



# READING X<sup>̄</sup>PRESS

READING SECTION 0510

November 2010

## NOVEMBER 2010 MEETING ANNOUNCEMENT

Date: Monday, November 8, 2010  
Agenda: 5:30 – 6:00 PM Registration/Networking  
6:00 – 6:30 PM Early Bird Presentation - [Voice of the Customer \(VoC\)](#)  
6:30 – 7:45 PM Dinner  
7:45 – Presentation: [Minitab Tips and Tricks](#)  
Cost: \$20 per person

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

### EARLY BIRD

Topic: Voice of the Customer (VoC)  
Speaker: Natalie Redd

Voice of the Customer (VoC) is the newest ASQ board position. VoC chair Natalie Redd will provide an overview of the new VoC position and explain what the Reading Section is working on to ensure member value and satisfaction.

Natalie Redd is a Quality Assurance Supervisor at Alcon Research, Ltd., in Sinking Spring, PA. Alcon develops, manufactures, and markets surgical, pharmaceutical, and consumer vision care products. In the eye care industry, Alcon has the broadest product portfolio and possesses leading market share in most product categories.

Natalie has been in the quality field for 25 years, all at Alcon, and is a Certified Quality Auditor and Certified Quality Manager/Organization Excellence. She earned an associate degree

in Business Management at Reading Area Community College and a Bachelors degree in Business Administration at Alvernia College (now Alvernia University).

For the last 3 years, Natalie has been on the Reading ASQ Board as Treasurer. This year she has volunteered to head the new Voice of the Customer chair position.

## **REGULAR MEETING**

Topic: Minitab Tips and Tricks

Speaker: Brad Smith

Brad will give an overview of helpful features and functions in Minitab Statistical Software version 16 – import from Excel and ODBC databases, worksheet organization, graph editing capabilities, customization and automation. Minitab 16 is the leading statistical software package used for quality improvement worldwide.

Brad Smith is a member of the Minitab Commercial Sales Team. Brad is actively involved in developing new and managing existing Minitab customer relationships. Previously, Brad worked as a Regional Sales Manager for a software company specializing in Human Resource/Data Analysis packages for the K-12 Academic community.

## 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
- Coffee, Tea, and Iced Tea are included

**Reservations:** Call Cori Monighan at 610-582-2222 (Beacon Container) by Friday, November 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.*

## December 2010 Meeting Information:

### Annual Holiday Get-Together

Thursday, December 09, 2010.

## January 2011 Meeting Information:

APICS Panel Discussion – The New Normal

Monday, January 09, 2011.

## THOUGHT FOR THE MONTH

*If standard of living is your major objective, quality of life almost never improves, but if quality of life is your number one objective, your standard of living almost always improves.*

Zig Ziglar (1926 - )

## 2010-11 MEETING SCHEDULE (tentative)

| <u>Month</u>   | <u>Date</u>  | <u>Topic</u>   |
|----------------|--------------|--|
| September 2010 | September 13 | Managing Allergens within the Food Industry  |
| October 2010   | October 11   | Dorma Architectural Hardware ( <b>Tour</b> )                                       |
| November 2010  | November 8   | Voice of the Customer (VoC) ( <b>EB</b> )<br>MiniTab Tricks & Tips/MiniTab 16 (RM) |
| December 2010  | December 9   | Annual Holiday Get Together  |
| January 2011   | January 10   | APICS Panel Discussion – The New Normal  |
| February 2011  | February 7   | Election of Officers ( <b>EB</b> )<br>A3 & VSM (RM)                                |
| March 2011     | March 7      | Counterfeit Detection in the Electronics Industry (RM)                             |
| April 2011     | April 18     | East Penn (Deka) ( <b>Tour</b> )   |
| May 2011       | May 9        | Quality Control/Doing Business in China  |
| June 2011      | June 13      | Membership Survey Results ( <b>EB</b> )<br>How to Get A Job (TBD)                  |

EB: Early Bird Meeting

RM: Regular Meeting

T: Tour

\* Early Bird - meeting precedes regular meeting.

