



# Quality Currents

Newsletter of Harrisburg Section 503

*Serving the Quality Profession Since 1953*

November 2009

## Executive Committee 2009-2010

### CHAIR:

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### CHAIR ELECT:

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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 Members,

As we continue with this year's operating theme "*The Changing Quality Landscape and Progress in the Current Economy*", it is fitting that our October meeting focused on the Turning Ideas Into Action concepts presented by our Regional Director, Eric Whichard, and our Section Treasurer and Deputy Region 5 Director Jim Pasquali, who represented the Section at the ITAG meeting at ASQ Headquarters in Milwaukee, WI on September 20-21, 2009.

ASQ, through its "Voice of the Customer" outreach, really wants to address member needs as the society and its members face the tough impacts of this economic downturn. Naturally, headquarters' greatest concern is the viability of the organization and how the effects of member turnover, retention and/or new member growth impact that outcome.

With more than 420 members in Section 503, I believe that we have the strength not only in size/numbers but also in the excellence of programs and plant tours planned for the upcoming year to sustain the interest of our members. We provide many educational opportunities, as well as excellent meeting venues with superb dining provided at each meeting. Furthermore, as indicated in the current listing of other training programs available through ASQ and the Section, we provide additional support to our members for their professional growth and certification opportunities.

Hopefully, everyone who read last month's Newsletter noted the little piece on "Meeting Etiquette," in which the Executive Committee requested your support to ensure that we can provide you with top quality meetings and presentations. Remember good ideas need to be communicated and shared; otherwise they will remain unknown forever.

One more reminder of import – there is an opening on the Board for a new Chair-elect. If you aspire to a leadership position, please consider stepping up to the challenge. It's

## COMMITTEES

|                      |               |              |                      |                 |   |
|----------------------|---------------|--------------|----------------------|-----------------|---|
| <b>Certification</b> | Michael Green | 717-697-4188 | <b>Membership</b>    | Michael Vovakes | <a href="mailto:movovakes@aol.com">mvovakes@aol.com</a> |
| <b>Newsletter</b>    | Dave Fisher   | 717-986-5501 | <b>Chief Proctor</b> | Susan Backs     | 717-378-6266  |
| <b>Arrangements</b>  | Jim Pasquali  | 717-691-0225 | <b>Auditing</b>      | Craig Mosher    | 717-986-3540  |
| <b>Program</b>       | Fred Hammond  | 717-330-9701 | <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    | 717-986-7692 |                      |                 |   |

## *Harrisburg Section 503 Newsletter, November 2009*

rewarding and a unique way to stretch your talent and enhance your career!

On a personal note, my apologies for being unable to attend the last meeting due to another prior business commitment; but, I do hope and trust that the ideas shared will benefit the Section as we continue on our journey into the future and continued success.

**PLEASE REMEMBER - YOUR IDEAS AND THOUGHTS ON IMPROVING SECTION ACTIVITIES ARE ALWAYS WELCOME!**

Once again, thank you for all your support!!

*Greg Gurican*

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

- **Harrisburg Section 503 Education Program**

Remember to take advantage of the training opportunities that our Section offers. If you did not get your own personal copy of the education program bulletin, you can find it on our local Section 503 web site: [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 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.

***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)

- **Information on our December Meeting**

Our December meeting will be a plant tour of Voith Turbo. The date is set for December 9 at their York facility. More details will be available in the next newsletter and on our Section website, but we wanted to make you aware of this opportunity ahead of time.

### **ASQ News/Info:**

- **Career-Focused Podcasts Launched!**

A series of career-focused podcasts to help quality professionals who are considering, or may find it necessary, to transition their skills to a new industry is now available. The audio interviews, which feature tips and strategies from ASQ members with experience in the career transition process, can be found in the resources section of the ASQ Career Center Web site. The titles for the series include:

- Tips on Making a Career Transition
- Volunteering During a Job Transition
- The Value of Certifications

To read more, go directly to the Career Resources page on the ASQ website.

