



Greater El Paso  
Section

# *Amigo Quality*

Volume 29 Number 2

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

### **MEMBERSHIP MEETING**

**LOCATION:** North Wire Plant

Northwire, Inc.

11 Earhardt Way

Santa Teresa, New Mexico 88008

(Santa Teresa Industrial Park on the far west side of El Paso Go out via Artcraft (like driving towards the international border), find Airport Road and turn to the right (in direction to the Airport Museum). You will find Earhart Drive to the left after three blocks. You will turn to the left and will see Northwire facility located at the end of the block on the left side. Gerardo Vargas (Process Engineer) will receive the group.)

Telephone: (575) 874-2000

Alternate: (575) 874-9080

Fax: (575) 874-1555

**SCHEDULED HOUR:** 6:30 pm-8:30 pm

**DATE:** November 19, 2008

**SPEAKER:**

**TOPIC:** North Wire Tour

MEETING IS FREE FOR EVERYBODY (MEMBERS OR NON-MEMBERS)

### **One-Day Workshop:**

**Saturday March 21<sup>st</sup> 2009 8:30-5:00**

### **The Integrated Enterprise Excellence System**

Are you hungry for the latest business information, but find it increasingly hard to find the time and budget to travel to conferences? -- ASQ1401 brings the latest in systems to sustain, innovate and grow a business under the most demanding conditions directed to you, Smarter Solutions, Inc. with the premier of One-Day Workshop, a seminar with renowned Lean Six Sigma Improvement expert and author Forrest Breyfogle

Go to <http://asq1401.org/iee.htm> for more information, and registration, - **save money, register early.**

## **THE CHAIR SPEAKS**

JOE LISSBERGER

I am working with the Partners in Education to get them up and going for the new year plus I have been in constant contact with Hector Lugo on the "One Day Workshop" that is coming up in March. This is going to be a very important thing for the section and Hector is really doing a magnificent job of running this project. Now is the time for the section to get behind Hector and give him all of the help that you can. So in this vein of thought, I have come up with a plan that all of us, the section and ASQ members, can help get this workshop really moving. Anyone who gets 2 Bronze Sponsors for the workshop will receive 50% discount on their registration, If you get 2 Silver Sponsors you will receive a free registration and if you get one Gold Sponsor you will receive a free registration. So lets all get out there and look for sponsors.

Joe

## **AUTOMOTIVE SECTION**

HECTOR LUGO

How can one of America's oldest and most successful car companies get it so right in Europe and so wrong in its home market? European Fords regularly get "car of the year" awards and are widely lauded by the automotive press over there, but Ford is struggling to keep its head above water in America. They do know how to do make fuel-efficient and desirable small cars because they already make them for the European market. Even though the European equivalent of the minivan, the S-Max, is a 7-person people mover, it's almost desirable...something you could never say about a Grand Caravan or Chevy Uplander. The announcement came earlier today that Ford will begin to globalize their car designs and begin building some of these "world" cars in America. This is promising, but what took Ford so long to realize that not everybody wants a mediocre, bland, and un-inspiring vehicle? Why are American Ford sales numbers the most threatening to the company, rather than European ones"?

On the surface, the U.S. auto industry's problems appear to be a function of very weak demand for cars and trucks. High gas prices forced consumers out of the showroom, which means that Detroit will likely report its worst sales levels in nearly 20 years.

But in reality, the auto sector has very different problems, one of which can be partially remedied by more vigorous federal support - access to funds to make car loans. Simply put, the automakers' financing arms have run low on funds, and the loans that they have

made are increasingly turning sour. Distressed consumers fell behind on their mortgage payments and are now falling behind on their car payments, as well.

See you at NorthWire visit!

