
American Society for Quality

Section 501
North Central Pennsylvania

NEWSLETTER

February 2004

February 2004 Meeting



DATE: Tuesday, February 10, 2004
TIME: Dinner - 6:00 P.M., Program - 7:00 P.M.
PLACE: **Business and Technology Resource Center (BTRC)**
Technology Transfer Center
2401 Reach Road, Suite 420
Williamsport, Pa.
(See reverse for directions)

Cost: \$14.00 per person

MENU: Choice of (1) Lasagna w/ tossed salad and bread OR (2) Harvest Salad. Both entrees served with dessert, coffee, tea, iced tea, and water

PROGRAM: "Turning on a Dime: The Kaizen Blitz to Improve Quality and Productivity", presented by Robert Gudgel, Assistant Professor, Penn College of Technology

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 February 6, 2004. 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 Penn College BTRC

A Kaizen blitz is an intense, focused change effort designed to accomplish important quality and productivity results in several days' time. This approach uses employee involvement to take immediate action that is tangible and helpful to improve quality and/or productivity in the workplace. By creating quick results, the Kaizen blitz creates confidence that a change process does work and avoids the common complaint of no visible results from change/improvement training. This presentation will discuss how a Kaizen blitz can be conducted, the types of improvements that can result, and show some examples of the successful use of this approach in various companies.

From State College/Bellefonte: Follow Rt. 220 North to Williamsport. Take the Reach Rd. exit. Turn left at the top of the ramp, then turn right at the stop sign onto Reach Rd. BTRC is on the right.

From Danville/Milton: Follow I-180 West to Williamsport. I-180W becomes I-180W/Rt. 220S. Take the Reach Rd. exit. Turn right at the top of the ramp, and then turn right at the stop sign onto Reach Rd. BTRC is on the right.

From Rt. 15: Take Rt. 220 South. Take the Reach Rd. exit. Turn right at the top of the ramp, and then turn right at the stop sign onto Reach Rd. BTRC is on the right.

NEW MEMBERS

John Konrad Switalski; Sr. Quality Control Manager; Paradise Datacom; Boalsburg
Conrad G. Mailleue; Muncy
Tony Lauria; Process Consultant; Highmark; Camp Hill (Transfer)

New members to ASQ are our guests at their first section meeting attended within six months of joining.

December Meeting Highlights

Paul Reed, Quality Assurance Manager of High Steel Structures of Williamsport, hosted the December meeting at the plant. High Steel fabricates components used to build steel bridges. A few years ago, the rework rate was at 20%. By using quality tools including DOE's to pinpoint problems, "thinking outside the box", by re-training the workforce, and introducing technology (including laser mics. on the spray guns), failures dropped from 16% to 1.1% in 3 years. Paul stressed the importance of training and brought in a teacher to retrain the welders, and since the painting process was one of the quality offenders, he contacted the paint vendor to come in and train personnel.

Part of Paul's philosophy is: "Don't assume they know what they are doing", "show the workforce that the Quality people are not the enemy", and don't be afraid to ask: "What can I do to help you?" After the presentation the group was given a tour of the facility.

December Meeting Survey Results:

Ten surveys were completed and returned by attendees at the December meeting at High Steel Structures in Williamsport. All of the survey respondents felt that the plant tour was very good or excellent. Five thought that the dinner catered by Harvest Moon was excellent; three thought it was very good, and two thought it was good. One person volunteered to do a presentation for the section at a future meeting.

Future Meeting Topics

1. **Wednesday, March 10, 2004:** Continuous Improvement Teams by Brad Ishler of Quality Systems Services; Location: State College
2. **Wednesday, April 7 2004:** Topic: Customer-Supplier Relationships or Malcolm Baldrige National Quality Award, by Jim Hagenbaugh of First Quality Hygienic Location: Lock Haven
3. **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.

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.

The Annual Election of Section Officers will be held during the February meeting.

Nominations for the positions of chair, vice chair, secretary and treasurer will accepted prior to the formal meeting. If you would like to nominate a member for any of the positions, contact a member of the executive committee (listed at the bottom of the front page of the newsletter).

Results of the survey from section members pertaining to the preparatory classes for the CQE exam indicates that not enough members are interested in attending the classes. The Jan. 14th deadline for returning the CQE survey has passed. We received only 7 responses to the survey, most of which arrived before the end of December. Of the 7 responses, there were only 2 who were interested in enrolling in the CQE review class at Penn College. Since Bill Herald indicated that there needed to be a minimum of 7 enrolled to offer the course, it does not appear likely to happen.

Electronic Newsletter

This is the first month for the electronic newsletter. There are still approximately 50 persons who have opted to receive the hard copy of the newsletter.