



Greater El Paso  
Section

*Amigo*  
*Quality*  
Volume 29 Number 11

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

### **MEMBERSHIP MEETING**

**LOCATION:** Housing Authority

**Directions:** From I-10 take Paisano exit and head south on Paisano. Stay in the middle lane. You will pass McDonald's and go under an overpass. Immediately get into the left lane and turn left at the first stoplight. Make a u-turn and then turn right on Cortez St. Drive to the rear entrance where you will find the guard shack.

**Some instructions for the location:**

1. We will need to use the entrance at the guard shack on Cortez St.
2. Everyone must sign in at the guard shack upon entering.
3. After entering the parking lot, drive up about 400 ft. and turn left.
4. Drive another 500 ft. and park up against the building (under the slanted window area).
5. Use the yellow stairs near the picnic tables and enter through the double glass doors.
6. Everyone must sign out when leaving.

The meeting for this month is an executive committee meeting; there is no regular monthly meeting.

**SCHEDULED HOUR:** 8:00 am – noon

**DATE:** Saturday August 22, 2009

**SPEAKER:** ASQ Section 1401 Chairman

**TOPIC:** Executive Committee Meeting

MEETING IS FREE FOR EVERYBODY (MEMBERS OR NON-MEMBERS) AND THE  
SPEAKER STARTS AT 8:00 A.M.

### **THE CHAIR SPEAKS**

JOE LISSBERGER

The Executive Committee met on the 18<sup>th</sup> of July and started working on what looks to be an exciting year for the section. We had input from section members on their outlook of what they would like for the section to present at the coming year's meetings. The Executive Committee will put the final touches to this year's plans and expectations at the August meeting. Although this is called an

Executive Committee meeting, anyone can attend and present their views on the coming year. The more input we get from the membership, the better our plans for the section. Remember that Section 1401 is your section and, as such, your needs are what the committee works to serve. We are a Quality Organization and so meeting the customers requirements are what it is all about. If anyone needs directions to this location please contact me at:  
<jlissber@elp.rr.com>

**AUTOMOTIVE SECTION**  
HECTOR LUGO

Thanks to all the participants in this ever changing automotive section and the following is something that is actually happening with automakers and car dealers:

New Toyota President Akio Toyoda has abandoned the goal of grabbing a 15 percent share of the global market as part of a back-to-basics focus on quality over quantity. The target was set in 2002 by then-President Fujio Cho as a benchmark for charting Toyota Motor Corp.'s rapid growth. Cho wanted the 15 percent sometime after 2010.

About 90 percent of the dealerships that sell General Motors non-luxury brands in California will participate in a special marketing program that enables consumers to buy new vehicles posted for sale on eBay Motors.

Dealers who dip into the next \$2 billion of the cash-for-clunkers program should have an easier time filing claims and getting paid. Systems improvements made by contractors Oracle Corp. and Citigroup Inc. to cope with the unexpected popularity of the program are speeding dealer filings, said spokesmen for the Transportation Department and National Automobile Dealers Association. U.S. dealers submitted 245,384 cash-for-clunkers claims totaling \$1.03 billion as of last Friday, Aug. 7, as they raced to get applications in the pipeline.

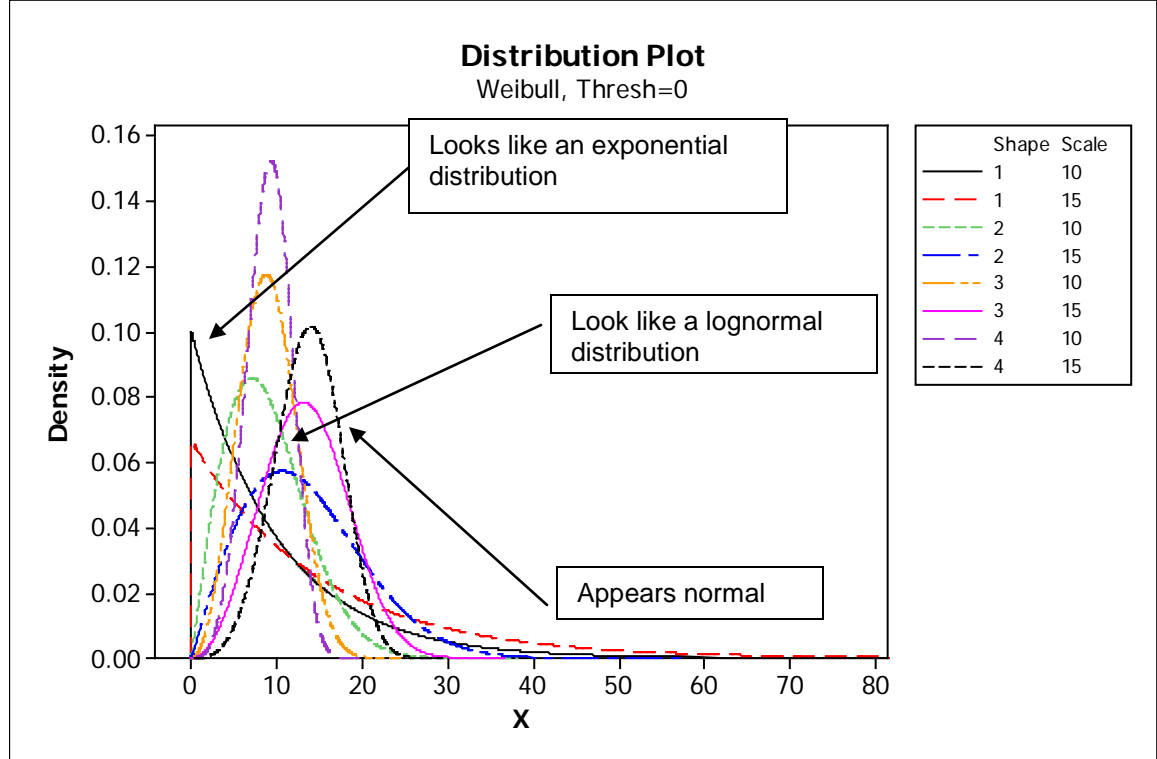
See you soon!

