



The Global Voice of Quality™

# Quality Currents

## Newsletter of Harrisburg Section 503

*Serving the Quality Profession Since 1953*

**October 2011**

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### Leadership Committee -- 2011-2012

**CHAIR:**

**Scott Crandall**

Director of Quality and Advanced Technology  
McClarin Plastics Inc.  
Hanover, PA 17331  
(800) 233-3189  
[scrandall@mcclarinplastics.com](mailto:scrandall@mcclarinplastics.com)

**CO-CHAIR/CHAIR ELECT:  
OPEN**

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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:

Well, we have officially broken all the rain records this year. Have any of you experienced any negative effects at your business? We are having some mold problems. Yes, mold is growing on pallets and fungicide does not seem to last long enough.

Our September meeting was terrific! It was wonderful to have so many different people attending. For those of you looking to network, I trust you saw the opportunities that larger attendance presents. Mark shared interesting pictures of the Lean journey their company traveled. I think Mark showed Lean principles can apply to high variety, low volume as much as to dedicated high volume production lines.

Don't miss our October meeting! We are going to be exploring educational opportunities in Quality. Fred tells me we will have a short special presentation during this next meeting. In the spirit of fun there was a hint of it at September's meeting.

We've had some requests for services we have not offered in the past: study groups, problem solving teams, etc. I am excited, these requests clearly show how interested you are in learning, growing and sharing. We are actively exploring avenues to bring these ideas to life.

See you at October's Dinner!

**Scott Crandall, Chair ASQ Section 503**

### COMMITTEES

<b>Certification</b>	Michael Green	717-697-4188	<b>Membership</b>	Patricia McCown	<a href="mailto:Patty.mccown@hp.com">Patty.mccown@hp.com</a>
				Mara Pagano	<a href="mailto:maralpagano@gmail.com">maralpagano@gmail.com</a>
<b>Newsletter</b>	Dave Fisher	717-986-5501	<b>Chief Proctor</b>	Susan Backs	717-378-6266
<b>Arrangements</b>	Greg Gurican	717-851-2133	<b>Auditing</b>	Craig Mosher	717-986-3540
<b>Program</b>	Fred Hammond	717-330-9701	<b>Examining</b>	Michael Green	717-697-4188
	William Gordon	717-938-1923			
<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, October 2011

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

- Harrisburg Section 503 Education Program

Just a reminder...

If you have registered an email address with ASQ, by now you should have received an electronic copy of the Education Program bulletin for 2011-2012. In it you'll find an extensive listing of courses offered by the Harrisburg Section of ASQ. Course offerings range from introductory level/basic courses in Quality to more specialized courses in DOE and certification prep classes for ASQ certification exams. If you have not received your own copy, you can find a copy on our local Section 503 web site: [www.asq-harrisburg.org](http://www.asq-harrisburg.org)

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:

- Deadline for December Certification Exams

The application deadline for the CQE, CQA, SSGB, CCT, CPGP, CQIA, CQPA, and CSQE examinations is October 14. If you are interested in taking one of these examinations, take a few minutes to sign up online.

- ASQ Training Opportunities

Start planning your career training today! As the leading quality training provider for more than 65 years, ASQ offers essential career training in convenient and practical formats. Want to become a more significant player in your profession? The Self-paced (Web-based) Training courses listed below will make you more valuable to your current organization as well as the job market. For more courses or information, call **800-248-1946** or visit [asq.org/learninginstitute](http://asq.org/learninginstitute).

- Improving the Global Supply Chain  
(From ASQ Weekly)

Tracy Owens, 3 Point Consulting Ltd., Dublin, Ohio, tells a story of a particular global medical device company. Like all companies it expected high standards from all of its plants. The company noted that its operation in Japan had exceptionally high standards, with a goal to distribute higher quality product. In actuality, the distribution center was adding visual inspections to the process, resulting in the rejection of a large volume of good product. Regardless of intentions, the team was adding time and expenses. Adding to the problem, the factories supplying product to Japan were from the United States, Mexico (two locations), and the United Kingdom, creating language and cultural barriers.

Knowing there had to be a solution to its problem, the company called in Owens, to determine the best way to fix the process. This was in October 2009.

Owens' premise going into the project was that while the various suppliers were across the globe, the quality tools he planned to use would be the common language to solve the immediate issues and improve the process. Scheduling a December trip to Japan, Owens took the month to study the company and prepare for his initial conference calls in November.

In December, Owens journeyed to Japan, armed with knowledge of the company and quality tools with proven track records. Since there were four international plants to work with, one manager from Japan was paired with each of the four locations.

