
American Society for Quality

**Section 501
North Central Pennsylvania**

NEWSLETTER

October 2003

October 2003 Meeting



DATE: Wednesday, October 15, 2003

TIME: Dinner - 6:00 p.m., Program - 7:00 p.m. (Cash bar available at 5:30 PM)

PLACE: **Temperance House**

50 North 2nd Street; Lewisburg, Pa
(See reverse for directions)

COST: \$16.00 per person

MENU: Choice of Filet Mignon (6 oz.) or Broiled Shrimp, both served with tossed salad, baked potato, bread, non-alcoholic beverage, dessert

PROGRAM: "Using Satisfaction Survey Data to Improve Quality" presented by Ms. Kelley Morrison, Continuous Quality Improvement Manager, Evangelical Community Hospital; Lewisburg, Pa.

RESERVATIONS: Contact Norval Johnston at (570) 769-4449 or reservation@asq501.org with your name **and meal choice** no later than 12:00 Noon on Friday October 10, 2003. **Late reservations cannot be accepted.**

NOTE: Please make all reservations through ASQ. If a reservation is made and you do not attend, you will be expected to pay for your meal. We cannot cancel meals the day of the meeting. Remember, dinner is optional. You may, if you wish, attend the program only, at no charge.

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PROGRAM OUTLINE AND DIRECTIONS TO THE TEMPERANCE HOUSE

- I. Overview/History of Quality Initiative at Evangelical Community Hospital
- II. Strategic Initiative - April 2002 - Revitalize CQI Culture of Hospital
- III. Leading the Charge for Change and Re-Energizing Employees
- IV. First Survey Results - January 2003 - Not So Great, How Can We Improve?
- V. Taking It to the Streets - Charging Departments with Quality Improvement Initiatives
- VI. Beating the Drum
- VII. Next Survey Results - Tremendous Improvements in All Four Areas Surveyed, Also Improvements in the Budgetary
- VIII. Bottom Line
- IX. Q&A

From State College/Bellefonte: Take I-80 East to exit #210. Follow Rt. 15 South into Lewisburg. At the Market St. light, turn left onto Rt. 45 East. At the fourth light (N. 2nd St.), turn left and go one block. Turn right onto Saint John St. The Temperance House is on the corner of N. 2nd and Saint John Sts. There is a parking lot behind the restaurant and limited on-street parking available.

From Danville, Bloomsburg: Take I-80 West to exit #210. Follow Rt. 15 South into Lewisburg. At the Market St. light, turn left onto Rt. 45 East. At the fourth light (N. 2nd St.), turn left and go one block. Turn right onto Saint John St. The Temperance House is on the corner of N. 2nd and Saint John Sts. There is a parking lot behind the restaurant and limited on-street parking available.

From Williamsport: Follow Rt. 15 South into Lewisburg. At the Market St. light, turn left onto Rt. 45 East. At the fourth light (N. 2nd St.), turn left and go one block. Turn right onto Saint John St. The Temperance House is on the corner of N. 2nd and Saint John Sts. There is a parking lot behind the restaurant and limited on-street parking available.

NEW MEMBERS

Joseph Alexander, Six Sigma Black Belt, RR Donnelley; Bloomsburg

Willis F. Beaver, Quality Assurance Manager, West Pharmaceutical Services Inc; Williamsport

Chad V. Green, Black Belt, RR Donnelley; Bloomsburg

John A Walls III, President, Calyx Metrology Laboratory, Inc.; State College

New members are our guests at their first section meeting attended within six months of joining. Section members accompanying newly-recruited members to their first section meeting will receive dinner free.

September Meeting Highlights

Scott Dawson, President, Core Business Solutions; Lewisburg; Pa, presented an interesting angle on ISO certification- 9001:2000, the 94 standard vs. 2000. Leadership responsibility is redefined as top management. The focus has changed to: employee training vs. competency, and business quality vs. product quality. 9001:2000 is more process driven, more customer focused, and insists on continual improvement. With the deadline for conversion to ISO 9001:2000 in December, the topic was very timely and relevant.

Survey results: There was a feedback survey conducted after the meeting. Eighty-four percent of those who returned the survey at the meeting found the program subject excellent (42% thought the subject very good), 100% were satisfied with the meal, 40% thought the meeting location was excellent (47% thought the location was very good), and 2 more people volunteered to help our section.

Future Meeting Topics

1. **Wednesday, November 12, 2003**: “Help! I’m Out of Control” by Bob Langton and Cathy Akritas at Minitab Inc.; State College
2. **Tuesday, December 9, 2003**, Plant Tour at High Steel Structures, Inc.; Williamsport, hosted by Paul Reed.
3. January, 2004: No Meeting Scheduled
4. **Tuesday**, February 10, 2004: Topic TBD, by Bob Gudgel of Penn College, Williamsport
5. March, 2004: Date, Topic, Location TBD
6. **Wednesday**, April 14, 2004: Topic: Customer-Supplier Relationships or Malcolm Baldrige National Quality Award, Location: TBD
7. **Wednesday**, May 12, 2004: Plant Tour at Springs Window Fashions, Montgomery, hosted by Harold Tonkins

Dinner menus and meal costs will be announced before each meeting.

The March 2004 meeting date is still open, and we would like to have the schedule finalized by December. If you have any suggestions for meeting topics, or would like to volunteer to do a presentation for our section, please contact one of the section officers.

Electronic Newsletters

We hope to provide the newsletter to our members via the website in the future. Members will be notified when the current newsletter is posted on the website via an e-mail. We can only send this notification to members who have agreed to receive e-mail from the section. The newsletter will also be sent, at least temporarily, in a text only format. Not all members with e-mail have access to the Internet. If you do not receive a notice that the newsletter has been posted to the website and you want to receive this information via e-mail you must contact ASQ HQ. The section can only send e-mails to the members that have said ‘yes’ to section e-mail through ASQ HQ. We cannot contact ASQ on your behalf. You can choose to receive all e-mails, or for your section and/or divisions only. This can also be handled online at the ASQ website.

Beginning with the February newsletter, those members who have authorized e-mail from the section will receive the newsletter electronically; all other members will receive the newsletter via ground mail.

Please contact Matt Marshall at treasurer@asq501.org or at (570) 742-2246 if you want to receive the newsletter electronically but cannot access the Internet and our website or if you have any questions regarding the website or electronic newsletter.

ASQ Section 501 is Now Online

Our section now has its own website: www.asq501.org. We brought our website online last month. We have made the following information available online: Meeting information, the Newsletter (in Adobe Acrobat Reader) and our Bylaws. Our section officers now have e-mail addresses that will remain the same from year to year. Using these addresses you can contact the section chair at chair@asq501.org and make reservations at reservation@asq501.org. Our website also has a Feedback page where you can make comments and/or suggestions. With our members input we hope to refine the site to better meet your needs. The site lists the current section officers with contact information. There is even a page with links to other sites that contain resources for the quality professional. You can link to the ASQ Headquarters website by clicking on the logo from any page.