



# Quality Currents

NEWSLETTER OF HARRISBURG SECTION 503

*Serving the Quality Profession Since 1953*

May 2008

## Executive Committee 2007-2008

### CHAIR:

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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:

The Café we held last month was a great success. Dave Little served as the moderator and facilitated the discussion based on three topics. The goal we had in mind was to enhance the effectivity of our section by providing more pertinent meeting topics. We also brainstormed means and methods to enhance the quality field in our region. In other words, we wanted to find out what needs our members have and find ways to meet those expressed needs. I feel that we accomplished this to some extent and now we need to put the results into our action plan. My only regret is that more of you were not able to attend.

I've included the questions we considered and would like all of you to please review the questions and call or email me if you have further input.

### **What can we do in order to communicate and enhance the awareness of quality and the image of the quality professional while creating and enhancing the awareness of quality in region 5?**

Contact a Public Cable Network (PCN) media representative to discuss a quality centered program as an outreach within our Region. Create partnerships with small businesses to offer success stories.

### **How would you quickly define topics to be used in Section Meetings?**

Develop a theme and plan a meeting schedule a year in advance. This allows section members to provide feedback about meeting topics to provide advance meeting notice for our members.

### **What would help improve the topics being covered in Section meetings?**

Provide more workshops on quality tools.  
Schedule more plant tours to increase member involvement.

(continued on page 2)

## COMMITTEES

<b>Certification</b>	Michael Green	717-986-5036	<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>	Bob Steffen	717-246-8339
<b>Arrangements</b>	Jim Pasquali	717-691-0225	<b>Auditing</b>	Craig Mosher	717-986-3540
<b>Program</b>	Fred Hammond	717-627-8387	<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			

## Harrisburg Section 503 Newsletter, May 2008

(Chair's Message continued)

### What would increase member value in quality, the quality professional and practitioner and ASQ?

Advertise/ Make presentations at industry conferences or meetings.

Focus section meetings on the body of knowledge or experience from various industries.

The general consensus seemed to be that our members want more opportunities to interact and network with each other. This was expressed in several ways, including the suggestion for round table sessions so our members can discuss problems they are having and ask for help or suggestions from people who may have already solved the situation. Another theme that became very evident was the desire for more site visits. I welcome your suggestions so please call or email me with your ideas as to how we can provide a tangible benefit to you.

This month, Sue Donovan, CRC's Director of Quality Systems is giving us a presentation titled, "Using Cost of Quality to Improve Business Results, CRC's Success Story." Fred Hammond has even come up with some door prizes we think you'll like. On behalf of the executive committee, I hope to see you at the Eden Resort Inn on May 14<sup>th</sup>.

*Regards all,  
John*

## ASQ News:

- Business Tips: (from ASQ Weekly)

### Mind Your Meetings

Managers and executives spend an inordinate amount of time in the estimated 11 million meetings held in the United States every day. In a survey of 1,900 business leaders, 72 percent indicated they spend more time in meetings today than they did five years ago, and 49 percent said they expect that time in meetings to increase.

As the number of meetings increases, the quality and value of meetings can have a direct impact on an organization's bottom line in the form of wasted time and effort, not to mention poor morale. Ineffective meetings are a cost that an organization arguably has the greatest opportunity to control.

### Innovation: A Leadership Issue

"The topic in the forefront of every senior executive's mind is 'How do we become more innovative?'" As we adjust our thinking, strategies, and modes of operation to compete in what is no longer the 'new' global economy, I suspect many of you have sat in a meeting in recent months and listened to the tired refrains, 'We need more creative people,' 'We should let our people know we like new ideas,' 'We should increase our R&D budget,' 'We must get new products to market before our competition,' or the newest buzz theme 'We should outsource our innovation.'"

For further reading, check out ASQ's Weekly news.

## ASQ Harrisburg Section 503

### MAY DINNER MEETING / PRESENTATION

**When: Wednesday, May 14, 2008**

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

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

Program / Q&A: 7:15 - 8:30 p.m.

