



Quality Currents

Newsletter of Harrisburg Section 503

Serving the Quality Profession Since 1953

March 2010

Executive Committee 2009-2010

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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:

Dear Members and Friends,

Let it snow, Let It Snow, LET IT SNOW – your Local ASQ Section 503 will still provide you with excellent programs and speakers. Even though the blizzard of 2010 happened during the week of our regular Section meeting, we prevailed. And through the efforts of our dedicated Arrangements Chair and Treasurer – Jim Pasquali an alternate day and date for the postponed meeting was obtained, at one of our regular venues in Lancaster, PA.

We also had the good fortune to have a speaker who was very flexible in rescheduling his appearance before the group. Our sincere thanks go out to Mr. Robert (Robb) Patti, Pharm.D., J.D., who spoke brilliantly about the state of affairs related to medical research activities in the United State and the impact upon research subjects – patients. As one participant stated, “I was blown away by the openness and honesty of the presentation,” which shed light on some of the medical experiments performed in the United States without knowledge, consent, or agreement of the participants (including women, children and prisoners) ‘in the name of research’ the likes of which had not been seen since the Nuremberg trials shed light on the horrors of Nazi Germany and the torture of human beings for ‘research’ purposes.

A special guest, Dr. David Eitel, Chair of the ASQ Healthcare Division, was present. Dave gave the audience a five-minute update on the Wellspan Health system efforts to utilize the talents of volunteer ASQ coaches to assist Medical groups to improve quality in their offices for improved healthcare delivery. The purpose of the Planned Care Collaborative is to support transformation of healthcare delivery in the ambulatory care setting and assist practices with developing into Patient Centered Medical Homes. The collaborative assists physician practices through the use of process improvement (PI) methodologies aimed at implementing tried and tested changes to clinical office practice. (See related handout from the meeting, incorporated within this newsletter.)

COMMITTEES

Certification	Michael Green	717-697-4188	Membership	Michael Vovakes	mvovakes@aol.com
Newsletter	Dave Fisher	717-986-5501	Chief Proctor	Susan Backs	717-378-6266
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Placement	Brian Krady	717-290-8000	Webmaster	Steve Cronkrite	717-852-1806
Education	John Sharp	717-986-7692			

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During March we have our regular Section Elections of New Officers and Committee Chairs – the candidates have been nominated, but we still have one more opening which can be appointed, and that is the position of Arrangements Chair. I am hoping that one of our energetic, younger and perhaps new members will consider this spot as one of potential leadership growth. Refine your skills and talents in the area of business acumen, communications and negotiation!

Once again, thank you for your continued support of ASQ and the Section!!

Greg Gurican, Section 503 Chair

Local, Harrisburg Section 503 News/Info:

• Invitation to ASQ members for Planned Care Collaborative

Dear ASQ Member,

The Aligning Forces for Quality of South-Central PA (AF4Q-SCPA) is pleased to announce the launch of a performance improvement project aimed at improving quality, satisfaction and efficiency in the delivery of care to patients with chronic conditions. The AF4-SCPA “Planned Care Collaborative” project will pair volunteer PI coaches with physician practices in York and Adams Counties for the purpose of using PI tools and techniques to assist practice staff to develop efficient, reliable, high quality processes in patient care. The volunteer coach will help to identify current state, waste, target condition and best practices, facilitate PDSAs, and develop monitoring systems to ensure sustainability.

The attached documents provide an overview of the collaborative and the roles of the volunteer coach and others. Two informational teleconferences will be held in March to further explain the collaborative and answer questions. Following the phone call, applications for the volunteer coach positions will be accepted.

Wednesday: March 10, 2010 (5:30-6:30 p.m.)
Or

Monday: March 15, 2010 (5:30-6:30 p.m.)

If you are interested in learning more about the AF4Q SCPA Planned Care Collaborative, **please RSVP to Joyce Ortiz** (jortiz@wellspan.org) with your preferred date. Additional materials will be e-mailed to participants prior to the teleconference. ***A kick-off training date for volunteer coaches has been set for April 17, 2010.***

We look forward to talking with you about this exciting opportunity.