- **MORE NETWORKING OPPORTUNITIES Quality Community Launched!**

ASQ members have long stated that one of the main reasons they become—and remain—members is the opportunity to network. Over the past two decades, the "look" of networking has changed considerably. What used to take place mainly through face-to-face contact (mixers, meetings, and other events) is now more often taking place virtually, through social media—Facebook, LinkedIn, and Twitter. While there are unquestionably pros and cons to any method, it is safe to state that social media will continue to have a great impact on networking.

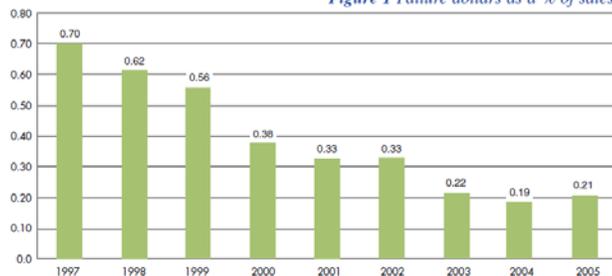
- **Cost of Quality and Its Tools**

In 1997 CRC Industries first started tracking cost of quality. Since then we have come to consider it a key measure for improving business results and the foundation of our continuous improvement efforts.

As Figure 1 shows, we have reduced failure dollars—the money we spend because of products and services that do not meet our customers' requirements—from 0.70% of sales to 0.21% of sales, saving hundreds of thousands of dollars.

measurement system.

Figure 1 Failure dollars as a % of sales



Of course everyone knows “if you measure it, it will improve,” but there was more to our endeavor than just simply measuring the results. We crafted a straightforward, but not effortless, process for putting the cost of quality measurement to work for us as a driver of product improvement and, consequently, the company’s bottom line.

• **About CRC Industries**

Headquartered in Warminster, Pennsylvania, CRC Industries produces specialty chemicals for maintenance and repair professionals, serving automotive, marine, electrical, industrial, and aviation markets. We have been ISO 9001 certified since November 19, 1996, and in April 2003 independent auditors from Intertek Testing Services confirmed that we successfully upgraded our quality system from ISO 9001:1994 to ISO 9001:2000.

• **CRC Industries’ Cost of Quality Journey**

Recognizing the importance of the cost of quality metric to our overall mission, we set about systematizing our use of the metric as a driver of improvement through the following steps:

**1. Establish the measurement system**

Establishing a consistent measuring system required the involvement of various departments within CRC, most important our finance department. Specifically, our task was to determine how the data would be collected and what categories would be tracked.

This may seem like an easy step at first, but measurement definitions are not always obvious. Questions we had to address included:

- How do we count costs for returns due to customer errors or customer requests, separating them from returns due to product defects?
- How much does a customer service entry error or shipping error cost?

**2. Collect the data**

To establish a baseline for future improvements, we spent the first year collecting the initial data. During this step, we finalized most of the measure criteria and refined the

The system developed in 1997 has remained the basis of our cost of quality measure, ensuring the validity of year-to-year comparisons.

We collected data in four categories of failure dollars:

- Internal Quality Incidents, defined as the costs related to correcting any product defect caught prior to shipping the product, includes all labor and materials involved in reworking the product and any materials wasted.
- Scrap/Waste includes chemical waste costs and materials scrapped due to defects.
- Customer Complaints/Recalls are all costs involved in resolving a customer complaint or recall, including product replacement costs, claims, shipping costs, and labor costs.
- Product Destroyed in Field/Warranty is the cost of the deductions our distributors take for product returned by their customers.

**3. Analyze the data**

We reviewed data in several stages, making monthly, quarterly, yearly, and year-to-year comparisons. By examining first each of these four categories and then the types of problems within each category, we conducted Pareto analyses (see Figure 2 next page) to reveal where we were making the most progress and where we should focus ongoing efforts.

**4. Improve the results**

Total failure dollars decreased from 0.70% of sales to 0.21% of sales. This amounted to a savings of hundreds of thousands of dollars for CRC Industries.

