



Greater El Paso
Section

Amigo Quality

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Welcome to the August 2007 issue of the Newsletter! Your local provider of information and learning opportunities related to quality professionals.

MEMBERSHIP MEETING

No membership meeting scheduled for July and August. We are going to have our executive meetings Saturday, 18 August 2007, 8:00 AM –12:00 PM at EPCC Valle Verde Campus (ATC building) and every member is invited to attend and contribute with ideas to our 2007-2008 planning schedule.

THE CHAIR SPEAKS

ALFONSO ENRIQUEZ

The Quality in El Paso conference will include topics of interest to all ASQ members. For example; the conference includes a speaker from Fort Bliss. ASQ members know that several ideas in quality have come from the military, such as the sampling tables (Military Standard 105 D). Similarly, the October conference will include a speaker from Beaumont Hospital. ASQ members are familiar with the idea of preventing mistakes and reducing human error, a concept that has shown effective in the Health Services and other areas. Also, the fall conference will include speakers from Education. ASQ members might know about the No child left behind policy, which has led to the certification of teachers in the state of Texas, in the same way as ISO 9001 requires to have trained employees in the activities affecting the quality of the product.

To sum up, the manufacturing, education, military and all sectors of the economy in El Paso will benefit by attending to the conference in October 26.

CONGRATULATIONS... March and June Certifications!

A job well done to all who recently earned ASQ Certifications

- **Manager of Quality / Organizational Excellence (CMQ/OE):** Neil A. Kulkami, Jose Luis Torres, Miguel G. Vargas Cortes.
- **Six Sigma Black Belt (SSBB):** Isidro Bonilla.
- **Quality Engineer (CQE):** Edgar A. Ortiz, Leonel A. Vanegas.

AUTOMOTIVE SECTION

HECTOR LUGO

After visiting my former city, the following is something that people told me: “the only car we can trust from GM is the Buick model, nothing to do with Tiger Woods by the way.”

So, I was interested to see how the industry rates this vehicle brand and to my surprise I found in J.D. Power and Associate’s annual Vehicle Dependability Study for the last 12 years: Lexus, a brand that has alone been top was matched for the first time this year when Buick earned an identical score.

The study asks the original owners of three-old cars and trucks about the problems they’ve encountered in the last year. More than 53,000 participated in this year’s survey.

I am not going to tell you how many problems per 100 vehicles they reported, but compared to the industry average they were far below. I can tell you that Buick’s ascension includes the results of several discontinued models, such as the Rendezvous SUV and Century/Regal sedans. The Enclave crossover model and Lucerne sedan are too new to have been included in the sample but have earned good initial quality ratings from J.D. Power.

See you at the Executive Meeting on EPCC!

EDUCATION SECTION

Kim Pries

Why do Six Sigma initiatives so often fizzle out? I believe our Six Sigma training (and the body of knowledge) has left out a key component. Experience suggests that this component lies in training the “belts” in how to look for “cost pain.” In other words, many of our employees in our plants do not know where the best places are to look for projects that improve the bottom line.

One way to show them is to review the seven wastes (muda): overproduction, waiting, transport, extra processing, inventory,

motion, and defects. Oh yes! Especially defects. I can think of no case where rework is not a waste (even when used to recapture revenue after a mistake). Every plant in the El Paso/Juarez area potentially has tens of Black Belt projects, hundreds of green belt projects and thousands of yellow belt projects. Not to mention the benefits from an aggressive Kaizen program—how about two events per week?

We also need to teach our people about the types of cost reduction:

- Cost reductions per se, where we improve on the budget
- Cost avoidances, where we eliminate unnecessary expenses, and
- Profit improvement, where we perform an activity that actually increases revenue and profit.

The projects are there awaiting discovery....

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

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RE-CERTIFYING AND ASQ CERTIFICATIONS

STEVEN SCHAFER

Out of a total of 9 member(s) whose certifications expired December 2006, 1 will lose their certification, 0 member(s) re-certification are being processed and 8 member(s) completed their re-certifications.

Out of a total of 9 member(s) whose certifications expired June 2007, 5 will lose their certifications if they do not re-certify by the end of December 2007, 1 member(s) re-certifications are being processed and 3 member(s) completed their re-certifications.

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.

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 11 member(s) whose certifications will expire June 2008, 11 will lose their certifications if they do not re-certify by the end of December 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 and will guide you in the re-certification process <http://www.asq.org/certification/recertification/rucredits/index.html>.

Potential meeting and dinner schedule

MONTH	DAY	TOPIC	LOCATION
August 2007	18	ASQ Section Officers training	EPCC ATC
September 2007	19	TBD	TBD
October 2007	26	Quality Conference 2007 El Paso	Chair Joe; Publicity Alfonso and G. Loya; Facility Hector and Fernando

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