



Quality Review

A Newsletter for the Philadelphia Section of the American Society for Quality

- Letter From the Chair
- November Program
- Course Schedule
- National Quality Month
- Education Corner
- Member Corner

Upcoming Events

Sixth Annual KAPE Performance Excellence Conference and Awards Banquet

November 1 and 2, 2011

For more information see <http://www.keystonealliance.com>.

November Program Meeting

Thursday, November 3, 2011

Mike Mikelwright Presents Out of Another @#%#! Crisis & Lean ISO 9001
6:30 – 9:00 pm
Double Tree Suites
Plymouth Meeting, PA

Workshops #1 and #2 Both Presented by Mike Mikelwright

Friday, November 4, 2011

Creating a Leaner Quality Management System
8:00 am – 12:00 pm

The Relationship Between Root Cause Analysis and Lean
1:00 pm – 5:00 pm

Double Tree Suites
Plymouth Meeting, PA

Wednesday, November 9, 2011

Leadership Meeting (All are welcome)
6:00 – 9:00 pm
The Giant Supermarket Community Center
Willow Grove, PA

The Quality Review is published by the ASQ Philadelphia Section for members. Nine issues are produced each year (September to May). Its purpose is to communicate information on quality topics and professional improvement opportunities, provide recognition, and promote networking, active Section involvement, and educational opportunities to quality professionals in the Philadelphia Section. Section members are encouraged to submit articles on Quality topics that may be of interest to other members. Unless otherwise noted, article content and any opinions expressed by an author are his or her own, and should not be considered to be those of the ASQ Philadelphia Section Officers or those of the Newsletter Committee.

Letter from the Chair

Dear ASQ Members:

On behalf of the Leadership Committee, I would like to welcome you to the ASQ community in the Greater Philadelphia area (ASQ-Philly). ASQ-Philly has a long and distinguished history of promoting quality and influencing change and we welcome your thoughts. Our local section has three focused areas for this year which are involvement of members, partnership with corporations, and improvement of member career development. Here are the highlights from the two most recent activities that ASQ-Philly has been involved in:

The dinner program, "Positive Deviance", highlighted a new process improvement approach and was successfully delivered by joint efforts of health care organizations. It is the first dinner meeting that ASQ-Philly partnered with Red Cross and was held in downtown Philadelphia.

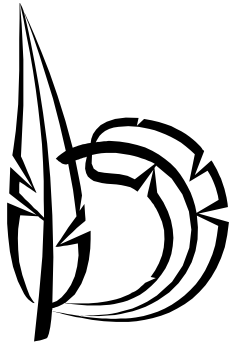
The National Quality Month Statistics Symposium was held at Penn State University - Great Valley Malvern Campus on October 7, 2011 and was attended by 60 professionals. This program has become an integral part of the on-going education and career development for quality professionals in all segments of industry. The program provides the opportunity to improve real-life process through academic excellence.

During the current fiscal year, the Leadership Committee will be reaching out to obtain your input on issues and concerns. We are particularly interested in how the changes to the education and program tracks have affected you and your career advancement, your views about mentoring and your thoughts about the current academic and industry climates. In addition to soliciting your opinions, we welcome your suggestions. You can contact me directly at lichung.huang@yahoo.com. Here are a few of the recent initiatives that ASQ Philly Leadership Team and I hope to improve our services to you:

The Section Operating Policy Project is an initiative started many years ago that resulted in a draft policy document. With recent additional efforts from several individuals in the Leadership Team, the current draft section operating policy is now available. It will be posted on the ASQ Philly web site (www.asqphilly.org) for open comments for 45 days starting after the Leadership Meeting on October 14th. The finalization of this operating policy will bring a decade-long effort into a tool that is expected to streamline the process and the consistency of the section's operation.

A Web Site Project was initiated by a small core team with support from former ASQ-Philly Section Chair, Michael Jensen, to switch the section web site to a more user-friendly platform. When completed, it will address feedback from our members. It will also allow each functional committee chair and team members to update their respective web pages to best serve you.

Recruiting of Marketing Committee Chair and Co-Chairs for all committees is an effort to increase member involvement and to strengthen our outreach to members and potential customers. Due to your enthusiastic responses, we have already seen excellent planning and delivery taking place in the Program Committee. We are still actively looking for a Co-Chairperson and committee members for all committee functions (Certification, Education, Marketing, Membership, Newsletter, Program,



"Have you attended a dinner program lately? Provide us with your feedback."



Letter from the Chair (continued)

Publicity, Secretary, Treasurer, and Web Design). Please indicate your top three choices of interests in becoming a volunteer on the survey form we hand out during each ASQ-Philly program dinner meeting or at the email address listed.

