



Greater El Paso
Section

Amigo Quality

Volume 27 Number 5

Welcome to the February 2007 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: February 21, 2007

SPEAKER: Colonel (Ret) Rayford L. Shaw
Project Manager VT Griffin (a contractor on Ft. Bliss)

TOPIC: The Military And The Community

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 Mariano Amezcua from Marti Varian, Inc. for his speech in January. It was very motivating for all of us that attended our membership meeting. In particular, it was a learning process I had.

This month we are going to have the thinking process of Ft. Bliss concerning their needs in El Paso from the suppliers and Mr. Shaw is going to tell us about the environment around this. Therefore, if you want to know what part of the military deployment you can be, you need to be present in our meeting.

Also, you will find an invitation to help our local schools being a judge for the Sun Country Science Fair. Besides there is an invitation to a Conference in Orlando and of course our local Conference for October that is being to be a wonderful opportunity to grasp a flavor of the El Paso's future in Quality for everybody.

OPPORTUNITY TO INFLUENCE THE NEXT GENERATION
PARTNERS IN EDUCATION
JOE LISSBERGER

THE SUN COOUNTRY SCIENCE FAIR
SATURDAY FEB. 24, 2007

JUDGING
Junior Division

8:30 AM UTEP Memorial – Back Gym

Senior Division

9:00 AM UTEP – Front Gym

Lunch noon to 1:30

Sweepstakes Judging

Both Divisions

1:30 Sharp

Awards Ceremony

3:30 – 5:30 PM UTEP Memorial - Front Gym

Both Divisions

We need judges for this Fair.

We especially need judges for the sweepstakes portion as this is where the recipients of our awards come from.

AUTOMOTIVE SECTION
HECTOR LUGO

Following is our intent to show you the race for supremacy over their competitors by changing the game not just the rules.

Before Toyota purchased land in San Antonio, the city had virtually no ties to automotive manufacturing. Today, the Texas town is home to a \$1.28 billion vehicle production facility that eventually will employ 2000 workers.

“We hired in waves,” said Don Jackson, Vice President of Quality and Production for Toyota Motor Manufacturing Texas (TMMT). “The first wave of workers spent time training in Indiana, where the current Tundra is built. And for the team members who would be working with innovative processes, they were sent to Japan for training. The next two worker waves were trained by the first wave of workers.”

Plant workers assembling the redesigned 2007 Tundra full-size pickup will set a new benchmark for the Toyota Production System (TPS), the company says, yet the various patented production and assembly aspects being used will remain proprietary – at least for a few months. Production engineers came up with ways to improve processes by making things simpler; through the years, certain manufacturing aspects had become complicated, said Jackson.

While Toyota executives are mum on the details as to how the new Texas plant will establish itself as Toyota’s most innovative, they are vocal about their 21 on site suppliers. The parts makers, in facilities surrounding the main assembling plant, include seven minority-owned businesses. Those 21 suppliers, who collectively invested \$300 million, eventually will employ 2100 workers.

Approximately 50% of the Tundra’s value is tied to parts that are made by the on-site suppliers. Those suppliers deliver assemblies to the Tundra production plant on a just-in-time (JIT) basis. For instance, Avanzar Interior Technologies (a joint venture between Johnson Controls and SAT Auto Technologies) receives and electronic order for seats at its 66,000 – ft square zone – actually located within the Tundra plant itself – every time a Tundra body leaves the paint shop. A rear seat assembly is on an 82-minute broadcast window from point of order to vehicle installation, while front seats (which are installed after the rear seats) have an 85-minute lead time.

“Typically, that lead time is four hours,” said Avanzar Plant Manager Jim Conklin, who bases that comparison on the average time span needed by Johnson Controls to assemble seats on a JIT basis at other automaker plants. For the Tundra, there are 22

possible driver's seat variations and 16 front-passenger-seat variations. To put together a complete seat assembly, representing 333 component part variances and color variations, Avanzar works with 35 suppliers.

