



Greater El Paso
Section

Amigo
Quality
Volume 29 Number 5

Welcome to the April 2009 issue of the Newsletter! Your local provider of information and learning opportunities related to quality professionals.

MEMBERSHIP MEETING

LOCATION:

Microtel inn (east)
12211 Gateway Blvd W, El Paso
(Between Zaragoza and Joe Battle)

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

DATE: April 15, 2009

SPEAKER:

TOPIC: Vision Testing Equipment

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

We start our social hour at 6:30p.m.

THE CHAIR SPEAKS

JOE LISSBERGER

Once again it is time for us to elect new officers for the section. The final vote will be taken at the meeting and this will then be forwarded to ASQ for listing in their files. The nominated list has been on the web for over a month and the ballot has also been there for you to vote. All elected officers must be in good standing in order to be elected to their positions.

We must thank Hector Lugo and his committee for doing a fine job on the One-Day Workshop, it was a success as far as I am concerned. We had fewer people than I had hoped for but with the present economy we did fine. We are already working on the event for 2010 so let's each and everyone work hard to make this one an even bigger event.

AUTOMOTIVE SECTION

HECTOR LUGO

Thank you very much to all attendees to our annual conference last month with Forrest Breyfogle III and to those interested in the automotive industry, because it was an opportunity to “see” the future for when it comes to manufacturing jobs.

According to Brad Smarrt, transmissions instructor at WyoTeck in Long Beach, Calif. “While it’s true that careers in automotive manufacturing are becoming more limited, the future is bright for skilled service technicians.

The Department of Labor reports that service careers in the automotive industry are expected to grow at around 16 percent through 2016. The DOL estimates that approximately 110,000 new positions will be added between 2006 and 2016, with even larger demand resulting from the large number of service technicians who plan to retire.

See you at the meeting!

EDUCATION SECTION

KIM PRIES

How do we prepare for the worst during an economic nightmare? I would like to suggest the career failure mode and effects analysis (CFMEA). As with any FMEA, the first act is the discovery of potential failure modes; some examples in this case would be:

- Terminated from job with severance
- Terminated without severance
- Laid off (not the same as termination)
- Furloughed with pay
- Furloughed without pay
- Reduction in force
- Reduction in pay
- Reduction in work days

Depending on the level of preparation, some of these may be catastrophic to personal finances. Some people think the FMEA is an enumeration of failure modes but the fact of the matter is that the FMEA is truly a call to action. For each failure mode and variants, we can plan our compensatory actions to offset the difficulties stimulated by economic impedimenta. Examples could include:

- Retraining in new areas
- Savings plan to provide for hard times
- Supplying cost reduction to current company to become a “free employee”

Keep in mind that the quality concepts we all practice generalize to *any* industry!

Management Systems

Alfonso Enriquez

Coaching could be the solution to move from the reductive approach to a systems approach.

Consider the following interaction in a steel rolling mill; an electrical motor produces the movement to roll the steel via a mechanical transmission. One day the electric motor fails and the production downtime is charged to the electrical maintenance department.

If management uses the reductive approach mentioned by Kim Pries in the February newsletter¹ the electrical maintenance manager is made responsible for the downtime and he has to present an explanation on why his department could not prevent the failure.

In a recent internal audit, I looked for evidence that the electrical maintenance department had performed the preventive maintenance routine to the motor, and yes they had done the visual and the vibration analysis routines, then why did it fail?

As Kim mentions in his note the reductive approach makes us lose the ability to discern the interactions between the components. In this case we must look for the interactions with the mechanical transmission and the rolls, this involved two other departments: the mechanical maintenance department in charge of the transmission, and the operations departments in charge of setting up the rolls, we ask questions: What if the transmission failed momentarily and caused the electrical motor to fail? And what if operations did not setup the rolls correctly?

Working with interactions, in order to have a systems approach demands some skills from the quality professional, i.e. the skill of coaching, John J. Peterson et al² state: “ they should be adept at removing barriers, ... and should remember that those barriers lie in people’s psyches –specially in their fear of change – and that the best way to overcome them is through coaching and counseling, not through criticism”

In February our neighbor ASQ section in Juarez organized the First Latin American conference on Quality, Javier Manzanera presented some guidelines for coaching. He asked “When you give an instruction, How much of what you are trying to transmit is received by the team? If there is a problem in the organization, do you try to investigate? Or do you only try to explain what you think is happening?”

If we want to change from the reductive approach to the systems approach we must learn the art of coaching.

References:

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- 1) Kim Pries, Education Section, ASQ 1401 Newsletter. February 2009
 - 2) John J. Peterson et al. "Statistics in Pharmaceutical Development and manufacturing" Journal of Quality Technology page 127, Volume 41, No. 2, April 2009
 - 3) Javier Manzanera, "New opportunities through coaching, First Latin American conference on Quality, February 2009
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RE-CERTIFYING AND ASQ CERTIFICATIONS

STEVEN SCHAFER

Out of a total of 15 member(s) whose certifications expired December 2008, 5 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 10 member(s) completed their re-certifications.

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.

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 2009, 7 will lose their certifications if they do not re-certify by the end of June 2010, 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>

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Potential meeting and dinner schedule

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