Program to Enhance Job Searching Skills, implemented in 2010, is designed to provide members with the tools and skills to secure employment and to enhance career development. Recently I have been reached by Johnson and Johnson (J&J) to assist in filling approximately 60 quality professional positions in the coming months for its subsidiaries in PA and NJ. These job openings will be posted on our current web site and our new beta- testing web site as we receive the information from J&J.

ASQ-Philly is facing complex and exciting challenges in the dynamic economic environment. My colleagues on the Leadership Committee and I look forward to working with you to enhance the quality experience so that together we can further the work and missions of ASQ.

Best Regards,

Li-Chung Huang, CMQ/OE, CQA, CQE, Six Sigma Black Belt in Design Excellence, PE, RAC, MS, MBA

Course Offerings

The Education Committee offers classes in suburban Philadelphia within a few miles from the Pennsylvania Turnpike on the following:

- ASQ certification refresher course
- Introductory and advance quality courses
- On-Site course offerings available

All courses offer an exceptional value to participants and are conducted by qualified local quality professionals.

For a schedule of courses

The list of all courses planned for November 2011 through May 2012 Go to <http://asqphilly.org/training-certification/courses> for complete information.



*Doors open for you when
you volunteer.*

*“Did you know you
become more
marketable with a
certificate from ASQ?”*

November Program Meeting – About Our Presenter

“Have you registered for our November Program Meeting yet?”

Mike has been an independent Quality, Lean, Business, and Leadership consultant and trainer since 1994. He has a deep passion for working with organizations to help them improve the effectiveness and efficiency of all of its processes, so that they remain competitive, become more innovative, and provide jobs to the community. Mike’s goal is to make the organizations he works with self-reliant with regard to continuous improvement.

Mike’s message is one of brute honesty regarding the failings of many U.S. companies. He tells it like it is, in his organizational assessments, in his writings, and in his presentations. His message is one of a total and complete process focus at all levels, but most especially at the highest levels, within the organization. His message is one of respect and involvement of all employees, constant focus on the elimination of waste, getting to the root causes of all issues, true leadership attributes, and continuous improvement, or the little improvements made every day, by everybody.

Mike stresses the importance for an organization to establish its principles first based on what Dr. Deming and Toyota taught us, challenging its current business practices and culture if they are not aligned with the established principles, developing/modifying the practices and culture to ensure consistency, and then focusing in on tools. Too often, in U.S. businesses, we do the opposite of this approach. We blindly copy the tools of a successful company like Toyota and ignore the principles, and this is why so many continuous improvement efforts fail to sustain themselves!

Mike also believes in the integration of the Lean and Quality movements and how, when combined, they can be a powerful and complementary combination of forces that drive true continuous improvement in any environment.

Mike has written two books supporting his beliefs: *Out of Another @#& *% Crisis* and *Lean ISO 9001*, both available through amazon.com and asq.org.

In addition to Mike being a business author, he is a dynamic keynote speaker, emcee, Dr. Deming impersonator, business and quality consultant and trainer based in the Chicago area.

“Don’t forget to catch Mike’s two workshops on Friday, November 4, 2011.”

Mike writes his own column for Quality Digest, an on-line magazine, in which he is known as the Whys Guy. He also has developed his own line of ISO, Auditing, and Lean videos.

Attention ASQ Members with Certificates

The Section needs to have back up proctors for when ASQ Certification Examinations are held. Assistant proctors earn 0.5 REUs each time they proctor and are reimbursed for mileage and tolls. The examinations are held the first Saturday in March, June, October, and December from 7:00 A.M. to 1:30 P.M. If you are ASQ certified please contact Al Altopiedi, Certification Chairman, at alalto31@gmail.com.

Education News

One key to a successful business plan is giving the customer more than what he/she expects. One way to exceed expectations is for you and/or your employees to earn internationally recognized ASQ certifications in ten different but aligned disciplines of expertise.

Earning an ASQ certification proves to your customers and to yourself that you are competent to deliver the service or product that will meet customer expectations whether the customer is the next process step inside your building or the one who buys what you make or provide.

The Section's instructors are independent, local quality professionals that have over 20 years each of experience in the subject matter being presented. Most have their own training businesses and are ASQ members who want to return their expertise to the business community at far below their for-profit charge.

The Section provides daytime and evening courses at several locations in the Philadelphia suburbs and On-Site training in all of the courses listed on our schedule and a specialize training course in Six Sigma Green Belt.

These courses are delivered at your facility with customization of the course content to answer your particular needs. Since ASQ is a non-profit organization, the courses are priced to cover the costs of the instructor and materials and supplies.

Every year, the Section routinely offers a variety of Certification Preparation/Refresher courses to prepare you for the particular Certification exams, introductory level courses for anyone beginning a career in the Quality profession, advanced level courses for applying the Quality Tools in their workplace, and courses that are required for continued compliance with various ISO certifications.

Each year new courses are added to the course schedule in Certification Preparation/Refresher and on topics and tools of current interest in the Quality profession.

