



# Quality Currents

Newsletter of Harrisburg Section 503

*Serving the Quality Profession Since 1953*

October 2010

## Executive Committee -- 2010-2011

### CHAIR:

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

Manager – Nursing Quality Management & Innovation  
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### CO-CHAIR/CHAIR ELECT:

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McClarín Plastics Inc.  
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(800) 233-3189  
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### TREASURER:

**Eugene (Gene) M. Schwartz, CQA**

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York, PA 17402  
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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,

Good News and GREAT NEWS! First, it seems that the Economic downturn in this country is slowly rebounding, the Section has some first-hand evidence of this by way of renewed interest in ASQ Training Programs presented by the section over the summer and just recently. Congrats to Dave Little, QMD Vice Chair Face-to-Face Initiatives, and John Sharp, our Education Chair for making this happen. The great news is that the first Section dinner meeting of the new Operating Year (FY-11) being a plant tour of the **Marietta Armstrong Ceiling** facility was an outstanding success with more than 55 members attending! Many thanks go out to our Armstrong members who provided an excellent tour as well as refreshments for all attending. Thanks also goes to our Program Chair Fred Hammond and Co-Chair Bill Gordon who are working hard to have a second plant tour lined-up in the Spring for all members to attend.

The next regular dinner meeting also promises to be outstanding with a guest speaker from WellSpan Health, **Dr Marijka Grey**, a practicing internist in Gettysburg, PA currently involved in projects redesigning the healthcare process; she is WellSpan Health's Ambulatory Informatics Specialist (please see Meeting Notice previously e-mailed to you and contained in this newsletter as well for those still receiving only snail mail.) Our meeting schedule also follows at the end of the Newsletter.

Your ASQ Section Executive Committee continues to strive to achieve success in the ASQ Quality Management Program. In the past two year your team has achieved silver and gold level awards in QMP, and in this year all QMP submittals have been made in a timely manner to ASQ headquarters.

## 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			

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Each month the Section gains about six to ten new members, while at the same time we lose about 3-8 members due to attrition, retirements, and members moving out of the local area.

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.

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**

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

- **Food Safety Certification Course – at Harrisburg University of Science and Technology**

(in partnership with NSF International, industry experts in public health & safety standard, and recipient of the **2010 Training Center of the Year** Award from SQFI)

#### ---Implementing SQF Systems training---

This course is designed to provide participants with detailed knowledge and understanding of the concepts in Safe Quality Foods (SQF) protocols and the SQF 2000 Code. The first part of this two-day course is a general overview of the core SQF requirements, followed by a detailed overview of the SQF-2000 Code. A prerequisite for the course is completion of general HACCP training.

You can take our HACCP course being offered on Oct 5 & 6 to qualify for enrollment. The course provides preparation for the SQFI certification exam, which interested candidates can pursue on their own after the training, online through the Safe Quality Foods Institute.

**Course runs from 8:30 am – 5:00 pm on October 28 & 29, 2010, at 326 Market Street, Harrisburg PA. Registration fee of \$600 includes training materials, SQFI manual, completion certificate, lunch and refreshments.**

#### Course Instructor:

Harry Grenawitzke, a Registered Sanitarian, is a former President of the National Environmental Health Association (NEHA) and the American Academy of Sanitarians (AAS). He served previously as the NSF Vice

President, Regulatory Affairs, and has over 39 years of experience in Environmental Health in both the public (20 years) and private sectors. In addition to Plan Review and

leading food safety courses, he consults with a number of corporations and the US Department of Justice.

#### Register online at: [www.HarrisburgU.edu/FoodSafety](http://www.HarrisburgU.edu/FoodSafety)

For more information about these and other Food Safety courses contact Dr. Rene Massengale at 717.901.5133 or email [FoodSafety@HarrisburgU.edu](mailto:FoodSafety@HarrisburgU.edu). For questions or assistance with registration, please call **717.901.5190**.

