Quality Currents

Newsletter of Harrisburg Section 503

Serving the Quality Profession Since 1953

October 2008

Executive Committee   2008-2009

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Harrisburg Section Home Page:
www.asq-harrisburg.org
Section Officers can be e-mailed

Chair's Message:

Our September meeting kicked off the Section year with a bang. The good folks at BAE Systems in York went all out to provide an informative and educational evening for our members. For those of us who attended the previous tour of this facility ten plus years ago while it was still part of United Defense the changes and improvements were readily apparent.

We began the evening with an overview of BAE Systems Ground Systems Division and an intriguing look at their efforts to bring a number of recently acquired facilities into their system and achieve an enterprise certification to ISO 9000. Not a small task in anyone's eyes. Then came the highlight of the evening, a walking tour of the facility were the hard-working people of BAE support our troops every day—quite impressive indeed! Our sincere thanks to those individuals who gave up an evening of their time to host us; Tim Yakim, Site Quality Manager; Jim Dolan, Management Rep; Kelly Golden, Communications Manager; and John Paules and Phil Judy of the Operations Staff were gracious and accommodating hosts.

This month our topic is Lean and how it can drive Continuous Improvement. Our speaker is certainly well qualified to speak to this subject. Wayne Paupst is the current Chair of ASQ's Lean Enterprise Division and we are fortunate to have him as a presenter. Lean and Six Sigma seem to be on everyone's radar at the moment. This month's presentation will speak to a successful implementation of the methodology.

Fred Hammond – Program Chair
ASQ Section 503

COMMITTEES

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Local, Harrisburg Section 503 News:

- **A list of upcoming Quality Industry meetings/events that may be of interest to our local membership:**

• ISO 9001 Internal Auditor Course – (Sept 25-26 or Nov 13-14, 2008) Kulpsville, PA
• SixSigmaUS – (Oct 13, 2008) Multiple Courses (SixSigma Overview, Jumpstart, Green Belt, Black Belt)
• MPEA Workshop – (Oct 14, 2008) Getting Started With MPEA & The Baldrige Criteria For Performance Excellence
• MPEA Workshop – (Oct 16, 2008) Tips For Writing An Effective MPEA Application
• AS-9100 Aerospace Standard Training – (Oct 17 or Dec 12, 2008) Kulpsville, PA
• ISO 13485:2003 Medical Device Training – (Nov 7, 2008) Kulpsville, PA
• AAMI Training —- (Dec 8-12, 2008) "Quality System Requirements and Industry Practice"
• ASQ Training – 13 courses between the dates of Nov 3 and Nov 7, 2008, covering a variety of Quality and Certification topics (see http://www.asq.org/training/locations). These would be found under the Maryland/Baltimore location.

For more details on the above, check out the calendar page of ASQ section 502 (www.asqbaltimore.org)

ASQ News:

Gantt Chart

Also Called: milestones chart, project bar chart, activity chart.

Description

A Gantt chart is a bar chart that shows the tasks of a project, when each must take place and how long each will take. As the project progresses, bars are shaded to show which tasks have been completed. People assigned to each task also can be represented.

When to Use Gantt Charts

- When scheduling and monitoring tasks within a project.
- When communicating plans or status of a project.
- When the steps of the project or process, their sequence and their duration are known.
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- When it's not necessary to show which tasks depend on completion of previous tasks.

Gantt Chart Basic Procedure

Construction

1. Identify tasks:
   o Identify the tasks needed to complete the project.
   o Identify key milestones in the project by brainstorming a list, or by drawing a flowchart, storyboard or arrow diagram for the project.
   o Identify the time required for each task.
   o Identify the sequence: Which tasks must be finished before a following task can begin, and which can happen simultaneously? Which tasks must be completed before each milestone?
2. Draw a horizontal time axis along the top or bottom of a page. Mark it off in an appropriate scale for the length of the tasks (days or weeks).
3. Down the left side of the page, write each task and milestone of the project in order. For events that happen at a point in time (such as a presentation), draw a diamond under the time the event must happen. For activities that occur over a period of time (such as developing a plan or holding a series of interviews), draw a bar that spans the appropriate times on the timeline: Align the left end of the bar with the time the activity begins, and align the right end with the time the activity concludes. Draw just the outlines of the bars and diamonds; don't fill them in.
4. Check that every task of the project is on the chart.

Using the Chart

5. As events and activities take place, fill in the diamonds and bars to show completion. For tasks in progress, estimate how far along you are and fill in that much of the bar.
6. Place a vertical marker to show where you are on the timeline. If the chart is posted on the wall, for example, an easy way to show the current time is with a heavy dark string hung vertically across the chart with two thumbtacks.

Gantt Chart Example

The figure below shows a Gantt chart used to plan a benchmarking study. Twelve weeks are indicated on the timeline. There are two milestone events, presentations

of plans for the project and for the new process developed in the study. The rest of the tasks are activities that stretch over periods of time.
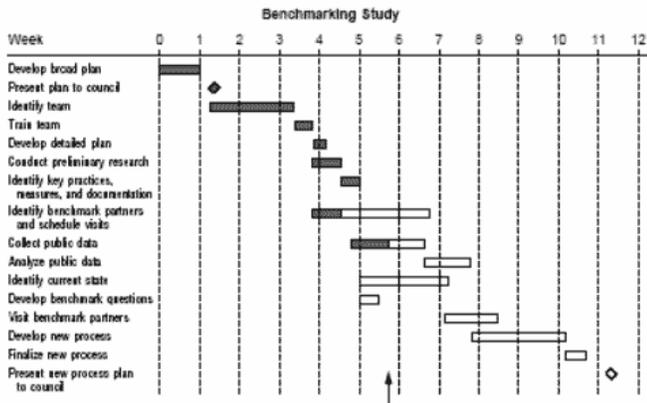
Gantt Chart Example

The chart shows the status at Thursday of the sixth week. The team has finished seven tasks through identifying key practices, measures and documentation.

