



Welcome to the March 2006 issue of the Newsletter. Your local provider of information and learning opportunities related to quality professionals.

## **MEMBERSHIP MEETING**

**LOCATION:** Gerardo's at Quality Inn & Suites (6099 Montana Ave.)

**REGISTRATION & SOCIAL HOUR:** 6:15 p.m.

**DATE:** March 15, 2006

**SPEAKER:** ~~Orfil De La Torre~~

**TOPIC:** Health Care

Note: The speaker was not able to present at the meeting. He had been called out of town last week and was unable to prepare and or present his material. As an on the spot fill in, Jack Vaughn presented a demonstration of Visual Statistics 2.0 that can be used to assist in teaching SPC concepts. The tool was demonstrated in the SPC mode and in the ANOVA mode. The software tool and text can be purchased from McGraw Hill for about \$40.00 at the following web site: <http://books.mcgraw-hill.com/search.php?keyword=0-07-240094-3&template=&subjectarea=ALL&search=Go> Additional information about the tool can be found at the author's website <http://www.visualstatistics.com> (The price might be lower from the latter website.)

MEETING IS FREE FOR EVERYBODY (MEMBERS OR NON-MEMBERS) AND THE  
SPEAKER STARTS AT 6:45 P.M.

If you want to eat, we start our social hour at 6:15 p.m.

DINNER COST: \$10.00

## **THE CHAIR SPEAKS**

HECTOR LUGO

I want to thank Mike Grunsten for sharing his experiences with us and showing his work as a consultant in February's meeting and the following is what I can conclude of his presentation: This event had four key components: (1) personal networking among the members and the leaders attending, (2) an overview of Quality and the benefits of ownership, (3) a detailed description of the services and opportunities available through the hard work on Quality, and (4) viewing of the "Right the First Time" some of us had seen experienced this "in a couple of times." All participants gave

him 'high grades' (TAKS time) in the information shared and the personal touch of such a meeting. We'll definitely look for another excellent presentation this month. Watch for the date, and join us (new or not).

## CERTIFICATION CHAIR

JOE LISSBERGER

### 1. Certification Refresher Classes:

Classes begin in March 11, and will continue in April and May; we are going to stop before the exam date. If you have any questions, contact Hector Lugo by email [h7totor@hotmail.com](mailto:h7totor@hotmail.com) or phone at (915) 298-2436.

<b>Exam date: 03-JUNE-06</b>		<b>Application Date: 07-APRIL-06</b>		
CLASS	Day & Time	Fee	Hours	Location
CQE	Sat 8-12	\$25 each session	4	Room #109 @ ATC
CQA	Sat 8-12	\$25 each session	4	Room #109 @ ATC
No classes are planned for the following: CSSBB, CSQE, CRE, CCT, CMI, and CQIA. Please advise us if you have a group interested in a class and we will work to make it happen				
Discounts are available for companies sending 5 or more people, and we often move the class to your location				

The following are some sample fill in the blank questions:

(The beginning of this list starts from our February 2005 newsletter)

66. "A leader should be a facilitator, trainer, counselor, \_\_\_\_\_, and a recognizer."
67. "Rate of customer demand. It is calculated by dividing production time by the quantity the customer requires at that time: \_\_\_\_\_"
68. "A coherent set of performance measures developed by Kaplan and Norton: \_\_\_\_\_"
69. "Commonly used process capability index –  $Z_{min}/3$ : \_\_\_\_\_"
70. "It graphically shows any broad goal broken into different levels of detailed actions: \_\_\_\_\_."

If you want to know the answers, go to the bottom of this document!!!

2. Call for help: Exam Proctoring, Science Fair Judges, and other events requiring helpers:

Contact Joe Lissberger [jlissber@elp.rr.com](mailto:jlissber@elp.rr.com) or (915) 831-2892.

3. Special Interest Group Meetings and contact information:

Its purpose is to promote a system of education and training in principles, concepts and practice to enhance the skills and competence of quality professionals for the advancement of continuous improvements in our community.