This year the list of scheduled courses has increased into new areas with many Executive Overview short courses being held during the day and several new topics to be taught in the evening. See the list of scheduled courses for the coming months and check-out those that are planned but not as yet scheduled for 2012.

All courses are delivered by Section qualified and section member instructors from the area. All have had decades of experience in their field and provide the experience and 'war stories' that bring the course content alive and grounded in reality.

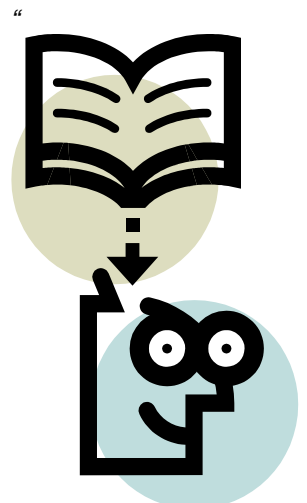
Almost all of the courses are available to be delivered 'On-Site' at your facility, on your schedule, with some customization to your issues/topics, and at a considerable savings (up to 30%) over the per person classroom cost.

Membership in ASQ is not required to attend any course but the advantages to ASQ membership include savings on tuition costs for the certification preparation courses, and the purchase of additional books and reference materials from the ASQ Store (www.asq.org/store).

Look back frequently at the course schedule posted on our web site as new titles are added periodically.



Education increases your marketability.



894 Carriage Way
Lansdale, PA 19446

PHONE:
215-368-6266

FAX:
2 15-393-4873

E-MAIL:
DEIDRADO@AOL.COM

VISIT US AT:
www.dbsqualitymgmt.com

We're on the Web!

See us at:

www.asqphilly.org

About Our Organization...

ASQ is a **global community of experts and the leading authority on quality** in all fields, organizations, and industries. As a **professional association**, ASQ advances the professional development, credentials, knowledge and information services, membership community, and advocacy on behalf of its more than 85,000 members. As champion of the quality movement, ASQ members are driven by a sense of responsibility to enrich their lives, to improve their workplaces and communities, and to make the world a better place by applying quality tools, techniques, and systems.

DBS Quality Management International

We provide ISO 9000/TS-16949/AS-9100/ISO 13485 Quality System Assessments, Development and Training. Fall 2011 Training Programs - Now Accepting Credit Cards for:

Internal Auditor Training (\$550 for both days or \$350 for one day per person)

Day 1 - ISO 9001:2000/2008 Training

- Quality system principles and the process model
- Examination/interpretation of ISO 9001:2008 elements
- Review of recently released 2008 standard changes
- Continual effectiveness improvement focus

Day 2 - Applying the Standard and Auditing Techniques

Audit mechanics:

- The documented quality system audit
- Audit sampling & development of the audit checklist -Conducting the audit, investigation, and psychology
- Audit management-development of the activity process based audit plan and schedule
- Writing non-conformity statements and audit reports
- Corrective action implementation, follow-up/closure
- Quality system performance effectiveness evaluation
- Skill development through individual/team workshops

AS9101D Supporting Audit Criteria (\$450 three sessions, 9/23, 10/28 and 12/2)

Requirements for Aviation, Space and Defense Organizations Standard:

This course concentrates on the AS-9100 revision "C", aerospace supplements over and above the requirements of the ISO 9001-2008 Standard, the application of AS9101D Audit Criteria/Requirements, and implementation strategies for certification preparation. Includes: Key Changes in AS9100C, AS9104 Transition Rules, Application of AS9101D Audit Criteria; The OER (Objective Evidence Report), The PEAR (Process Evaluation Assessment Report), Risk Management Requirements, Project and Configuration Management. Process Turtle Diagram Workshop.

Prerequisite: Understanding ISO 9001- 2008 is essential

One Day Workshops Available Call for Pricing

AS9101D Implementation Criteria; Application of SAE AS-9100C

This course concentrates on the application of AS9101D, Key Changes in AS9100C, Process Turtle Diagram Workshop, Business Process Metrics, The PEAR (Process Effectiveness Assessment Report), The OER (Objective Evidence Record), Risk Mgmt. Requirements and Workshop.

Half Day ISO/AS9100C/AS9101D Management Training Call for Pricing

The Process Model, The Process Turtle Diagram and Metric Development, Process Effectiveness Assessment Report, AS9100C/AS9101D Objective Evidence Record, Risk Management and Management's Role and Responsibility

Instructor is M Michael J. Dougherty, RAB QSA/IRCA QM SLA, IAQG, CM DCAS, & AIAG Certified ISO 9000, QS-9000, AS-9100, ISO 13485 Registrar Lead Auditor

Courses 8:30 AM -4:30 PM includes training materials and continental breakfast

Location: Best Western Towamencin, 1750 Sumneytown Pike, Kulpville , PA 19443