

**Monthly Meeting Notice & News May, 2017**

**CHAIR NOTE**

By Adam Marsh

As you begin to plan for the rest of 2017, consider planning internal audits with some of the following suggestions to ensure they are effective:

1. Use a qualified auditor: Inexperienced internal auditors will often not dive deep enough to truly understand if a process is effective. Ensure the individual is outside of the system that they are auditing and that they understand that this process is to help the system and not penalize employees.
2. Be careful with checklists: Checklists can be helpful tools in completing an audit but can often lead to just filling in a box without appropriate probing questions. Process audits often lead outside of the area being audited which can make checklists difficult to maintain.
3. Not including customer specifications or requirement: Utilize this as an opportunity to ensure you are meeting your customer’s quality requirements not only the quality standard to which you may be registered.
4. Not diving deep enough: ISO Auditors will only be able to look at higher level documents and a sampling of records. Internal auditors have more time and knowledge of the system allowing them to review in detail documents, work instructions and quality records.
5. Findings are not a bad thing: If you identify an issue and take appropriate action during the auditing process your 3rd part auditor will likely not write a finding during their visit.
6. Not asking enough questions: Internal Audits are designed not only to ensure that you are meeting quality standards and your own procedures but also to take the opportunity to review a process and make it better.

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1. Not involving enough staff: Internal Audits can serve as training for employees that are outside of the system being audited. Diversified employees are critical to growing companies and if your staff has an understanding how the other processes work they can make companywide improvements.

Please also plan to join us as we are continuing our speaker series with a tour of an aquaponics facility in April, a review of organization knowledge in relation to social media in May and the annual awards banquet in June. The executive committee is continuing to look for new opportunities to provide services to both current and potential members for our organization through website updates, emails and new programs and look forward to seeing you at our events.



**MAY MEETING NOTICE**

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| **When: Wednesday, May 10, 2017** | |
| Registration: | 5:30 p.m. - 6:30 p.m. |
| Dinner: | 6:30 p.m. - 7:30 p.m. |
| Program: | 7:30 p.m. - 9:00 p.m. |

**Where: Lancaster Eden Resort**

222 Eden Rd

Lancaster, PA 17601-4216

**What: Transferring professional skills to socially impactive community projects**

**Please register on-line, NO LATER than 2:30 pm on Friday, May 5, 2017 at:**

[**http://www.asq-harrisburg.org/dinnermeetings.php**](http://www.asq-harrisburg.org/dinnermeetings.php)

**Preregistration: Members:** $25.00, **Guests:** $30.00**, Students:** $15.00

**If registering a guest on-line, please use the comment field to provide the names of our guests.**

**Transferring professional skills to socially impactive community projects**

A story teller at heart, Mary will share her professional development lessons through stories of her own business and volunteer experiences. Mary’s objective is to show ways that industry-honed expertise can benefit causes important to the listener and how getting involved makes it possible to develop skills beyond what is accessible in a current professional role. Attendees will leave having learned a list of soft skills that are relevant to future changes in the quality profession as well as strategies for closing their own skill gaps.

**Buffet Menu:** Tossed Garden Salad with choice of two dressings; Carved Roast Top Sirloin of Beef; Chicken Florentine; Baked Salmon w/ lemon sauce; Pasta Salad; Potato Salad; Chef’s Potato, Vegetable; Freshly Baked Rolls and Butter; Assorted Pies, Cakes, and Puddings; Coffee; Tea

**Who: Mary Stolzfus**

A story teller at heart, Mary will share her professional development lessons through stories of her own business and volunteer experiences. Mary’s objective is to show ways that industry-honed expertise can benefit causes important to the listener and how getting involved makes it possible to develop skills beyond what is accessible in a current professional role. Attendees will leave having learned a list of soft skills that are relevant to future changes in the quality profession as well as strategies for closing their own skill gaps.

