



Quality Currents

Newsletter of Harrisburg Section 503

Serving the Quality Profession Since 1953

October 2009

Executive Committee 2009-2010

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ASQ Web Site: www.asq.org

Harrisburg Section Home Page:

www.asq-harrisburg.org

Section Officers can be e-mailed

Chair's Message:

Dear Members,

The first meeting of the new operating year was an outstanding success! The talk by Tim Donnan, of Architectural Testing Inc., was very well received by the majority of attendees especially judging by the number of interesting questions raised. For me it was a great review of some roots of my engineering background. We had 40 registrants, with only 3 last minute cancellations and 2 no-shows; but the majority of the comments received from attending members indicated that this new venue at the 4 Points Sheraton was very well liked both for the quality of the food as well as the ease of access and parking availability as compared to our prior location at the Yorktown Hotel, in downtown York.

The future programs planned by the Section, through the hard work of our Programs Chair, Fred Hammond, look to be just as interesting and exciting in the months to come. I am especially looking forward to the plant tour in December; and, I hope that many of you will make it to this important event.

In these difficult economic times the Executive Committee is doing everything in its power to hold the line on costs while still bringing you excellent programs of great value both in terms of educational offering and great meals, recognizing that the Section is subsidizing some of the costs through the use of the per-capita dues received from ASQ national for your benefit. To continue to meet your needs we have recently transmitted to you by way of E-mail a member survey to enable the Executive Committee to provide the best services possible. A copy of that survey is on page 6 of this newsletter. One key way to conserve costs is for you to let us know ASAP of any potential cancellation in your attendance, 48 hrs would be best and sometimes even 24 hrs is not sufficient for the hotel to refund prior accommodations in terms of meal planning and the expenses associated therewith, as well. If you do reserve and cannot show due to some emergency we understand, but if a

COMMITTEES

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Placement	Brian Krady	717-290-8000	Webmaster	Steve Cronkrite	717-852-1806
Education	John Sharp	717-986-7692			

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non-emergent situation arises that causes your non-attendance after making a reservation, the Executive Committee kindly requests that you send a check for the meeting fees to the Section Treasurer at your earliest convenience. We thank you for your kindness and understanding in these circumstances.

Well, until next time – be well, stay in good health and good spirits; and, I look forward to seeing you again at our next meeting.

Thank you.
Sincerely,

Greg

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

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

- **A note about our Dinner Meetings:**

MEETING ETIQUETTE

Dear Member,

The Executive Committee wants your experience at each of our dinner meetings to be the best that it can be; in fact, we want to guarantee the excellence of the food and service quality no matter what venue we are using for Section meetings and presentations.

TO THAT END: Please inform any Officer or Executive Committee member if a problem arises for you during the meeting and we will address your concern immediately. Please tell us, if:

- 🍴 The meal is not cooked properly
- 🍴 The meeting room is too hot or too cold
- 🍴 Anything is missing from your table that needs replaced; and, or
- 🍴 If there is service problem of any kind.

We really want to know as soon as possible during the meeting rather than waiting until the end of the meeting and/or finding out on the comments form that there was a problem or issue which we could have ameliorated on the spot.

Thank you!
Your Executive Committee

ASQ News/Info:

- **Sustaining a Business, Securing a Future**

ASQ is the U.S. secretariat of the Technical Advisory Group (TAG) contributing to the development of an International Standard, ISO 26000: Guidance on Social Responsibility. The Draft International Standard (DIS) was issued September 14 under the governing body International Organization for Standardization (ISO) in Geneva, Switzerland, which expects to publish the final ISO 26000 in mid-to-late 2010. It is available on [*Standards Central*](#).

As activities are realigned to better deal with the economic pressures of the day, organizations are looking for best practices that will help secure their future. Of course many of the activities and programs they are researching relate to cost reduction. Those activities can lead to short term gain, it is not a long-term solution—for instance, instituting short cuts and

supplier changes lead to rejected product, re-work, and customer loss—it is not systemic and it doesn't lead to innovative problem solving. You can read more in the ASQ News Media Room.

- **ASQ, Thought Leaders Offer Perspective on Future of Quality**

Business, industry, and non-governmental organization leaders addressed quality opportunities and crises in the 21st century in a dialogue, hosted by ASQ and the Baldrige National Quality Program at the National Institute of Standards and Technology in Gaithersburg, Md. A full report of the June 2009 event is now available at www.asq.org/knowledge-center/future-of-quality-dialogue.html.

- **On-the-Job Tool**

Scatter Diagram

The scatter diagram graphs pairs of numerical data, with one variable on each axis, to look for a relationship between them. If the variables are correlated, the points will fall along a line or curve. The better the correlation, the tighter the points will hug the line.

When to Use a Scatter Diagram

- When you have paired numerical data.
- When your dependent variable may have multiple values for each value of your independent variable.
- When trying to determine whether the two variables are related, such as...
 - When trying to identify potential root causes of problems.
 - After brainstorming causes and effects using a fishbone diagram, to determine objectively whether a particular cause and effect are related.
 - When determining whether two effects that appear to be related both occur with the same cause.
 - When testing for autocorrelation before constructing a control chart.

Read more about Scatter Diagram on the ASQ website in the Quality Tools section. It's an excerpt from Nancy R. Tague's [*The Quality Toolbox*](#), Second Edition, ASQ Quality Press, 2004, pages 471-474.

