



Quality Currents

Newsletter of Harrisburg Section 503

Serving the Quality Profession Since 1953

May 2009

Executive Committee 2008-2009

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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:

Hello everyone,

I want to thank you for the opportunity and privilege of serving as the chair of section 503. As section chair, I have learned a lot about the mechanics involved in leading a diverse group of people. I have also been humbled by the amount of time and commitment of our volunteers and I want to recognize them for their hard work and commitment to excellence. Their names are Susan Backs (chief proctor), Steve Cronkrite (internet liaison), Dave Fisher (newsletter editor), Michael Green (certification chair), Greg Gurican (chair elect), Fred Hammond (program chair), Brian Krady (placement chair), Craig Mosher (auditing chair), Jim Pasquali (arrangements chair), Eugene Schwartz (treasurer), John Sharp (education chair) and Michael Vovakes (secretary). These dedicated people work hard to keep Section 503 thriving.

Thanks also to Tom England for his fascinating presentation last month (People, Processes Results-Tyco Electronics). This month Fred Hammond will once again be challenging our paradigm as he discusses Quality Management Systems and Their Deployment in America: Recipes for Success... or Disaster? I know this topic will generate a lot of interest and there will be plenty of time for networking. Please join us in Lancaster for a great meal and a rousing discussion.

I also want to encourage as many of you as are able to take advantage of the opportunity to volunteer to be a quality coach for primary care medical offices in York or Adams County. The goal of this initiative is to help primary care medical offices in York and Adams counties improve quality for patients with chronic conditions:

(<http://www.aligning4healthpa.org/default.aspx?newsid=7082>).

You will earn Recertification Units and also gain valuable insights in applying Quality Improvement methodologies in the health care setting.

An invitation to participate in this endeavor has been sent to all of our section members and the training sessions will begin very soon. If you are interested and have not received an email

COMMITTEES

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

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invitation, please contact myself or Greg Gurican. I want to personally encourage you to participate in this effort. This is an excellent community outreach opportunity and I know it will be a richly rewarding experience.

Thanks again for all of your support!

John Reibson

Local, Harrisburg Section 503 News/Info:

- **Section Newsletter and Meeting notifications**

This is the second month in which we have provided a copy of the dinner meeting announcement via email to those members who have provided ASQ their email contact information—and via “snail mail” to those who do not have email contact information. We trust that you find this of value and plan to continue this process for the future.

- **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 15 and 20 email “bouncebacks” 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 continually improve.

- **Local Section members attain certification:**

- ❖ William Mattern: Certified Six Sigma Black Belt
- ❖ Thomas Himmelsbach: Certified Six Sigma Black Belt
- ❖ David Ciroux: Certified Six Sigma Black Belt
- ❖ Eduardo Nakamura: Certified Six Sigma Black Belt
- ❖ George Daubert: Certified Quality Inspector

Congratulations to these folks for attaining ASQ Certification.

*****JOB OPPORTUNITIES*****

-----Quality Specialist-----

- Location: East (Complete relocation provided)
- Great benefits!
- Great company!

My client is a manufacturer of wood products (flooring, furniture etc.) They have an immediate need for a Quality Specialist with the following qualifications:

- Bachelor's degree
- Minimum of five years quality management experience in a manufacturing environment.
- Knowledge of and experience with Lean Manufacturing, Six Sigma, and other process improvement tools and methodologies.
- Direct experience with quality systems, processes, Best Practices, product claims, strategy, Six Sigma, ASQ, ISO 9000 (auditor experience even better).
- Experience working in a wood-manufacturing environment.
- Certification in Lean Manufacturing.
- Certification in Six Sigma.
- Understanding of statistics & manufacturing process control. Proven ability to work effectively across functions.
- Strong communication and influencing skills, problem analysis and critical thinking skills.
- Managing & prioritizing a high volume of work in a fast paced environment.
- Lean Principles - Value Stream Mapping.
- Six-Sigma Tools & Techniques

Responsibilities

- This is a hands-on position requiring thorough knowledge of manufacturing operations, quality improvement systems, and process improvement tools.
- Directing and maintaining the plant's quality management systems.
- Conducting quality audits, including root cause analysis, troubleshooting, and corrective actions.
- Leading quality improvement projects and initiatives, using various process improvement tools such as Lean Manufacturing and Six Sigma.
- Using statistical methods and techniques to evaluate and track quality, identify areas for improvement, and monitor results.
- Ensuring new product introductions meet appropriate standards and that process controls and operator expertise are in place.
- Working closely with vendors to ensure incoming materials conform to quality standards and specifications.

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- Ensuring that finished products meet established quality standards and investigating and resolving customer quality concerns.
- Promoting an awareness of quality goals and processes throughout the operations and creating an environment committed to continuous quality improvement.
- Manage the quality programs and establish new initiatives, including Lean and Six Sigma.
- Relates to employees and is effective at coaching and influencing other employees.
- Responsible for maintaining and improving all quality management systems at our manufacturing facility.

---Corporate Quality Manager---

- Location: East (Complete relocation provided)
- Great benefits

Corporate Quality Manager qualifications:

- See above job description **PLUS** direct experience overseeing quality for MULTIPLE plants sites.