Patty McGuire
Administrator
Tel 717.851.1620
Cell 717.887.3358
Fax 717.851.1610
pmcguire@wellspan.org

AF4Q SCPA Planned Care Collaborative *Aligning Forces for Quality Southcentral Pennsylvania,* *funded by the Robert Wood Johnson Foundation*

Overview

The purpose of the Planned Care Collaborative is to support transformation of healthcare delivery in the ambulatory care setting and assist practices with developing into Patient Centered Medical Homes. Based on the chronic care model (Wagner), practices will strive to ensure consistent, high quality care of patients with preventive and chronic health care needs and follow improvement efforts by measuring and reporting clinical outcomes data. The collaborative assists physician practices through the use of process improvement (PI) methodologies aimed at implementing tried and tested changes to clinical office practice. Change is supported by coaches who are trained in PI, change management, and facilitation techniques.

Each participating practice will be supported by a volunteer coach partner from the American Society for Quality (ASQ). WellSpan practices will also have one internal WSH Lean Six Sigma (LSS) Green Belt assigned to two practice/volunteer coach teams. The coaches will be coordinated by the Planned Care Coordinator, a member of the Planned Care Leadership Team (PCLT) whose other members include the AF4Q physician champion, WMG administrator, and WMG Practice Support Specialist. All team members (coaches, practice staff, PCLT) are mutually accountable for the successful, on-time achievement of agreed upon project goals.

The number of practices enrolled in the collaborative will be limited to the number of available coaches. Through an application, interview, and selection process coordinated by the PCLT, coaches will be matched with a physician practice.

Roles of each of the team members are as follows:

AF4Q Ambulatory QI Advisory Group:

Chris Amy, Karen Jones, Patty McGuire, Stacy Ropp, Sharon Clegg, Jenny Englerth, Pat Bricker, Dave Eitel, Rose Steiner. Other potential members: Chris Rumpf- Capitol BC, Matt Vogel- Highmark, Robert Thompson- AmeriHealth Mercy, Greg Paradiso, Mike Smeltzer, Felix Gonzolez, and Janis Lopez.

WellSpan’s Planned Care Leadership Team (PCLT) whose members include the AF4Q physician champion, WMG administrator, and WMG Practice Support Specialist, Planned Care:

- Ensures continued alignment of Planned Care Collaborative objectives and activities with national, state, and regional initiatives, including but not limited to AF4Q, NCQA Patient Centered Medical Home, Governor’s Office of Healthcare Reform chronic care initiative, PQRI, HIT Meaningful Use measures.
- Develops metrics for measuring progress and report to AF4Q, and other groups as required.

Planned Care Coordinator:

Reports to: WMG Administrator and WMG PI Manager
Matrixed responsibility to: AF4Q Project Manager

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- Oversees and coordinates the work of coaches and practice leadership teams in implementing planned care.
- Ensures initial and ongoing education of coaches.
- Develops linkages with external organizations (e.g., IPIP, ASQ) to share resources and ideas.
- Ensures adequate resources and training for the provision of coaches to fulfill the stated objectives of the collaborative.
- Plans, organizes, and facilitates monthly meetings of the collaborative, as well as monthly contacts with coaches and Practice Leadership Teams.
- Provides regular updates to PCLT, AF4Q Advisory members, and others as required.
- Ensures alignment between quality measures, the objectives of the collaborative, and the work of the coaches and physician practice leadership teams.

Practice Leadership Team (PLT):

Responsible to: Planned Care Coordinator

- Works with the coach teams to develop practice-specific objectives and plans for implementing planned care.
- Ensures communication to and encourages engagement of all practice staff and providers in implementation of recommendations/plans.
- Completes and submits required reports and participates in monthly collaborative sessions and other required meetings.

ASQ Volunteer Coach:

Responsible to: Planned Care Coordinator

- Collaborates to develop the project charter and objectives for the project year.
- Works to understand healthcare-specific issues and identify appropriate PI tools to advance the work of the practice in implementing planned care.
- Completes required reports and participates in monthly collaborative sessions and other required meetings.

Goals (May 2010-April 2011):

1. Initiate the Planned Care Collaborative
 - Recruit and orient Planned Care Coordinator, ASQ volunteer coaches and practices.
 - Match coaches with selected physician practices.
 - Provide initial training to coaches.
2. Achieve progress on at least 2 components of planned care in all WMG practices participating in the collaborative (optional for non-WMG practices).
 - Implement PI methodologies to promote change and improvement.
 - Initiate monthly collaborative exchange sessions

- Develop project charters for participating physician practices; objectives and activities to target the “required” elements of WMG Vision for Planned Care (optional for non-WMG practices).

