



Greater El Paso
Section

Amigo
Quality
Volume 28 Number 7

Welcome to the April 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: April 23, 2008
SPEAKER: Rudy Kittlitz
TOPIC: Robert's Rules of Order In A Nutshell

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

SPEAKER BIOGRAPHY

Rudolf G Kittlitz Jr

After graduating in May 1957 with a BS in Chemical Engineering, Rudy went to work for DuPont in Wilmington Delaware and worked for them for over 43 ½ years. Although his initial work was in chemical engineering, he became involved in statistics and quality. His expertise in these subjects led him to become a consultant for the DuPont sites in the USA and in Europe. His affiliation with the American Society for Quality [ASQ] led him to become a member of the ASQ Board of Directors for 20 years and serving the last 12 as their Parliamentarian. Currently he is Chair of the U. S. Technical Advisory Group to the International Organization for Standards Technical Committee on "Application of Statistical Methods".

In January 2001 Rudy moved to Alpine Texas and is active in his community. He is Chair of the Alpine Parks and Recreation Board, teaching part-time at Sul Ross State University, and on various committees in his church. Through "Long Distance Learning", Rudy

obtained his Master of Science in Engineering from the University of Alabama – Huntsville in 2003. Rudy's four children: Lenell, Theresa, Liesel, and Rolf are scattered throughout the USA.

THE CHAIR SPEAKS

ALFONSO ENRIQUEZ

This are the results of our election for 2008-2009:

- Chair: Joe Lissberger
- Treasurer: Hector Lugo
- Secretary: Lisandra Piper
- Vice Chair: Steve Schaffer

Congratulations to all.

In his last conference Kim Pries presented us with several opposite situations, i.e.: Quantitative/Qualitative, Objective/Subjective, when Kim addressed the topic of Design test.

Let me try another situation:

Lean Manufacturing or Nourish Manufacturing?

Many companies have embraced different initiatives to increase productivity; however some companies under the name of Lean manufacturing have cut more than the fat of the organizations and put them in risk.

Some of these companies are still trying to hire Lean Manufacturing experts, but maybe they should be looking for manufacturing nutritionists.

As Quality professionals we should take an active role in preventive accelerated lean practices, by using tools such as the Failure Mode and Effect Analysis.

AUTOMOTIVE SECTION

HECTOR LUGO

After being visited by a Mexican affiliate from my corporation, the following came to the lunch talk: John McElroy, respected automotive industry analyst on television and radio, dazzled the Town Hall with his expertise and insight into a slowing industry that impacts us all.

"Inside the U.S. the auto industry is a basket case," John explained, "but outside it's going good."

Ford Europe pulled in more than a billion dollars of profit, which helps to make him "bullish" on Ford these last six months. Additionally, profits in Brazil are "remarkable," surpassing China. They are in better shape globally then given

credit.

Although, “we in media talk glowingly about GM, CTS, Enclave and more, GM still has other fixes to be done, mostly overseas.” John explained that the industry has turned its attention to residual value of their cars.

Branding “all-wheel-drive” noticeably on the exterior and providing extras such as alloy wheels, sunroofs and leather seats as standard equipment, may be the wave of the near future.

Powerful Japanese brands are not immune to this industry downturn. Honda has “the same 76-day supply of unsold cars as Chrysler,” with Toyota having a 56-day supply, which is twice as much as usual.

The sinking of the U.S. dollar is also making Japanese imports more expensive to sell here.

Even the Prius sales were down 14% this past year, despite soaring gas prices.

See you at the meeting!

EDUCATION SECTION

KIM PRIES

Is searching for root cause a waste of time? In some cases, the answer is definitely “yes.” Approaches like five why’s, 8D forms, and root cause analysis (RCA) tend to be simplistic. Those of us who work in manufacturing facilities have seen hundreds and maybe, thousands, of “corrective actions” that attacked symptoms rather than real causes. The original idea of the Five Why approach was conceptual—to remind people that underlying causes are often not the readily visible surface cause.

The main issue with approaches like 8D and RCA lies in the concept of “a” root cause. In most real world cases, causation generally follows the pattern of systemic buildup of minor issues over some duration, perhaps years, followed by a trigger event that precipitates a major fiasco. If we only deal with the trigger event, we will never recognize and manage the systemic buildup that *really* caused the problem to occur.

For example, let’s say we have a material shortage on the line and our corrective action reads like “material analyst to expedite part X for arrival at date Y.” This corrective action is clearly inadequate because it does not address the real issue of why the part needed to be expedited to the manufacturing facility in the first place. I suggest that the proper word for this kind of pseudo-corrective action is “floundering” with its overtones of ineffectual thrashing.

Reliability engineers use a sophisticated qualitative approach to problems called *fault tree analysis*. It has benefits over failure mode and effects analyses (FMEA) because it can represent logically the

effects of multiple upstream events that affect the final result. These diagrams are difficult to produce but reflect a more mature approach than some of the other methods. Check it out!

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A note of congratulations to the following members of ASQ1401 for passing the CMQ/OE exam!

1. Raul Vidal
2. Philip O. Bapst

===== O =====

RE-CERTIFYING AND ASQ CERTIFICATIONS

STEVEN SCHAFER

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 11 member(s) whose certifications will expire June 2008, 10 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 1 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. 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)	Holiday Inn Sunland Park
2008	May	21	Bacterial Biofilms and their impact on human health (Scot Tufts: Principal Scientist of Enturia, Inc.)	TBD
2008	June	21	Family Picnic	TBD

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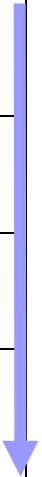
Our Section is on-line! Make a suggestion – win a FREE meal! <http://asq1401.org>

Class schedule



Please be aware that we are going to start the CQE refresher course **on March 15** at El Paso Community College, Valle Verde Campus, Advance Technology Center building, room # 101 at 8:00 AM. You need to bring your check issued to ASQ1401 Greater El Paso Section for \$250.00 to register you officially in the class.

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			



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			