



Quality Currents

Newsletter of Harrisburg Section 503

Serving the Quality Profession Since 1953

May 2010

Executive Committee 2009-2010

CHAIR:

Greg Gurican, RN, MS, MBA

Manager – Nursing Quality Management & Innovation
WELLSPAN HEALTH – York Hospital
1001 South George Street
York, PA. 17405
Ph: 717-851-2133
Fax: 717-851-2089
ggurican@wellspan.org

CHAIR ELECT:

OPEN

TREASURER:

Jim Pasquali
Region 5 DRD
6312 Auburn Dr.
Mechanicsburg, PA. 17050-1982
Ph: 717-691-0225
Cell: 717-460-5870
Pasquality@att.net

SECRETARY:

John Reibson
Quality Assurance Specialist
Penn State College of Medicine
Hershey, PA. 17033
Ph: 717-531-4498
Fax: 717-531-4464
jreibson@psu.edu

ASQ Web Site: www.asq.org

Harrisburg Section Home Page:

www.asq-harrisburg.org

Section Officers can be e-mailed

Chair's Message:

Dear Friends and Members,

It is hard to believe that this Operating Year is quickly coming to a close. And while the Executive Committee was planning on conducting a joint professional meeting with PMP in June, that had to be postponed until the Fall at the start of our new fiscal year.

At our last meeting, with a very nice turnout of 30 members and guest, we heard from Michelle Mason, CAE, Managing Director ASQ as she discussed the results of an ASQ Futures study and garnered many insightful questions and comments from those in attendance. Handouts were mailed to all who attended this important meeting. Extras will be available for pick-up at the next scheduled meeting, see below, for those of you who missed it – on a first come, first served basis.

Many members (not everyone) also were very pleased by the change in meal selection to Salmon vs. the usual chicken or beef entrees served previously; of note, we will always continue to offer on request a Vegetarian substitute at future meetings—something we have not typically done in the past.

At our regular dinner meeting in May—our last of the fiscal year—I am looking forward to hearing more words of wisdom from our Senior ASQ Section member Andy Rogish, from BAE systems where he is a Lean 6-Sigma Specialist, and certified 6-Sigma Blackbelt. (See the detailed meeting announcement later in this Newsletter.)

Please also come out to honor and bid farewell to Jim Pasquali (a.k.a., Pasquality) our current Section Treasurer and Arrangements Chair as well as the Past Chair of the Section several times and Assistant Regional Director of ASQ Region 5; this will be Jim's last meeting as he retires from ASQ after 25 years as a member.

COMMITTEES

Certification	Michael Green	717-697-4188	Membership	Michael Vovakes	miovakes@aol.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	717-697-4188
Placement	Brian Krady	717-290-8000	Webmaster	Steve Cronkrite	717-852-1806
Education	John Sharp	717-986-7692			

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Last reminder: a volunteer is needed to be the Arrangements Chair for FY-11 from July 2010 through June 2011. This position serves to set-up the meeting venue and contracts as well as plans the menu for our 9-10 general membership and quarterly Executive team dinner meetings during the year.

Thank you.

Greg Gurican, Chair ASQ Section 503

Local, Harrisburg Section 503 News/Info:

- **SECTION MEMBERS ATTAIN ASQ CERTIFICATION**

The following Section 503 members have passed ASQ Certification Exams—held in March

Certified Quality Technician

- Nancy Elliott
- Peter Muller
- Andrew Richart

Certified Six Sigma Black Belt

- Dewey Butts
- Mary Jane Riehl
- David Schott

Manager of Quality/Organizational Excellence

- Matthew Bussom

We commend these folks for their hard work and effort and congratulate them for their success in passing their exams.



- **SECTION 503 PARTNERS WITH MEMBERS 1ST**

The American Society of Quality has partnered with Members 1st Federal Credit Union in order to offer you the ability to join to the credit union and take advantage of the many benefits of belonging to a credit union.

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If you have any questions, feel free to stop into any branch or call (800) 283-2328 or (717) 697-1161. Be sure to check out our website at www.members1st.org for current rates, branch hours, and more!

