



# Quality Currents

Newsletter of Harrisburg Section 503

*Serving the Quality Profession Since 1953*

May 2011

## Executive Committee -- 2010-2011

### CHAIR:

**Greg Gurican, RN, MS, MBA**

Manager – Nursing Quality Management & Innovation  
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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:

Dear Friends and Members,

The April 13, 2011 meeting was very well attended and was an interactive session moderated by Michelle Mason, ASQ Managing Director who kept the audience engaged with excellent questions – the response to which she will bring back to ASQ headquarters to help address the future of the quality profession: 1) Globalization, 2) Social Responsibility, 3) New Dimensions of Quality, 4) Aging Population, 5) Healthcare, 6) Environmental, and 7) 21<sup>st</sup> Century Technology.

Our next meeting on **May 11<sup>th</sup>** will be on the topic of the TMI-1 Steam Generator move, and all the logistics and pre-planning involved surely will be one that you do not want to miss! Please see full details in the meeting announcement later in this newsletter.

In the June Newsletter, I expect to report back to you on the activities which were held at the ASQ World Conference in May. I will be representing the Section along with your Program's Chair Fred Hammond at the Member-Leader events on the weekend preceding the conference in Pittsburgh. And I will summarize the sessions I expect to attend in both the embedded Health Care track other parts of the Symposium. At the conference the Section will be receiving the award for Total Quality, which I will be proud to bring back!

In June, please look for **two surveys in your E-mail** – the first will be to obtain your thoughts and ideas regarding a summer Social Networking meeting/event; and the second, will be to obtain your feedback on plant tours with respect to travel distance; so, please reply to these important surveys and let the Executive Team know your preferences and interests.

## COMMITTEES

<b>Certification</b>	Michael Green	717-697-4188	<b>Membership</b>	Michael Vovakes Mara Pagano	<a href="mailto:mrvovakes@aol.com">mrvovakes@aol.com</a> <a href="mailto:maralpagano@gmail.com">maralpagano@gmail.com</a>
<b>Newsletter Arrangements Program</b>	Dave Fisher Open Fred Hammond William Gordon	717-986-5501 717-330-9701 717-938-1923	<b>Chief Proctor Auditing Examining</b>	Susan Backs Craig Mosher Michael Green	717-378-6266 717-986-3540 717-697-4188
<b>Placement Education</b>	Brian Krady John Sharp	717-290-8000 717-986-7692	<b>Webmaster</b>	Steve Cronkrite	717-852-1806

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As always, please consider bringing a colleague, friend or guest to our next meeting as Quality comes first and foremost in everyone's life – it drives Safety and Economic success to the top. So let's strive to get as many folks involved as possible.

Thank you.

**Greg Gurican, Chair 2009-2011**  
**ASQ Section 503**

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

\*\*\*\*\***FINAL REMINDER**\*\*\*\*\*

#### World Conference on Quality & Improvement

This year's World Conference will be held in Pittsburgh PA at the David L. Lawrence Convention Center May 16 through May 18. For more information on this year's focus and a schedule of events, follow this link: <http://wcqi.asq.org>

With this year's event being held in PA, why not take advantage of this great opportunity to:

- Learn new and classic quality tools, methodologies, and techniques.
- Network with more than 2,000 attendees and exhibitors.
- Benchmark best practices with the International Team Excellence Award Process.

#### **What is the World Conference on Quality and Improvement and why should I attend?**

It is simply the place to be if you need to improve efficiency in your company or implement any quality tool or cost-savings. The World Conference offers:

- More than [100 sessions](#), including those from the other four concurrently held conferences.
- Real-life examples of quality improvement through the [team competition](#).
- [ASQ certification](#) exams on-site.
- Renowned [keynote speakers](#) like Thad Allen, appointed by President Barack Obama to serve as the National Incident Commander for the unified response to the Deepwater Horizon oil spill and 23rd commandant of the U.S. Coast Guard.

