



**Greater El Paso
Section**

Amigo Quality

Volume 26 Number 7

Welcome to the April 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: April 19, 2006

SPEAKER: TBD

TOPIC: TBD

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 everybody for covering the last meeting, especially Jack Vaughn for his presentation of the SPC "teaching" software that all the attendants "approved." I want to express my gratitude to Alfonso for his efforts to get speakers for our meetings and bring a different approach to our monthly reunions in Gerardo's.

April certainly is a busy month; the holidays are well over and it looks like we back to business as usual. See all the education and involvement opportunities detailed in the content. It starts with our April 19 meeting... with a different format for the program portion of it. We'll be facilitating 'table topic' discussions around separate issues. Come... give your expertise... get a question answered.

Unfortunately, I did not attend the March meeting, but I see we had a good time and the feedback was positive on both the networking activity and Jack Vaughn's presentation.

CERTIFICATION CHAIR

JOE LISSBERGER

The results of the March Certification Exams were posted on the web and it is a great pleasure to announce that the Greater El Paso Section 1401 had four persons on the list of those that passed their exams.

Those listed were (and have won a dinner at the meeting):

For: Manager of Quality/Organizational Excellence Certification - CMQ/OE
Sergio Bernardo Terrazas

For: Six Sigma Black Belt Certification - SSBB
Humberto M. Lozano
Tom Morell
Margarita Olivas

The section extends their sincere congratulations on accomplishing this step in your chosen profession. We hope that there will be many more announcements of this nature in the future.

1. Certification Refresher Classes:

Classes began on 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 h7tetor@hotmail.com or phone at (915) 298-2436.

Exam date: 03-JUNE-06		Application Date: 07-APRIL-06		
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)

71. "Because of this, workforce is less to change as new conditions arise and therefore regular re-training is required: _____."
72. "_____ experiment. Deming used this to illustrate the futility and damage of adjusting a stable process in reaction to each outcome."
73. "It is a measure of how close an estimator is expected to be to the true value of a parameter: _____."
74. "The tendency of systems to deteriorate towards a disordered state: _____."
75. "The second _____ is known as median."

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 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 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.

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.

AUTOMOTIVE SECTION

HECTOR LUGO

Thank you for the feedback received, even is less than in previous months, it is still precious for us.

One of the contributors for the articles, send me the following: “I’ve never owned a Lexus, but I own three cars right now, and have owned many over the years. As a serviceability and reliability engineer, it should not come as a shock to anyone I am passionate about both. With that in mind, the cars I own are a 1996 Honda, a 1997 Saturn and a 1989 Toyota pickup. Despite their ages, I have reasons for owning each of them.

I heard good things about Saturn (yes, I know it’s a GM product), so I bought a used one because I wanted to “buy American.” For a year or so, it served me well – then it began to have problems. While they seemed minor, I was finding myself spending more and more time under the hood or broken down along the highway.

With every trip under the hood, I could see what seemed to be

several weaknesses in the car's design. I finally contacted Saturn, gave them a list of the problems and asked if this car was a lemon. I also hoped to offer some customer feedback. They denied my car was a lemon, which implied the problems I was experiencing were typical. This compelled me to feel the need to warn others, but my neighbor and sister had already bought one.

My daughter called one day saying the engine overheated and she barely made it to a parking lot. Turns out, the head was warped and two cylinders were full of coolant. I milled the head and had the valves redone. I put it back together and it ran for another few months until my wife called about a problem.

She drove a couple of blocks from the house then it died. Turns out the #1 connecting rod bearing was seized. Because the Saturn now sits apart in my garage and I have no time to work on it, I bought an older car, a Honda. It has more miles, but it runs well. The Honda had the starter go out, but it took about an hour to replace (no big deal). It's really easy to work on, and fortunately I seldom have to.

I have mixed emotions about getting rid of the Saturn. I look at all the fine features on it we miss, like the sunroof, tinted windows and leather seats, just sitting there, while I drive my older Honda with nearly twice the miles, because it just always works. I can't sell the Saturn. If I don't think it's any good it would be wrong of me to unload it on someone else.

