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# American Society for Quality

## Section 501

### North Central Pennsylvania

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April 2004

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## April 2004 Meeting



**DATE:** Wednesday, April 7, 2004

**TIME:** Dinner - 6:00 PM; Program - 7:00 PM; Cash Bar available at 5:30 PM

**PLACE:** Triangle Tavern; 300 Shiffler Ave.; Williamsport, PA 17701

**COST:** \$15.00 for choices (1) or (2); \$12.00 for choice (3). Dessert available for an additional \$3.00 plus tax and gratuity.

**MENU:** Choice of (1) Baked Ham Steak **OR** (2) Broiled Haddock **OR** (3) Chef Salad. Entrees (1) and (2) served with Baked Potato, Salad with Italian Dressing, Bread & Butter, and Coffee or Iced Tea. Entree (3) served with Coffee or Iced Tea.

**PROGRAM:** "Malcolm Baldrige National Quality Award" presented by Jim Hagenbaugh, Quality Assurance Manager, First Quality Hygienic. *See page 2 for details and directions.*

**RESERVATIONS:** Contact Norval Johnston at (570) 769-4449 or [reservation@asq501.org](mailto:reservation@asq501.org) with your name **and meal choice** no later than 12 Noon on Friday, April 2, 2004. *Late reservations cannot be accepted.*

**NOTE:** Please make all reservations through ASQ; reservations will be confirmed within 24 hours of receipt. If a reservation is made and you do not attend, you will be billed for your meal. Meals cannot be cancelled on the day of the meeting. Dinner is optional, and you may attend the program only, at no charge.

#### Contacts:

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CHAIR

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NORVAL JOHNSTON  
PROGRAMS

ARRANGEMENTS

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#### New Members:

M. Jeya Chandra; Professor; Industrial Engineering; Penn State University (rejoin)

Mark J. Strocko; Quality Facilitator; Jeld-Wen

Terry Lee Hughes; Quality Manager; Westan

Roxanne M. Naef (rejoin)

Nick Pecone; District Administrator; Office of Vocational Rehab; Williamsport

**PROGRAM SUMMARY AND DIRECTIONS TO TRIANGLE TAVERN:**

The Malcolm Baldrige National Quality Award is a competition sponsored by NIST to identify and honor the best U.S. organizations in their class. Its approach is unique in that it does not look at systems as much as the overall performance of those systems. Its focus is not as much on product quality as it is on organizational quality. We will discuss the history of the Baldrige award, the criteria of the award, and the performance of companies that have won the award in the past.

**From State College/Bellefonte:** Follow Rt. 220 North to Williamsport. Rt. 220N becomes I-180E/Rt. 220N. Take the Faxon exit (exit 25). Go under the overpass and make second left onto Shiffler Ave. At the traffic light (E. Third St.), turn right and park behind the pink building (Triangle Tavern).

**From Danville/Milton:** Follow I-180 West to Williamsport. I-180W becomes I-180W/Rt. 220S. Take the Faxon exit (exit 25). After stopping at the bottom of the ramp, go straight onto Shiffler Ave. At the traffic light (E. Third St.), turn right and park behind the pink building (Triangle Tavern).

**From Rt. 15:** Take I-180 East/Rt. 220 North. Take the Faxon exit (exit 25). Go under the overpass and make second left onto Shiffler Ave. At the traffic light (E. Third St.), turn right and park behind the pink building (Triangle Tavern).

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**Upcoming ASQ Meeting:**

Wednesday, May 12, 2004: Plant Tour, Springs Window Fashions, Montgomery

The dinner menu and meal cost will be announced in the next newsletter.

If you have any suggestions for meeting topics, or would like to volunteer to do a presentation for our section in 2004-05, please contact Norval Johnston at (570) 769-4449 or at [programs@asq501.org](mailto:programs@asq501.org).

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**February Meeting Survey Results:**

Thirteen people completed and turned in surveys after Bob Gudgel's Kaizen blitz presentation in February. Overall, all but one respondent felt that Bob's presentation was very good or excellent. Nine of the twelve who had dinner thought that the meal catered by The Riviera was very good or excellent. There were some issues raised about the size of the salad entree, its contents, and its price, which have been addressed for future meetings.

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**Free ISO 9001-2000 or QS-9000 Audits:** Scott Horner is offering free audits to gain more audit experience. He is a RAB QMS Auditor and wants to become a RAB QMS **Lead** Auditor. This situation has worked out very well for several companies. They use these audits as:

1. Gap Analysis audits to get started in ISO.
2. Rehearsal audits to get ready for registration audits.
3. Internal audits if they are behind on their audits.
4. A second opinion audit if they think their current auditor is not diligent enough

“This sounds crazy, but unless your uncle works for a Registrar it is hard to get these audits so doing them for free is the best way I have found to get them. Believe me there is no catch.”

Scott Horner; Secretary  
Allegheny Mountain Section 203  
814-383-4496  
e-mail: [schorner133@earthlink.net](mailto:schorner133@earthlink.net)

**The annual election of officers for the section was held during the February 2004 meeting.** The officers for the fiscal year July 2004 thru June 2005 are as follows:

Chair: Dan Crust

Vice-Chair: Matt Marshall

Secretary: Bill Herald

Treasurer: Tina Byers

Effective March 2004, there will be change in the newsletter.

Monthly newsletters will contain information with regard to the current month's meeting arrangements, contact information for the section and arrangements chair, and the date of the next month's meeting.

Quarterly, the newsletter will contain the information from the monthly newsletter as well as section news, schedule for the next quarter's meeting dates, and other relevant information.