#### **Justify the World Conference to your boss.**

Travel and training budgets have been reduced over the past few years while many companies experienced financial problems. Although financial problems are receding for some, travel and training budgets are slow to come back. Conferences are especially difficult to justify because there are travel and conference costs in addition to time away

from work. Here are talking points to get you to the 2011 World Conference:

- **Bring the World Conference to the office.** Again this year, your registration gives you access to recordings of the conference's more than 100 sessions. This will provide training for the entire office for months to come.
- **Network.** Rub elbows with individuals who have implemented cost savings and quality improvement in their organization. Talk to them. Learn from them.
- **Learn from the team competition.** See real-life examples of quality tools at work.
- **Implement.** After the conference implement one quality tool you learned. Document the savings and you will never have an issue proving the worth of the World Conference again.
- **DIY.** Learn the quality tools necessary to fix your problems in-house and eliminate consultant fees.



#### **Dear ASQ members:**

Aligning Forces for Quality--south central Pennsylvania (AF4Q) is a community grant funded by the Robert Wood Johnson Foundation. My role as Planned Care Coordinator includes coordinating the efforts of industry PI professionals in coaching physician practices on how to apply continuous improvement techniques. The first Planned Care Collaborative (PCC) began in April 2010, with the goal of engaging local physician practices in improving healthcare by addressing key performance measures for the management of patients with chronic illnesses, such as diabetes. We have seen impressive gains in diabetes care in our community through the efforts of practices participating in the PCC, and we are excited to launch the second cohort of the PCC in Spring of 2011. The purpose of my letter is to request your assistance in recruiting volunteer PI specialists to serve as continuous improvement coaches for our next PCC.

Healthcare is in the midst of significant change, driven by the aging population, rising costs, and healthcare reform. The AF4Q Planned Care Collaborative employs continuous improvement as a catalyst for making and sustaining improvements in healthcare quality and efficiency. Volunteer PI coaches from industry provide a unique perspective to the physician practices, in an enthusiastic healthcare arena that is hungry for process improvement. The ultimate goal and most significant benefit of this initiative is improved healthcare for the citizens of south central Pennsylvania.

In May 2011 a new group of practices from York and Adams County will be joining the PCC, and there is a need for

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additional volunteer coaches. If you know of any PI professionals who are experienced in applying continuous improvement techniques and are willing to volunteer their time, I would be grateful for the opportunity to speak with them. It is a great way to expand your industry's continuous improvement workforce as well as making a difference in our community's healthcare.

Please feel free to contact me for further information:

**Rush Gross, BSIT**, Planned Care Coordinator  
email: [rgross3@wellspan.org](mailto:rgross3@wellspan.org)  
Tel. 717-965-1160

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Pennsylvania  
[www.Aligning4HealthPA.org](http://www.Aligning4HealthPA.org)

• **Job Postings**

FROM: North Central PA Section of the American Society  
for Quality

Quality Professionals,

I am once again recruiting for a quality professional to potentially fill a position(s) as a Quality Manager for a manufacturing client located in State College.

A brief description of the job requirements are as follows:

Quality Manager:

This position requires a motivated professional who will develop, review, and implement Quality Management System (QMS) policies, procedures, plans, and work instructions to ensure that the QMS supports and enables the successful achievement of company goals and objectives. Additionally, duties include maintaining

compliance of QMS documentation with the ISO9001:2000 International Standards, the ISO13485 Standard for Medical Devices, statutory, regulatory, and contractual requirements as well as scheduling, planning, execution, and documentation pertaining to audits of QMS and regulatory compliance. Applicants should possess 3 - 5 years of quality engineering or management experience and have a least a Bachelor's degree in a technical or scientific discipline, with a BS in Electrical or Mechanical Engineering preferred. CQE or CQM status is also desirable. To apply, please email a resume to:

66797-CS-3460@pinnacle-hr.hrmdirect.com>

Karla Sexton  
Pinnacle Consulting LLC  
454 Pine Street, Ste. 2A  
Williamsport, PA 17701  
(570) 321-9505  
[karla@pinnacle-hr.com](mailto:karla@pinnacle-hr.com)<<mailto:karla@pinnacle-hr.com>>

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FROM: Phoenix Contact:

CORPORATE QUALITY SUPPORT  
IMS QUALITY ENGINEER & LEAD AUDITOR

**REPORTS TO:** MANAGER QA, SAFETY, &  
ENVIRONMENTAL COMPLIANCE

**RESPONSIBILITIES include:** Maintaining a full understanding of ISO 9001, ISO14001, and OHSAS 18001-- Coordination of improvement initiatives within the IMS (Integrated Management System) system with both the Phoenix Contact Harrisburg and Corporate Quality in Blomberg -- Planning and conduct of Internal Audits to meet ISO requirements. Provide IMS / Quality Training to assigned associates as needed coordinate the auditing and monitoring of the Environmental Health and Safety (EHS) processes, coordinate resolution of related EHS issues, and coordination / implementation of OSHA Requirements throughout the organization. Facilitate all formal audits for Phoenix Contact USA (ISO registrars, ATEX, customer, or customers' representatives). Work with strategic purchasing to maintain audit management program for strategic suppliers. Follow-up and support the timely closure for both internal and external auditor(s) observations and findings. Assist in Root cause and 8D corrective action activities. Assist the IMS Management Representative when requested. Coordinate all documentation for the management review meetings Oversee and report on the IMS corrective action & continuous improvement activities.

**QUALIFICATION REQUIREMENTS include:** Bachelor's Degree and at least 6-8 years of Quality Assurance experience, including one or more certifications by American Society for Quality (ASQ) in the following disciplines: Quality Auditor, Quality Engineer, Lean Six Sigma Black Belt or Quality Management and Quality auditing experience. An in-depth understanding of ISO 9001, ISO14001, and OHSAS 18001. Experience in an electronic manufacturing environment is preferred. Knowledge in the use and training on MSDS. Proficiency in MS Office Excel, Word and Power Point along with good verbal, written communication and computer skills. Demonstrate proficiency in technical writing skills used to develop effective procedures and a quality manual in a consistent manner. Demonstrate proficiency in multilevel planning skills related to organizing and facilitating new programs through teambuilding and teamwork. Demonstrate skills for planning, preparation and presentation of training modules. Meet IMS short and long term objectives and schedules defined in activities such as: external and internal audits, action due dates and special projects.

The salary range based on experience and qualifications will be low 50's to high 60's.

If interested please contact Peter Muller:

Peter Muller  
Quality Assurance Manager  
Phoenix Contact  
586 Fulling Mill RD. Middletown, PA 17057  
Fax 717-948-3460  
[pmuller@phoenixcon.com](mailto:pmuller@phoenixcon.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](http://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:**

• **Adding More New Voices**

In an effort to raise the voice of quality, ASQ is asking another random group of 20,000 ASQ Fellow, Senior and Full members to take part in the *Adding New Voices* Program before May 31, 2011. Someone you know can become an ASQ member for six months, and it won't cost them anything! More than 3,000 ASQ members have already participated in *Adding News Voices*, helping us to add nearly 3,000 new members. If you are selected, don't miss out on your chance to say thank you to someone in the world of quality and to add a new voice to ASQ's network of quality champions.

• **Get More Out of Your ASQ Membership**

This month's gift is a comprehensive collection of environmental management resources that will help you understand environmental standards as well as provide answers and tools to help you find the solutions to any environmental challenges your organization may have, including:

- An overview of the requirements of the Environmental Management Systems (EMS) and Occupational Health & Safety (OHSMS) management system standards.
- A detailed document that addresses some of the most frequently asked questions surrounding the U.S. ISO 14000.
- A clear explanation of each requirement imposed by ISO 14001:2004 and describes how it compares to the comparable requirement in the original standard.
- Audit checklists and tools for quick and easy ISO 14001 implementation.
- Bonus webcast: An overview of green and its impact on business.