If you're interested in provide insight into any particular methodology, contact Alfonso Enriquez [AEnriquez@lear.com](mailto:AEnriquez@lear.com) or (915) 787-6077.

### **ASQ OFFERS GREEN BELT CERTIFICATION**

ASQ recently announces the availability of a Six Sigma Green Belt Certification. In looking at the Body of Knowledge, it seems to have less math/statistics than the Black Belt BOK, and does not require a project as a qualification to sit for the exam. I think it will become a very popular certification and a good stepping stone for those "beginners" wanting to get the Black Belt certification.

I believe we will start offering this as a refresher class starting in the fall. We'll be seeking qualified, experiences, ASQ Certified Black Belts as instructors. If interested, contact Hector Lugo by any means.

The exam will be on the June-December cycles. The BOK can be found at <http://www.asq.org/certification/six-sigma-green-belt/bok.html> and from there you can find other information about it.

### **SUN COUNTRY REGIONAL SCIENCE FAIR**

**Gold - Div. I \$750.00 Savings bond**

**Silver – Div. I \$500.00 Savings bond**

**Bronze – Div. I \$250.00 Savings bond**

**Team First Place – Div. I \$250.00 Savings bond each member**

**Gold – Div. II \$250.00 Savings bond**

**Gold – Div. III \$250.00 Savings bond**

### **SUPPLIER MANAGEMENT LEARNING OPPORTUNITIES**

ASQ's Customer-Supplier Division is pleased to bring two of its most popular courses to the Houston (Feb. 27 - 28), Dallas / Ft. Worth (Feb. 28 - Mar. 1), and San Antonio areas (Mar. 1 - 2). Quality Audits for Improved Supplier Performance and Supplier Certification: The Quality Link in Supply Chain Management are each 1-day courses, offered on back-to-back days in each of the three cities. While each class has a different emphasis, they are very complementary Supplier Management approaches.

**Quality Audits for Improved Supplier Performance** is taught by Dennis Arter. Topics addressed in this 1-day course include:

- Supplier Quality
- Purchasing Controls
- Your Audit System
- Preparing to Audit
- Fieldwork
- Reporting Results
- Follow up

**Supplier Certification: The Quality Link in Supply Chain Management** is taught by Richard Gould. Topics addressed in this 1-day course include:

- Supplier Certification?
- Introduction and Definitions
- Specifications
- What about ISO & Clones?
- Choosing Suppliers
- The Players
- Supplier Performance Measurement

Significant discounts for early registration (by January 30); attending both courses; or for sending three or more from the same company. For more information; to download a brochure; or, to register for the course, please visit <http://www.asq.org/cs/courses>.

## **CUSTOMER SATISFACTION LEARNING OPPORTUNITY**

ASQ's Customer-Supplier Division is pleased to bring its popular two-day course, **Customer – Focused Satisfaction Measurement**, to the Kansas City (April 24 – 25), and Fort Collins areas (April 26 – 27). Topics addressed in this course include:

- Customer – focused foundations

- To measure, or to change?
- Match approach to purpose
- Customer identification
- Characterizing the service process
- Identifying customer requirements
- Customer satisfaction measurement (CSM) surveys
- Mastering service performance

The course is taught by Jeff Israel. Significant discounts for early registration (by March 24); or for sending three or more from the same company. For more information; to download a brochure; or, to register for the course, please visit [www.asq.org/cs/courses](http://www.asq.org/cs/courses).

### **AUTOMOTIVE SECTION** HECTOR LUGO

Thank you for all the feedback you are sending and the following is based on such information:

Japanese carmakers swept the top 10 spots in this year's Consumer Reports magazine top picks for automobiles.

Honda dominated the list with five Top 10 winners, all but one made in the United States. Of the five other vehicles in the list, two were Toyotas, two Subarus and one from Nissan's Infiniti luxury division.

