



Greater El Paso  
Section

# *Amigo Quality*

Volume 28 Number 6

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Welcome to the March 2008 issue of the Newsletter! Your local provider of information and learning opportunities related to quality professionals.

## **MEMBERSHIP MEETING**

**LOCATION:** Holiday Inn Sunland Park  
**REGISTRATION & SOCIAL HOUR:** 6:00 pm  
**DATE:** March 21, 2008  
**SPEAKER:** **ASQ Regional Director**

### **TOPIC:**

MEETING IS FREE FOR EVERYBODY (MEMBERS OR NON-MEMBERS) AND THE  
SPEAKER STARTS AT 7:00 P.M.

If you want to eat, we start our social hour at 6:00p.m.

DINNER COST: paid by each individual

## **THE CHAIR SPEAKS**

ALFONSO ENRIQUEZ

Thirty-five members and non-members attended our monthly membership meeting on February 20th, Dr. Roth gave an exciting conference on Economy and the Founding Fathers.

The time is now to elect the officers for the year 2008-2009, the following people have accepted to be candidates, please cast your votes, and send your proposals if you prefer other candidates; Treasurer: Hector Lugo, Secretary: Lisandra Piper, Vice Chair: Steve Schaffer, Chair: Rajesh Tahiliani. The election will be concluded in the March membership meeting.

While working at a division of UTC, I learned one principle from Yuzuru Ito, UTC's quality advisor: When your customer complains about your product, go immediately to see the problem because, your

customer problems are a jewel. If you are on the East coast and a notification of an airplane engine failure comes from LA, take the first plane and go across the country to see the engine that failed. In February 08, we received a customer complaint from LA, (now I am currently working in an steel manufacturing company), the customer complained that the rebar had oil, I remembered Mr., Ito's principle and took the first plane to LA, it was raining when I arrived to the warehouse, they showed me where the defective product was, I looked again and again, I could not see any oil, at all, I went back to the office, and kindly asked: Could you show me where the oil is, because I want to prevent this from happening again. The foremen reluctantly accepted to show where the oil contamination was, we went to the yard again, and there was no oil. The rain-washed the oil away, he said. In order to make the story short: I called my supervisor who called sales who called the customer; the customer apologized for the mistake, and purchased an additional load of rebar (who was sent to replace the supposedly contaminated material). Mr. Ito's principle worked!

***Dr. Joseph M. Juran, 1904-2008***

**One of the quality gurus, Dr. Joseph M. Juran, passed away February 28, 2008, at the age of 103; known as the "father" of quality, he made many contributions in the field of quality management. He said, "It is most important that top management be quality-minded. In the absence of sincere manifestation of interest at the top, little will happen below."  
Read more about Juran on the ASQ Web site**

**AUTOMOTIVE SECTION**

HECTOR LUGO

After a nice meeting at Holiday Inn with Dr. Roth and the founding fathers who established their new government upon the foundation of Natural Law, summoning harmony with the law's of "Nature's God."

Anyway, the following is coming from one of our contributors: Bob Lutz, General Motors Corp.'s outspoken vice chairman is standing by his comment that global warming is a "total crock." He says critics should judge GM on its actions.

Lutz is known for his blunt opinions, such as blaming methane emissions on cow flatulence. Before, he wrote that forcing automakers to sell smaller cars to reduce fuel consumption was like ordering apparel makers to only sell clothing in smaller sizes to

combat obesity.

General Motors, however, is selling ethanol-capable vehicles and hybrids and developing electric, hydrogen and fuel cell vehicles.

See you at the meeting!

## **EDUCATION SECTION**

KIM PRIES

Wikipedia tells us that “The term RAS syndrome refers to the use of one of the words that make up an initialism or acronym as well as the abbreviation itself, thus in effect repeating that word. It stands for ‘Redundant Acronym Syndrome syndrome,’ and is itself a humorous example of a redundant acronym.”

Some examples of this phenomenon are the following:

- VIN number (vehicle identification number number)
- ATM machine (automated teller machine machine)
- PIN number (personal identification number number)
- HIV virus (human immunodeficiency virus virus)
- PLP process (product launch process process)
- TLA acronym (three-letter acronym acronym)

I’ll bet you can think of others.

How about “exact same?” Something is either the same or it isn’t. This one falls under the rules about qualifying an absolute, which is technically a semantic no-no. “Exactly opposite,” “sort of pregnant,” and “almost infinite” fall into the same category.

Language issues aren’t always amusing. Misunderstandings of the spoken and written word can lead to error propagation. We can see this during the usual waterfall model interpretation of customer specifications, especially when referring to qualitative items such as color and sound.

If you have more amusing ‘RAS’ acronyms, please send your examples to [jpries1@elp.rr.com](mailto:jpries1@elp.rr.com).

===== O =====

*Job Openings Alert      Thursday, February 21, 2008*  
*Lean - Continuous Improvement - Six Sigma - Quality*

The following is a partial list of the job openings I am working

on. Should you know of anyone that might be interested in learning more about these positions please have them contact me, Rodney Shorette, at 413-746-0101 x 202;

email address [rod@magellanworks.com](mailto:rod@magellanworks.com) fax 413-746-9101.

**Quality Manager** MAWS-543-608260

*Location:* Illinois

*Manufacturer:* Automotive Parts

*Salary:* 65k-80k

*Education:* BS Engineering or other technical degree, SS Belt preferred (any color)

*Experience Required:* 5 years manufacturing, TS-16949, PPAP, APQP, Automotive supply

*Management:* Reports to Quality Director

*Responsibilities:* Management of Quality Technicians, and Engineers – Staff of 17-20. Management of Quality staff in Joint Venture located nearby. Manage the continuous improvement efforts. Management of the quality lab.