**Where: Eden Resort Inn, 222 Eden Road, Lancaster, PA 17601**

**PH: (717) 569-6444**

**Menu:** Fruit Cup, Tossed Green Salad, Sliced Tenderloin of Beef, Potato and Vegetable, Rolls and Butter, Coffee, Brewed Tea, Iced Tea, Ice Cream

**Directions:** at the intersection of Routes 30 and 272-- <http://www.edenresort.com/directions.cfm>

**Cost:\$20.00**

**What: Using Cost of Quality to Improve Business Results, CRC's Success Story**

It is an oft-repeated refrain that the language of quality does not always translate to the executive suite. Terms like PPM, DMAIC, sigma and the like may not mean much to a CEO or President but start talking in terms they understand, ROI, net, or dollars and cents and you will definitely get their attention. That makes Cost of Quality one of the more likely quality initiatives to get a proper hearing in the executive suite as it states quality related information in terms of the dollar impact to the business. One company, CRC Industries of Warminster PA, has used COQ to drive business improvement with the support of their executive team. Their results are impressive, a 70% reduction in failure dollars amounting to net savings of hundreds of thousands of dollars. This month's presentation will review the CRC case study and provide valuable tips for successful implementation and use of Cost of Quality.

**As an added bonus there will be door prizes and giveaways!**

**Who:** Sue Donovan is Director of Quality Systems for CRC Industries. She joined CRC Industries in 1995 and was instrumental in implementing their ISO 9001 quality system. As Director of Quality Systems, Sue is responsible for all aspects of CRC's quality program including Quality Control, Cost of Quality\*, and the Continuous Improvement Scorecard. Sue's case study of CRC's Cost of Quality program is a featured paper in ASQ's Making the Case for Quality initiative.

Sue holds a Masters in Business Administration from DeSales University in addition to a Bachelor of Science degree in Chemistry from Rider University.

\*CRC's Cost of Quality improvements are featured as a case study in the ASQ book: *The Executive Guide to Understanding and Implementing Quality Cost Programs* (Douglas C. Wood,2007).

**Please register with one of the following by Friday, May 9th:**

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](mailto: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)

**2008 Training Programs**

Dates	Course Description	Cost/Person
<p><b>1 Session:</b> <b>June 5 &amp; 6</b></p>	<p align="center"><b>2 DAY ISO 9001:2000 INTERNAL AUDITOR COURSE</b></p> <p><b>Day 1 – ISO 9001:2000 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>• Continual effectiveness improvement focus</li> </ul> <p><b>Day 2 – Applying the Standard &amp; Auditing Techniques</b></p> <ul style="list-style-type: none"> <li>• Corrective action implementation, follow-up/closure</li> <li>• Quality system performance effectiveness evaluation</li> <li>• Skill development through individual/team workshops</li> </ul> <ul style="list-style-type: none"> <li>• Audit mechanics:                             <ul style="list-style-type: none"> <li>-The documented quality system audit</li> <li>-Audit sampling &amp; development of the audit checklist</li> <li>-Conducting the audit, investigation, and psychology</li> <li>-Audit management - development of the activity process based audit plan and schedule</li> <li>-Writing non-conformity statements and audit reports</li> </ul> </li> </ul>	<p align="center"><b>\$525</b></p> <p><b>NOTE:</b> Cost for those who want to attend <b>only the first day</b> of training: <b>\$325</b></p>
<p><b>1 Session:</b> <b>May 16</b></p>	<p align="center"><b>1 Day AS-9100 - Aerospace Standard Training</b></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" &amp; AS-9104 Revision A. Use of the AS-9100 Checklist will be reviewed.</p> <p><b>Prerequisite:</b> Understanding of ISO 9001:1994, ISO 9001:2000 or AS-9000</p>	<p align="center"><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](mailto:deidradoc@aol.com)**