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

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.

ASQ News/Info:

• **Special Pricing on Select ASQ Self-paced (Web-based) Training!**

Are you looking for a convenient and cost-effective way to get the quality training you need? ASQ Self-paced (Web-based) training gives you the knowledge you need to position yourself and your organization ahead of the competition. These tools are a perfect way to help you:

- Maximize product quality
- Improve operational processes
- Increase customer satisfaction

Many of these courses can also help you prepare for your ASQ certification exam. Take advantage of these products and maximize your return on investment!

SPECIAL OFFER! REGISTER BY JUNE 30, 2010!*

To order, call ASQ at **800-248-1946** and provide priority code **MNJHG10**. This discount is only valid through **June 30, 2010**.

• **ONE GOOD IDEA**

Under One Roof

by **Ronald L. Sedlock**

Quality function deployment (QFD) is a great tool for designing a business based on the voice of the customer. Many quality tools are multifaceted. Here is how QFD and its house of quality can be used to better schedule and scope audits.

One of the guiding principles of quality is cross functionality. This principle is embedded in many current quality management standards. For instance, ANSI/ISO/ASQ Q9001-2000 says the following:

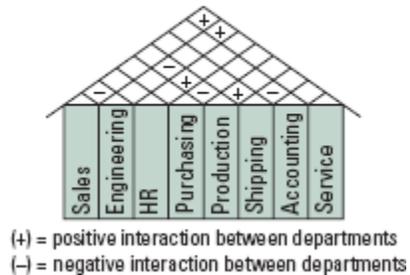
“The application of a system of processes within an organization, together with the identification and interactions of these processes, and their management, can be referred to as the ‘process approach.’

“An advantage of the process approach is the ongoing control that it provides over the linkage between the individual processes within the system of processes, as well as over their combination and interaction.”

How do you audit interaction? In Figure 1’s example, the columns are the general departments at most companies (or

they could be specific processes). The roof becomes all the interactions between any two departments.

FIGURE 1 Example of Interactions Under One Roof

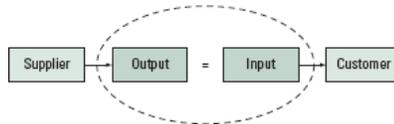


There are eight departments in this example, making the number of two-way interactions 28 (8C2). With eight departments, the roof would be made up of 28 interactions. Is it necessary to audit all 28 interactions? Probably not. You can always do a Pareto chart and audit the six vital few interactions. Which six? Probably by consensus we can agree on four or five interactions of the six vital few.

Not only do we have four bad (-) interactions, we also have four good (+) ones. You can audit for objective evidence of the bad interactions to begin a process of determining root cause and implementing effective corrective action. We can audit the positive interactions to collect “what we do well” information (the appreciative inquiry method).

For example, you can audit the bad interaction between the engineering and production departments to objectively shed light on the problem. You can audit how the engineering department produces and delivers standards to the production department. You can audit the production department on how useful it finds the engineering department’s standards. A revealing exercise is to see if the supplier output is equal to the customer input, as illustrated in Figure 2.

FIGURE 2 Supplier Output, Customer Input



As a positive example, you can audit the interaction between the HR and production departments to identify something you want to continue and perhaps replicate. You can audit HR on how it hires production workers. Perhaps you would find that HR goes to observe the actual work environment. You can audit how the production department’s new hires perform. Perhaps you would discover that HR receives feedback one month later on how a new hire is working out. Auditing interactions would require you to expand the scope of audits to include more than one department or process. Auditing several departments or processes might sound impossible with time and budget constraints. But remember, scope down audits of suppliers to a specific commodity in the

main process you are auditing. If nothing else, make sure all your audits cover at least two departments or two processes. You must begin auditing the way the business actually operates—a system of processes, including interactions.

Another use of the roof is to determine how to build cross functional teams, perhaps to tackle a Six Sigma project. If you know there is a weak relationship between two functions, why not put representatives from these areas on the same team with a single purpose? I have seen a weak relationship become strong through a team building process. Moreover, this strong team relationship might have a spillover effect on day-to-day business operations.

