



# READING X<sup>̄</sup>PRESS

READING SECTION 0510      FEBRUARY 2010

## FEBRUARY 2010 MEETING ANNOUNCEMENT

Date: Monday, February 8, 2010  
Cost: \$20.00 per person  
Agenda: 5:30 – 6:00 PM      Registration/Networking/Announcements  
6:00 – 6:30 PM      Early Bird Program – [ASQ Reading Section BOD](#)  
6:30 – 7:30 PM      Buffet Dinner  
7:30 PM      Program Presentation – [Cost of Poor Quality](#)

Location:

[Chef Alan's](#)  
Fairground Square Mall  
3050 N. 5<sup>th</sup> Street Hwy.  
Reading, PA 19605  
(610) 685-4000

### [Early Bird Program](#)

Presentation and overview of each of the ASQ Reading Board positions as we come to that time of year when we will be electing a new board and will be looking for eager volunteers that want to become involved in the planning of section activities while earning extra points toward certification.

### [Holly Thompson Bio:](#)

Holly Thompson, Manager, Quality Assurance and Plant Services, Pepperidge Farm Inc., Denver PA. Holly has over 23 years experience in Quality Management in the Food Industry working for Pepperidge Farm the past 15 years and with the Pillsbury company prior to that. Holly is an ASQ Certified Quality Auditor, Certified HACCP Auditor, and Certified Quality Engineer. Holly has worked on the ASQ Reading Section Board since 1993 holding several positions including Membership Chair, National Quality Month/Reading Area Council on Excellence (RACE) Chair for Reading Section, Vice Chairperson and Chair-Elect, and Chairperson. She is currently the Nominations and Auditing Chairperson.

### [Program Presentation:](#)

The Cost of Poor Quality (COPQ) consists of the costs associated with inconsistent manufacturing processes and producing defective material. The cost of poor quality originates at all places where the product is being made. It also includes the cost of lost opportunity due to the loss of resources used in rectifying the defect. COPQ includes all the labor cost, rework cost, disposition costs, and material costs that have been added to the unit up to the point of rejection. Six Sigma directly assigns a dollar value to the cost of poor quality.

Experts have estimated that the Cost of Poor Quality typically amounts to 5-30% of gross sales for manufacturing and service companies. Independent studies reveal that COPQ is costing companies millions of dollars each year and its reduction can transform marginally successful companies into profitable ones. Yet most executives believe that their company's COPQ is less than 5%, or just don't know what it is.

Bob will give examples of COPQ and show how it is calculated.

### [Robert Stellar Bio:](#)

Bob Stellar is a graduate of Lehigh University with a degree in Metallurgy and Material Science. He is also a Lean Six Sigma Master Black Belt and has performed various supply chain oriented projects. Bob has been with Brush Wellman for 25 years and is the Quality Manager of the Shoemakersville plant. Prior to joining Brush Wellman, he worked at Bethlehem Steel.

### [Menu](#)

#### [Bistro Uptown Buffet:](#)

- Tossed Garden Salad
- Honey Glazed Roast Chicken
- Oven Baked Lasagna
- New England Style Haddock
- Oven Roasted Potatoes
- Vegetable of the Day
- Cole Slaw
- Applesauce
- Fresh Fruit Bowl
- Hot Rolls & Butter
- Dessert - Tapioca
- Coffee, Tea, and Iced Tea are included

**Reservations:** Call Cori Monighan at 610-582-2222 (Beacon Container) by Friday, February 5, 2010 to make your reservation or e-mail her at [c.monighan@beaconcontainer.com](mailto:c.monighan@beaconcontainer.com). Please leave your name, meal choice, and company affiliation.

*Please remember that we are a non-profit organization. Have the courtesy to cancel your reservation or you will be billed for the meal. If you must cancel, call Cori before Noon, on the day of the meeting. Your cooperation is appreciated.*

## March 2010 Meeting Information:

**Early Bird Program:**            **5S and Lean Manufacturing**  
**Main program:**                    **SQF 2000 Safe Quality Food**

## THOUGHT FOR THE MONTH

“Do what you can, with what you have, where you are.”

Theodore Roosevelt  
1858-1919

## 2009-10 MEETING SCHEDULE (tentative)

<u>Month</u>	<u>Date</u>	<u>Topic</u>
September 2009	September 14	ISO9001 to support Sarbanes-Oxley Implementation
October 2009	October 12	Kalas Wire ( <b>Tour</b> )
November 2009	November 9	News from ASQ ( <b>EB</b> ) ISO 14001 (RM)
December 2009	December 10	Annual Holiday Get Together
January 2010	January 11	APIC Panel Discussion
February 2010	February 8	Election of Officers ( <b>EB</b> ) Cost of poor Quality (RM)
March 2010	March 8	5S and Lean Manufacturing ( <b>EB</b> ) SQF 2000 (Safe Quality Food) (RM)
April 2010	April 12	Plant Tour ( <b>Tour</b> )- TBA
May 2010	May 10	Training ( <b>EB</b> ) Dash Board Metrics (RM)
June 2010	June 14	Annual Survey Results ( <b>EB</b> ) Updates to International Standards (RIOS, R2, GG, ISO 19011) (RM)

**EB:** Early Bird Meeting            **RM:** Regular Meeting            **T:** Tour

\*            Early Bird - meeting precedes regular meeting.