This is a hectic time on the project, with three time-consuming activities that must happen simultaneously:

- The team estimates it is one-fourth finished with identifying benchmark partners and scheduling visits; one-fourth of that bar is filled.
- Team members have not yet begun to identify the current state.
- They are halfway through collecting public data, which puts them slightly ahead of schedule for that task.

They are behind schedule for the first two of these tasks and ahead of schedule for the third. Perhaps they need to reallocate their workforce to be able to cover the three activities simultaneously.

There is a fourth activity that could be happening now (develop benchmark questions), but it is not urgent yet. Eventually the team will have to allocate resources to cover it too, before visits can begin.

Gantt Chart Considerations

- Sometimes Gantt charts are drawn with additional columns showing details such as the amount of time the task is expected to take, resources or skill level needed or person responsible.
- Beware of identifying reviews or approvals as events unless they really will take place at a specific time, such as a meeting. Reviews and approvals often can take days or weeks.

- The process of constructing the Gantt chart forces group members to think clearly about what must be done to accomplish their goal. Keeping the chart updated as the project proceeds helps manage the project and head off schedule problems.
- It can be useful to indicate the critical points on the chart with bold or colored outlines of the bars.
- Computer software can simplify constructing and updating a Gantt chart.

Excerpted from Nancy R. Tague's The Quality Toolbox, Second Edition, ASQ Quality Press, 2004, pages 271-274.

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ASQ Harrisburg Section 503
OCTOBER DINNER MEETING

When: **Wednesday, October 8, 2008**

	Registration:	6:00 - 6:30 p.m.
	Dinner:	6:30 - 7:15 p.m.
	Program and Q&A:	7:15 - 9:00 p.m.

Where: **Harrisburg East Holiday Inn 4751 Lindle Road, Harrisburg, PA 17111**
PH: (717) 939-7841

Buffet Dinner: Soup, Antipasto Bar, Sautéed Chicken Breast with Artichokes and Mushrooms, Veal Piccata, Shrimp Scampi with Olive Oil and Lemon Linguine, Tortellini Alfredo, Chef's Seasonal Vegetables, Garlic Bread, Breadsticks, Cannolis, Rum Cake and Biscotti Cookies

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: **$25.00**

What: **Utilizing the Tools of Lean for Continuous Improvement**

We have all heard of or read about large companies and corporations stating cost savings in the millions or even billions of dollars through the implementation of Six Sigma and/or Lean. But how do these companies achieve such results? What about the small to mid-size companies who cannot afford the costs of full-time Black Belts on staff? How can they achieve results?

From 2001 to 2007, Wayne Paupst held the position of Quality Assurance Manager at a mid size manufacturing company located in northeast PA. The facility was not profitable and the future of the facility was not too bright. With the support of the plant's top management, various projects utilizing Lean tools were implemented with outstanding results.

In his presentation, Wayne will review some of these projects in which tools such as 5S, Pull Systems, Kaizen, Standard Work, and Visual Factory were utilized and the associated results. He will also speak about many of the obstacles encountered and steps taken to overcome these obstacles.

Who: **Wayne Paupst**

Wayne Paupst is Vice President of BES Consulting where he provides training and consulting in Lean, Six Sigma, Quality Management Systems, and ASQ Certification Courses. Wayne has over 25 years in the quality profession—holding positions as Quality Engineer, Quality Systems Coordinator, Inspector and Quality Assurance Manager.   Wayne has been instructing Certification Courses for the Lehigh Valley Section since 1996 and has also provided instructional courses for many of the top companies in the Lehigh Valley. Wayne holds ASQ Certifications as a Six Sigma Black Belt, Quality Engineer, Quality Manager, Quality Auditor, Quality Technician, Quality Inspector, Process Analyst and Quality Improvement Associate. Wayne is a Senior Member of ASQ and is the current Chair of the Lean Enterprise Division of ASQ. He has also presented sessions at ASQ's World Conference on Quality and Improvement and Lean Six Sigma Conference.

Fred Hammond – Program Chair

Please register with one of the following by Friday, October <u>3rd</u>:

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

1 Session:
 	
November 13 & 14
	2 DAY ISO 9001:2000 INTERNAL AUDITOR COURSE
	Day 1 – ISO 9001:2000 Training
	• Quality system principles and the process model
	• Examination/interpretation of ISO9001:2000 elements
	• Continual effectiveness improvement focus
	
	Day 2 – Applying the Standard & Auditing Techniques
	• Corrective action implementation, follow-up/closure
	• Quality system performance effectiveness evaluation
	• Skill development through individual/team workshops
	
	• Audit mechanics:
	  -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
		$525
		
		NOTE: Cost for those who want to attend **only the first day** of training:
		$325

2 Sessions: **October 17** **December 12**	**1 Day AS-9100 - Aerospace Standard Training** 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. **Prerequisite:** Understanding of ISO 9001:1994, ISO 9001:2000 or AS-9000	**$325**
1 Session: **November 7**	**1 Day ISO 13485:2003 - Medical Device Training** 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. **Prerequisite:** Understanding of ISO 9001:2000 Standard	**$325**

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 Sumneytown 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

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**