You have access to this bundle through May 31, 2011.

(<http://links.mkt3019.com/ctt?kn=1&ms=MTAzNzA1MgS2&r=MTI2MjI0NDc1NgS2&>)

We hope that you enjoy our gesture of gratitude for your membership. Thank you for your commitment to quality and for continuing to raise the voice of quality.

• **Quality Tools**

**Spaghetti Diagram**

By Ron Bialek, Grace L. Duffy, and John W. Moran

A spaghetti diagram is a visual representation using a continuous flow line tracing the path of an item or activity through a process. The continuous flow line enables process teams to identify redundancies in the work flow and opportunities to expedite process flow.

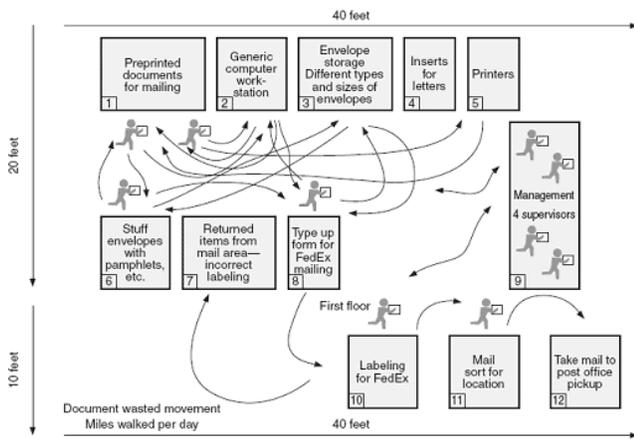
The diagram in the figure below reflects a study done by a health department administrative office. The intent of the study

was to identify ways to shorten the walking time from one activity to another for frequently performed tasks.

Another benefit of the visual drawing is to highlight major intersection points within the room. Areas where many walk paths overlap are causes of delay. Waiting is one of the [eight wastes of lean](#), as is unnecessary motion.

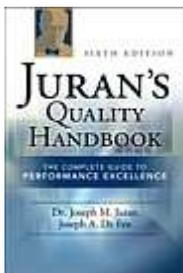
Collaboration of the staff most affected by the current workplace design was a secondary benefit of creating the spaghetti diagram. The health department quality improvement coordinator facilitated a brainstorming session to identify areas of congestion and wasted movement among the office personnel. Focusing on a common goal brought the team closer together while highlighting the purpose for placement of some work areas.

**Spaghetti Diagram Example:  
Health Department Administrative Office Flow**



Excerpted from Ron Bialek, Grace L. Duffy, and John W. Moran, [The Public Health Quality Improvement Handbook](#) (Milwaukee, WI: ASQ Quality Press, 2009), page 220.

• **Book Review**



**Juran's Quality Handbook, Sixth Edition: The Complete Guide to Performance Excellence**  
*Joseph A. De Feo and J.M. Juran*

**Item:** P1397  
**Member Price:** \$99.00  
**List Price:** \$150.00

For more than 50 years, Juran's Quality Handbook has been the one essential reference in quality management and engineering--the ultimate authoritative source of answers on universal applications, procedures, techniques, and strategies for attaining superior and sustainable business

results through quality. The Sixth Edition—a major revision and the first new edition of the Handbook in 10 years—forges a new standard in tools for quality. Bringing leaders, managers and engineers the most up-to-date methods, research, and theory, under the guidance of a team of the world's top experts, this definitive resource explains how to plan for quality, achieve quality control, and ensure quality results.

