



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

MEMBERSHIP MEETING

No membership meeting scheduled for this month.

Kim Pries will be the expositor for the September 20th meeting at ASQ 1401 presenting the interesting topic: Reliability.

Kim is currently director, Product Integrity & Reliability Section, at Stoneridge Transportation Electronics Division. He also instructs at the University of Texas in El Paso (UTEP) professional and continuing Education programs in Black Belt certification preparation and eight different faces of an Automotive quality system, including PPAP, FMEA, 8-D, and problem solving among others.

In addition to his vast experience in quality and ASQ senior member, he is ASQ Certified Quality Auditor, Certified Reliability Engineer, Certified Quality Engineer, Certified Six Sigma Black Belt, and Certified by APICS as Production and Inventory manager.

THE CHAIR SPEAKS

HECTOR LUGO

1. CONGRATULATIONS... June Certifications!

A job well done to all who recently earned ASQ Certifications

CQA: Oscar Cordoba, Maria Rebecca Diaz*, Luis M. Gonzalez, Leticia E. Sena

CQIA: Jack Harmon

SSGB: Ramon C. Rodriguez, Jose Luis Torres, Hector Lugo*

* attended refresher class by Section

2. State of the Section June 30, 2006

Enclosed is a second document providing the State of the Section... a year in review of 2005-06 with the following content:

Accomplishments - significant achievements for the past year – performance and major initiatives completed

Process Improvement - area of operational improvement – to become more effective or efficient, or to improve services

Pending Activities - initiatives started last year, and continuing this year

Off the Mark - a major goal missed

Challenges - a change in our past practice... a great unknown

Opportunities - initiatives or activities that will require significant effort and/or cooperation to accomplish

Ongoing Successes - ‘routine’ activities that we are doing very well, across all functions we endeavor to pursue

This will also be posted on our website for future reference. **Many thanks** to all Leadership Committee and other members who helped make 2005-06 a very successful year!

3. News from ASQ HQ – Certifications & More

A. Certification Body of Knowledge Changes

ASQ recently announced...

The first administration of the new Body of Knowledge for the [Certified Quality Improvement Associate](#) (CQIA) exam was **June 3, 2006**.

The Body of Knowledge for the [Certified Quality Engineer](#) (CQE) exam is updated. The first revised exam will be **December 2, 2006**.

The ASQ Inspection Division and Certification Board have changed the Certified Mechanical Inspector (CMI) exam name

to [Certified Quality Inspector](#) (CQI), effective in October. The Body of Knowledge remains the same.

Note: The existing Quality Council of Indiana Primers are still valid, but may require some additional pages of content to assure completeness to the current Body of Knowledge for these certifications.

B. ASQ Quality Body of Knowledge: Did You Know?

You can access thousands of articles via the Web! As an **ASQ Regular Member** you have access to:

All articles published in *Quality Progress* magazine since 1995 — <http://qic.asq.org/>

All articles from ASQ annual conferences since 1997. — <http://www.asq.org/members/news/aqc/>

All archived articles published before 2004 from ASQ's other periodicals, including *Six Sigma Forum Magazine*, *Quality Management Journal*, *Journal of Quality Technology*, *Software Quality Professional* and *The Journal for Quality and Participation*. — <http://www.asq.org/pub/>

Bookmark these Q-BoK resources and visit often. New content is added daily!

4. Memory Jogger Deal Expires July 31

I'm not making a penny on this, but I still think it is a great deal... and the last time I'll pitch it.

At the World Conference in Milwaukee, GOAL/QPC, the developer of the Memory Jogger series of products, announced the release of a **Memory Jogger Flash Drive**. It is SWEET. It contains 16 Memory Jogger Pocket Guides, including the Six Sigma series (at \$18 each). Here's their copy...

Did you ever think it was possible to get instant access to [all 16 Memory Jogger pocket guides](#) at your fingertips? Just plug in **The Memory Jogger Flash Drive** for GOAL/QPC's

wide range of process improvement tools – right from your desktop and start believing today!

Get all your managers, team leaders and key players on the same page for training, for project planning, for individual instruction and more with a [Memory Jogger Flash Drive](#) for everyone in your organization.

Hurry – this low introductory price of [just under \\$99](#) is valid only through July 31, 2006. Be sure to use Promotion Code 076G1 when placing your order. Click on links or call **800-643-4316** or **603-893-1944** for immediate service

This is truly a good deal. Price does not include S&H of about \$8 each. Don't forget to use the code!

