



Quality Currents

Newsletter of Harrisburg Section 503

Serving the Quality Profession Since 1953

September 2010

Executive Committee -- 2010-2011

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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 Friends and Members,

It is hard to believe that the summer has passed by so quickly and that fall is nearly upon us. Yet, we all can “*try to remember that kind of September and follow*”...as I am very excited to report that our Programs Chair and Co-Chair Fred Hammond and Bill Gordon have done an outstanding job in lining up speakers for the this new Operating Year. We begin with a plant tour to the Marietta Armstrong Ceiling facility (please see Meeting Notice previously e-mailed to you and contained in this newsletter as well for those still receiving only snail mail), and then follow that with a series of dinner meetings which are tailored to your specific needs and topic requests. The meeting schedule also follows at the end of the Newsletter.

The Executive Committee conducted a transitions meeting in June for the purpose of turnover of duties and responsibilities to the newly elected Officers and to plan out our goals and objectives for FY-11. It is through these quarterly meetings that we keep on top of our Strategic Plan objectives and continue to achieve success in the ASQ Quality Management Program. In the past two years your team has achieved silver and gold level awards in QMP.

It now saddens me to also report the news of Wayne Paubst's passing, a guest speaker at our local Section meetings and longtime member of the Lehigh Valley Section. In addition to being a former Deputy Regional Director (DRD) for Region 05, and instructor for many, many training / professional development classes held by the section and region, Wayne was also a member of the Quality Management Division. Wayne was a strong advocate of both quality and safety. He leaves behind a wife and son to remember him. On behalf of Section 503 we have sent our sincere condolences to Wayne's immediate family.

COMMITTEES

Certification	Michael Green	717-697-4188	Membership	Michael Vovakes	mrvovakes@aol.com
Newsletter	Dave Fisher	717-986-5501	Chief Proctor	Mara Pagano	maralpagano@gmail.com
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On a brighter note, I want to report that the local section has recruited Student member Mara Pagano, a recent engineering graduate of Smith College. Mara has volunteered to be our Assistant Membership Chair and is diligently contacting and following up with new members who have recently joined the Section as well as sending reminders to those whose dues may have lapsed, as well as upcoming "Dues are Due" notices. 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. On behalf of the entire Executive team, I look forward to seeing you at upcoming meetings.

Thank you.

Greg Gurican, Chair ASQ Section 503

Local, Harrisburg Section 503 News/Info:

• **Sad News: The Passing of a Quality Professional**

Wayne J. Paupst of Albrightsville went home to be with his Lord, Sunday, Aug. 8, 2010, after a courageous seven-year battle with cancer. He was 53.

He is survived by loving wife of 23 years, Carol (Dorsey).

He was the loving father of David Paupst of Albrightsville, Jason Muldoon and his wife, Jenny, and Jeffrey Muldoon and his fiancée, Jen Maroe, all of Florida; loving and gentle grandpa to Elijah Muldoon, also of Florida; brother of William and his wife, Rowena, of Philadelphia, Joseph and his wife, Debbie of Ottsville, Jeff and his wife, Nancy of Arizona, and Wendy Detky and her husband, James of Warminster; brother-in-law Raymond Schmid and his wife, Beverly of North Carolina; and many nieces and nephews. He was senior consultant and manager of training for Kaeppl Consulting in San Antonio, Texas, a senior member of ASQ since 1988, and chair of the Lean Enterprise Division of ASQ. He had more than 25 years in the quality profession, holding positions as quality engineer, systems coordinator, auditor, technician, inspector and assurance manager. He instructed certification courses at the Lehigh Valley section of ASQ since 1996. He also held ASQ certification as a Six Sigma Black Belt.

Funeral services were held at Cornerstone Community Baptist Church, Kunkletown.

Memorial donations may be made in his name to Cornerstone Community Baptist Church, RR No. 3, P.O. Box 502, Kunkletown, PA 18058.

Wayne was a past presenter to the Harrisburg Section.

• **Meet Our Assistant Membership Chair**



Hello! My name is Mara Pagano and I am a new student member of ASQ and currently the assistant membership chair. I recently graduated from Smith College in engineering with a strong interest in mechanical design. I live in Carlisle and I'm currently studying to become a CQPA. I spent my summer traveling and volunteering with ASQ and Engineers Without Borders. My true passion is in aviation and one day I hope to become an astronaut, but for now I'm still looking for my first job!

• **Welcome New ASQ Members! (June and July):**

Ronald K. Beam
Diane M. Hoover
Jessica Schultz
Travis Stelzer
Glenn A. Falatovich
Michele A. Daley-Ryan
Shimah T. Henry
Lantz M. Hokanson
Kristine Koontz
John Kreitz
Mara Pagano
William Thurman
Stephen A. Topper

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

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.