**ASQ Harrisburg Section 503
OCTOBER DINNER MEETING**

When: Wednesday, October 14, 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: The Holiday Inn East – Harrisburg PA

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

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

What: Ideas to Action – Eric Whichard & Jim Pasquali

Member-leaders of ASQ recently gathered in Milwaukee for the annual turning "Ideas To Action Gathering" (ITAG) on September 11-13, 2009. The ITAG challenges member-leaders to better serve the needs of ASQ members. It explores member value, engagement, and experience to understand how value translates into retention. The ITAG stimulates thinking about member value, and turns ideas into action plans designed to keep members. The Section Executive Committee uses the Ideas to Action output to help plan Section activities. This month's presentation will review the outcome of the recent summit, how the Section will put that knowledge to work and afford an opportunity for you to make input in how the Section delivers value to its members. Additionally our Regional Director will provide an overview of Region 5 and the state of ASQ.

Who: Eric Whichard & Jim Pasquali

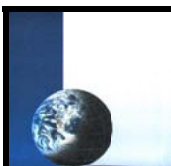
Eric Whichard is ASQ Region 5 Director and also serves as the past Chair of ASQ Baltimore Section 502. Eric lives in Columbia, Maryland.

Jim Pasquali is both a member of the Harrisburg Section and a Deputy Regional Director for ASQ Region 5. Jim currently serves as Section Treasurer and Arrangements Chair. Jim is also the Quality Management Division Conference Marketing Chair. He retired from Gannett Fleming as ISO Manager in 2007. Jim and his wife Susan live in Mechanicsburg.

Please register with one of the following by 4 PM Friday, October 9th:

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

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2009 Training Programs

Dates	Course Description	Cost/Person
<p>2 Sessions: September 24 & 25 November 12 & 13</p>	<p>2 DAY ISO 9001:2000 Internal Auditor Training w/ 2008 Revision Review</p> <p>Day 1 – ISO 9001:2000/2008 Training</p> <ul style="list-style-type: none"> Quality system principles and the process model Examination/interpretation of ISO9001:2000 elements Review of recently released 2008 standard changes Continual effectiveness improvement focus <p>Attendees will receive ISO 9001-2000 & 2008 Certificates</p> <p>Day 2 – Applying the Standard & Auditing Techniques</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>\$525 NOTE: Cost for those who want to attend only the first day of training: \$325</p>
<p>Take Home Review and Self-Examination Package</p>	<p>ISO 9001-2008 Changes -2 Hour Program- Certificate Issued Upon Completion</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. Prerequisite: Understanding of ISO 9001-2000</p>	<p>\$75</p>
<p>1 Session: October 2</p>	<p>1/2 Day AS-9100 Revision “C” 2009 Aerospace Standard</p> <p>This program is designed specifically to address the changes that resulted in the release of the AS9100C standard (and associated required time lines) over and above the requirements of the AS9100B Standard. Prerequisite: Understanding of AS9100B</p>	<p>\$200</p>
<p>3 Sessions: October 16 November 20 December 11</p>	<p>1 Day AS-9100 Revision “C” 2009 Aerospace Standard</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. Prerequisite: Understanding of ISO 9001-2000 or 2008</p>	<p>\$325</p>
<p>1 Session: October 23</p>	<p>1 Day ISO 13485 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. This course also includes 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>\$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 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

Meeting Topic and Education Survey

(Referenced in the Chair's message)

Please rate your interest in the following potential meeting topics on a scale of 1 to 5, with 1 low and 5 high. Please include additional ideas on the back.

Auditing	1	2	3	4	5
Economics of Quality	1	2	3	4	5
Developing Performance Scorecard	1	2	3	4	5
Basic Quality Tools	1	2	3	4	5
Design of Experiments	1	2	3	4	5
Six Sigma Overview	1	2	3	4	5
Failure Mode and Effects Analysis (FMEA)	1	2	3	4	5
Measurement Systems Analysis (MSA, GR&R)	1	2	3	4	5
Problem-Solving/Root Cause Analysis	1	2	3	4	5
Barriers to Change	1	2	3	4	5
Malcolm Baldrige National Quality Award	1	2	3	4	5
Conducting a Quality Assessment	1	2	3	4	5
Plant Tours	1	2	3	4	5
Work- Life Balance	1	2	3	4	5
Retirement Planning	1	2	3	4	5
Estate Planning	1	2	3	4	5
Leadership Development	1	2	3	4	5
Competing Through Manufacturing	1	2	3	4	5

Please rate your interest in the following potential workshop (half-day to 5 days) topics on a scale of 1 to 5, with 1 low and 5 high. Please include additional ideas on the back.

Basic Quality Tools	1	2	3	4	5
Statistical Process Control	1	2	3	4	5
Advanced Product Quality Planning (APQP)	1	2	3	4	5
Failure Mode Effects Analysis (FMEA)	1	2	3	4	5
Production Part Approval Process (PPAP)	1	2	3	4	5
Design of Experiments	1	2	3	4	5
Six Sigma Green Belt	1	2	3	4	5
Measurement Systems Analysis (MSA, GR&R)	1	2	3	4	5
Lean Tools & Techniques	1	2	3	4	5
Strategic Planning	1	2	3	4	5
Auditing	1	2	3	4	5
Malcolm Baldrige National Quality Award	1	2	3	4	5
CQEngineer Exam Preparation	1	2	3	4	5
CQManager Exam Preparation	1	2	3	4	5
CQA Exam Preparation	1	2	3	4	5
Creating Performance Scorecards	1	2	3	4	5

PLEASE RETURN TO FRED HAMMOND, Program Chair
by FAX: 717-381-3256;

or, Scan and E-mail to: fhammo@gmail.com
or, please bring to the next meeting. THANK YOU!

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
November 11, 2009	Gil Weiss - Paramount Industries	Advances in Rapid Prototyping & Digital Direct Manufacturing	Lancaster
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