DINNER MEETING RESERVATION ETIQUETTE

Please, if you make a reservation to attend one of our dinner meetings and find that you are unable to attend, kindly let us know at least 24 hours in advance—preferably 48 hours in advance. If you make a reservation and fail to show up, the section pays for your meal. At our February meeting, there were 3 “no-shows”, which cost the section over \$75. You may know that the section already underwrites a portion of the cost that is not covered by what the section charges for attendance. If you find you cannot attend, please be considerate, call one of the reservationists and have your name removed from the list. Thanks for your cooperation.

• NOMINATIONS FOR FISCAL YEAR –2011 TERM OF OFFICE

OFFICERS:

Chair: – Greg Gurican,

Manager – Nursing Quality Management & Innovation
WellSpan Health – York Hospital
Center for Nursing Excellence

Co-Chair/Chair-elect: - Scott Crandall,

Director of Quality and Advanced Technology
McClarín Plastics Inc.

Treasurer: - Eugene (Gene) M. Schwartz, CQA

Senior Field Specialist - New Jersey / Philadelphia Area
Underwriters Laboratories Inc.
Field Service Department

Secretary: - John Reibson,

Researcher
Penn State University
Milton S. Hershey Medical Center

COMMITTEE CHAIRS:

Bylaws: - David M. Little, ASQ Fellow, CQE, CQA

Deputy Regional Director, Region #5

Programs: Co-Chairs: William (Bill) K. Gordon, and Fred Hammond

Arrangements: - OPEN

All remaining Committee Chair positions are filled; please see the website for listing.

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.

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

ASQ News/Info:

• **Medical Device Industry Identifies Healthcare Reform Among Top Challenges**

Milwaukee, Wis., February 9, 2010 — A new ASQ (American Society for Quality) survey asking **medical device** manufacturers about industry trends and challenges shows a majority (64.7%) identify healthcare legislation as having a negative impact on the industry in the year ahead. Increased FDA oversight and compliance with regulations tops what manufacturers feel will be the biggest *challenge* in their industry in the coming year.

The ASQ medical device industry survey results also sites these 2010 challenges:

- Impact of the healthcare reform
- Cost reduction while maintaining quality
- The effects of a proposed innovation tax

When it comes to innovation trends, manufacturers believe the hottest areas include:

- Nanotechnology
- IT/wireless capabilities for hospitals
- Less invasive surgeries and devices used
- Combination devices involving drugs and biologics

Hot Trends

Respondents were also asked to identify the hottest medical device opportunity in the next three years:

- 31.7% believe neurological advancements offer the hottest opportunity
- 30% believe it is in cardiovascular

- 25.2% said orthopedics

As for economic growth in 2010, a large majority of respondents (56.9%) believe their organization will experience more economic growth than in 2009. A little more than 27% believe they will experience about the same, and 10.3% believe there will be less growth than in 2009.

"Neurological, cardiovascular and orthopedic opportunities are such industry hotbeds because of the growing senior population," said ASQ medical device expert Dan Brown. "And while it's clear that population will contribute to the economic growth of manufacturers, the pending healthcare legislation has most major equipment purchasing organizations on a wait and see approach."

The survey was distributed to members of the medical device industry the week of January 18–22, 2010. There were a total of 234 respondents.

ASQ, (The American Society for Quality) www.asq.org, has been the world's leading authority on quality for more than 60 years. With more than 85,000 individual and organizational members, the professional association advances learning, quality improvement and knowledge exchange to improve business results and to create better workplaces and communities worldwide. As a champion of the quality movement, ASQ offers technologies, concepts, tools and training to quality professionals, quality practitioners and everyday consumers. ASQ has been the sole administrator of the prestigious Malcolm Baldrige National Quality Award since 1991. Headquartered in Milwaukee, Wis., ASQ is a founding sponsor of the American Customer Satisfaction Index (ACSI), a prominent quarterly economic indicator, and also produces the Quarterly Quality Report.

(Article from ASQ News Release)

• **Toyota: Is "Leanest" Best?**

Does lean manufacturing make a company more prone to errors? That is a question many business reports are asking in light of the recent Toyota recalls. It's also a question ASQ members ponder as Toyota's quality systems are being called out, scrutinized, and second-guessed. It is also an opportunity for Toyota customers to show their support for a company they feel especially loyal to.