• **Section 503 Wins Total Quality Level and Gold Excellence Level Awards**

Congratulations!

Your section has achieved the **Total Quality Level** and the **Gold Excellence Level** of the Quality Management Program for 2008-2009. By achieving the highest level of the QMP, your section has proven its dedication and commitment to serving its members and you should feel proud of your accomplishments. You and your fellow member leaders are making an invaluable contribution to the Society through your service to your members and to your community. You have all helped make ASQ what it is today.

In recognition of your efforts, your section is receiving the following materials:

- Four 2008-09 Total Quality Pins
- Four 2008-2009 Gold Excellence Pins
- A TQ Award Banner Badge that you can display on your section banner
- A Gold Excellence Banner Badge

In addition to this, I hope to see you or someone from your section at the QMP Awards Ceremony in St. Louis, MO where your section will be honored at ASQ's World Conference on Quality and Improvement. Member Leaders and members from your section will be recognized by special name badge ribbons and a representative from your section will be presented with the 2008-09 Total Quality Award by ASQ's president, the Section Affairs Council chair, and your regional director.

On behalf of the Board of Directors and staff of ASQ, especially the QMP and the Community Development work group, I would like to thank you and the other member leaders for your service to the Society and your exemplary leadership. Again, congratulations!

Sincerely,

Belinda Chavez, QMP Chair 2009-10
Regional Director, Region 14

ASQ News/Info:

• **ASQ Unemployment Program Available**

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>

• **Root Cause Analysis—Not Always an Answer**

One of the more useful and popular methods used by quality professionals is root cause analysis (RCA). But, there are instances in which RCA isn't the best choice.

One such situation is when working to reduce the chance and cost of recalls and especially product liability lawsuits, according to Randall Goodden, chair of ASQ's Product Safety and Liability Prevention Interest Group for the past 12 years (the group was established in 1981).

Goodden says RCA and failure mode and effects analysis, which is in the same category, help design engineers not only determine why a product might not last as long as intended, but also predict what could fail.

"In those cases, you're looking more at product reliability. But, preventing hazards that will ultimately lead to recalls and possible lawsuits requires a different type of analysis," Goodden explains. "This analysis is much more in-depth than RCA and includes all the ways the product is likely to be used, as well as misused," and how anyone who comes into contact with the product could be injured.

Another point Goodden makes about RCA and FMEA is that they're commonly conducted by design engineers on *their own* designs. But, the unfortunate fact, according to Goodden, is that the majority of products that are being recalled involve issues related to design defects.

"Prevention of design defects requires an independent analysis of what would lead to faulty designs," says Goodden. "Product safety teams should be made up of a small group of specially trained people, such as safety and quality engineers, who have a very in-depth view as to how a product will be used and who will use it. They must analyze the proposed design on behalf of the entire company and become specialists in this area." Goodden believes product safety teams should be comprised of these independent positions, as opposed to manufacturing or engineering personnel, that are likely to face timeframe pressures.

What tools are available to product safety teams? In addition to software packages that perform hazard analyses and risk assessments, Goodden says these teams can use data from previous products, including customer feedback, warranty returns, and customer returns from the field.

Brainstorming sessions and checklists that feature previous problems with a product are also quite helpful. Most importantly, however, Goodden says product safety team members need to have special training in how to recognize potential hazards.

"RCA and FMEA help determine whether a product will be reliable and do what it is intended to do, and lead to satisfied customers," concludes Goodden. "Hazard analysis and risk assessment by a product safety team will go beyond just ensuring the product will be reliable and live up to the customer's expectations, by reducing the chance and cost of recalls that could then lead to product liability lawsuits." Goodden is principle of Randall Goodden International and Goodden Enterprises LLC and the author of *Lawsuit! Reducing the Risk of Product Liability for Manufacturers* (Wiley, 2009).

For those interested in learning more about this topic, contact Randall Goodden at randygoodden@yahoo.com.

(Above article from ASQ Weekly)

• **Book Review from Quality Press**

Quality Management: Theory and Application

Peter D. Mauch

In *Quality Management: Theory and Application*, highly respected quality management specialist Peter Mauch shows you how to set up a Quality Management System (QMS) that will stay aligned with your business goals. Using examples from actual situations that can be readily applied in any industrial situation, these pages will show you how to:

- Plan for quality by setting objectives and metrics, and creating effective flexible blueprints, and procedures
- Get staff involved by understanding how to motivate and train them
- Establish responsibility and accountability across your entire organization
- Create the right reporting mechanisms and learn how to analyze them
- Understand the value and particulars of certification

QMS is a performance-reporting system designed to accumulate and report data useful for the achievement of management's objectives. Combining the technical aspects of quality engineering with successful business management practices, this book will teach you that quality is an ongoing practice, and that it must be implemented throughout an organization rather than stand as the responsibility of one department. Ultimately, through this system, you will align individual departments to continuously maximize quality throughout your entire organization.

