



Quality Currents

Newsletter of Harrisburg Section 503

Serving the Quality Profession Since 1953

September 2009

Executive Committee 2009-2010

CHAIR:

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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,

First, I want to thank everyone on the Executive Committee for their confidence in me as I begin this new fiscal year as the Chair of the Harrisburg Section 503, serving all of South Central PA. I truly appreciate everyone's support in all matters of the Section's business and endeavors, particularly our new officers and continuing Committee Chairs. This year's operating theme is "*The Changing Quality Landscape and Progress in the Current Economy*" which reflects, I think, the times we are experiencing now.

As discussed by the Editor of *Quality Progress* in the June, 2009 edition: "Let Quality Be Your Rock," now more than ever we all must be vigilant in making progress through quality initiatives and process improvements. Quality must be a top priority in all matters that relate to the continued success of our businesses, organizations and societies. The economic downturn of the past twelve months, which started even long before, has greatly impacted corporate America and our personal lives. There certainly have been cut backs in spending, especially in areas of education and research. Some members have lost their gainful employment, and many others have been affected by decreased corporate support of membership in professional organizations. Bottom line: we all need to help each other through these very challenging times.

In mid-September, our Treasurer, and current Deputy Region 5 Director Jim Pasquali will be attending an important meeting at ASQ world headquarters in Milwaukee, WI – this meeting is entitled: "Turning Ideas Into Action." The purpose of Jim's attendance and representation of Section 503 at this conference is two-fold; namely, he will bring the Section's concerns to the attention of the national organization and will return with the fruits of sharing with others from around the nation and the world – the ideas which everyone can contribute to continued success of both the local section and the national organization.

COMMITTEES

Certification	Michael Green	717-697-4188	Membership	Michael Vovakes	mhv@venturetraining.com
Newsletter	Dave Fisher	717-986-5501	Chief Proctor	Susan Backs	717-378-6266
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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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The focus of this conference is member growth and retention with member needs at the center of those issues.

As we move through this new fiscal year 2009-2010 together, I ask you for your support and ideas as to how the Section's operations can better serve and support you, the member, in the areas of personal education, growth, and improved communications. As your new Chair, I personally commit to you that our meeting notices and newsletters will be timely; and, that the Section shall strive to make our programs and educational offerings of benefit to you and the organization(s) you may represent. If there is any issue or concern that you believe the Section needs to address, kindly bring it to my attention or to the attention of any member of the Executive Committee for action.

One final note of import – there is an opening on the Board for a new Chair-elect. If you desire to aspire to a leadership position, please consider stepping up to the plate (to use a baseball metaphor) and taking a turn at bat – the ball you hit could be the winning home run for your career!

Once again, thank you for all your support!!
Greg Gurican

Local, Harrisburg Section 503 News/Info:

• Harrisburg Section 503 Education Program

By now, most of you have received a copy of the Education Program bulletin for 2009-2010. 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

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

4th Annual KAPE Performance Excellence Conference and Awards Banquet September 16 – 17, 2009

Radisson Penn Harris Hotel & Convention Center, Camp Hill, PA.

- **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 America better, by making organizations better!

This year's conference will feature the three Recipients of the 2008 Malcolm Baldrige National Quality Award:

- **EDUCATION:** Iredell – Statesville Schools
- **HEALTH CARE:** Poudre Valley Health System
- **MANUFACTURING:** Cargill Corn Milling North America

For more information, please contact KAPE at 717-737-6470. Check for updates by visiting the "Events" page of KAPE's website at www.keystonealliance.com.

ASQ News/Info:

Perspectives on the Future of Quality and Organizational Excellence



Thought leaders from business, industry, and non-governmental organizations met at the National Institute of Standards and Technology in Gaithersburg, Maryland, June 24, 2009, to discuss the future of quality and organizational performance excellence.

Hosted by ASQ and the Baldrige National Quality Program, participants identified four priority areas where quality and performance improvement can achieve the greatest effect and foster positive change.

**Future of Quality Dialogue:
ASQ-Baldrige National Quality Program**

ASQ and the Baldrige National Quality Program co-hosted the first Future of Quality Dialogue at the headquarters of the National Institute of Standards and Technology (NIST) in Gaithersburg, Maryland, June 24, 2009. The dialogue, developed by Harry Hertz, Baldrige Program director; Roberto Saco, ASQ chair; and Paul Borawski, ASQ executive director and chief strategy officer, had surfaced as an idea over many years of partnership between ASQ and the Baldrige Program.

The agreed-upon objective for the event was “To gather as a diverse group of thought leaders to discuss the new directions that quality and organizational performance excellence must forge in the decade ahead to create a beneficial and lasting impact in business, industry, healthcare, education, and society—locally, nationally, and globally.”

Dialogue Participants:

In selecting participants, ASQ and Baldrige Program leadership sought to reach beyond their traditional constituencies, balancing individuals with significant tenure in quality and performance improvement with those driving the practice, profession, and results in new directions, in the face of contemporary business and societal challenges.

