



Quality Currents

Newsletter of Harrisburg Section 503

Serving the Quality Profession Since 1953

November 2008

Executive Committee 2008-2009

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www.asq-harrisburg.org

Section Officers can be e-mailed

Chair's Message:

As November 4th approaches, many of you are no doubt watching the upcoming Presidential election process with intense interest. I will not venture into a discussion of the ramifications of this election, but simply want to remind you to take the time to vote for the candidate whose values most closely reflect your own.

We had a great turnout for the October meeting where we heard from Wayne Paupst of BES consulting (<http://www.besadvantage.com>). He covered many topics in his excellent presentation about LEAN including SIPOC diagrams, 5S, Kaizen DMAIC and Visual Factory. In his discussion, he spoke of his recent work helping to turn around an organization. Throughout the process, he stated that he didn't use the word LEAN because in many people's minds, LEAN is equated with layoffs or downsizing. Instead he used the term cost savings, efficiency, performance improvement or process improvement. His results were impressive as he described a dramatic increase in profit despite a substantial decrease in orders. After his presentation, many people stayed in the meeting room to speak to Wayne about their personal situations.

Our next meeting On Wednesday, November 12th promises to be an outstanding presentation from JR McGee, regarding how change agents can acquire the skills needed to successfully implement major changes within an organization despite the obstacles typically encountered in these situations.

Mr. McGee has a wealth of experience and a very diverse background which includes the development of High Performance Work Teams for fighter pilots, Special Forces, Intel and Counter-Terrorism operations. This experience has served him well in his company X-Stream Lean LLC (<http://www.xstreamlean.com/>), which provides Business Process Improvement training, Executive Coaching, Mentoring, and Organizational Development sessions for management teams. I am very excited about this meeting and look forward to "talking shop" with Mr. McGee. I also look forward to seeing you there.

John

COMMITTEES

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Local, Harrisburg Section 503 News:

- Harrisburg Section members involved in the 21st Quality Management Conference.

Three of our section members are playing an active role in the Quality Management Division. John Sharp is the QMD Vice Chair for Membership. Dave Little is Vice Chair of Face-to-Face Initiatives (in charge of conference from planning to execution) and Tom England is one of the Keynote Speakers at this year's conference.

Some details on the conference itself:

- Conference schedule: March 5-6, 2009 at the Hyatt Regency Irvine, Irvine CA.
- Pre-conference courses offered March 2-4—include refresher courses for CQM/OE, CQE, CQA, CQIA, CQPA & CQSE.
- Certification exams, March 7.

Registration is available online at <http://www.asq-qm.org/>

ASQ News:

- ASQ Quarterly Quality Tip

Failure Mode and Effects Analysis (FMEA) Tips & Tricks

By Ron Atkinson, ASQ past president

FMEA is a step-by-step approach for identifying all possible failures in a design, a manufacturing or assembly process, or a product or service. Keep in mind the following tips to make sure you and your organization succeed when applying FMEA.

- Give initial FMEA training on an object that is common to the students and not part of their work processes. That way they can concentrate on the concepts. Move on to actual work processes when the concepts are understood.
- The logical sequence is to do Design FMEA training followed by Process FMEA training. It is actually easier to grasp the concepts by doing the Process FMEA first and then transfer the concepts to the Design FMEA.
- Failure is the inability of the item or activity being studied to perform its intended function. This can happen even if the part or process does not 'break.'
- FMEA evaluates *potential* failures. An FMEA does not mean that the failure has occurred in the past or will occur in the future; it means that it *could* occur.
- The cause of the failure is often given as the potential failure mode. This creates a problem and results in confusion when identifying the cause. Example: People see a tire without air and state that the failure mode is a nail in the tire. The tire losing air pressure slowly is the potential failure mode and a nail in the tire is the cause.
- Better definition of the requirements of the design or process make the rest of the FMEA easier.

For more hot topics and resources on quality in manufacturing, visit the [ASQ Knowledge Center](#) .

These tips first appeared in the ASQ Automotive Division's Automotive Excellence summer 2008 newsletter.