Juran's Quality Handbook, Sixth Edition features:

- Completely reorganized content reflecting today's quality management landscape
- In-depth coverage of performance excellence and Six Sigma quality techniques
- Details on managing quality in a "lean world"
- Instructions on implementing the Pareto Principle to focus on important business needs
- Quality management methods for information-based companies
- Discussion on managing the local and global supply chain
- Coverage of quality and the environment: designing for sustainability and societal needs
- Comprehensive coverage of quality management: fundamentals of managing for quality; the managerial role in attaining quality; implementing and deploying quality; the managerial tools; the statistical tools; the roadmap to attain quality leadership.

This book presents an introduction to, and overview of, the world of medical device regulation by the U.S. Food and Drug Administration, and the relationship of this regulatory scheme to the design and development of medical devices. In providing this information, it covers the broad range of requirements, which are presented within eight major topics: background and regulatory environment, device design control, nonclinical testing, clinical testing, marketing applications, post-market requirements, quality systems/GMPs, and compliance/enforcement. To further aid learning, there are problems and projects at the end of each chapter. This latest edition—a major revision and the first new edition of the handbook in 10 years—forges a new standard in tools for quality. Bringing leaders, managers, and engineers the most up-to-date methods, research, and theory, under the guidance of a team of the world's top experts, this definitive resource explains how to plan for quality, achieve quality control, and ensure quality results.

• **Help During Times of Transition**

Unemployed Full, Senior, and Fellow members can apply to receive a discount on their membership dues based on consecutive years of membership. Participation in the unemployment program is limited to two years during the lifetime of their membership.

Full, Senior, and Fellow members with more than 10 consecutive years of membership are eligible for a discount on dues when they fully retire.

*Continued next page-----*

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Learn about unemployment benefits.

<<http://links.mkt3019.com/ctt?kn=13&ms=ODcwMzI0S0&r=NjIwMDMz>

Learn about retirement options.

<<http://links.mkt3019.com/ctt?kn=21&ms=ODcwMzI0S0&r=NjIwMDMz>

### • **To Update Your E-mail Address at ASQ:**

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

### DINNER RESERVATIONS

Please remember that your local Section 503 of ASQ is a non-profit organization. If you do make dinner reservations and cannot show due to some emergency we understand. **But if a non-emergent situation arises that causes your non-attendance after making a reservation, the Executive Committee kindly requests that you send a check for the meeting fees to the Section Treasurer at your earliest opportunity.** Thank you for your understanding of and compliance with this policy.

### DINNER MEETING 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 48 hours in advance for non-emergent cancellations.** If you make a reservation and simply fail to attend, the Section will be required to pay for the meal + tax + gratuity, if our commitment has not been met. Thanks in advance for your help and cooperation in preventing an avoidable expense being incurred by the Section. If you do have an emergency, please just let us know anytime before the meeting, we understand such events can happen to anyone at anytime.

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**\*\*\*\*\* Trivia Corner \*\*\*\*\***

This month's trivia question (answer on the last page):  
Who invented the Johnny Mop, the disposable toilet bowl cleaner on a stick?  
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## **ASQ Harrisburg Section 503 May 2011 DINNER MEETING**

**When: Wednesday, May 11, 2011**

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 Holiday Inn – East, 4751 Lindle Road, Harrisburg, PA 17111  
(717)-939-7841 see directions on next page**

**Menu: Italian buffet-** Caesar Salad • Tomato, Mozzarella, and Basil Salad • Antipasto Tray • Sliced Fresh Fruit Display, Pasta with Marinara, Alfredo, and Pappalardo (Pink Sauce with Ham, Peppers, Mushrooms) Sauces, Chicken Parmesan • Lasagna with Meat Sauce • Pesto Mashed Potato • Green Beans Amandine, Italian Bread and Rolls • Assorted deserts and coffee