A built-to-order seat travels from the Avanzar facility to the main assembly plant on an elevated track system – meaning no component packaging or freight costs.

While no located under the same roof as the main assembly plant, the Reyes Automotive Group (a joint venture of Amtex and Lear) is located a short distance from the Tundra plant. Carpet sets and interior plastic trim are shipped every 15 minutes via a trolley and every 50 minutes via a truck trailer 53 ft in length to the Toyota plant. “Our measure of time is in minutes, not hours or days,” said Reyes Plant Manager Mark Goss.

The San Antonio plant is the first Toyota truck plant to use the “kitting process” in which sets of parts are delivered to a particular installation point. In some cases, the kits are mounted inside the truck as it travels down the assembly line. “The first full-scale use of ‘kitting’ was done in Japan. But because we benchmark ourselves, we took it to another step and brought it here,” said Jackson.

Because the kitting process means parts are delivered line-side to the Tundra plant in small quantities, quality issues can be detected and corrected quickly. “We are always, ‘We can do better. We can do better,’” Hidehiko Tajima, President of TMMT, said in describing the Toyota mind-set. The Texas plant will be capable of making 200,000 trucks a year at full capacity, a production level expected to be reached by spring.

We’ll continue to following this effort in our state that is bringing hope to people who will work harder and apply the effort that will produce the desired outcome.

I finish with a quote of a friend who has learned that more than 25 years ago Philip Crosby wrote *Quality is Free* and some companies have learned that lack of quality is bankrupting: “Quality matters a hell of a lot more to customers than it is given credit for. Quality cars and trucks are in garages. The others sit on lots.”

See you at the meeting!

EDUCATION SECTION

Kim Pries

What is measurement uncertainty and why should I care?

Measurement uncertainty occurs in *all* measurements. Some of the components that contribute to measurement uncertainty are the measuring device itself, the measuring technician or engineer, and the item being measured. Typically, the measurement uncertainty is expressed as the pooled variance of the contributors to the variation.

Measurement uncertainty becomes really interesting in situations where the measurement is partially qualitative. For example, the shore line of Great Britain grows ever longer as we decrease the size of the measuring device—a fractal situation. Another example is the testing of roughness, which is a very arbitrary measurement that usually uses a device very much like an old phonograph needle and tone arm.

The guiding document for measurement uncertainty is the Guide to the Expression of Uncertainty in Measurement (ISO GUM, 1995) put out by ISO. Typically, a calibration laboratory will maintain their uncertainty information in a spreadsheet format known as an “uncertainty budget.” The document breaks calibration into type A, which is gained through statistical analysis and Type B, where auxiliary sources of information (e.g., calibration certificates) are used to express the uncertainty.

Please note that in automotive quality (ISO/TS 16949), calibration is a key component of the quality operating system. In fact, if a customer determines parts were shipped out-of-calibration, they can legitimately demand a recall.

ASQ Conference notification

[World Conference on Quality and Improvement](#)

April 30-May 2, 2007 • Orlando, Florida

Early-bird rates expire March 16!

Remember that our section will have a conference locally—coming Fall of 2007!

RE-CERTIFYING AND ASQ CERTIFICATIONS

STEVEN SCHAFER

Out of a total of 7 member(s) whose **certifications expired June 2006**, 1 lost their certification, 0 member(s) re-certification are being processed and 6 member(s) completed their re-certifications. **Final outcome.**

Out of a total of 9 member(s) whose **certifications expired December 2006**, 6 will lose their certifications if they do not re-certify by the end of June 2007, 0 member(s) re-certification are being processed and 3 member(s) completed their re-certifications.

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.

Members can re-certify 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 7 member(s) whose certifications will expire December 2007, 7 will lose their certifications if they do not re-certify by the end of June 2008, 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 spikeguate@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

MONTH	DAY	TOPIC	LOCATION
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	26	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>