Regarding the floor mat issue that became front page news last fall, ASQ member Jean Hase, Racine, Wis., a loyal Toyota customer and Prius owner, said, "What I understand is the floor mats that come with the Prius are not the issue. It is when you replace the mat with a larger commercial/general auto mat." This being the case, can Toyota be held responsible for owners using accessories not specially designed for the automobile? Only if they knew of this problem and didn't make customers aware of the issue. This is what many are arguing.

"Secrecy was the worst part," said ASQ member Joseph Howard, Los Alamos, New Mexico. "Toyota executives knew for one year that the braking recall was not due to floor mats only." Toyota is now playing catch up. But is this an indication of quality systems failure?

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Too lean?

Business is a risk. A business makes decisions based on gain outweighing the risk. While ASQ is an advocate for quality systems, implementing any method or system has its risks. Can recent events be linked back to Toyota's lean systems? Lean manufacturing is a large undertaking with great benefits. However, have the Toyota recalls identified a possible risk in being "too lean?"

Toyota is, at very least, suggesting this is possible in its public statements. A sure sign that the company intended to move in a different direction was the news conference Toyota's president Akio Toyoda, grandson of the company's founder, held February 5. Toyoda outlined three major steps his company is taking. Two of the three items mentioned relate directly to quality systems. Toyoda mentioned three major steps the company is taking in response:

- Strengthen the inspection process.
- Establish a quality improvement task force involving outside experts.
- Respond faster to customer complaints.

While the third step addressed didn't come as a surprise, the first two steps must have caused many jaws to drop. Not too long ago Toyota was a leading proponent and virtual case study of the notion that you can't achieve quality through increased inspections. And bringing in outside quality experts is contrary to corporate Japan's business acumen in dealing with problems. Is Toyota signaling a lack of confidence with its current quality system or simply that the times are changing?

Will quality be affected?

Will lean—or quality for that matter—take an overall hit when a giant stumbles? Not according to the recent marketing from Toyota's competitors. While many people will remember the National Football League's Super Bowl game commercial with Brett Favre, Hyundai Motor Company also released a commercial that boasts its 3,300 quality experts putting their expertise in every car. The image of many Hyundai workers carrying a car body through the factory is a powerful one. It suggests—literally—a hands-on approach from the quality experts. All of them. At all times.

Just as important, the commercial gives special recognition to its 3,300 quality experts. How often does that happen? Not very. But maybe it should. As ASQ member Dennis Laskowsky, Michigan, mentions, Ford Motor Company has made great strides in quality. Perhaps more attention should be given to the company that made "Quality First" its tagline and then worked very hard to prove it.

Getting back to lean: While lean manufacturing methods contain certain built-in safeguards by reducing the probability of a recall when applied in all phases of product's lifecycle—from design through customer education—lean still entails special risks. Lean reduces holding of inventory and numbers of vendors, so there's no safety stock available if problems arise with a certain part or if any one vendor has supply problems. Lean also

emphasizes use of common parts across multiple products, so if there is a problem with one part it may cause a recall of multiple product lines.

If companies are willing to make quality a differentiator, rather than bashing Toyota for perceived faults, we can make these events a learning opportunity for both quality professionals and the general public.

"I think," said Hase, "we need to be very careful how often and how far we throw stones at Toyota concerning how they dealt with this problem. We need to use this as a learning experience rather than a chance to knock down the top guy." An unfortunate series of events have occurred to get Toyota, the automotive industry, and quality professionals to this point. But there's no reason the quality community shouldn't discuss actionable items for preventing further occurrences of this scope—whether in lean or other quality systems.

To take advantage of the learning opportunity, ASQ is scheduling a two-part webinar featuring a panel of lean, automotive, and service quality experts. (Note: ASQ reached out to Toyota for a panel member. The company is unable to provide a representative at this time.) Part one, relates to quality and manufacturing. Part two is about customer service and is available to ASQ members only. Please read *ASQ Weekly* for broadcast dates.