\*\* Section Elections – precedes the regular meeting

# CERTIFICATION EXAM SCHEDULE 2010-11

| EXAMINATION                            | APPLICATION DEADLINE               | EXAMINATION DATE                 |
|--|------------------------------------|----------------------------------|
| CQE, CQA, CQI, CSSGB<br>CSQE, CQIA/CCT | October 15, 2010<br>April 15, 2011 | December 4, 2010<br>June 4, 2011 |
| CBA<br>CQA-HACCP                       | August 6, 2010<br>January 14, 2011 | October 2, 2010<br>March 5, 2011 |
| CRE, CQT, CMI,<br>CQMgr., CSSBB        | January 14, 2011<br>August 5, 2011 | March 5, 2011<br>October 1, 2011 |

### Exam Location:

Muhlenberg Community Library  
3612 Kutztown Road  
Laureldale, Pa 19605  
(610) 929-0589

**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)

**Note: Credit card payment is preferred for recertification. Those that wish to pay with a check should include a stamped envelop with the recertification package they send.**

## **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. Some new positions are posted during the month.

### **New:**

#### **Quality Assurance Manager:**

Hamilton Precision Metals (HPM) - a Division of AMETEK Precision and Engineered Materials, is a leading manufacturer of high precision specialty alloy strip and ultra thin foil. HPM's markets include medical, aerospace, electronic, and consumer products industries. HPM is looking for a qualified individual with superior verbal and written communication skills for the Quality Assurance Manager position.

#### **Responsibilities:**

Manages HPM's Quality Systems and maintains HPM's certification to ISO 9001:2008. Responsible for the use and implementation of statistics and other process control tools throughout the plant. Conducts capability and gage R&R studies on critical inspection and process measurement devices. Leads efforts to continuously improve product quality. Directs the activities of HPM's Inspection Department. Responsible for both Internal and External Customer and Supplier audit activities. Prepare the organization for certification to ISO 13485 – Medical Devices QMS and/or FDA compliance activities.

#### **Qualifications:**

BS – Engineering or similar degree. Applicable additional Quality Certification – ASQ or Six Sigma Black belt desired. 8–10 years of previous Quality Control experience in a manufacturing facility with product test equipment. Experience with the ISO 9000:2008 Standard and all associated compliance activities. Working knowledge of Statistical Process Control techniques and development of process control plans. Familiarity with the medical device industry desired. Knowledge and use of common MS Office computer applications. Superior verbal and written communication skills and the ability to work effectively with all levels or individuals both inside and outside of HPM are required.

Interested should forward their resume to:

[Hpm.hr@ametek.com](mailto:Hpm.hr@ametek.com)

Or

Human Resources  
Hamilton Precision Metals  
1780 Rohrerstown Rd  
Lancaster, PA 17601

Or

Fax: (717) 569-6602

## **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)



Donna Ballard  
Nate Bowman  
Shyam Davey  
Robert Ellsworth

Chris Folta  
Rebecca Hartman  
Thomas Hill  
Michelle Kissinger

George Pesansky  
Michael Snyder  
Lisa Stojowski  
Henry Udomon

## **New Section Members!**



**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**

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**2010 Training Programs**

| Dates   | Course Description   | Cost/Person   |
|---|--|---|
| <p><b>1 Session:</b><br/><b>November 18 &amp; 19</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:<br/>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>1 Sessions:</b><br/><b>December 3</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.</p> <p><b>Prerequisite: Understanding of ISO 9001-2000 or 2008 or AS-9100B</b></p>   | <p><b>\$325</b></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**

**2011 Scholarship Application Now Available**

The Inspection Division is pleased to announce that it has increased its annual scholarship to \$3000! This scholarship was created to help members, their family or friends defray the costs associated with college expenses. Scholarship funds will be dispersed to one or more deserving students in the Spring of 2011.

Applications can be downloaded from the ASQ Inspection Division web site:  
<http://www.asq.org/inspect/about/awards-inspect.html>

Applications can also be obtained by contacting Jim Spichiger at [jim.spichiger@alcatel-lucent.com](mailto:jim.spichiger@alcatel-lucent.com)

Applications must be postmarked no later than February 15, 2011.

# 2011 Chuck Carter Award International Inspector of the Year

Applications are now available for the 2011 Chuck Carter International Inspector of the Year Award! For over 35 years the Inspection Division has offered this award to provide recognition to “The Inspector”. Any qualified individual who spends more than 50% of his or her time in inspection, test, audit, calibration, etc., functions to assure conformance to engineering, manufacturing, quality and customer standards or requirements, is eligible as a candidate to receive the award.

Applications can be downloaded from the ASQ Inspection Division web site:  
<http://www.asq.org/inspect/about/awards-inspect.html>

Applications can also be obtained by contacting Jim Spichiger at [jim.spichiger@alcatel-lucent.com](mailto:jim.spichiger@alcatel-lucent.com)

Applications must be postmarked no later than February 15, 2011.

## 2010 – 2011 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>                   | Ron Szurgot        | (610) 944-6447 |
| <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>VoC Chairperson</b>             | Natalie Redd       | (610) 670-3873 |
| <b>Programs Chairman</b>           | Beng Yeoh          | (610) 796-4409 |
| <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 |