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**SAVE THE DATE** – **AWARDS NIGHT**

**June 14, 2017
  
Sheraton 4Pts Hotel, York, PA
  
Speaker: Dr. Bob Gee
  
American Meridian University**

**CERTIFICATION EXAMS ARE ELECTRONIC**

**Prometric Test Centers:**

Two closest locations to Harrisburg Chapter

**York - Lancaster** 2064 Fruitville Pike Lancaster, PA 17601

**Harrisburg**

1100 N. MOUNTAIN ROAD HARRISBURG, PA 17112

What out for the danger of not allowing enough time to prepare for the test. You will only have 5-6 weeks to prepare if you put off preparing until the day you sign up.

**Prometric**

<https://www.prometric.com/en-us/Pages/home.aspx>

**April 2017 Member Gift Bundle: Auditing**

In this new ASQ webcast, quality auditor, certification instructor, and author Lance Coleman, walks us through advanced quality auditing techniques that not only ensure compliance and drive continuous improvement, but also reveal substantial gaps and opportunities in your risk management program.

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Access your member gift by April 30 by clicking Click here to get these resources



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| **Local**  **APRIL-2017**  **Please Welcome FOR THE**  **August, 2016** | **Harrisburg Section 503 Business News/Info:**  **Our Newest Members! SEVEN (7) MONTHS** | **NAME** | **COMPANY** |
| **Kathy Andersen Jared Cooper**  **Maria E Cortes Karl Hindle Brooke Johnson Dan Laskowitz Lisa Long**  **Judith A. Markel**  **Andreas Ruzic Reid Seifert**  **December, 2016** | **UNDECLARED**  **The Hershey Company**  **UNDECLARED UNDECLARED Schreiber Foods Dentalez UNDECLARED NQA-USA**  **Rosenberger North America**  **UNDECLARED**  **COMPANY** |
| **NAME** | **COMPANY** |
| **Matthew Cordell Corey Craver**  **Timothy Dietz Jermaine Franklin Carlton Heston Robert Lenker Anne Lentz Kent M. Murphy Ryan Palmer Chuck Smith**  **Karen Walker** | **Volvo Corp.**  **Fulton Financial Corp.**  **UNDECLARED UNDECLARED UNDECLARED Retlif**  **Pratt & Whitney Mars**  **VCE**  **Bayer**  **Crescent Industries, Inc.** |
| **NAME** |
| **Emory Matthew Jester**  **Jason Kauffman  Tania Martinez**  **Kari L Wilkin** | **TE Connectivity**  **Tait Towers**  **Tait Towers**  **York College of PA** |

**September, 2016**

**NAME COMPANY**

**January, 2017**

**NAME COMPANY**

**Andrew Deatrick UNDECLARED**

|  |  |  |
| --- | --- | --- |
| **Barbara A.**  **UNDECLARED**  **McGrath** | **Paul Lecurieux-Lafayette** | **Elizabethtown College** |

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| --- | --- | --- |
| **Jeff J. Zimmerer** | **Sentinel Connectors** | **Vivedhini**  **Phoenix Contact**  **Singaravelu** |

**October, 2016**

**NAME COMPANY**

**The Flinchbaugh**

**Kimberly Jordan Company**

**Shrikrishna UNDECLARED**

**Pandey**

**Gail M Patterson Capitol Blue Cross**

**David Gardea Transcore**

**John A. Schleicher UNDECLARED**

**Christine Smith Home Nursing**

**Agency**

**Shawn Kitzmiller UNDECLARED**

**Mandy L. Boyd Ecore International**

**Kenneth W Brehm SESCO Industries**

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| --- | --- | --- |
| **Alexander Rajis** | **UNDECLARED** | **Trinadh**  **Byway Corp.**  **Bollimpalli** |

**November, 2016**



**NEW ASQ CERTIFICATON: CERTIFIED SUPPLIER QUALITY PROFESSIONAL (CSQP)**

**Leadership Committee -- 2017-2018**

**CHAIR:
  
Adam Marsh**President, Ledge Inc.
  