Further Reading

- "Quality on the Line: The Fallout from Toyota's Recall", from Knowledge@Wharton
- "For Toyota in China, Recall Marks Another Setback", from *The Wall Street Journal*
- "Better Together", from *Six Sigma Forum Magazine*

(Article from ASQ News release)

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

**ASQ Harrisburg Section 503
MARCH 2010 DINNER MEETING**

When: Wednesday, March 10, 2010

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 by Sheraton, 1650 Toronita St, York PA 17402
PH: (717) 846-4940**

Menu: Chicken Cordon Bleu—Boneless Breast of Chicken stuffed with smoked ham and Swiss cheese topped with Supreme Sauce, Garden Salad with dressings, Tomato Stuffed with Parmesan Cheese, Medley of Vegetables, Rolls w/ butter, Coffee-Tea-Decaf-Iced Tea.
Dessert: Chocolate Cream Cake

Directions:

From East: Take Route 30 West to Toronita Street. Turn right at the traffic light, and the hotel entrance will be the third driveway on the left.
From North: Take Interstate 83 South to Exit 21. Take 30 East to the first traffic light and turn left on Toronita Street. The hotel entrance will be the third driveway on the left.
From West: Take Route 30 East to Toronita Street. Turn left at the traffic light, and the hotel will be the third driveway on the left.
From South: Take I-83 North to Exit 21A. Turn left at the first traffic light onto Toronita Street. The hotel will be the third driveway on the left.

Cost: \$20.00

What: Back to Basics: Facilitating Massive Results with Simple Tools

In this age of instant messaging, instant meals, and what seems to be the quality initiative of the minute would it not be refreshing to hear about a company that has achieved meaningful results with the implementation of some simple, basic quality tools? This month's presentation will recap York Container's year of quality improvements and the effects on customer satisfaction as well as increased productivity realized with the deployment of the most simple of quality tools.

Who: Jim Hricak; Manager, Quality Engineering York Container

Jim Hricak is the Manager of Quality Engineering for York Container Company. His entire career has been dedicated to the quality arts. In addition to his quality expertise, Jim is also an award winning tattoo artist and has been tattooing for 26 years.

Fred Hammond, Program Chair

Please register with one of the following by 4 PM Friday, March 5th:

NOTE: If you must cancel your reservation kindly give 48 hours notice. Thank you.

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

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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2010 Training Programs

Dates	Course Description	Cost/Person
<p>2 Sessions: April 8 & 9 June 3 & 4</p>	<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: 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>\$525</p> <p>NOTE: Cost for those who want to attend only the first day of training: \$325</p>
<p>Take Home Review and Self-Examination Package</p>	<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>	<p>\$75</p>
<p>3 Sessions: February 26 March 26 May 7</p>	<p>1 Day AS-9100 Revision “C” 2009 Aerospace Standard</p> <p>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. Prerequisite: Understanding of ISO 9001-2000 or 2008 or AS-9100B</p>	<p>\$325</p>
<p>Take Home Review and Self-Examination Package</p>	<p>AS-9100 Revision “C” - 2009 Standard</p> <p>This program is designed specifically to address the changes that resulted in the release of the AS9100C standard, over and above the requirements of the AS9100B Standard, without the need to attend a public training session. Prerequisite: Understanding of AS9100B</p>	<p>\$150</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 Sumneytown 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 2009-2010 MEETING SCHEDULE

DATE	SPEAKER	TOPIC	LOCATION
September 9, 2009	Tim Donnan	Metrology & Calibration	York
October 14, 2009	Dep. Reg. Director - Jim Pasquali	Report on the Ideas to Action Summit and Member recognition	Harrisburg
November 11, 2009	Gil Weiss - Paramount Industries	Advances in Rapid Prototyping & Digital Direct Manufacturing	Lancaster
December 9, 2009	Voith Turbo	Plant tour & presentation	York
January 13, 2010	JR McGee	Field of Dreams – from an “Ideal State” to a State –of-the-Art LEAN Manufacturing Facility	Harrisburg
February 10, 2010	Robert Patti	Bridges: Quality Improvement to Research	Lancaster
March 10, 2010	Jim Hricak - York Container	Back to the Basics. Facilitating massive results with simple tools	York
April 14, 2010	Joint Society Meeting	Project Management	Harrisburg
May 12, 2010	Andy Rogish	Lean - Lessons Learned	Lancaster
June 9, 2010	Multi-Society Meeting	Project Planning & Project Management (invited speaker)	York