*Comments:* This is a new position created as a result of strong growth. Must be willing to travel domestically and internationally up to 25%. State of the art factory using the latest equipment and methods. Clean environment. Strong Lean culture established. Plant will be adding 70 production jobs this year to current work force of 220. Very good benefits and opportunity for position and salary growth.

**Continuous Improvement Manager** NCWI-405-603244

*Location:* Sanford, NC area

*Type:* Grocery Manufacturing & Distribution

*Salary:* 95k

*Education:* BS Engineering, MBA preferred

*Experience Required:* 5 years manufacturing with significant responsibility, Lean tools

*Management:* Lead work teams

*Responsibilities:* Responsible for the day to day Lean deployment and development of cellular work teams. Assist in the development of the strategic plan regarding Lean / Six

Sigma. Work closely with Operations, Engineering and shop floor Associates. Initiatives to include: facility efficiencies, establishing procedures, process and quality improvements, reduced lead time, reduced inventory levels, waste reduction.

*Comments:* Kaizen, 5s, value stream mapping, standardized work, kanban, visual factory. Must be excellent at creating partnerships with various stakeholders.

**Lean Manufacturing Manager** MAWS-543 601020

*Location:* South Carolina -- Metro Charlotte, NC area

*Manufacturer:* Aerial Lift Platforms

*Salary:* 70k-85k plus bonus

*Education:* BS Engineering or other technical discipline

*Experience Required:* 4 years of extensive Lean Mfg project experience, 10 years of manufacturing experience.

*Management:* Reports to General Manager, Supervises 5 reports (Lean Coordinators)

*Responsibilities:* Improving production flow, reducing manufacturing costs, improving product quality, training and mentoring employees and running kaizen events. Audit suppliers.

*Comments:* Excellent opportunity for career and salary growth. Looking to hire yesterday!

**Continuous Improvement Engineer** ILWH-121-2042JM

*Location:* Minnesota

*Manufacturer:* Food

*Salary:* 73k plus bonus

*Education:* BS Engineering

*Experience Required:* 3 years Manufacturing, 3 years Management

*Management:* Reports to Unit Operations Mgr, No supervisory responsibilities

*Responsibilities:* Lead, mentor and coach improvement teams. Lead and support continuous improvement initiatives. Work closely with

HR and Operations to establish a culture of teams.

*Comments:* Need good analytical and problem solving skills. Excellent business acumen with a thorough understanding of manufacturing and supply chain processes. Ability to develop a strong technical network of engineers and technicians.

***Sr. Quality Process Improvement Engineer*** MAWS-543 600957

*Location:* Birmingham, AL

*Manufacturer:* Plastic bags

*Salary:* 70k-85k

*Education:* BS Chemical Engineering or BS Mechanical Engineering, Certified Quality Engineer

*Experience Required:* 5 years blown film, 5 years as Process Engineer, Quality Improvement Engineer or Production Manager

*Management:* Reports to Quality Manager, No supervisory responsibilities

*Responsibilities:* Reduction of variation in manufacturing processes.

*Comments:* Tool box should include – DMAIC, Quality Inspection Plans, Kaizen events, Gage Reliability and Repeatability, DoE, SPC, FMEA, Visual Management techniques

I recruit with a special focus on Lean in Manufacturing. Searches are national in scope. All searches and candidate conversations are held in strictest confidence and no resume will be mass distributed. If you want to explore the marketplace, drop me an email.

Positions are added regularly. If you or someone you know would like to be informed of future job opportunities as they become available, please pass this along to them.

Best Regards,

Rodney Shorette

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## RE-CERTIFYING AND ASQ CERTIFICATIONS

STEVEN SCHAFER

Out of a total of 9 member(s) whose certifications expired June 2007, 0 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 9 member(s) completed their re-certifications. **First time 100% Re-certification Achieved!!!!!!**

Out of a total of 8 member(s) whose certifications expired December 2007, 5 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 3 member(s) completed their re-certifications.

Out of a total of 12 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, 1 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 15 member(s) whose certifications will expire December 2008, 15 will lose their certifications if they do not re-certify by the end of June 2009, 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](mailto: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

YEAR	MONTH	DAY	TOPIC	LOCATION
2008	April	23	Robert's Rules of Order in a Nutshell (Rudy Kittlitz)	TBD
2008	May	21	ASQ El Paso's Chair report & new chair	TBD
2008	June	21	Family Picnic	TBD

### **2007-2008 OFFICERS and COMMITTEE CHAIRS**

Chair: Alfonso Enriquez  
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Vice Chair: Fernando Urbina  
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Secretary: Lisandra Piper  
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Re-certification Chair: Steven Schafer  
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Refresher Classes Instructor: Hector Lugo  
 See above

SMP Chair: Jack Vaughn  
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Newsletter: Kim Pries  
 See above

Membership: Joe Lissberger

See above  
 Publicity Chair: Alfonso Enriquez  
 See above


Plans, Conferences, Programs: Alfonso Enriquez  
 See above

Business Student Section: Rajesh Tahiliani  
 See above


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

## Class schedule

### March 2008



Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19 Member Meeting 	20	21	22 CQE classes 
23	24	25	26	27	28	29
30	31					


### April 2008

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4 Exam App 	5 CQE classes 
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23 Member Meeting 	24	25	26



27	28	29	30			
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## May 2008

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3 CQE classes 
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21 Member Meeting 	22	23	24
25	26	27	28	29	30	31



## June 2008

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5 ASQ Exams  7:30 am
6	7	8	9	10	11	12
13	14	15	16 Member Meeting 	17	18	19
20	21	22	23	24	25	26
27	28	29	30			