(717)-965-6378
  
[amarsh@ledgeinc.com](mailto:amarsh@ledgeinc.com)

**CO-CHAIR/CHAIR ELECT:
  
Open**

**TREASURER: Shailesh Gosai**

Sr. Supplier Quality Engineer
  
Manitowac Company

(717) 593-5568

[shaileshvangosai@yahoo.com](mailto:shaileshvangosai@yahoo.com)

**SECRETARY:
  
Toni Tunstall**Quality Systems Engineer
  
TE Connectivity
  
(717) 370-2285
  
[tlt8998@verizon.net](mailto:tlt8998@verizon.net)

**PAST CHAIR:
  
Brian C. Davis**

MS RA, ASQ CMQ/OE, CQA and CQE [brian.c.davis@intertek.com](mailto:brian.c.davis@intertek.com)

**ASQ Web Site:**[www.asq.org](http://www.asq.org)

**Section Home Page:**[www.asq-harrisburg.org](http://www.asq-harrisburg.org)

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The Certified Supplier Quality Professional (CSQP) works with an organization’s supply chain and suppliers to continuously improve performance of key system components. For more information about this new ASQ certification, click here.

**PUBLICATION INFORMATION**

This newsletter is published on a regular basis to inform members and potential members about Section 503 activities and other news/information that might be of value to quality professionals. To be considered for the next newsletter, input must be received by the 10th of the month.

**EMPLOYMENT OPPORTUNITIES**

<http://www.asq-harrisburg.org/placement.php>

 Senior Quality Technician, Posted 2/9/17,

Check Harrisburg ASQ website.

**ADDRESS CHANGED?**

Has your email address changed? Help us keep you informed of Section 0614 events and information by updating your contact information and email preferences at http://www.asq.org/. Log in and click “My Account” to update your membership record. You can add or make email, address and phone changes in the “Contact” tab, and then be sure to click on the “email preferences” tab to be sure you are subscribed to receive future Section communications.



***STANDING COMMITTEES:***

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Auditing Chair** | **Craig Mosher** | **717-986-**  **3540** | | **Membership Chair** | **Greg Gurican** | | **717-653-9699** | |
| **Arrangements Chair** | **Greg Gurican** | **717-653-**  **9699** | | **Newsletter Editor** | **Mark Wood** | | **mwood@sellarsnonwovens.c** | |
| **om 610-593-0402** | |
| **Certification Chair** | **Michael Green** | **717-697-**  **4188** | | **Nominations Chair** | **Brian Davis** | | **717-767-3767** | |
| **Chief Proctor** | **Susan Backs** | **717-378-**  **6266** | | **Placement Chair** | **Brian Krady** | | [**brian\_krady@yahoo.com**](mailto:brian_krady@yahoo.com) | |
| **Education Chair** | **John Sharp** | **717-986-**  **7692** | | **Program(s) Co-Chairs** | **Chad Yiengst Bill Gordon** | | **717-451-9076**  **717-938-1923** | |
| **Voice of the Customer (VOC) Chair** | **Brain Davis** | **717-767-**  **3767** | | **Webmaster & INET Liaison** | **Steve**  **Cronkrite** | | **717-852-1806 webmaster@asq-** | |
| [**harrisburg.org**](http://harrisburg.org) | |
| **ASQ Harrisburg-Lancaster-York SECTION MEETING SCHEDULE 2017** | | | | | | | | |
| **MEETING  DATE** | **REGISTRATIO  N DEADLINE** | | **TOPIC** | | | **SPEAKER** | | **LOCATION** |
| **04/12/17** | **04/07/17** | | *Aquaponics- Process, Regulations, and  Opportunities for Quality Control* | | | *Dr. David Foster  Chief Scientist  Integrated Agricultural  Systems* | | **Camp Hill** |
| **05/10/17** | **05/05/17** | | *Transferring professional skills to socially  impactive community projects* | | | *Mary Stolzfus  Past VP of Operations  Dutchland, Inc* | | **Lancaster** |
| **06/14/17** | **06/09/17** | | *Section 503*  *Recognition & Awards Social Night  Keynote Speaker* | | | *Dr. Robert Gee  President*  *American Meridian University* | | **York** |
| **09/13/17** | **09/08/17** | | *Planning for Failure: the Power of Defensive  Pessimism* | | | *John Sharp  Global Quality Leader  TE Connectivity* | | **Harrisburg** |
| **10/11/17** | **10/06/17** | | *Carlisle Construction Materials  Plant Tour*  *1555 Ritner Highway, Carlisle, PA* | | | *Tim Wickard  Director Quality Systems* | | **Lancaster** |
| **11/08/17** | **11/05/17** | | *Dealing with Difficult Team  Members and Stakeholders* | | | *Myles Miller  CEO & Founder  LeadUP* | | **York** |
| **12/13/17** | **12/08/17** | | *Teaching*  *"Quality and Continuous Improvement"  at a Business School* | | | *Robert O. Neidigh, Ph.D.  Assistant Professor  Shippensburg University* | | **Harrisburg** |



