



# Quality Currents

Newsletter of Harrisburg Section 503

*Serving the Quality Profession Since 1953*

November 2010

## Executive Committee -- 2010-2011

### CHAIR:

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

Manager – Nursing Quality Management & Innovation  
WELLSPAN HEALTH – York Hospital  
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### CO-CHAIR/CHAIR ELECT:

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### TREASURER:

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### SECRETARY:

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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,

Well we did it again! Another excellent educational presentation and dinner meeting was held October 13, 2010 with a packed room of 40+ attendees to hear an outstanding guest speaker from WellSpan Health, **Dr Marijka Grey**, a practicing internist in Gettysburg, PA who received excellent reviews from all of you. We do want to apologize for the delays of service that occurred during our meeting. We have provided feedback to the staff at the Sheraton and they agree that one server was not sufficient for our crowd.

The next meeting will feature the topic of practical Lean 5S application to warehousing environments that could have direct impact on anyone's factory or industrial operations—that is if you want to save money and improve efficiency—and I do not know anyone who would not want that! The presentation will be made by **Mr. Rush Gross** a Planned Care Coordinator with WellSpan Medical Group. Rush's background includes a stint in the US Air Force as well as work with General Mills, Frito Lay and Starbucks in production supervision and as a lean efficiency expert.

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. This is of significant import to the section as we try to recruit new members and retain current members in our organization.

## COMMITTEES

<b>Certification</b>	Michael Green	717-697-4188	<b>Membership</b>	Michael Vovakes	<a href="mailto:mrvovakes@aol.com">mrvovakes@aol.com</a>
<b>Newsletter</b>	Dave Fisher	717-986-5501	<b>Chief Proctor</b>	Mara Pagano	<a href="mailto:maralpagano@gmail.com">maralpagano@gmail.com</a>
<b>Arrangements</b>	Open		<b>Auditing</b>	Susan Backs	717-378-6266
<b>Program</b>	Fred Hammond	717-330-9701	<b>Examining</b>	Craig Mosher	717-986-3540
	William Gordon	717-938-1923		Michael Green	717-697-4188
<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 2010

As always, be well and both I and the entire executive team look forward to seeing you at upcoming meetings

Thank you.

**Greg Gurican, Chair ASQ Section 503**

p.s. Any interest in honing your management skills? The Section still has an opening for an Arrangements Chair! Please consider volunteering. Thanks again.

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

- ***KAPE Performance Excellence Conference and Awards Banquet***

***Register Before the "Early Bird" Pricing Expires***

**November 3 - 4, 2010**

**Sheraton Harrisburg Hershey Hotel  
4650 Lindle Road, Harrisburg, PA**

***The following Pennsylvania organizations will receive KAPE recognition***

Abington Memorial Hospital - Abington

Guthrie Hospice - Towanda

Indiana Regional Medical Center - Indiana

Massaro Corporation - Pittsburgh

Memorial Medical Center - Johnstown

North Penn School District - Lansdale

Thomas Jefferson University Hospitals - Philadelphia

**LEARN** about best management practices and the performance excellence journeys of KAPE Award and Baldrige Award recipients.

**BECOME INSPIRED** to apply the insights gained within your own organization to improve performance and get results.

**JOIN** a movement that is making Pennsylvania better, by making organizations better!

Check the website for details:

**[http://www.keystonealliance.com/  
/Conference\\_Agenda\\_2010.php](http://www.keystonealliance.com/Conference_Agenda_2010.php)**

Sponsorship opportunities are still available. Call Bob Bitner at (717) 737-6470 for details.

- **IIE and IoPP Present Ira S. Wolfe "Link Me, Tweet Me – How Social Media is Changing Business" November 17th, 2010**

A prolific writer and sought-after-expert on hiring and workplace trends, **Ira S. Wolfe** has been aptly described as a "Gen Y masquerading in a Baby Boomer body."

Ira, the author of the new book *Geeks, Geezers, and Googlization: How to Manage the Unprecedented Convergence of the Wired, the Tired, and Technology in the Workplace*, is a business columnist, business blogger, public speaker, and consultant on generational crowding, workforce trends, skilled worker gaps, and best practices in hiring and succession. His other books include *The Perfect Labor Storm 2.0*, *The Perfect Labor Storm Fact Book*, *Understanding Business Values and Motivators*, and *Coming Job Boom*.

