



**Greater El Paso
Section**

Amigo Quality

Volume 26 Number 8

Welcome to the May 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: May 17, 2006

SPEAKER: David Helm

TOPIC: Financial Planning: A Way to Create "Elvis Presley" Money.

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

WHO IS DAVID HELM?

David Helm has a background in the printing industry. His grandfather and his father, both owned printing companies. In his early years he was a Production Manager for a printing company and a paper company.

In 1981 he became the Quality Control Manager for Willamette Industries (now Weyerhaeuser), and was responsible for the quality control for all plant operations. This position included handling customer complaints, facility maintenance, purchasing and production analysis. The main duty was to set quality standards and insure that plant personnel were trained and knowledgeable of quality requirements.

He then got a great offer from a Law Firm to be their Initial Consultation person. He had the first interaction with clients before the attorneys were involved, and his main job was to sign them up with the law firm.

In his words: "By the 1990's our family had reached a point where we had a great lifestyle but not much money left over at the end of each month. My wife, an accountant, had started talking about not wanting to work anymore. I was then introduced by a Doctor friend of mine to an e-

commerce internet business. What started as a part-time project soon replaced my income at the job and I retired at the age of 46 to run my internet business from my home.

I have now developed a residual income not dependent on my ability to work. With today's economic environment it is a smart move to have multiple streams of income coming in.”

THE CHAIR SPEAKS

HECTOR LUGO

I want to thank Richard Romero for sharing his experiences with us and showing his work as a Science Fair Speaker in April's meeting and the presentation of the winners of this important event for ASQ1401 as established partners in education with several schools in the area, providing awards for student this year. The following students were this year's winners:

Maritza Garcia

Zachary Little

Gabriel Mendoza

Nathanael Macias

Jorge Jimenez

Every winner enjoyed their awards and the meal, of course. After that, every one explained their projects and responding the questions from the attendees. I was very fortunate to hear their explanation of such hard work and the future they envisioned with pride and honor.

CERTIFICATION CHAIR

JOE LISSBERGER

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 in our Volume 25, Number 5. ***)

76. "Standard of comparison for checking the results of an action or measurement: _____."
77. "The combining of factors which have minimal percent contribution after an ANOVA: _____."
78. "He is well known for developing a methodology to improve quality and reduce cost: _____."
79. "These characteristics must be met to satisfy the customer: _____."
80. "The tendency of systems to deteriorate towards a disordered state: _____."

If you want to know the answers, go to the end of this Volume!!!

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, experienced, 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.

AUTOMOTIVE SECTION

HECTOR LUGO

I want to go back in history and share with you the latest paradigm in this difficult industry, electric or gasoline? In late 1995, six months after Toyota decided to move forward with its revolutionary hybrid, the Prius, and two years before the car was supposed to go into production in Japan, the engineers working on the project had a problem.

The first prototypes wouldn't start. "On the computer, the hybrid power system worked very well," says Satoshi Ogiso, the team's chief powertrain engineer. "But simulation is different from seeing if the actual part can work." It took Ogiso and his team more than a month to fix the software and electrical problems that kept the Prius stationary. Then, when they finally got it started, the car motored only a few hundred yards down the test track before coming to a stop.

It's hard to imagine [Toyota \(Research\)](#), with its aura of invincibility, running into such trouble. But the story of how it brought the Prius to market--a tale of technological potholes, impossible demands, and multiple miscalculations--reveals how a great company can overcome huge obstacles to make the improbable seem inevitable. The gas-electric auto represents only a tiny fraction of the nine million cars and trucks the Japanese company will produce this year. But it is the first vehicle to provide a serious alternative to the internal combustion engine since the Stanley Steamer ran out of steam in 1924! It has become an automotive landmark: a car for the future, designed for a world of scarce oil and surplus greenhouse gases.

For all its success as a high-quality manufacturer, before the Prius, Toyota had never been much of a pioneer. It was known as a "fast follower," a risk-averse company in which process--the famous Toyota lean production system--trumped product. Indeed, Toyota, based in rural Aichi

prefecture, 200 miles from Tokyo, enjoys depicting itself as a slow-moving company of simple country farmers. But as interviews with company executives in Japan and the U.S. make clear, Toyota is capable of breaking its own rules when it needs to. In rushing the Prius to market, it abandoned its traditional consensus management, as executives resorted to such unusual practices (at least for Toyota) of setting targets and enforcing deadlines that many considered unattainable.

Toyota's push into hybrids is only going to accelerate. Although the Prius first came to life under Hiroshi Okuda and Fujio Cho, Toyota's two previous presidents, new boss Katsuaki Watanabe wants hybrids to become the automotive mainstream. Watanabe, 64, who became the company's top executive last June, has the deferential air of a longtime family retainer. But he is intent on continuing Toyota's explosive growth of the past five years, in which worldwide production rose by nearly half. In an interview earlier this year at company headquarters in Toyota City, he stressed that a key part of his strategy is making hybrids more affordable for consumers. "We need to improve the production engineering and develop better technology in batteries, motors, and inverters," he said. "My quest is to produce a third-generation Prius quickly and cheaply." By early in the next decade he expects Toyota to be selling one million hybrids a year.

Since no other automaker can even approach that quantity, Toyota is way out in front--an unusual place for a fast follower. "Is Toyota a conservative company?" asks Jeffrey Liker, an engineering professor at the University of Michigan and author of *The Toyota Way*. "Yes. Does it seem to be very plodding and slow to make changes? Yes. Is it innovative? Remarkably so. Go slow, build on the past, and thoroughly consider all implications of decisions, yet move aggressively to beat the competition to market with exceptional products." If he's right, Toyota is becoming a double threat: the world's finest manufacturer and a truly great innovator. The story of the Prius suggests that he is.

Keep in tune for the next articles in this historic event!

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. The Re-Certification Journal is at the following link <http://www.asq.org/certification/recertification/rucredits/index.html> .

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:

- 76. Control**
- 77. Pooling**
- 78. Genichi Taguchi**
- 79. Critical To Quality (CTQ)**
- 80. Entropy**