**EDUCATION SECTION**  
KIM PRIES

Probability density functions (distributions) in reliability engineering do not follow the same rules we find in acceptance sampling, Six Sigma, and process capability. Rarely do we see a normal distribution and, when we do, it means rapid wear out of

whatever we are studying.

The most common reliability distribution is the Weibull distribution, also known as a Type III Extreme Value distribution. The Weibull distribution has three main parameters: the shape, the scale, and the location. Here are some examples of the Weibull distribution:



The shape factors do exactly that—they determinate the shape of the probability density function. This characteristic makes the Weibull distribution extremely flexible. The scale factor tells us the point at which 63.2% of all units have or will have failed. The location tells us whether failure starts before use (in-container or shelf decay), at the origin, or if we expect a delay (a grace period) before we start seeing failures. Other distribution we might see are the Lognormal, the Beta distribution (with proportions), and the Gamma. However, it is the Weibull distribution is best understood by reliability engineers.

Note that the Weibull distribution can be used to model many things; for example, we might model the probability of airplane mishaps on approach—we would do this versus hours in the air. The Weibull has occasionally been used for process analysis also.

The moral of story is...don't expect to see the familiar normal distribution when dealing with durability, reliability, or warranty. Take a look at the Weibull distribution and its many capabilities!

## MANAGEMENT SYSTEMS

Alfonso Enriquez

One of the requirements of the Occupational Health and Safety Management System OHSAS 18001 is Participation and Consultation (from the workers). The intention of this requirement is to involve workers in the identification of safety hazards and the risk assessment of those hazards.

In Quality we have learned from Dr. Deming and K. Ishikawa the need to involve the workers in the improvement of the process. The involvement of workers is very clear in the Quality Circles; several Japanese transplants in the USA organize Quality Circles competitions. A few years ago, I had the opportunity to take a team from an automotive supplier company to compete at Honda in Marysville, Ohio. It was a learning experience to see the high quality of all the presentations.

This month, we took a Behavior Safety team from the steel industry in El Paso to compete at the XIII Chihuahua State team competition, and the history was repeated; the level of the team presentations was of a very good quality. A high officer of ASQ has declared that Mexico's team competition is at the level of the competition in Japan.

If you have teams in your company, but do not compete against other companies, you might have a wrong idea of the level of performance of your teams.

### RE-CERTIFYING AND ASQ CERTIFICATIONS

STEVEN SCHAFER

Out of a total of 15 member(s) whose certifications expired December 2008, 1 lost their certifications, 0 member(s) re-certifications are being processed and 14 member(s) completed their re-certifications. **The member that lost their certification is no longer with our Section, so we are 100% complete.**

Out of a total of 8 member(s) whose certifications will expire June 2009, 6 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 2 member(s) completed their re-certifications.

Out of a total of 8 member(s) whose certifications will expire December 2009, 8 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.

**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 9 member(s) whose certifications will expire June 2010, 9 will lose their certifications if they do not re-certify by the end of December 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](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>

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Title: Call for Six Sigma Success Stories from Software/IT Organizations

**Content:**

Do you have a Six Sigma success story from the Software/IT industry?

We are soliciting case studies for a book that will be a unique collection of Six Sigma success stories from the Software/IT industry. If you have a success story from a Six Sigma improvement project that has had a significant impact on your organization (with measurable savings), we want to hear from you!

We are interested in hearing about Six Sigma improvement projects for the software development process and support (maintenance) process. Of particular interest are improvement projects that have successfully dealt with challenges that most software/IT organizations are faced with everyday. Such challenges include (but are not limited to):

- Software defect reduction
- Software Development Life Cycle - Cycle time reduction
- Lean Six Sigma / Process streamlining / Value Stream Simplification
- Improvements in process effectiveness (project planning, requirements, design, development, test, support)
- Risk reduction
- Performance and reliability improvement
- Design For Six Sigma (DFSS)
- And more

You may send more than one submission. Selected success stories will appear as individual book chapters after approval from the submitting companies. Company name and logo will appear on the book cover along with company profile and author bio in the book chapter.

If you are interested, please vic\_nanda@hotmail.com for the Submission Form.

Book title:

**Six Sigma Software Quality Improvement:Success Stories  
from Motorola and other Leading Companies**

Editors (and Contributing Authors): Vic Nanda and Jeff Robinson, Ph.D.  
Date of Publication: Fall 2010

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**Potential meeting and dinner schedule**

<b>YEAR</b>	<b>MONTH</b>	<b>DAY</b>	<b>TOPIC</b>	<b>LOCATION</b>
2009	August	22	Executive Committee Meeting 2	Housing Authority 5300 E. Paisano
2009	September	16		TBD
2009	October	21		TBD
2009	November	18		TBD
2009	December	16		TBD
2010	January	13		TBD
2010	February	17		TBD
2010	March	17		TBD
2010	April	21		TBD
2010	May	19		TBD
2010	June	16		TBD
2010	July	TBD	Executive Committee Meeting	TBD
2010	August	TBD	Executive Committee Meeting	TBD

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CHAIRS**

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