\*\* Section Elections – precedes the regular meeting

# News Release

**Press Contact:**

Lynda Nicely  
414-298-8789 Ext. 7587  
800-248-1946  
[lnicely@asq.org](mailto:lnicely@asq.org)

**FOR IMMEDIATE RELEASE**

## **ASQ Grants “Fellow” Status to Scott A. Laman**

**Milwaukee, Wis., January 11, 2010** – ASQ (American Society for Quality) has awarded “Fellow” status to Scott A. Laman and 20 other ASQ members. These individuals were elected Fellows by ASQ’s board of directors in November 2009. Fellows are recognized as having achieved professional distinction and pre-eminence in the technology, theory, education, application, or management of quality control. ASQ has awarded Fellow status to a total of 600 members to date.

According to ASQ bylaws, Fellow membership status may be awarded to those individuals who have been ASQ members in good standing and meet the following criteria:

- Have at least 15 years of quality-related experience
- Meet minimum score requirements across six professional categories
- Are sponsored by peers and endorsed by their ASQ section and/or division
- Have been a Senior member for five years or longer

“ASQ presents these men and women with Fellow status to recognize the commitment they have made to making quality a personal ethic, an organizational imperative, and a global priority,” said ASQ President Peter Andres. “They are leaders of the quality movement, and many may become the future leaders of ASQ.”

**Scott A. Laman**, from **Teleflex Medical, Reading, PA** and sponsored by **Reading Section 0510**, received Fellow membership status for "outstanding contributions and active participation with the ASQ Certification Board in highly visible positions and numerous exam development workshops; for active involvement and influence with the affairs of the Society of Plastic

Engineers; and for contributing to industry in the areas of risk management, quality/reliability, and statistical techniques."

*ASQ, (American Society for Quality) [www.asq.org](http://www.asq.org), has been the world's leading authority on quality for more than 60 years. With more than 85,000 individual and organizational members, the professional association advances learning, quality improvement and knowledge exchange to improve business results and to create better workplaces and communities worldwide. As a champion of the quality movement, ASQ offers technologies, concepts, tools and training to quality professionals, quality practitioners and everyday consumers. ASQ has been the sole administrator of the prestigious Malcolm Baldrige National Quality Award since 1991. Headquartered in Milwaukee, Wis., ASQ is a founding sponsor of the American Customer Satisfaction Index (ACSI), a prominent quarterly economic indicator, and also produces the Quarterly Quality Report.*

## ASQ Board Positions Descriptions

The following is a brief description of the various positions necessary to keep the section operating. The section is often looking for volunteers for a number of these positions. We will post this listing again next fall in preparation for the spring elections.

- **Chairperson** – This position is responsible for the overall operation and leading of the section. The Chair runs all board meetings and develops the agenda. The Chair most often leads the monthly meetings. The Chair makes sure that all of the elements have been covered for the section: operating budget, SMP plan development. (1-2 hr/mo; H.E.)
- **Vice-Chairperson** – Covers when the Chair is not available. (0-1 hr/mo; K.L.)
- **Secretary/Historian** – minutes for board meetings ( 1-2 hr/mo; D.S.)
- **Treasurer** – collects all meeting costs, develops budget, compiles annual financial report, monitors all expenditures, banking, writes checks (3-4 hr/mo; annual report 1-2 hr; N.R.)
- **Membership** – updates on new members. (2-8 hours/mo; F.Y.)
- **Certification/Examining** – arranges for location for exams, proctors, materials (proctoring 6 hr X 4 / year; R.D.)

- **Recertification** - receives and approves re-certification packets to send into HQ (1-2 hr/mo; R.D.)
- **Education** – develops at least one education program per year (1-2 hr /mo. 8-10 hr mo prior planning training event)
- **Programs** – works with the board and membership to identify program ideas and locations (2-3 hr/mo; H. E.)
- **Auditing** – present at the financial audit meeting to review the budget (2hr/ every 2 mo., must attend the year end audit meeting in August HT)
- **Nominations** – makes sure that all positions have at least one nominee, develops description list (2 hr/ every 2 mo.; 1-2 hr to put together descriptions HT)
- **Newsletter** – makes sure format and content of newsletter are developed and sent out each month (1-3 hr/mo; T. B.)
- **Webmaster** – oversees website making sure content is up to date, additions, annual fees which are approved through the Board (5-7 hr/mo; T. B.)
- **Arrangements** – makes sure location established and reserved for board meetings and monthly meetings, makes menu choices and approves through the Board (1-2 hr/mo; K. L.)
- **QMP Chairperson** – makes sure the QMP plan is developed and updated as activities progress and submissions take place at proper deadlines (1/2 to 1 hr/mo depending if items are due for HQ; MM)