To Update Your E-mail Address at ASQ:

- Visit 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 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

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
SEPTEMBER 2010 MEETING**

When: Wednesday, September 8, 2010

Registration: 6:00 - 6:30 p.m.
Dinner and Presentation: 6:30 - 7:15 p.m.
Plant Tour: 7:15 - 9:00 p.m.

**Where: Armstrong Marietta Ceiling Plant
1507 River Road, Route 441, Marietta Pa (directions, next page)**

Menu: Pizza/Subs/Sodas

Cost: No Charge to Section Members

Please note important SAFETY information on the next page

What: Ceiling Solutions

It is hard to imagine that any of us could go a single day without seeing; walking on, or otherwise experiencing a product manufactured by Lancaster based Armstrong World Industries. Look up at the ceiling above you; chances are good that the ceiling tile you see was produced at the Marietta PA Armstrong facility. Armstrong is a past winner of the MBNQA and has an enviable reputation for quality. Armstrong is in the business of delivering solutions for the building products industry. Tonight's presentation will focus on how Armstrong Marietta maintains the product quality upon which that reputation is built with a focus on how Armstrong actively engages its customers to provide quality products and services.

Who: Sally Haldeman – Process Improvement Specialist

Sally is a Lancaster County native and started her career with Armstrong at the ceiling plant in Pittsburgh as an Industrial Engineer. She relocated to other Armstrong ceiling manufacturing plants in Florida and England over the next several years returning to Lancaster in 2002 as the Quality Manager for the North American ceiling plants. Beginning this year, she became the Process Improvement Specialist for the Marietta Ceiling plant.

Fred Hammond, Program Chair

Please register with one of the following by 4 PM Friday, September 3rd:

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

DIRECTIONS:

From the East:

Take Route 30 West to the Columbia/Marietta exit (Route 441). At the top of the ramp turn right onto Route 441 North. Proceed 5 miles the Armstrong plant entrance will be on the left hand side of the highway just after the intersection with Route 743.

From the North:

Take Route 283 South/East to the airport exit. Take the Highspire/Middletown exit and turn left onto PA-230 East. Turn right on PA-441-Truck and proceed 13.5 miles to Armstrong.

From the West:

Take Route 30 West to the Columbia/Marietta exit (Route 441). At the top of the ramp turn right onto Route 441 North. Proceed 5 miles the Armstrong plant entrance will be on the left hand side of the highway just after the intersection with Route 743.

At the Plant:

Turn off of Route 441 at the Armstrong sign. You will be heading towards a warehouse and water tower. You will be directed to turn right (putting the warehouse on your left). Pass the yard of semi trailers and the parking lot will be ahead of you. The main office has a flagpole out front. The plant guard will direct you to the proper destination.

Important Safety Information—Please Read

The following describes the minimum safety rules for the Armstrong Marietta facility. This is a 24-hour a day manufacturing environment and we are guests. Anyone who does not comply with these rules will be denied entrance to the meeting. There will be envelopes available for your personal effects.

- No high heels, open-toe or heel shoes, sling back shoes, scarves, or ties.
- Hair that is longer than shoulder length must be pulled back.
- Hand jewelry such as rings (including wedding rings) must be removed before entering the plant.
- Wear sturdy shoes. Shoes must cover the entire foot. Armstrong Marietta covers 30 acres with 1 million square feet under roof. We will be covering a bunch of territory.
- No loose fitting clothing is permitted. This includes ties, scarves, hoods and unbuttoned or unzipped jackets.
- Talking on / texting on cell phones in the production environment is prohibited.
- Required PPE will be provided, including safety glasses that fit over prescription glasses.

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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

Visit our Website @ www.dbsqualitymgmt.com

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2010 Training Programs

Dates	Course Description	Cost/Person
2 Sessions: Sept. 30 & Oct. 1 November 18 & 19	<p style="text-align: center;">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</p> <p><small>NOTE: Cost for those who want to attend only the first day of training: \$325</small></p>
Take Home Review and Self-Examination Package	<p style="text-align: center;">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>
2 Sessions: October 15 December 3	<p style="text-align: center;">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 or AS-9100B</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 Summeytown 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: deidrdoc@aol.com

ASQ HARRISBURG 2010-2011 MEETING SCHEDULE

DATE	SPEAKER	TOPIC	LOCATION
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	TBD	TBD	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	Risk Management	Harrisburg
June 8, 2011	TBD	TBD	Lancaster