Whether forming cross functional teams or auditing process interactions, you will provide value added information for management review of the effectiveness of the quality system. Using the house of quality for cross functionality and interactions makes sense.

After all, aren't your departments and processes under one roof?

RONALD L. SEDLOCK is the principal consultant and trainer at the quality Catalyst in Melrose, FL. He earned a bachelor's degree in science from Cleveland State University. Sedlock is a senior member of ASQ and past chair of ASQ sections 1313 in Boulder, CO and of 1506 Jacksonville-Northeastern Florida.

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Fax: 414-272-1734
Mail: ASQ
600 N. Plankinton Ave.
Milwaukee, WI, 53203, USA

DINNER MEETING RESERVATION ETIQUETTE

Please, if you make a reservation to attend one of our dinner meetings and find later that you are unable to attend, kindly let us know at least 24 hours in advance—**preferably 48 hours**. If you make a reservation and fail to show up, the section has to pay for your meal. If you find you cannot attend, please be considerate, call one of the reservationists and have your name removed from the list. Thanks in for your cooperation.

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

When: Wednesday, May 12, 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: Eden Resort Inn, 222 Eden Road, Lancaster, PA 17601
PH: (717) 569-6444**

BUFFET: Menu— Tossed garden salad, pasta and potato salad. Entrees include Chicken Marsala and Tortellini Primavera, including chef's potato & vegetable, fresh bread / rolls, and assorted desserts. (Vegetarian plate available upon request).

Directions From York: Take Route 30 East to Lancaster. Take the Lititz/Oregon Pike Exit off of 30 East. Go to the second traffic light and make a left onto 272 North (Oregon Pike). Go to the first traffic light and make a right onto Eden Road. The Best Western Eden Resort is on your right.

From Harrisburg: Take Route 283 East. Follow to the junction with Route 30 East. Follow Route 30 East to the Lititz/Oregon Pike Exit. At the first red light go straight. At the second red light turn left onto 272 North (Oregon Pike). At the first traffic light make a right onto Eden Road. The Best Western Eden Resort will be on your right.

From other locations: <http://www.edenresort.com/directions.cfm>

Cost: \$20.00 (Non-Members: \$25.00)

What: From Aircraft to Azaleas – Lean Lessons Learned

Andy will describe how quality, Lean, and Six Sigma tools can be leveraged to improve processes in any business from aircraft and combat vehicles to flower growing. Building your co-workers problem solving capabilities not only helps the business but can enhance your own career.

Who: Andy Rogish - Lean Sigma Specialist – BAE Systems

A Section member, Andy joined Lockheed Martin in 1988 as an Avionics Technician and later as a Senior Planner where he was exposed to Lean Six Sigma through Green Belt training. In 2002, he transitioned to the Quality Systems Manager position with Yoder Brothers, an ornamental horticulture company, where process improvement required a different application of the same process improvement tools. In 2008 Andy joined BAE Systems, US Combat Systems, as a Lean Sigma Specialist where he is assisting in the deployment of Lean Sigma across the line of business. He is a senior member of ASQ, an ASQ Certified Six Sigma Black Belt, and is currently working on Master Black Belt certification.

Fred Hammond, Program Chair

Please register with one of the following by 4 PM Friday, May 7th:

NOTE: If you must cancel your reservation kindly do so before 4 PM Monday May 10th. Thanks!

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

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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 Day 1 – ISO 9001:2000/2008 Training <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 Attendees will receive ISO 9001-2000 & 2008 Certificates Day 2 – Applying the Standard & Auditing Techniques 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 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 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>2 Sessions: March 26 May 7</p>	<p>1 Day AS-9100 Revision “C” 2009 Aerospace Standard 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 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, Kulpville, 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	Michelle Mason	The Future of Quality	Harrisburg
May 12, 2010	Andy Rogish	Lean - Lessons Learned	Lancaster
June 9, 2010	No Meeting		