**Cost: Pre-Registered: \$20.00/Section Member, \$25.00/Guest  
At-the-door: \$25.00/Section Member, \$30.00/Guest**

**What: Moving the TMI generators – A Study in Pre-Planning!**

This month's presentation will summarize the planning, engineering and construction that went into successfully (on schedule with minimal public impact) moving AREVA's two new steam generators from France to Three Mile Island (TMI) near Harrisburg, PA. AREVA's project mission was to design, manufacture, assemble and deliver two enhanced once-through steam generators (OTSGs) to TMI. Baker began work in January 2008 providing Engineering (Route Selection, Structural and Roadway), Permitting, Environmental, Utility, Traffic, and Construction Management services for the move that concluded in September 2009. The land portion of the transport of the two replacement steam generators occurred over approximately 70 miles of public roads from Port Deposit, Maryland to TMI. The two steam generator loads were transported on self-propelled modular transporters (SPMT) with each load being approximately 150' long x 20' wide x 24' high and weighing approximately 811 tons. They were the largest recorded loads moved across PA.

**Who: Kevin V. Gorman, P.E., CCM - Michael Baker Jr Company**

Kevin Gorman is a Project Manager with Michael Baker Jr., Inc Construction Services Group in Harrisburg, PA. Kevin served as Baker's Construction Management lead for the TMI generator move from April 2008 through the completion in September 2009 (and on). Kevin is a graduate from Cornell University with a BS in Civil Engineering, as well as a licensed Professional Engineer in Pennsylvania and Virginia. Kevin has earned his Certified Construction Manager (CCM) certification through CMAA, the first Baker employee in PA to earn such designation. Kevin and his wife Kelly have a six-year-old son and a five-year-old daughter and live outside of Harrisburg, PA with their three legged Doberman and 8 lb Schipperke puppy "Lilly".

Fred Hammond – Program Co-Chair

**IMPORTANT:** To meet the hotel notification requirements and allow for preparation for our meetings, all reservations need to be received one-week in advance of every meeting, by the close of business on the Wednesday before the meeting date.

**Please register by Wednesday May 4, 2011:**

| Name         | E-mail                                                        | Fax          |
|--------------|---------------------------------------------------------------|--------------|
| Fred Hammond | <a href="mailto:fhammo@gmail.com">mailto:fhammo@gmail.com</a> | 717-381-3256 |

**Harrisburg Meeting Location/Directions:**

**Holiday Inn - Harrisburg**

4751 Lindle Road  
Harrisburg, PA 17111  
(717) 939-7841

**From York:**

Take I83 North to Route 283 South (follow signs for Harrisburg airport). Take Route 441 exit from Route 283, at the light, turn left and cross over Route 283. The entrance to the Holiday Inn will be on the right.

**From Lancaster:**

Take Route 283 West to Route 283 North (follow signs to Harrisburg). Take the Route 441 exit from Route 283 North. At the light turn right, the entrance to the Holiday Inn will be on the right.

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)

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**2011 Training Programs**

| Dates                                                         | Course Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Cost/Person                                                                                                            |
|---------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|
| <p><b>1 Session:</b><br/><b>October 13 &amp; 14, 2011</b></p> | <p><b>2 DAY ISO 9001:2000 Internal Auditor Training w/ 2008 Revision Review</b></p> <p><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><b>Attendees will receive ISO 9001-2000 &amp; 2008 Certificates</b></p> <p><b>Day 2 – Applying the Standard &amp; Auditing Techniques</b></p> <p><b>Audit mechanics:</b></p> <p>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>\$550</b></p> <p><b>NOTE:</b> Cost for those who want to attend <b>only the first day of training: \$350</b></p> |
| <p><b>Take Home Review and Self-Examination Package</b></p>   | <p><b>ISO 9001-2008 Changes -2 Hour Program- Certificate Issued Upon Completion</b></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. <b>Prerequisite: Understanding of ISO 9001-2000</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <p><b>\$75</b></p>                                                                                                     |
| <p><b>2 Sessions:</b><br/><b>May 13, June 17</b></p>          | <p><b>1 Day SAE AS-9100C</b></p> <p><b>AS9101D Supporting Audit Criteria</b></p> <p><b>Requirements for Aviation, Space and Defense Organizations Standard</b></p> <p>This course concentrates on the AS-9100 revision "C", aerospace supplements over and above the requirements of the ISO 9001-2008 Standard, the application of AS9101D Audit Criteria/Requirements, and implementation strategies for certification preparation. Includes: Key Changes in AS9100C, AS9104 Transition Rules, Application of AS9101D Audit Criteria; The OER (Objective Evidence Report), The PEAR (Process Evaluation Assessment Report), Risk Management Requirements, Project and Configuration Management.</p> <p><b>Prerequisite:</b> Understanding ISO 9001 - 2008 is <b>essential</b>.<br/>Understanding of AS9100 B is beneficial .</p>            | <p><b>\$350</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:** **Holiday Inn, 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**