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### • 2011 Chuck Carter Award, International Inspector of the Year

Applications are now available for the 2011 Chuck Carter International Inspector of the Year Award! For over 35 years the Inspection Division has offered this award to provide recognition to "The Inspector". Any qualified individual who spends more than 50% of his or her time in inspection, test, audit, calibration, etc., functions to assure conformance to engineering, manufacturing, quality and customer standards or requirements, is eligible as a candidate to receive the award.

Applications can be downloaded from the ASQ Inspection Division web site: <http://www.asq.org/inspect/about/awards-inspect.html>

Applications can also be obtained by contacting Jim Spichiger at [jim.spichiger@alcatel-lucent.com](mailto:jim.spichiger@alcatel-lucent.com)

Applications must be postmarked no later than February 15, 2011.

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### • 2011 Scholarship Application Now Available

The Inspection Division is pleased to announce that it has increased its annual scholarship to \$3000! This scholarship was created to help members, their family or friends defray the costs associated with college expenses. Scholarship funds will be dispersed to one or more deserving students in the Spring of 2011.

Applications can be downloaded from the ASQ Inspection Division web site: <http://www.asq.org/inspect/about/awards-inspect.html>

Applications can also be obtained by contacting Jim Spichiger at [jim.spichiger@alcatel-lucent.com](mailto:jim.spichiger@alcatel-lucent.com)

Applications must be postmarked no later than February 15, 2011.

- **Institute for Continual Quality Improvement**



The Quality Management and Statistics Divisions organized a new conference called The Institute of Continual Quality Improvement (ICQI). This new conference is a World Conference on Quality Improvement (WCQI) joint conference since the ICQI occurs simultaneously with the WCQI and at the same location. Registrants for the ICQI can attend WCQI sessions and the same is true for WCQI registrants.

The ICQI highlights new and proven approaches to continual quality improvement. Continual implies prolonged repeated instances of quality improvement illustrated by an ongoing sequence of improvement projects. Quality pioneer Joseph Juran stated that "quality improvement happens, project by project and in no other way".

The first ICQI offering occurred at the 2010 WCQI on May 24-26 in St. Louis, MO. The ICQI co-chairs were Gordon Clark (Statistics) and David Little (Quality Management). The Quality Management Division committee is David M. Little, Claud Russey, and Grace Duffy. The Statistics Division management committee consisted of Gordon Clark, Douglas Hlavacek, and Ronald Snee. The 2010 ICQI had twelve presentations and nine two-hour workshops. Thus, the ICQI had three presentations or workshops occurring simultaneously throughout the conference. The average attendance for a presentation was 70 persons and the corresponding average for a workshop was 64 persons. These attendance figures are significantly larger than those for the other two joint conferences: The Institute for Software Excellence and the Quality in Sustainability Conference.

The next ICQI will occur jointly with the 2011 WCQI in Pittsburgh, PA during May 24 – 26. A Call for Papers was published and posted on our web sites. Our target is sixteen presentations and twelve workshops. Our keynote speakers will be Roger Hoerl and Ron Snee featuring Statistical Engineering and Dr (Admiral) Nicole Lurie, Assistant Secretary for Preparedness and Response (ASPR).

- **Welcome New ASQ Members! (September):**

Brian J. Hansen  
Glenn A. Becher  
Richard L. Euker  
Danielle Geary  
Clay Henry  
Lee Ann Labecki  
Bruno B. Martorelli  
Tim Schneider

*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:**

- **Membership Type Being Dissolved**

On July 21, 2010, the ASQ Board of Directors met and approved the following changes to ASQ membership types and benefits. FAQs can be found following the talking points.