Merely tracking cost of quality could not in itself bring the results we were seeking. With cost of quality as a driver, several key initiatives contributed to our improved results:

- ISO 9001:2000 certification
- Root Cause Analysis sessions
- Quality Incident Database
- Customer Complaint Database

*(a portion of an article from ASQ’s resource section titled: Cost of Quality to Improve Business Results...by Susan Donovan. For a view of the complete article, see [www.ASQ.com](http://www.ASQ.com))*

## **ASQ Harrisburg Section 503 NOVEMBER DINNER MEETING**

**When: Wednesday, November 11, 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:** Tossed Green Salad, Sliced Tenderloin of Beef, Potato and Vegetable, Rolls and Butter, Coffee, Brewed Tea, Iced Tea, Coconut Cake

**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**

**What: The Product Development Process plus  
Rapid Prototyping and Direct Digital Manufacturing.**

This month's presentation explores the product development process from idea to product launch. Of particular interest will be the discussion on Rapid Prototyping and Direct Digital Manufacturing, in particular Selective Laser Sintering. These technologies enable companies to take a 3D CAD model and transform it into a 3D model quickly and at relatively low cost. Our speaker will have numerous examples of prototypes constructed in this fashion to show us.

If your organization is engaged in new product development this month's meeting will be of special interest and relevance.

**Who: Gil Weiss**

Gil Weiss is the Mid-Atlantic Regional Account Manager for Paramount Industries, Inc. ([www.paramountind.com](http://www.paramountind.com)). He has extensive experience in specialty fabrication, electromechanical interactive exhibits, model making and project management. Much of this related to aerospace, defense and power generation industries.

Gil studied aerospace engineering at Penn State, graduated Temple University with a BS in Industrial Management and attended Fox School of Business Graduate School

Gil is married and likes to go sailing with his wife. He is an Amateur Radio Operator and Radio Control Airplane and Helicopter Enthusiast. Gil has also promised to create a fully functional, candy red Corvette Z06 for me, on the spot, while you watch!

Fred Hammond, Program Chair

**Please register with one of the following by 4 PM Friday, November 6th:**

| Area       | Name        | E-mail   | Phone        | Fax          |
|------------|-------------|--|--------------|--------------|
| YORK       | Jules Pinto | <a href="mailto:jpinto@archtest.com">jpinto@archtest.com</a>                           | 717-764-7700 | 717-764-4129 |
| LANCASTER  | Greg Buchko | <a href="mailto:gregbuchko@berryplastics.com">gregbuchko@berryplastics.com</a>         | 717-390-8455 | 717-390-8465 |
| HARRISBURG | Dave Fisher | <a href="mailto:david.fisher@tycoelectronics.com">david.fisher@tycoelectronics.com</a> | 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: deidrdoc@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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**2009 Training Programs**

| Dates  | Course Description  | Cost/Person  |
|--|---|--|
| <p><b>2 Sessions:</b><br/> <b>September 24 &amp; 25</b><br/> <b>November 12 &amp; 13</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>Attendees will receive ISO 9001-2000 &amp; 2008 Certificates</p> <p><b>Day 2 – Applying the Standard &amp; Auditing Techniques</b></p> <p>Audit mechanics:<br/>                     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>\$525</b></p> <p>NOTE: Cost for those who want to attend <b>only the first day</b> of training: <b>\$325</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>November 20</b><br/> <b>December 11</b></p>                    | <p><b>1 Day AS-9100 Revision “C” 2009 Aerospace Standard</b></p> <p>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.</p> <p><b>Prerequisite: Understanding of ISO 9001-2000 or 2008</b></p>  | <p><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: deidrdoc@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       |
| <b>November 11, 2009</b> | <b>Gil Weiss - Paramount Industries</b> | <b>Advances in Rapid Prototyping &amp; Digital Direct Manufacturing</b> | <b>Lancaster</b> |
| December 9, 2009         | Voith Turbo                             | Plant tour & presentation   | York             |
| January 13, 2010         | JR McGee                                | TBD   | Harrisburg       |
| February 10, 2010        | TBD                                     | TBD   | Lancaster        |
| March 10, 2010           | Jim Hricak - York Container             | Back to the Basics. Facilitating massive results with simple tools      | York             |
| April 14, 2010           | TBD                                     | TBD   | Harrisburg       |
| May 12, 2010             | TBD                                     | TBD   | Lancaster        |
| June 9, 2010             | TBD                                     | TBD   | York             |