**Upcoming Instructor-led (Web-based) Training**

If you don't have time to travel, you can experience the training from the comfort of your own home or office with [ASQ Instructor-led \(Web-based\) Training!](#) Register for these courses offered in May and June:

**May 2011**

- Applying Lean to Pharmaceutical Manufacturing**  
*May 24, 2011*

Lean works. It helps you reduce waste, shorten cycle time, and increase profits. This course will teach you how to apply lean principles to the process industry of pharmaceuticals.
- Process Validation for Medical Device**  
*May 25, 2011*

Attend and learn the principles and application of successful process validation. Whether you are new to process validation or want to refine and improve your existing program-you will benefit from this informative, practical seminar. You will learn how the current FDA regulations, interpretations and guidelines affect you and how to develop a validation program consistent with compliance and business success.
- Medical Device Export/Import**  
*May 26-31, 2011*

This two-day virtual course discusses and explains standards, regulations and guidance that medical device manufacturers in the US need to be aware of and comply with when exporting medical devices to the European Union (EU).

*Harrisburg Section 503 Newsletter, May 2011*

| <b>ASQ HARRISBURG 2010-2011 MEETING SCHEDULE</b> |                                       |                                                                                         |                   |
|--------------------------------------------------|---------------------------------------|-----------------------------------------------------------------------------------------|-------------------|
| <b>DATE</b>                                      | <b>SPEAKER</b>                        | <b>TOPIC</b>                                                                            | <b>LOCATION</b>   |
| September 8, 2010                                | Sally Haldeman                        | Plant Tour Armstrong Marietta                                                           | Lancaster         |
| October 13, 2010                                 | Dr Marijka Grey - WellSpan Gettysburg | The Current State of Primary Care & Vision for How to Reengineer the Healthcare Culture | York              |
| November 10, 2010                                | Rush Gross - WellSpan                 | Lean project warehousing operations                                                     | Harrisburg        |
| December 8, 2010                                 | Rene Massengale                       | Food Safety                                                                             | Lancaster         |
| January 12, 2011                                 | Dr Shawn Moyer, MD                    | A Quality Journey at Pinchot Family Medicine                                            | York              |
| February 9, 2011                                 | Michael True                          | Starting and Maintaining a Quality Internship Program                                   | Harrisburg        |
| March 9, 2011                                    | Dewey Butts                           | Leaning Out Six Sigma Problem Solving Process                                           | Lancaster         |
| April 13, 2011                                   | Michelle Mason - ASQ                  | An intro to ISO 26000 - Social Responsibility                                           | York              |
| <b>May 11, 2011</b>                              | <b>Michael Baker Jr</b>               | <b>Moving the TMI Generators - A Study in Pre-Planning!</b>                             | <b>Harrisburg</b> |
| <b>June 8, 2011</b>                              | <b>TBD</b>                            | <b>TBD</b>                                                                              | <b>Lancaster</b>  |

Answer to this month's trivia question: Dorothy Rodgers, wife of composer Richard Rodgers.