><b>\$200</b></p>
<p><b>1 Session:</b>  <b>May 8</b></p>	<p><b>1 Day AS-9100C - 2009- Aerospace Standard Training (Pending Release!!)</b>                      This course concentrates on the AS-9100 revision "C"- 2009 aerospace supplements over and above the requirements of the ISO 9001:2008 Standard, and implementation strategies for certification preparation. <b>Prerequisite:</b> ISO 9001-2000/08</p>	<p><b>\$325</b></p>
<p><b>1 Session:</b>  <b>April 30</b></p>	<p><b>1 Day ISO 13485:2003 - Medical Device Training</b>                      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. <b>Prerequisite:</b> ISO 9001:2000</p>	<p><b>\$325</b></p>

**Principal Instructor:** Michael J. Dougherty, RABQSA/IRCA QMSLA, IAQG, CMDCAS, & AIAG Certified. ISO 9000, QS-9000, AS-9100, ISO 13485 Registrar Lead Auditor.  
**Courses Include:** Training materials & continental breakfast. Lunch is on your own. Courses run 8:30AM - 4:30PM. **Please bring a copy of the appropriate Standard for reference.**  
**Location:** Best Western Inn At Towamencin, 1750 Summeytown Pike, Kulpsville, PA 19443. Ph. (215)368-3800.  
 At Exit #31 (Lansdale) Northeast Extension of the PA Turnpike. Left at light off ramp. Hotel on immediate right. Please reserve your overnight room early if needed.  
**Contact Deidra to register. Phone: (215) 368-6266 Fax: (215) 393-4873 E-mail: deidradoc@aol.com**

**American Society for Quality Lehigh Valley Section (500):**

**ISO 13485 INTERNAL AUDITOR WORKSHOP**

Two Day Seminar **March 25 & 26, 2009**

Days Inn and Conference Center, Routes 22 and 309, Allentown

8:00 am Registration

8:30 am - noon Morning Session

Lunch Provided

1:00 - 4:00 pm Afternoon Session

Cost: \$300 for ASQ members (\$275 each for 3 or more from the same company)

\$350 for non-members (\$325 each for 3 or more from the same company)

Maximum capacity is 25 people, so do not delay!

Topics include:

Review of the ISO 13485 Standard

Auditing Definitions

Auditor Skills and Qualifications

Auditing Program

Auditing Aids

Audit Preparation

The Audit

Post Audit Activities

## *Harrisburg Section 503 Newsletter, March 2009*

Instructor : Wayne Paupst

Wayne is Vice President of BES Consulting which provides training and consulting for quality and productivity improvement. Wayne has over 25 years in the quality profession holding positions as Quality Engineer, Quality Systems Coordinator, Inspector and Quality Assurance Manager. Wayne has been instructing Certification Courses for the Lehigh Valley Section since 1996 and also has provided instructional courses for many of the top companies in the Lehigh Valley as well. Wayne holds ASQ Certifications as a Six Sigma Black Belt, Quality Engineer, Quality Manager, Quality Auditor, Quality Technician, Quality Inspector, Process Analyst and Quality Improvement Associate. Wayne is a Senior Member of ASQ and is the current Chair of the Lean Enterprise Division of ASQ.

## ASQ HARRISBURG 2008-09 MEETING SCHEDULE

<b>DATE</b>	<b>SPEAKER</b>	<b>TOPIC</b>	<b>LOCATION</b>
9/10/2008	Tour @ BAE Systems	Quality at BAE Systems	York
10/8/2008	Wayne Paupst	Utilizing Tools of Lean for Continuous Improvement	Harrisburg
11/12/2008	J R McGee	Change Management Change Agent Survival Guide	Lancaster
12/10/2008	Scott A McNair	Lean/TPS in Healthcare	York
1/14/2009	Dean Bottorff	Using Ethics Tools To Improve Quality and Performance.	Harrisburg
2/11/2009	Jack Roddy	Abundance Mentality	Lancaster
<b>3/11/2009</b>	<b>Fred Hammond</b>	<b>Election of Officers ASQ Membership Levels &amp; Certification</b>	<b>York</b>
<b>4/8/2009</b>	<b>Tom England</b>	<b>Empowering employees with Six Sigma</b>	<b>Harrisburg</b>
<b>5/13/2009</b>	<b>Fred Hammond</b>	<b>QMS': Recipes for Success.. Or Failure?</b>	<b>Lancaster</b>

**NOTE:** There is currently no meeting planned for June.