



Greater El Paso
Section

Amigo Quality

Volume 26 Number 15

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

MEMBERSHIP MEETING

LOCATION: Gerardo's Restaurant

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

DATE: December 20, 2006

SPEAKER: Nolan Richardson Middle School Choir

TOPIC: Christmas Dinner

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

Hi Y'all,

We want to wish you a Merry Christmas! The American Society for Quality Greater El Paso Section is congratulating every member and visitor in our past meetings for all the achievements you got in 2006. This coming year is an opportunity to make a difference beyond our typical sphere of influence.

The EPPC meeting on Nov 15 was well attended, and a success, Jose Canales explained the future for the students at the Advanced Technology Center in Valle Verde Campus. We want to express our sincere gratitude to Joe Lissberger and Rajesh Tahiliani for preparing the meeting and the food for all of us.

We have scheduled refresher classes in Feb in preparation for the exam in CQA and CQE on June 2. That will also be on Saturdays from 8-12 and with a cost of \$250.00 per course.

AUTOMOTIVE SECTION

HECTOR LUGO

As we reported last month, we are following the race for the number one auto-manufacturer in the world and Toyota Motor Corp. sold more vehicles in the U.S. last month than Ford Motor Co., marking the second time ever that the No. 2 domestic automaker was beaten out by its Japanese rival.

Ford reported Friday that its U.S. auto sales dropped 9.7 percent in November compared with the same period a year ago. Toyota sold 196,695 vehicles in November, a 15.9 percent increase over November 2005, compared with Ford's 181,111.

General Motors Corp.'s sales rose 6.1 percent, while DaimlerChrysler AG's were up 4.7 percent.

GM sold 293,558 vehicles last month, the most of any manufacturer. It sold 109,985 cars, a 7.9 percent decline from November 2005, but truck sales rose 16.6 percent to 183,573. The numbers include the European Saab brand.

Toyota's sales, including its Lexus luxury brand, were boosted by a 17.8 percent increase in light truck sales. Sales of the RAV4 compact sport utility vehicle had their best November ever, up 156.9 percent to 11,425. Toyota's car sales were up 14.5 percent, to 109,126.

Toyota spokesman Xavier Dominicis said: "Our ranking within the industry is really driven by actions our competitors take or don't take," he said in a phone interview. "Our fundamental approach remains unabated. We supply consumers with the right product at the right time."

Although sales of large SUVs have softened due to high gas prices, the RAV4 fits a niche of utility combined with fuel economy, Dominicis said. "It's still relatively fresh, and it's more attractive when you get into the more fuel-efficient SUVs, the crossovers vehicles."

Waiting for your feedback about it and be grateful for all of your comments to this Newsletter.

See you at the Christmas Party!

Education Section

Kim Pries

What is Kaizen really?

Kaizen is a term used to represent continuous improvement. It was popularized under this name by Maasaki Imai in his book aptly named *Kaizen*. The approach is slow, methodical, and unstoppable when implemented correctly. The origins of Kaizen can be found in the U.S. War Manpower Commission document *JOB METHODS* published in 1943! The reason for “slow and methodical” lies in the goal of effecting a cultural change in the way we look at work.

In addition, Kaizen program typically involve *kaizen teian*, wherein the recommendations/suggestions of employees are solicited and implemented. The archetype for this approach is Toyota, where 90%-100% of the suggestions are implemented. Also, the employee is typically presented with a nominal reward, either in the way of recognition or a token monetary amount or both.

Kaizen blitz is not really kaizen. Aside from the “mashing” of two languages, the goal of the kaizen blitz is a quick improvement in a highly constrained scope/area of need. The downside of the kaizen blitz lies in the fact that cultural change typically will not occur under ‘blitz’ conditions.

RE-CERTIFYING AND ASQ CERTIFICATIONS

STEVEN SCHAFER

Out of a total of 6 member(s) whose **certifications expired June 2006**, 2 will lose their certifications if they do not re-certify by the end of December 2006, 2 member(s) re-certification are being processed and 2 member(s) completed their re-certifications.

Out of a total of 9 member(s) whose certifications **will expire December 2006**, 6 will lose their certifications if they do not re-certify by the end of June 2007, 0 member(s) re-certifications are being processed and 3 member(s) 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 for your certification. So you don't lose anything by re-certifying early. Out of a total of 8 member(s) whose certifications will expire June 2007, 8 will lose their certifications if they do not re-certify by the end of December 2007, 0 member(s) re-certifications are being processed and 0 member(s) 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> .

Potential meeting and dinner schedule

(note that 19 October is a Thursday):

MONTH	DAY	TOPIC	LOCATION
January 2007	17	Business Page El Paso Times	
February 2007	21	Military	
March 2007	21	Statistics or Sports	
April 2007	18	Sports or Statistics	
May 2007	16	Hospital Quality Management	
June 2007	20	Policy Quality Document	
July 2007		ASQ Section Officers training	EPCC ATC
August 2007		ASQ Section Officers training	EPCC ATC
September 2007			
October 2007	??	Quality Conference 2007 El Paso	Chair Joe Publicity Alfonso Facility Hector

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