## CERTIFICATION EXAM SCHEDULE 2009-10

EXAMINATION	APPLICATION DEADLINE	EXAMINATION DATE
CQE, CQA,CQI,CSSGB CSQE, CQIA/CCT	October 17, 2009 April 16, 2010 October 15, 2010	December 5, 2009 June 5, 2010 December 4, 2010
CBA CQA-HACCP	August 21, 2009 January 15, 2010 August 6, 2010	October 17, 2009 March 6, 2010 October 2, 2010
CRE, CQT, CMI, CQMgr., CSSBB	August 21, 2009 January 15, 2010 August 6, 2010	October 17, 2009 March 6, 2010 October 2, 2010

**Note: Exams will be held the date they are scheduled.**

## **ASQ Certification Renewal Due?**

**Please check the renewal date on your certifications. Don't let them lapse. If you have questions please contact one of the board members for assistance. Or contact the Recertification chair directly:**

### **Re-Certification Contact Information**

**Rob Denning**  
**Allegheny Bradford Corporation**  
**1522 South Avenue**  
**Lewis Run, PA 16738**  
**(814) 362-2593**  
**[rdenning@alleghenybradford.com](mailto:rdenning@alleghenybradford.com)**

## **EDUCATION/TRAINING:**

Please visit the Section Web Site Education/Training Page. We have information on an upcoming Certified Quality Engineer Training Class being offered starting in September.

Also, if there are other training sessions you are interested in seeing the section conduct please contact [Dave Edling](#) at (610) 705-8638 about that as well. We are looking to measure the interest level.

## **CLASSIFIEDS:**

Please check the Section Web Site Classifieds often for job postings. We new job postings this month. Some new positions are posted during the month.

## **ASQ Membership Renewal Due?**

Please check the renewal date on your ASQ membership - don't let it lapse. If you have questions regarding your membership please contact one of the board members for assistance or the membership chairman directly:

**Frank Yurich**  
**(610) 777-2695**  
**[fyurich@americancrane.com](mailto:fyurich@americancrane.com)**



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**2010 Training Programs**

Dates	Course Description	Cost/Person
<p><b>3 Sessions:</b> <b>February 4 &amp; 5</b> <b>April 8 &amp; 9</b> <b>June 3 &amp; 4</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>Attendees will receive ISO 9001-2000 &amp; 2008 Certificates</p> <p><b>Day 2 – Applying the Standard &amp; Auditing Techniques</b></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><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>3 Sessions:</b> <b>February 26</b> <b>March 26</b> <b>May 7</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. <b>Prerequisite: Understanding of ISO 9001-2000 or 2008 or AS-9100B</b></p>	<p><b>\$325</b></p>
<p><b>Take Home Review and Self-Examination Package</b></p>	<p><b>AS-9100 Revision “C” - 2009 Standard</b></p> <p>This program is designed specifically to address the changes that resulted in the release of the AS9100C standard, over and above the requirements of the AS9100B Standard, without the need to attend a public training session. <b>Prerequisite: Understanding of AS9100B</b></p>	<p><b>\$150</b></p>
<p><b>Principal Instructor: Michael J. Dougherty, RABQSA/IRCA QMSLA, IAQG, CMDCAS, &amp; AIAG Certified. ISO 9000, QS-9000, AS-9100, ISO 13485 Registrar Lead Auditor.</b></p> <p><b>Courses Include:</b> Training materials &amp; continental breakfast. Lunch is on your own. Courses run 8:30AM - 4:30PM. <b>Please bring a copy of the appropriate Standard for reference.</b></p> <p><b>Location:</b> <b>Best Western Inn At Towamencin, 1750 Summeytown Pike, Kulpsville, PA 19443. Ph. (215)368-3800.</b> 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.</p> <p><b>Contact Deidra to register. Phone: (215) 368-6266 Fax: (215) 393-4873 E-mail: deidradoc@aol.com</b></p>		

**WELCOME!**

ASQ welcomes the following new members to the Reading Chapter:

Gerald Corcoran  
Charles Nadeau

Nicholas Gyomber  
Stacy Nadeau

David Kersley



## 2009 – 2010 OFFICERS

<b>Chairperson</b>	Darwin Evangelista	(610) 562-6673
<b>Vice-Chairperson</b>	Ken Lazurick	(610) 682-3150
<b>Secretary/Historian</b>	Dave Scherr	(610) 385-6061
<b>Treasurer</b>	Natalie Redd	(610) 670-3873
<b>Membership Chairperson</b>	Frank Yurich	(610) 777-2695
<b>Certification/Examining</b>	Joe Pascuzzi	(610) 921-2481
<b>Recertification Chairperson</b>	Rob Denning	(814) 362-2593
<b>Education Chairperson</b>	Dave Edling	(610) 705-8638
<b>Programs Chairman</b>	Darwin Evangelista	(610) 562-6673
<b>Auditing/Nominations</b>	Holly Thompson	(717) 336-8670
<b>Newsletter/Webmaster</b>	Timothy J. Brady	(610) 562-6679
<b>Arrangements/Nominations</b>	Ken Lazurick	(610) 682-3150
<b>SMP/RACE Chairperson</b>	Marcia Murphy	(717) 336-8665
<b>Registration/Reservations</b>	Cori Monighan	(610) 582-2222