**-Dissolve Forum-only and Division-only Membership types-**  
This membership was created in FY2004-05 with the launch of the new Living Community Model of membership. It was designed to have a low price point and be an entry to the Society, expecting that those members would seek more value and move to more involved membership types. Currently, there are approximately 820 members and over the lifetime of the product retention rate has been less than 48% and transfers have been less than 8%. Margin for this membership is less than 1%. The new Association Management System software

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will provide ASQ with greater opportunities for membership packaging, eCommunications, and automation of payment.

Over the course of the next few months, ASQ will take steps to transition these members into an Associate membership with appropriate add-on benefits for one full year. By November 1,

2010, ASQ will no longer have Forum-only or Division-only memberships.

### ----Remove eSection as a benefit----

Also, designed and implemented as part of the Living Community Model of membership in 2004-05, the eSection was designed to be an electronic-only community to offer members a place to learn and connect in a virtual environment. Since its development, ASQ has implemented new tools that meet these needs including ASQ Communities, ASQ Knowledge Center, and ASQ Learning Institute with Webinars and eLearning.

Visits are very low with high exit rates from the eSection home page. Beginning immediately, the eSection will no longer be promoted as a benefit of the Associate membership or as an add-on benefit to other membership types. The new offerings will be promoted in its place.

For more information, please contact ASQ Membership at [mgdteam@asq.org](mailto:mgdteam@asq.org).

- **Free ASQ Training Webinar**

**TOPIC: Parametric-Degradation-Based Virtual Failures and Reliability Assessment and Monitoring**

**PRESENTER: Frank Sun**

**DATE: Thursday, October 14, 2010, Noon - 1:00 pm EDT**

**DESCRIPTION:** This talk presents a parametric perspective of product reliability in terms of virtual failures quantified by time degradation of product failure-governing critical parameters (CP). Traditionally, product reliability is quantified and measured by the confirmed failures through failure analysis (FA); i.e., a product is characterized by two distinctive states: either “functioning” (“surviving”) or “failed”. However, similar to a human being, inside a product there is an ongoing health degrading process that could cause the product to a critical or “near-death” condition. Depending on the degree of such sub-healthy condition, a product may not manifest itself as a physical failure on the macro level during a life test, but it can soon become a true failure after a short time of field operation.

To account for the field reliability impact of such invisible but sub-healthy product, the concept of “virtual failure” is proposed and its impact on the product long-term reliability

is quantified based on the correlation between the incident of each CP exceeding the trigger limit and the incident of its actual failing in reliability life test. The objective of this paper is to describe the importance of tracking product parametric performance during reliability life test, the identification of failure-indicative critical parameters, their degradation pattern, measurement algorithm, triggering

mechanism and limits, and quantification of their impact on long-term reliability.

**PRESENTER:** Dr. Feng-Bin (Frank) Sun is currently a Senior Staff Engineer at the Advanced Reliability Engineering of Western Digital Corporation, San Jose, California. Prior to joining Western Digital Corporation in 2003, he had more than 16 years of working experience in both academia and industry, including 4 years at Shanghai University as an Assistant Professor, 6 years at the University of Arizona as a guest lecturer, 4 years at Quantum Corporation as a Principal Reliability Engineer, and 2 years at Maxtor as a Senior Staff Reliability Engineer.

He published two books, both by Prentice Hall, and near 30 papers in various areas of reliability, maintainability and quality engineering. His expertise and interests include reliability modeling and risk assessment, product quality and reliability spec determination, RDT/ORT test procedure development, accelerated life test planning and quantification, parametric reliability testing and quantification, burn-in and ESS quantification and optimization, quality improvement through 6-Sigma, reliability-maintainability evaluation, preventive maintenance scheduling and spare parts provisioning for both components and systems.

Dr. Sun served in the editing board as an Associate Editor for the IEEE Transactions on Reliability from 1999 to 2003. He is currently the secretary for Society of Reliability Engineers Silicon Valley Chapter, a committee member and session moderator of ISSAT, and session moderator of RAMS. He received his B.S. degree in Mechanical Engineering from Southeast University (China), M.S. degree in Reliability from Shanghai University (China), and Ph.D. in Reliability from University of Arizona.