Owens wanted to make sure the process map was properly assembled and labeled. Pareto, cause and effects, and failure modes and effects analyses (FMEA) were used to define the process. Control planning clarified the process. Owens notes that the team needed to identify critical variables together so that nothing was inadvertently excluded and that the team agreed upon the direction. Once the direction was set, the team examined the "as is" process. It was, of course, a painstaking process, but the pain was necessary and ultimately worth it.

The team then began to work on the "should be" process, getting together for regular conference calls. Owens' notes that, given the global nature of the team, at least one of the team members was calling from home, either before or after the work day. By March, the team had outcomes to share. They were relatively simple but highly effective:

- Develop a unified approach to root cause analysis and process improvement
- Draft a detailed communications plan that encompasses the entire process
- Stop all additional visual inspections

Since fully implementing the new process, the company has reaped the benefit. They began seeing marked improvement by June 2010. By October 2010, inspection cost decreased by more than 50%.

Owens continues to connect with the supply chain teams. They still use the process FMEAs and are tackling other categories of defect with enthusiasm and high expectations. The teams share ideas and track their processes using consistent measures, not conflicting ones.

While this cross-functional, global team was successful, Owens notes that the team took great care in securing senior leadership consent for the continuous improvement project before venturing out on its own. When the project was complete and results started rolling in, Owens was particularly struck by the positive comments he and the team were receiving. "The director of the Japan plant told me," says Owens, "he wished they would have developed the process the way we did in the first place. One of the plant managers in the United States said he couldn't believe how easy it was."

Comprehensive, boundary-crossing, and easy. Can the use of quality tools get any better than that?

*Tracy Owens has been an ASQ member since 2007. He shared the results of this improvement process to attendees at the 2011 Quality Expo on September 22.*

• **Book Review**



**Optimizing Student Learning: A Lean Systems Approach to Improving K-12 Education**

*Betty Ziskovsky and Joe Ziskovsky*

**Item:** H1400

**Member Price:** \$20.00

**List Price:** \$32.00

This book is a fictionalized account of one teacher's effort in applying process improvement principles to her teaching practices. Lisa's story is based on actual practice, and resulted in an innovative application of the lean waste-elimination approach to classroom teaching and learning. It also resulted in Lisa completing the delivery of her entire curriculum in the school year in a way that allowed students to master the material, as evidenced by significant growth in student performance scores on the standardized achievement test in her content area.

The methods and tools described are based on proven lean techniques and sound education practice. Lean is a program of organizational improvement that empowers each and every worker in a school system—from student through superintendent—to increase his or her personal performance and job satisfaction through process improvement. Lean engages everyone in streamlining his or her work processes by identifying and eliminating the steps within each process that are wasteful, unnecessary, or do not contribute value to—and may even prohibit the person from doing or completing—the work. By incorporating a value-adding approach system-wide, schools can become more efficient in their operations and more effective at delivering their services, optimize the learning performance of all students, and create a culture of success and satisfaction for all.

## Harrisburg Section 503 Newsletter, October 2011

- **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.

Learn about unemployment benefits.

<<http://links.mkt3019.com/ctt?kn=13&ms=ODcwMzi0S0&r=NjlwMDMz>

Learn about retirement options.

<<http://links.mkt3019.com/ctt?kn=21&ms=ODcwMzi0S0&r=NjlwMDMz>

- **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 Leadership 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 charcoal briquettes?

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**ASQ Harrisburg Section 503  
October 2011 DINNER MEETING**

**When: Wednesday, October 12, 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 Harrisburg East – Harrisburg PA**

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

**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, Lasagna with Meat Sauce, Pesto Mashed Potato, Green Bean Amadine, Italian Bread & Rolls. Cannolis & Biscotti Cookies, Profiterole, Spumoni, Tiramisu, Iced Tea with Lemon, Freshly Brewed Regular and Decaffeinated Coffees and Hot Tea.

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

**What: At the end of the first decade of the 21st century, what is the role of Quality?**

This presentation examines the evolving role of Quality and reviews an option some professionals are using to launch career success. Evolution of the industrial age into the information age has metamorphosed Quality from an inspector into an executive skill expectation. By the turn of the century Quality Professionals evolved into regulatory and continuous improvement leaders with requirements for ISO standards and Lean Six Sigma intergrading into all organizational aspects. A decade into the 21<sup>st</sup> century and Quality continues to evolve into an attribute of every organizational leader as they are expected to possess application efficacy of the quality skill set. Individuals seeking to grow professionally in the executive arena recognize the essential need to master the technical quality skills. The National Graduate School of Quality Management (NGS) leads in innovation for preparing professionals through their program offerings as graduates of NGS enjoy career advancement in many professions and industries.