ASQ Harrisburg Section 503

NOVEMBER DINNER MEETING

When: Wednesday, November 12, 2008

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:\$25.00

What: Change Management/Change Agent Survival Guide

Impossible demands from above, limited or no support from below, yet held directly responsible for the critical success of the organization! Sound familiar? Many in middle management positions find themselves in this situation and struggle with how to achieve their goals and objectives in the face of seemingly overwhelming obstacles. Quite often the most effective change agents in an organization are found in this role. Conversely, those most opposed to change are also found in the same positions. We will introduce and demonstrate a dynamic model that illustrates the reasons for resistance to change and explore the different techniques and tactics a successful change agent can utilize to not only survive, but achieve world-class performance for themselves and their organization! We will discuss how to use different skills to influence the most difficult people and gain support for your situation and your change initiatives that can be so critical to the success of any organization. These techniques will improve the performance of your team and increase your ROI for change initiatives and cultural integration.

Who: J R McGee

J. R. brings a wealth of experience as an Executive, Senior Program Manager, Engineer, and Trainer for over 30 years. He is a Certified Master Black Belt in Lean Six Sigma, and has been involved with training on a professional and personal level for his entire career. As a Program Manager at "Top Gun" ranges world-wide, J.R. specialized in the development of High Performance Work Teams with specific focus on training fighter pilots, training Special Forces, providing field engineering and training support to Intel and Counter-Terrorism operations. He is a dynamic speaker and has provided keynote addresses for audiences from 50 to well over 1000. He holds a Degree in Electronic Technology from TSU and a Degree in Business Management from the University of Maryland. He also completed the Strategic Studies Program at Carnegie Mellon Business Institute and the Strategic Leadership Program at the Goizueta Business School, Emory University. J.R. is currently the President and CEO of his own company, X-Stream Lean LLC, involved in providing Business Process Improvement training to organizations of every description and provides Executive Coaching, Mentoring, and Organizational Development sessions for management teams.

Fred Hammond – Program Chair

Please register with one of the following by Friday, November 7th:

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

2008 Fall Training Programs

Dates	Course Description	Cost/Person
<p>1 Session: November 13 & 14</p>	<p align="center">2 DAY ISO 9001:2000 INTERNAL AUDITOR COURSE</p> <p>Day 1 – ISO 9001:2000 Training</p> <ul style="list-style-type: none"> • Quality system principles and the process model • Examination/interpretation of ISO9001:2000 elements • Continual effectiveness improvement focus <p>Day 2 – Applying the Standard & Auditing Techniques</p> <ul style="list-style-type: none"> • Corrective action implementation, follow-up/closure • Quality system performance effectiveness evaluation • Skill development through individual/team workshops <ul style="list-style-type: none"> • Audit mechanics: <ul style="list-style-type: none"> -The documented quality system audit -Audit sampling & development of the audit checklist -Conducting the audit, investigation, and psychology -Audit management - development of the activity process based audit plan and schedule -Writing non-conformity statements and audit reports 	<p align="center">\$525</p> <p>NOTE: Cost for those who want to attend only the first day of training: \$325</p>
<p>1 Session: December 12</p>	<p align="center">1 Day AS-9100 - Aerospace Standard Training</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" & AS-9104 Revision A. Use of the AS-9100 Checklist will be reviewed.</p> <p>Prerequisite: Understanding of ISO 9001:1994, ISO 9001:2000 or AS-9000</p>	<p align="center">\$325</p>
<p>1 Session: November 7</p>	<p align="center">1 Day ISO 13485:2003 - Medical Device Training</p> <p>This course concentrates on the ISO 13485:2003 Medical Device regulation supplements over and above the requirements of the ISO 9001:2000 Standard, and implementation strategies for certification preparation. Also included is an overview of the essential requirements to meet the Canadian Medical Device Regulations, European Medical Device Regulations for CE mark, as well as FDA's 21 CFR 820.</p> <p>Prerequisite: Understanding of ISO 9001:2000 Standard</p>	<p align="center">\$325</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, 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 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	TBD	TBD	Lancaster
3/11/2009	Open forum, member interaction	Topic to be announced	York
4/8/2009	TBD	TBD	Harrisburg
5/13/2009	TBD	TBD	Lancaster
6/10/2009	TBD	TBD	York