Ira appears regularly as the go-to expert on TV and public service radio stations speaking on topics of generational crowding in the workplace, the rise of female breadwinners, fans and foes of social media in the workplace, the threat of the "gray ceiling," and hiring trends for 2010 and beyond. He is a columnist for *Business2Business* and blogger for *Bizmore.com*.

Ira is president of Success Performance Solutions (SPS), a pre-employment and leadership testing firm he founded in 1996. His clients, primarily based in the United States and Canada, include small and mid-sized businesses in the energy, healthcare, technology, manufacturing, retail, construction, and distribution industries. An engaging and entertaining speaker, Ira captures his audience's attention with a common-sense approach, dry sense of humor, and compelling command of workforce and demographic trends. Ira is a Vistage/Canada TEC resource speaker and repeat 2009 presenter for the National Association of Home Builders, Clemson University, and many Chambers of Commerce and other associations.

#### **Meeting Location:**

Four Points Sheraton  
1650 Toronita Street  
York, PA 17402

Phone: 717-846-4940

Registration: 5:30 PM

Dinner: 6:15 PM

Presentation: 6:45 PM

#### **Dinner: Chicken Cordon Bleu with Salad and Two Sides**

Boneless breast of chicken stuffed with smoked ham and Swiss cheese and topped with supreme sauce, oven browned red skin potatoes and medley of vegetables and cheesecake with cherries for dessert.

#### **Cost:**

\$15 for Member

\$20 for Non-member

\$5 for Students

**RSVP to [President@iie71.org](mailto:President@iie71.org) by 5 PM on Wednesday  
11/10/2010**

• **Job Opportunity**

**-----Director, Quality Processes & Systems-----**

I am looking for your help on a retained search I am conducting for a newly-created **Director, Quality Processes & Systems** for a client who is experiencing global growth and expansion. They have asked me to identify someone capable of establishing global best-in-class quality processes across North America, South America, Europe, and Asia for this multi-billion division of a \$15 billion industry-leading organization.

This position will be based in North Carolina and will have a total compensation package in the high \$100k's to low \$200k's range.

Major responsibilities:

- Evaluate current regional quality processes and develop and implement **global best practices**.
- Lead standardization of deliverables and tools globally.
- Mentor global manufacturing sites to improve local quality operating systems.
- Coordinate regional strategies for external TS16949 certification.
- Ensure quality standards with customer base.

Skills required:

- Exhibit strong communication and influence skills and be able to communicate clearly with a wide range of constituents in a highly matrixed organization.
- Experience in the **automotive** industry is necessary.
- Technical degree required; advanced degree in Engineering or Business preferred.
- Must have experience with quality systems and processes development.
- Six Sigma or CQE/CQM certification a plus.

Please let me know who you hold in high regard and can recommend for this opportunity.

Sincerely,

Stacy Rini  
Purcell International Group  
858-292-3280 x108  
858-292-3273 - Fax  
srini@purcellintl.com

• **Project leadership: Managing Risky Decisions**

**November 19, 8:30 to 11:30 AM**

Explore project risk management as a component of **Project Leadership** — the ability to go beyond mastery of project management tools and methodologies, to leverage the interpersonal skills that influence strategy, people and climate.

You'll focus on the skills required to **identify and understand the risk factors that threaten your project and make effective decisions to keep the project on track.**

A **moderated panel** discussion will explore **three critical competencies** that project leaders must develop to enhance their management of risky decisions. Participants will also examine and discuss a **project leadership case study** to explore the impact of these factors on an actual project, and to identify how they can **apply these principles in their own projects.**

Learn more...

<http://www.HarrisburgU.edu/ProjectLeadershipSeries>

Registration cost is \$65.

For more information contact:

Jennifer Reiner, Director of Strategic Program Management,  
717.901.5190,  
JReiner@HarrisburgU.edu

326 Market Street, Harrisburg, PA 17101  
[www.HarrisburgU.edu](http://www.HarrisburgU.edu)

***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:**

• **ASQ Learning Institute™**

**Anywhere, Everywhere. It's All About You. Visit the ASQ Learning Institute™ and set up your profile now!**

*This is a great cause-based message that highlights the importance of the tools and skills members develop through their ASQ membership:*

The ASQ Learning Institute™ Is Now Live - Learn Skills That Will Help Make Your World Better Quality: The Cause of Good Things in the World Quality techniques from ASQ enable doctors like Dr. Manu Vora, an ASQ Fellow - and the Blind Foundation for India, which he co-founded-to help cure and prevent blindness for approximately 90,000 people in India.