**Who: Dr. Alice Gobeille, DM – The National Graduate School of Quality Management**

Dr. Gobeille is the Masters Program Director for The National Graduate School of Quality Management in Falmouth, Massachusetts. Alice serves as team lead over curriculum development for the Masters Degree Program. She has worked at Arvato Digital Services, Cabot Corporation, and Stanley Fastening Systems as a Director of Quality and Master Blackbelt. Alice has a Doctorate of Management in Organizational Leadership from the University of Phoenix in Phoenix, AZ; Master of Science in Quality Systems Management with a Six Sigma Management Specialization from the National Graduate School in Falmouth, MA; and Bachelor of Science in Chemistry from Bridgewater State College in Bridgewater, MA (1996). Alice lives in Duncan, South Carolina with her husband, two Siamese cats, Jack Russell dog, and Cockatoo. Alice has four adult children and adores her seven grandchildren.

Fred Hammond – Program Chair

*Harrisburg Section 503 Newsletter, October 2011*

**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 October 5, 2011:**

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

**DIRECTIONS:**

**Holiday Inn – Harrisburg East**

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: deidrdoc@aol.com

ISO 9000/TS-16949/AS-9100/ISO 13485 Quality System Assessments, Development & Training

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**Fall 2011 Training Programs**

Dates	Course Description	Cost/Person
1 Session: October 13 & 14, 2011	<b>2 DAY ISO 9001:2000 Internal Auditor Training w/ 2008 Revision Review</b>  <b>Day 1 – ISO 9001:2000/2008 Training</b> <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> <b>Day 2 – Applying the Standard &amp; Auditing Techniques</b> 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	<b>\$550</b>  <b>NOTE: Cost for those who want to attend only the first day of training: \$350</b>
3 Sessions: October 28 December 2	<b>1 Day SAE AS-9100C &amp; AS9101D Supporting Criteria for Aviation, Space and Defense Organizations Standard</b> 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. Process Turtle Diagram Work Shop. <b>Prerequisite:</b> Understanding ISO 9001- 2008 is Essential. Understanding of AS9100 B is beneficial	<b>\$450</b>
Offered On-Site Public Training TBD	<b>One Day Work Shop AS9101D Implementation Criteria; Application of SAE AS-9100C</b> This course concentrates on the application of AS9101D, Key Changes in AS9100C, Process Turtle Diagram Work Shop, Business Process Metrics, The PEAR (Process Effectiveness Assessment Report), The OER (Objective Evidence Record), Risk Mgmt. Requirements and Work Shop.	Call for On-site Pricing Or Registration Form

**Principal Instructor:** Michael J. Dougherty, RABQSA/IRCA QMSLA, IAQG, CDMCAS, & 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, 1750 Summerytown 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: deidrdoc@aol.com**

Answer to this month's trivia question: Henry Ford, to make use of scrap wood left over in the manufacture of the Model T.

**ASQ HARRISBURG 2011-2012 MEETING SCHEDULE**

DATE	SPEAKER	TOPIC	LOCATION
September 14, 2011	Mark Raschke, BAE Systems	US Special Operations Command (SOCOM) MRAP Vehicle: A successful application of quality process assurance for low quantity production at BAE Systems	York
October 12, 2011	Dr Alice Gobeille National Graduate School of Quality Management	At the end of the first decade of the 21 <sup>st</sup> century, what is the role of Quality?	Harrisburg
November 9, 2011	Dr. Don Dahlberg, Professor Emeritus Lebanon Valley College	Chemometrics without Equations - Using Principal Components Analysis for Root Cause Analysis	Lancaster
December 14, 2011	Christian Lancaster, St. Onge Company	Top Reasons for Failure in Supply Chain Projects, presented using the DMAIC process	York
January 11, 2012	William J. Sutton II, LEED® AP, Wohlsen Construction Company	Sustainability in Business and Construction Today	Harrisburg
February 8, 2012	TBD	TBD	Lancaster
March 8, 2012	Thomas Friel, Food and Drug Administration	Closing the Loop: An Effective CAPA System	York
April 11, 2012	Scott Crandall, McClarin Plastics	Existing and Thriving under multiple Quality Systems	Harrisburg
May 9, 2012	Industrial Engineering Students, Elizabethtown College	Applying LEAN Tools to Improve the Bottom Line - A Senior Project	Lancaster
June 13, 2012	Reserved	Reserved	TBD