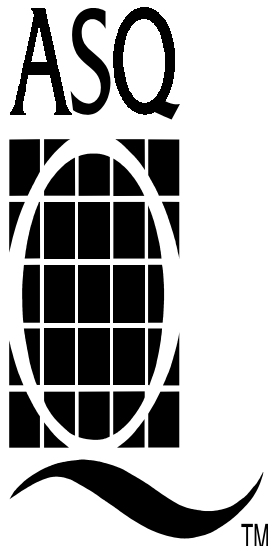

American Society for Quality

**Section 501
North Central Pennsylvania**

NEWSLETTER

September 2003

September 2003 Meeting



DATE: Wednesday, September 10, 2003

TIME: Dinner - 6:00 p.m., Program - 7:00 p.m.

PLACE: Business & Technology Resource Center (BTRC)
2401 Reach Road, Suite 420, Williamsport, Pa
(See reverse for directions)

COST: \$15.00 per person

MENU: Lasagna, salad, bread, dessert, coffee, tea, iced tea, water

PROGRAM: "The 2000 Transition: From Quality System to Management System"
presented by Scott Dawson, President, Core Business Solutions; Lewisburg; Pa

RESERVATIONS: Call Norval Johnston at (570) 769-4449 or
reservation@asq501.org with your name and company by Friday September 5, 2003.

NOTE: 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.

2003-2004 OFFICERS & COMMITTEE CHAIRS

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PROGRAM SUMMARY DIRECTIONS TO PENN COLLEGE BTRC; WILLIAMSPORT

This presentation will cover how to leverage the ISO 9001:2000 quality system requirements with senior management to fully integrate the QMS within the entire organization. Too often, ISO 9000 has been viewed as a "necessary evil" tagged onto the side of the business that is brushed up for the auditors. Instead, ISO 9001:2000, with its expanded focus on customer satisfaction, management responsibility, measurable objectives, and continual improvement, can become the central methodology for driving performance improvement throughout the organization, in terms that top management can relate to and get behind.

From State College (Eastbound) Interstate 80: Take exit #178 Rt. to 220N to Williamsport. Take the Reach Road Exit. Turn left at the top of the ramp, then turn right at the stop sign onto Reach Road. BTRC is on the right.

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

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

WELCOME NEW MEMBERS

Dennis E. Engdahl- Quality Control Technician, Offray Specialty Narrow Fabrics, Watontown
Michelle L Aurand, Lock Haven

James W. Breon; Howard

Theodore J. Hagenbaugh, Quality Assurance Manager, First Quality Products, Inc; Mc Elhattan
John F. Louderback; McConnellsburg

Carl Michaud, National Firearms Unit/DHS; Altoona

Dana M. Walker, First Quality Products, Inc; Mc Elhattan

**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.**

JULY EXECUTIVE COMMITTEE MEETING HIGHLIGHTS

The executive committee met at the Victorian Lady in Lewisburg to discuss the upcoming 2003-2004 ASQ year. Among the subjects discussed were upcoming guest speakers. Guests will include: Scott Dawson from Core Business Solutions, Inc; Lewisburg, Kelley Morrison from Evangelical Community Hospital; Lewisburg, Bob Langton, from Minitab Inc., State College and Paul Reed hosting a tour of High Steel Structures, Inc., Williamsport. Other items of discussion included: setting up a Quality Library for ASQ members, a web site for members, a 1 or 2 day quality seminar for early spring, electronic newsletters, and changing the night of meetings from Tuesday to Wednesday.

Future Meeting Topics

When we conducted a survey back in the spring, several respondents asked that we announce the meetings in advance so they could plan their schedules accordingly. Scheduled so far are:

1. **Wednesday, October 15, 2003:** "Using Satisfaction Survey Data to Improve Quality" by Ms. Kelley Morrison of Evangelical Community Hospital. Location: The Temperance House, Lewisburg
2. **Wednesday, November 12, 2003:** "Help! I'm Out of Control" by Bob Langton and Lou Johnson at Minitab Inc.; State College
3. **Tuesday, December 9, 2003,** Plant Tour at High Steel Structures, Inc.; Williamsport, hosted by Paul Reed.

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

We have started planning the remaining four meetings of the program year (February-May, 2004) and hope to have them 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

Effective with the September newsletter our section will implement electronic distribution of our monthly newsletter. Newsletters for the months of September, October, November and December will be sent both electronically and via regular mail to those members who have authorized e-mail communications for section news. Members who have not authorized e-mail communications for section news will receive the newsletter via ground mail.

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.

If you do not receive the September newsletter via e-mail, then you have not authorized e-mail communication from our section. If you wish to authorize e-mail communication from our section, contact Headquarters.

Note: You can authorize to receive only e-mail from our Section 501 without authorizing all mail from Headquarters.

Questions, contact Tina Byers or Matt Marshall.