The list was released with the April issue of Consumer Reports.

The magazine buys vehicles anonymously for its test fleet through retail dealerships and test them at a specially built facility in Connecticut. Among the tests performed are acceleration, handling, braking, ride quality and visibility.

A Top Pick vehicle must have at least average predicted reliability, based on survey results, and good scores in crash tests by the government and the Insurance Institute for Highway Safety.

Reliability is gauged by surveying subscribers to both the magazine and its Web site. Respondent may supply data on as many as to two vehicles. Data on about 1 million individual vehicles was received for this year's report.

If you are interested on what is the future of electronics on this industry, the following table shows the “near” future of those devices LED

## (Light Emitting Diode):

Car-use LED development		
	Category	Development status
Outside	Headlights	Typically tungsten filament lamp HID (high intensity discharge) lamp becoming popular Add-on LED light benefit more light and wider light beam pattern LEDs provide unique and revolutionary styling options, life-of-vehicle lumen maintenance and reliability, power saving and ability to allow reduced system-packaging depth
	Rear combination lamp	Faster response time
	Center high-mounted stop lamp (CHMSL)	Long life time
	Turn lamp	Very flat lamps and lower power consumption
Inside	Dashboard	Dashboard instruments give information about the vehicle's speed and engine condition Traditionally used an array of miniature incandescent lamp or LED Recently illuminated by fewer diodes and distributive light pipes
	Vanity light	Typically incandescent lamp, but no chance to come close to 6500k
	Door light	LED enables users to have cost, life-time, size efficiency and mechanical stability, compared to incandescent bulbs
	Dome light	LED provides more design flexibility (color and styling)
	Hud, heads-up display	

Source: April 2005 report by Yulon Nissan Motor, compiled by DigiTimes, March 2006

Hoping to see you at the meeting!

## **RE-CERTIFYING AND ASQ CERTIFICATIONS**

STEVEN SCHAFFER

Out of a total of 10 members whose [certifications expired December 2005](#), 5 will lose their certifications if they do not re-certify by the end of June 2006, 0 members re-certification is being processed and 5 members completed their re-certifications.

Out of a total of 7 members whose certifications [will expire June 2006](#), 7 will lose their certifications if they do not re-certify by the end of December 2006, 0 members re-certifications are being processed and 0 members completed their re-certifications.

**[Some members are already re-certifying early!](#)** As long as you have enough points to re-certify early, you can. Your Certifications will be extended 3 years beyond the certification expiration date you currently have. So you don't lose anything by re-certifying early. Out of a total of 9 members whose certifications will expire December 2006, 8 will lose their certifications if they do not re-certify by the end of June 2007, 0 members re-certifications are being processed and 1 members completed their re-certifications.

If anyone has questions on how to re-certify to extend their ASQ Certifications and/or how to synchronize them, if they have more than one, please let me know. Re-certifying by exam now costs more money, since the prices went up January 2005 and is a lot more difficult than re-certifying. You can reach me, the Re-Certification Chair, at 915-612-7392 during working hours and at 915-584-0033 after hours. Both numbers have answering machines and if I don't answer, I will call you as soon as I can. You can also reach me via the Internet at [spikeguate@cs.com](mailto:spikeguate@cs.com). I am ready to help with any questions you might have about Re-Certifying or about any ASQ Certifications you might have. Call me.

### **2005-2006 OFFICERS and COMMITTEE CHAIRS**

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***Our Section is on-line! Make a suggestion – win a FREE meal! <http://asq1401.org>***

As you can see, volunteers are always needed in our section; therefore, an invitation to all members to participate in your Section ASQ1401 is extended. Remember, to be involved you just get in contact with somebody in the above list and we explain to you how good is to sharing stories of you own experience with other members.

Answers for the fill in the blank questions:

66. **Coach**
67. **Takt-time**
68. **Balanced Scorecard**
69. **Cpk**
70. **Tree Diagram**

**HELP WANTED**