I was going to trade I in at a Saturn dealer that had Hondas in its used car lot, but I found a better deal. Right now, its main purpose in life is as an icon to the importance of quality (and if stores some things nicely too). It would be unfair of me not to mention that the Saturn organization is the best in the auto industry so far as I can tell. In every situation where I had to drive my Toyota pickup down to get parts, they have been very helpful, cordial and professional. If I were to pick an American automobile company as "our hope for the American auto industry" it would be Saturn, excepting the quality of course.

I don't believe we should have to "buy American" junk, just because it's American. I think we shouldn't have to choose between quality products and American products. My Honda was probably made by Americans in the Kentucky plant anyway."

RE-CERTIFYING AND ASQ CERTIFICATIONS

STEVEN SCHAFER

Out of a total of 10 members whose [certifications expired December 2005](#), 4 will lose their certifications if they do not re-certify by the end of June 2006, 0 members re-certification are being processed and 6 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 8 members whose certifications will expire December 2006, 7 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 [my new e-mail address spikequate@sbcglobal.net](#). I am ready to help with any questions you might have about Re-Certifying or about any ASQ Certifications you might have. Call me.

NEW CERTIFIED QUALITY ENGINEER BODY OF KNOWLEDGE

This letter is to notify section officers of a change to the Certified Quality Engineer Body of Knowledge (BOK). [Click here](#) to view the new BOK. The Certified Quality Engineer Exam Committee has prepared a comparison between the old BOK and the new 2006 BOK. [View the comparison here.](#)

An announcement in your section newsletter or monthly section meetings may aid in spreading the word.

The first administration of the new BOK will be **December 2, 2006**. Individuals who have either registered to take the December 2 exam or

have taken the exam within the last two years will be mailed a copy of the new BOK along with a breakdown of the changes.

All 14 ASQ certification exams will be administered at the [World Conference on Quality and Improvement](#) in Milwaukee, WI, April 30, 2006, from 10:00 a.m. to 3:00 p.m.

There will be on-site registration on Saturday, April 29, from 2:00 p.m. - 6:00 p.m. at the Midwest Airlines Center. There will be no on-site registration for the Certified Six Sigma Black Belt exam because of the need to verify affidavits. [Learn more...](#)

To Win the Race – “Quality Drives Lean”

ASQ’s Southeast Quality Conference JOINS with IIE’s Lean Conference To Deliver One Powerful Combined Conference

It simply makes sense to have these two outstanding conferences join efforts to bring you the latest in solutions that work.

It feels like you are in a race every day to continually improve, lean the processes, outpace the competition, swerve past the slow pokes and then, right before you reach what looks like the “finish line”, another race starts!

Well, this conference is going to help you manage and maneuver whatever is "now" and whatever is "next".

You'll be able to:

- Benchmark Tools and Techniques That Work
- Accelerate Your Initiative
- Learn New Tools to Improve Quality
- Network with Quality & Lean Leaders
- Meet Top Notch Vendors Whose Tools and Methods Match Your Needs

Crowne Plaza Ravinia -- Atlanta, Georgia

October 29, Pre-Conference Sessions

Conference Sessions and Exposition
October 30 & 31, 2006

November 1 & 2, Post-Conference “Value Stream Mapping” and “Kaizen”

Transportation via MARTA is close by with shuttle to the hotel and shopping just across the street.

BE THE FIRST TO KNOW

Here is your chance to go to the front of the line. [Click here](#) and sign up to be the first to get the details. By doing this, you will be notified as soon as the registration page is finalized, allowing you to sign up for tours that usually sell out fast and pre- or post-conferences that fill up quickly. Just include your name and e-mail address in the e-mail body.

IF YOU WISH TO PRESENT IN ANY OF THE FOLLOWING TRACKS

If you would like to be considered to present in any of the following tracks, please go to this proposal submission [link](#) and complete the section by **May 1, 2006**.

Education Tracks for the Conference:

Aviation	Manufacturing
Communications	Methodologies & Case Studies
Corporate Culture	Quality Engineer
Defense	Quality Management
Healthcare	Quality Systems
Lean Enterprise & the Integrated Supply Chain	Service
Lean Services	Six Sigma
Lean Tools	Software

To see the website and related links, please go to <http://www.iieleanasq.org/> now.

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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:

71. Deskilling

72. Funnel

73. Precision

74. Entropy

75. Quartile

HELP WANTED