***Advertisement(s)***

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|  | ***DBS Quality Management Int’l***  **ISO 9001/AS9100/ISO 13485/TS16949**  **Quality Systems Assessments, Training & Development  Access Database Development and Lean Six Sigma Implementation**  Web Site: [dbsqualitymgmt.com](http://dbsqualitymgmt.com) | *Cost/Person* |
|  |
| *Dates* |
| 2017 Winter/Spring Training Programs |
| ***3 Sessions:* February 23 April 26 June 8** | **Understanding ISO 9001:2015:**  This day is designed to provide an understanding of ANSI/ISO/ASQ 9001:2015 quality management systems requirements for implementation. The training will examine the 10 specific clauses of the standard, Management’s role, business operational processes tied to metrics (Key Performance Indicators, “KPI’s”), the application of the “Risk Management Process” and review of examples. A key aspect of the course presents methods to document your business management processes to meet the requirements of the standard. Understanding through feedback workshops. | **$450/person** |
| ***3 Sessions:* February 23 & 24 April 26 & 27 June 8 & 9** | **2 Day ISO 9001:2015 Internal Auditor Training**  **Day 1: Understanding ISO 9001:2015 as listed above  Day 2: Audit Mechanics-Process Based Audit Methodology:**  + The Auditor, Auditee, Audit & Audit Preparation + Auditing for Compliance  + Auditing Documented Information + Writing the Process Audit Report  + Develop the Process Audit Plan + Root Cause Analysis & Corrective Action Plan  + Process Audit Preparation + Corrective Action Verification and Closure  + Auditing Metrics, Goals and Performance + Audit skill development through individual, team, and role play sessions | **$750/person** |
| **3 Sessions: January 12 & 13 March 23 & 24** *May 23 & 24* | **2 Day AS9100 D-2016 Standard Training**  **Day 1: Understanding ISO 9001:2015; Base Requirements for AS9100D.**  **Day 2: AS9100D-2016 Additional Requirements to ISO 9001:2015.**  This day concentrates on the AS9100 revision “D” (2016) aerospace supplements over and above the requirements of the ISO 9001-2015 Standard, the application of AS9101F Audit Criteria/Requirements, AS9104/1, changes in the OASIS database and implementation strategies for certification preparation. Key changes of AS9100C to AS9100D-2016 will be reviewed. A specific focus is the review of the “Most Common Gaps” in AS9100C certified companies transitioning to AS9100D to use as an upgrade development tool. Understanding through study workshops | **$750/person** |
| **2 Sessions:  March 1  May 18** | **1 Day ISO 13485:2016 Training**  + Introduction + Structure, Scope & + Based on ISO + Risk + Process + Medical Device + Procedures  Definitions 9001:2008 Management Clauses Clauses Required | **$450/person** |
| **Courses Include: Training material & continental Courses run from 8:30 Please bring a copy of the** | **Principal Instructor: Michael J. Dougherty, Certified Lead Auditor ISO 9001, AS-9100, & ISO 13485**  **Course Location:**  **breakfast. Lunch is on your own. Holiday Inn, 1750 Sumneytown Pike, Kulpsville, PA 19443.** Ph. (215)  **AM to 4:30 PM. At Exit #31 (Lansdale) Northeast Extension of the PA Turnpike**  **topic appropriate Standard for reference Registration Forms available on our Web Site** [**www.dbsqualitymgmt.com**](http://www.dbsqualitymgmt.com)  **Contact Deidra to register. Phone: 215-368-6266, Fax: 215-393-4873,** [**e-mail:**](mailto:deidradoc@aol.com.) **deidradoc@aol.com.** | 368-3800 |
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***Click on Icon below for ISO Training Check Out the next World Conference***



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