Participants included:

- John Anderson, the University of Minnesota Carlson School of Business Management
- Bob Barnett, retired of Motorola Corporation and early Baldrige Award recipient
- Vinton Cerf, Google Corporation
- James Dolan, IBM
- Kathleen Edmond, Best Buy
- Alexis Goncalves, Pfizer Corporation
- Howard Gitlow, University of Miami
- Jose Luis Guerrero, Georgetown University School of Business
- Steve Hoisington, Electromotive Diesel PTY, South Africa
- Terry Holliday, Iredell-Statesville, N.C., School District
- Lisa Kimball, Plexus Institute
- Jon Lloyd, Veterans Administration Hospitals in Pennsylvania
- Bo McBee, Hewlett-Packard Company
- Barry Rogstad, retired of American Business Conference
- David Spong, retired of Boeing Company
- Joe Villani, National School Boards Association
- Fred Walker, Rochester Institute of Technology
- Paul Worstell, PRO-TEC Coating Company

Additionally, representatives from the host organizations included Hertz, Saco, and Borawski, as well as Julie Gabelmann and Laurel Nelson-Rowe, ASQ, and Jeff Lucas, Baldrige Program.

Read more resources on the future of quality in ASQ’s Knowledge Center: www.asq.org/2008-futures-study/index.html

Discussion Takeaways:

ASQ’s Saco opened the dialogue by asking a series of questions: Are we on the brink of revolutionary breakthrough in various technologies? How does sustainability play into the drive for performance? Do we need to sacrifice performance for other priorities? What have recent crises (financial and economic) taught us about quality?

A summary of takeaways and insights shared by group members follows:

- The group struggled to define “quality,” yet shared a sense that quality values/principles are desperately needed. Some suggested that a follow-on effort could include drafting foundational principles around quality for the 21st century.
- A focus on quality and performance excellence relevancy tied to the total customer experience could be a driver that, in turn, would make quality and performance excellence relevant to executives. As one attendee noted, “There is a whole new frontier to get companies to understand the experiences they are delivering to customers....[Quality management] sciences of the past are important but not sufficient to take us where we need to go.”

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- Quality and organizational performance excellence need a “messenger” who understands “what Baldrige and ASQ can offer and who has a foot in the executive office,” as one participant put it.

The times and challenges call for heroes who can make quality and performance excellence inspirational as well as relevant and personal.

- One attendee pointed to the “need for entrepreneurs” who have demonstrated success with the Baldrige journey: “We’ve got to make them heroes, to inspire our country to want to be like them. The news does not get out. The leaders, the great stories, just don’t get out there. We need to better market the heroes of the quality future.”
- Championing the opportunity to “convert” those “not engaged in quality improvement disciplines,” the group listed several “targets of change,” including educators, the healthcare industry, enterprise and government employees, elected officials, and the general public.
- With the challenges and opportunities of globalization and innovation in the 21st century, quality and performance excellence must forge ahead in light of low labor costs in some areas, environmental considerations, differences in markets and cultures, new job markets, and industry reinventions. Quality can harness social responsibility trends and use the momentum, taking advantage of the online infrastructure to deliver excellent products, services, and experiences. However, finding the time and resources to think about and plan for quality in the long term while fighting daily fires can present a challenge.
- A sense of urgency and heightened attention to quality and organizational performance excellence is required and timely. In the words of one participant, echoed by others, ASQ and NIST face important paths to their futures: ASQ and NIST can “create a crisis to scare management into doing the right thing, or ASQ and NIST [can] create a compelling vision in which management cannot ignore the option of moving towards quality.” The group counseled the organizations to “distinguish between vision and hallucination.”

Co-host Hertz concluded by noting, “As we look to the future, the role of the quality professional and organizational performance excellence criteria is to help organizations face reality, think strategically, and implement efficiently and effectively, with the customer and other key stakeholders in mind.” He added, “Success will not be defined by financial data alone. Success will be driven by how well we accept and address challenges of innovation, customer and employee engagement, globalization, and societal responsibility.”

A complete report on the Future of Quality Dialogue was to be released in late July or early August 2009.

ASQ Harrisburg Section 503 SEPTEMBER DINNER MEETING

When: Wednesday, September 9, 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: Four Points by Sheraton, 1650 Toronita St, York PA 17402

PH: (717) 846-4940

NOTE THAT THIS IS A NEW LOCATION FOR OUR DINNER MEETING

Menu: Chicken Cordon Bleu, Garden Salad, Tomato Stuffed with Parmesan Spinach, Medley of Vegetables, Chocolate Cream Cake

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

What: Metrology and Calibration

This month's meeting is all about metrology and calibration with an emphasis on ISO/IEC 17025 Accredited Certificates. Come and get an inside look at a calibration laboratory and see the significance of calibrating equipment

Who: Tim Donnan

Timothy A. Donnan is a member of our local ASQ Section as well as the Manager – Calibration Laboratory for Architectural Testing in York PA. He has many years of experience in quality and calibration working for Architectural Testing and AMP Inc. He holds an Associates Degree in Computer Science, is a Certified Metrologist by AQL Corporation and holds several certificates in calibration and uncertainty in measurements related to the ISO/TEC 17025 standard.

Fred Hammond, Program Chair

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

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 Day 1 – ISO 9001:2000/2008 Training <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 Attendees will receive ISO 9001-2000 & 2008 Certificates Day 2 – Applying the Standard & Auditing Techniques 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 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 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 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 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, CMCAS, & 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 Summeytown 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 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