CONTACT: Amy Lynn Mayse

Technical Recruiter

"Specializing in Coatings, Printing Inks, and Adhesives/Sealants"

(330) 995-6485 [office]

(419) 215-5579 [cell]

email: amymayse@maysongroup.com

web: <http://www.maysongroup.com>

---Quality Engineer I---

Valco Companies, Inc., develops, manufactures, and markets a broad range of innovative products to the global poultry, swine, and horticultural industries as part of our commitment to improving the efficiency of food production worldwide. In addition, our Vallorbs Jewel Company Swiss screw machine division is a well-respected supplier of precision turned components to customers in a variety of industries. With roots dating back to the 1930's and headquartered in beautiful Lancaster County, Pennsylvania, Valco has a career opportunity for an experienced and motivated Quality Engineer.

As a member of our Quality Team, the Quality Engineer will assist in the development and implementation of a quality management system for Valco's Bird-in-Hand and

New Holland facilities. The successful candidate will combine proven technical capability along with an ability to accomplish objectives through influence across the organization.

Position Requirements:

Minimum of 2 year Associates degree.

- Minimum 10 years overall professional experience.
- Progressive experience and responsibility with quality management systems, especially ISO 9001:2000.
- Must possess strong organizational and communications skills.
- Must possess experience as lead instructor and facilitator during quality related training events.
- Must be able to work with cross functional departments within the organization to facilitate good problem-solving activities and the development and implementation of effective corrective and preventive actions.
- Must be able to work in a hands-on technical role to compensate for employee absences and vacancies.
- Experience with APQP, PPAP, FEMA, MSA and SPC methodologies a plus.

Valco offers a rewarding work environment, small company feel, and a competitive total compensation package.

Please submit your resume to nfry@valcompanies.com

*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:

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

--Visit 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 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**

From Quality Press

*Do It Right the Second Time, Second Edition:
Benchmarking Best Practices in the Quality Change
Process*

Peter Merrill

Failure of a quality initiative, either in part or in whole, can happen within any organization. What differentiates successful organizations is that they learn from their failures. Author Peter Merrill takes you through the activities—from vision to final realization—that lead to lasting change. More important, he stresses the balance between process improvement and people improvement. Throughout the book are checklists, tables, questionnaires, and other helpful tools to support your quality implementation. In addition, Merrill supplies examples showing you what went wrong with other organizations and the successful corrections they made. Merrill captures many of the developments of the intervening years since the first edition, particularly Six Sigma and lean. Three completely new chapters on ISO 9000 will draw the reader into systems thinking and encourage the use of measurement to drive improvement. This book embraces the essentials of quality management and presents them in a simple format.

**ASQ Harrisburg Section 503
MAY DINNER MEETING**

When: Wednesday, May 13, 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: 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: Quality Management Systems and Their Deployment in America:
Recipes for Success... or Disaster?**

Each of us believes that quality management (QM) standards and the systems they beget should be a natural, logical method to drive organizations to find their recipes for success. And that the QMS processes have the highest probability of doing the right things right the first time and at the right time. How then do we account for the wide divergence in the success which organizations have in developing and deploying QMS in this country? This month's presentation will take a fresh look at some research co-sponsored by ASQC in the early 1990s that may help explain some of the mystery. It will also point out the futility of one of the most common aspects of QM standards and systems.

"You can learn a great deal about successful QMS deployment from baking cookies and watching children play with Legos."

Who: Fred Hammond

Harrisburg section member Fred Hammond is the Quality Assurance Manager of VALCO in New Holland PA. A Senior member of ASQ, he holds certifications as a Quality Manager, Quality Engineer and Quality Auditor. He is a several times past Chair and Treasurer of the Section and Fred currently serves as Program Chair. Fred is also the Examining Chair of the Quality Management Division.

Fred Hammond, Program Chair

Please register with one of the following by 4 PM Friday, May 8th:

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
 Visit our Website @ www.dbsqualitymgmt.com

2009 Spring Training Programs

Dates	Course Description	Cost/Person
<p>1 Session: June 4 & 5</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 & ISO 9001-2008 Certificates</p> <p>Day 2 – Applying the Standard & Auditing Techniques</p> <p>Audit mechanics:</p> <ul style="list-style-type: none"> 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>\$525</p> <p>NOTE: Cost for those who want to attend only the first day of training: \$325</p>
<p>Take Home Review and Examination Package</p>	<p>ISO 9001-2008 Changes - 2 Hour Program-Certificate Awarded After 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.</p> <p>Prerequisite: Understanding of ISO 9001-2000</p>	<p>\$75</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

Special Certification and Training Offer From ASQ

If you are looking to get Six Sigma certified, there is a special limited-time offer for ASQ members that you can't refuse! Prepare for your Six Sigma Black Belt or Green Belt certification exam with any of these Lean Six Sigma online courses:

- Lean Six Sigma Black Belt
- Lean Six Sigma Black Belt – Minitab Supported
- Lean Six Sigma Green Belt

And the ASQ certification exam will be included in the bundle! Place your order by May 29, 2009 and you'll have until December 2009 to take the certification exam. You can **save up to \$230** on our Black Belt courses and **up to \$185** on our Green Belt courses.

Take advantage of this special package today!
 To register, call **800-248-1946** and provide priority code **CTJDF09**.

Orders must be received before May 29, 2009. You have until December 2009 to take the certification exam. Offer not available in combination with other offers. Offer not applicable on previous purchases. Offer only applies to the courses listed on the ASQ Web site.

ASQ HARRISBURG 2008-09 MEETING SCHEDULE

DATE	SPEAKER	TOPIC	LOCATION
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
3/11/2009	Fred Hammond	Election of Officers ASQ Membership Levels & Certification	York
4/8/2009	Tom England	Empowering employees with Six Sigma	Harrisburg
5/13/2009	Fred Hammond	QMS': Recipes for Success.. Or Failure?	Lancaster

NOTE: No meeting currently planned for June.