Hector Lugo

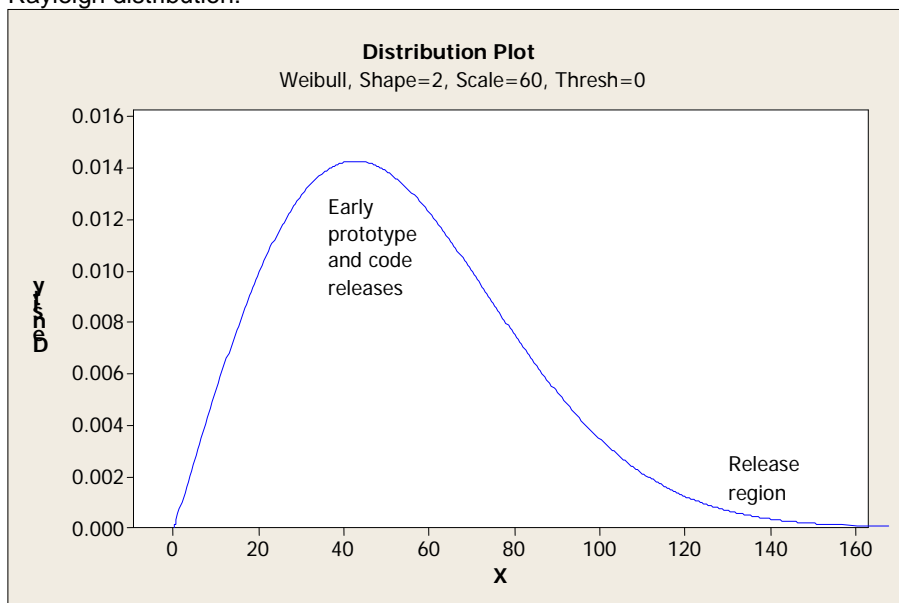
## **EDUCATION SECTION**

KIM PRIES

How do we measure quality with software? The question is not trivial due to the difficulties of dealing with software development; for example, software development exercises the triad of delivery, cost, and quality at every phase. Containment issues are present in that a 'bug' can escape from one release to the next release, so this defect containment should be measured. Because software complexity exponentiates, it is impossible to exhaustively test all but the most simple programs. Hence, we have to use special approaches to achieve the results we desire. Some examples:

- Use orthogonal arrays to stimulate all digital and analog inputs (much like designed experiments)
- Use a Wiener process (Brownian motion) to exercise inputs and outputs quasi-randomly
- Automation to increase throughput
- Extreme conditions to stress hardware and software when appropriate
- Domain testing

As we can see, this is quite a toolbox! In general, my own experience suggests that software defect arrivals (Poisson process) should be measured with a Rayleigh distribution (otherwise known as a Weibull distribution with the integer shape factor of 2). As our defect arrival rate moves out into the rightmost tail, the software approaches release readiness. See the figure below for an example of a Rayleigh distribution:



## RE-CERTIFYING AND ASQ CERTIFICATIONS

STEVEN SCHAFFER

Out of a total of 11 member(s) whose certifications expired June 2008, 5 will lose their certifications if they do not re-certify by the end of December 2008, 3 member(s) re-certifications are being processed and 3 member(s) completed their re-certifications.

Out of a total of 15 member(s) whose certifications will expire December 2008, 13 will lose their certifications if they do not re-certify by the end of June 2009, 1 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 8 member(s) whose certifications will expire June 2009, 8 will lose their certifications if they do not re-certify by the end of December 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 [spikequate@sbcglobal.net](mailto: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 and will guide you in the re-certification process <http://www.asq.org/certification/recertification/rucredits/index.html>.

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### Potential meeting and dinner schedule

YEAR	MONTH	DAY	TOPIC	LOCATION
2008	November	19	North Wire tour	North Wire plant
2008	December	10	Christmas Meeting	TBD
2009	January	14	<a href="#">ISO/TC 69 - Statistical Meeting In Beijing</a>	TBD

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			<a href="#">China</a>	
2009	February	18	Bhutanese Education	TBD
<a href="#">2009</a>	<a href="#">March</a>	<a href="#">18</a>	<a href="#">Desalinization plant tour. Also, nomination of new officers for 2009-2010</a>	<a href="#">TBD</a>
2009	March	21	Forrest Breyfogle – <a href="#">Integrated Enterprise Excellence System</a>	<a href="#">EPCC Administrative Service Center</a>
2009	April	15	Vision testing equipment	TBD
2009	May	20	HACEP (Housing Authority) tour	TBD
2009	June	24	Unknown	TBD
2009	July	22	Executive Committee Meeting 1	TBD
2009	August	19	Executive Committee Meeting 2	TBD

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### **2008-2009 OFFICERS and COMMITTEE CHAIRS**

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