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To register for this meeting  
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1. Go to <https://www1.gotomeeting.com/register/557191481>

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.

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

- **Book Review from Quality Press**

### **The Six Sigma Leader: How Top Executives will Prevail in the 21st Century**

Through impressive results, Six Sigma has proven to hundreds of organizations around the globe that settling for “good enough” won’t work. Now Peter S. Pande, foremost expert on change leadership and coauthor of the bestselling *The Six Sigma Way*, challenges leaders to seek a new standard of leadership excellence and apply principles inspired by Six Sigma to take their companies to a new level.

*The Six Sigma Leader* defines successful leadership in the 21st Century. With illustrative examples and proven strategies such as “The 10 Second Rule” (taking that extra time to make sure you’re asking the right questions to get the information you need), the book offers techniques that link leadership improvement to real business results.

- **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  
OCTOBER 2010 MEETING**

**When: Wednesday, October 13, 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: Four Points by Sheraton, 1650 Toronita St, York PA 17402  
PH: (717) 846-4940**

**Menu:** Garden Salad with Dressings, Chicken Cordon Bleu, Boneless Breast of Chicken stuffed with Smoked Ham and Swiss Cheese, topped with Supreme Sauce. Twice-Baked Potatoes, Medley of Vegetables, Rolls & Butter, Coffee - Tea - Decaf - Iced Tea  
Dessert: Carrot Cake

**NOTE:** Vegetarian Plate available on request (please mention this when you make your reservation)

**Directions:**

**From East:** Take Route 30 West to Toronita Street. Turn right at the traffic light, and the hotel entrance will be the third driveway on the left.

**From North:** Take Interstate 83 South to Exit 21. Take 30 East to the first traffic light and turn left on Toronita Street. The hotel entrance will be the third driveway on the left.

**From West:** Take Route 30 East to Toronita Street. Turn left at the traffic light, and the hotel will be the third driveway on the left.

**From South:** Take I-83 North to Exit 21A. Turn left at the first traffic light onto Toronita Street. The hotel will be the third driveway on the left.

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

**What: The Current State of Primary Care & A Vision for How to Reengineer the Healthcare Culture:**

In the US currently, one quarter of the federal budget is spent on healthcare, 1/3 of adults and more than half of all children do not have a primary care doctor and experts warn that there will be a shortage of 150,000 doctors in the next 15 years. In the face of these frightening statistics, find out how some offices are re-engineering the vision of how primary care is delivered to prepare for the challenges of the 21st century.

**Who: Dr Marijka Grey - WellSpan Gettysburg**

Dr. Marijka Grey is a practicing internist in Gettysburg, PA. A graduate of the University of Maryland, her office is currently involved in several projects redesigning the healthcare process. Besides seeing patients in the office, she is Wellspan Health's Ambulatory Informatics Specialist, helping implement and maintain WellSpan's ambulatory electronic health record.

*Fred Hammond, Program Chair*

**Please register with one of the following by 4 PM Thursday, October 7th:**

**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: deidradoc@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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**2010 Training Programs**

Dates	Course Description	Cost/Person
<p><b>1 Session:</b> <b>November 18 &amp; 19</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><b>Attendees will receive ISO 9001-2000 &amp; 2008 Certificates</b></p> <p><b>Day 2 – Applying the Standard &amp; Auditing Techniques</b></p> <p><b>Audit mechanics:</b></p> <p>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>2 Sessions:</b> <b>October 15</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 Sumneytown 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: deidradoc@aol.com**

## ASQ HARRISBURG 2010-2011 MEETING SCHEDULE

<b>DATE</b>	<b>SPEAKER</b>	<b>TOPIC</b>	<b>LOCATION</b>
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
November 10, 2010	Rush Gross - WellSpan	Lean project warehousing operations	Harrisburg
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