"The quality discipline has helped us manage the foundation from the beginning," said Vora. "By implementing the PDSA model at BFI, we were able to hit the ground running." Using the plan, do, study, act cycle, a basic quality tool, Vora also played a major part in providing vaccinations and vitamin A to tens of thousands of children in India.

With your ASQ membership, you belong to an organization of continuous learning and improvement, making quality the cause of good things in our world.

Visit the ASQ Learning Institute™ and set up your profile now!

*This will help you explain the primary benefits of the ASQ Learning Institute™:*

The ASQ Learning Institute™ will help you to plan, manage, schedule, and track ALL of your professional development needs anywhere in the world while guaranteeing the same high-quality training and instructors you expect from ASQ.

The ASQ Learning Institute™ allows you to create a user profile so you can build your learning plan, track your success, and boost your career-all starting today.

Visit the ASQ Learning Institute™ and set up your profile now!

*These are the tools of the ASQ Learning Institute™, and how they should be presented:*

These tools are available to Full, Senior, Honorary, and Fellow members now:

- ASQ Course (Learning) Catalog - Compiles a list of available training, including instructor-led, online, and document-based training. Allows users to browse and locate catalogs very quickly by subject areas or calendar date.
- ASQ Learning Institute™ Calendar - Provides a clear view of all the professional development opportunities over an 18-month period. The calendar allows users to view upcoming learning offerings that include all courses,

seminars, and conferences in multiple modalities. • Learning History - Displays the entire history of learning events for a learner-including components assigned and completed. The learning history can be thought of as the learner's "transcript."

- Competency Assessment - Provides a structured list of knowledge, skills, and abilities that serves as a foundation for users to map the level of competencies needed for various job functions.

- Career Planner - The Career Planner helps you manage your career by mapping your future career path and assessing the difference between your current abilities and the abilities (called competencies) required for the job to which you ultimately aspire to.

- Learning Plans - This personalized plan provides a detailed description of user activities to help learners achieve their education goals. The learning plan can be thought of as the "to do" list.

**Visit the ASQ Learning Institute™ and set up your profile now!**

**ASQ Learning Institute™ - Anywhere, Everywhere. It's All About You.**

- **The ASQ Reliability Division is pleased to present a regular series of webinars featuring leading national and international practitioners, academics, and consultants.**

TOPIC: Reliability Growth Planning: Its Concept, Applications, and Challenges

**PRESENTER: Tongdan Jin**

**DATE: Thursday, November 11, 2010, Noon - 1:00 pm EST**

**DESCRIPTION:** Reliability growth planning (RGP) is emerging as a promising technique to address the reliability challenges arising from the distributed manufacturing environment. Unlike RGT (reliability growth testing), RGP drives the reliability growth of new products by spanning the product's lifecycle from design, prototyping, manufacturing, to field use. It is a lifetime commitment to the product reliability via systematic failure analysis, rigorous corrective actions, and cost-effective financial investment. RGP has shown to be very effective, particularly in new product introductions under the fast time-to-market requirement.

The RGP process will be introduced based on the three-phase product lifecycle: 1) design for reliability during early product development; 2) accelerated lifetime testing and corrective actions in pilot line stage; and 3) continuous reliability improvement following the volume shipment. Trade-offs among reliability investment, warranty cost reduction, and customer satisfactions will be investigated from the perspective of the manufacturer and the customer. Reliability growth tools such as Crow/AMSAA, Pareto graphs, failure mode run chart, FIT (failure-in-time), and FMECA will be reviewed and their roles in the GRP process will be discussed and demonstrated.

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Case studies drawn from electronics equipment industry will be used to demonstrate the RGP applications and justify its benefits as well.

In parallel with the RGP, efforts have been devoted to developing optimal preventative maintenance programs, either time-based or usage-based strategies. Recently, CBM (condition based maintenance) is showing a great potential to achieve just-in-time maintenance or zero-downtime equipment. RGP and maintenance strategies share a common objective, i.e. achieving high system reliability and availability. In this presentation, optimal maintenance policies will be devised in the context of system reliability growth.

**PRESENTER:** Tongdan Jin is an Assistant Professor of Industrial Engineering at Texas State University. Prior to the academia, he held a reliability engineer position for five years at Teradyne Inc. He obtained the Ph.D. in Industrial & Systems Engineering from Rutgers University. His research interests include system reliability modeling and optimization, design for reliability in Six Sigma, and system maintenance planning.