MEMBERSHIP JOE LISSBERGER

Once again we are starting a new year for ASQ. The first month of the New Year shows that the section, 1401, has a steady following of core members but they are starting to dwindle in numbers of renewals. Our section now has a total of 168 paid up members and a total of 30 unpaid members. Ladies and gentlemen it must be remembered that for you to hold an office or to have a voice in the way the section operates you must be a paid up member. The section is in the process of planning for the new year with executive training and planning, our next meeting is set for Aug. 19, 2006 at the ATC of EPCC. If you would like to have an input into the plans for the upcoming year you are welcome to attend this meeting. It is planned to start at 8:00 AM. Please remember that you must be a paid up member to have a voice in how we operate the section. If you have a question as to weather or not your membership is up to date please contact me at: 821-3767 home phone or jlissber@elp.rr.com home e-mail

CERTIFICATION CHAIR JOE LISSBERGER

1. Certification Refresher Classes:

Classes began on August 12, and will continue in September; 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
CSSGB	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)

91. "It out-lives product life cycles and market swings. The overriding value statement of an organization: _____."
92. "_____ The latin roots of the word means "shared thoughts". It involves seeking a decision where everyone is reasonably comfortable."
93. "Customer _____ is an essential element of a complaint handling system."
94. "A theory of management popularized by William Ouchi: _____."
95. "A situation in which team members seek unanimous agreement in spite of factors pointing to another conclusion. A concept introduced by Dr. Inving Janis: _____."

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.

AUTOMOTIVE SECTION

HECTOR LUGO

China should continue to see Japanese investment worth nearly 8.0 pct of its total inward investment over the next few years, helped by ambitious expansion plans by Japanese automakers, the Japan External Trade Organization (JETRO) said.

But longer term, Japan's rate of investment in China could slow as companies further diversify investment to other Asian countries, Yoichi Maie, deputy director-general of JETRO, told a media briefing in Beijing.

Japan accounted for 7.9 pct of China's actual foreign direct investment from January to June, according to China Commerce Ministry data cited by JETRO. JETRO is a government-funded agency affiliated to the Japanese Ministry of Economy, Trade and Industry.

"I think they'll keep their present share for the moment because now Japanese auto companies (are) investing in China," Maie said. "They will continue for three to four years to (invest in) China (on) such a large scale.

Maie said that Japanese car makers Toyota, Honda and Nissan in particular had plans to aggressively expand their operations and local sales to the Chinese market, especially in southern China.

Their commitments should keep rates of investment high, he said, pointing to Japanese finance ministry data showing 11.3 pct year-on-year growth in Japanese investment in China in the first half.

Mergers and acquisitions, such as Mazda's purchase of a 15 pct stake in China's Changan Ford Automobile Co, will also become increasingly common across a range of industries, challenging Japan's traditional dependence on greenfield projects as a form of

investment in China, he said.

The official said that China remains on Japanese investors' radars despite a political flare-up last year over wartime legacies and an ongoing territorial dispute that saw Chinese riot against Japanese businesses and boycott their goods.

"There was little actual damage," he said of the business fallout from the conflict.

By the end of last year, 75.3 pct of the 243 Japanese companies that responded to a JETRO survey said they planned to expand in China -- up markedly from 53.5 pct six months earlier. But Maie noted that Japanese firms are looking more actively elsewhere in Asia.

Growth rates in Japanese foreign direct investment to China trailed those to other countries and regions in 2004 and 2005, according to JETRO.

"In the future, Japanese investment abroad will be diversified," Maie said, citing the need to both to hedge risks and to capitalize on cheap labor costs in other countries, such as Vietnam.

Rising land and labor costs are pressuring manufacturing in China -- the sector that has most successfully wooed foreign investment to date.

RE-CERTIFYING AND ASQ CERTIFICATIONS

STEVEN SCHAFFER

Out of a total of 11 members whose **certifications expired December 2005**, **1 lost their certification** and 10 members completed their re-certifications.

Out of a total of 7 members whose **certifications expired June 2006**, 5 will lose their certifications if they do not re-certify by the end of December 2006, 0 members re-certification are being processed and 2 members completed their re-certifications.

Out of a total of 6 members whose certifications **will expire December 2006**, 5 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.

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 7 members whose certifications will expire June 2007, 7 will lose their certifications if they do not re-certify by the end of December 2007, 0 members re-certifications are being processed and 0 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> .

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.

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:

91. Core Competency

92. Consensus

93. Recovery

94. Theory Z

95. Group Think

HELP WANTED