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To register for this meeting  
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1. Go to <https://www1.gotomeeting.com/register/733660025>
2. Register for the meeting. Once the host approves your request, you will receive a confirmation email with instructions for joining the meeting.

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Please feel free to forward this invitation to colleagues who you think would find this topic informative and relevant.

**Note:** There is no cost to register for the webinar; we are providing a toll call-in number in addition to VoIP. Long distance charges might apply.

If you have questions or would like to recommend a topic for the webinar series, please contact the webinar program manager, David Auda [dauidauda@yahoo.com](mailto:dauidauda@yahoo.com) or the ASQ Reliability Division chair, Fred Schenkelberg [fms@garlic.com](mailto:fms@garlic.com).

### Future Webinars – 2<sup>nd</sup> Thursday at Noon Eastern US time:

- Dec 9<sup>th</sup>: Jack Hipple on Reliability and Triz  
Jan 13<sup>th</sup>: Larry George on Complex Conjugate History of Reliability  
Feb 10<sup>th</sup>: Wendai Wang on When You Adopt a Non-conventional Reliability Metric  
Mar 10<sup>th</sup>: Cheryl Turkoff on Manufacturability and Reliability of QFN  
Apr 14<sup>th</sup>: Chet Haibel on How to Set Up a Reliability Program for a Medical Device Company

### • To unemployed members of ASQ

ASQ headquarters is offering resources for members who have encountered job loss. One benefit for those who want to retain their membership, but have difficulty renewing because they are currently unemployed, are discounted membership dues. Participating members receive a discount on their membership renewal based on consecutive years of membership. For more information, and to check out other resources available, visit: <http://asq.org>

### 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 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 advance for your cooperation.

**ASQ Harrisburg Section 503  
NOVEMBER 2010 MEETING**

**When: Wednesday, November 10, 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: The Holiday Inn East – Harrisburg PA**

**Menu: A Taste of Italy Buffet:**

Tomato and Mozzarella Salad with Basil Vinaigrette; Antipasto Tray; Sliced Fresh Fruit Display; Pasta with Marinara, Alfredo, and Pappalardo Sauces; Chicken Parmesan; Vegetarian Lasagna; Pesto Mashed Potato; Green Bean Amantine; Italian Bread & Rolls; Cannolis & Biscotti Cookies; Profiterole; Spumoni; Tiramisu; Iced Tea with Lemon, Freshly Brewed

**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.

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

**What: A Lean Project Report – Warehousing Operations**

This month's presentation will summarize a lean warehousing project completed at Wellspan's Dewey Street warehouse from start to finish. The presentation will begin with a history of the warehouse and then continue through the results of the completed project including; the start of a 5S project, the evaluation of the goal, the desired state to achieve, the implementation of change, the immediate results and benefits and will conclude with the challenges of sustainment of the culture for the future.

**Who: Rush Gross**

Rush Gross is a Planned Care Coordinator with WellSpan Medical Group. His background includes a stint in the US Air Force as well as work with General Mills, Frito Lay and Starbucks in production supervision and as a lean efficiency expert. Rush holds a BS in Industrial Technology from Southern Illinois University. He and his wife, Tammy, are the proud parents of two sons.

*Fred Hammond, Program Chair*

**Please register with one of the following by 4 PM Friday, November 5th:**

**NOTE: If you must cancel your reservation kindly give at least 48 hours notice. Thank you!**

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: 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)

\*\*\*Now Accepting Credit Cards\*\*\*

**2010/2011 Training Programs**

Dates	Course Description	Cost/Person
<p><b>2 Sessions:</b> <b>December 9 &amp; 10</b> <b>January 20 &amp; 21, 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>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: 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><b>NOTE:</b> 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>Session:</b> <b>December 3</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 or AS-9100B</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 Sunnyside 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 2010-2011 MEETING SCHEDULE**

DATE	SPEAKER	TOPIC	LOCATION
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
<b>November 10, 2010</b>	<b>Rush Gross - WellSpan</b>	<b>Lean project warehousing operations</b>	<b>Harrisburg</b>
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	TBD	TBD	Lancaster
April 13, 2011	Michelle Mason - ASQ	An intro to ISO 26000 - Social Responsibility	York
May 11, 2011	Michael Baker Jr	Moving the TMI Generators - A Study in Pre-Planning!	Harrisburg
June 8, 2011	TBD	TBD	Lancaster