



Greater El Paso
Section

Amigo
Quality
Volume 29 Number 12

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

MEMBERSHIP MEETING

LOCATION:

Furr's Family Buffet - 11925 Gateway Blvd W, El Paso, TX (915) 633-6107 [Map to Furr's Family Buffet](#) (near Zaragoza)

SCHEDULED HOUR: 6:30 pm-8:30 pm
DATE: Wednesday, September 16, 2009

SPEAKER: Steven Schafer

TOPIC: Problem Solving Tools

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

We start our social hour at 6:00p.m.

THE CHAIR SPEAKS

JOE LISSBERGER

From the Chair

I am sorry that I will not be at this month's meeting but work calls and so I must answer. Before our next meet, in October, I will have been to a conference in Colorado for ASQ membership chairs. I will give a report on the conference at our meeting when I return. I wish to welcome everyone to the first meeting of our new year and hope that we will set out on the right foot.

AUTOMOTIVE SECTION

HECTOR LUGO

President Barack Obama named a top Treasury Department

official, Ron Bloom, to lead an effort aimed at revitalizing America's hard-hit manufacturing industry. The U.S. manufacturing industry has lost hundreds of thousands of jobs in recent years to overseas competition as some U.S. businesses have relocated abroad to take advantage of cheaper labor.

Volkswagen has ambitious plans to directly challenge Toyota — and a cornerstone of the plan for global expansion is to boost sales in the U.S. by building products with more American flavor. So, expect to see more sedan cars in the streets in the near future.

The plan calls for the company to grow from 6.2 million sales worldwide in 2008 to 10 million cars by 2018, with American sales climbing to 800,000 cars a year.

To accomplish this, [VW](#) hopes to expand the appeal of products outside its current base of European car enthusiasts, attracting more of the shoppers who reflexively buy Toyota Camrys and Honda Accords today.

See you!

EDUCATION SECTION

KIM PRIES

Over the years, I have seen many approaches to industrial problem-solving. Here is a short list of techniques:

- Five whys (naïve, but occasionally useful)
- 8 Disciplines (8D) (naïve, assumes a single root cause)
- Apollo Root Cause Analysis (more sophisticated than the 8D, assumes at least two causes—predisposing cause and precipitating cause)
- Kepner-Tregoe (very sophisticated, been around for 50 years, based on U.S. Air Force research)

When we have an industrial failure (manufacturing line, design, or the product), we might do well to follow a forensic procedure:

- Identify the 'scene of the crime'
- Secure all evidence, including 'trace'
- Establish a chain of custody as evidence migrates to the laboratory for analysis
- Eliminate assumptions

- Ask the question “Under what conditions would this X fail, given this behavior Y?”
- Use an elimination process to remove conditions that make no sense
- Don’t forget to assess what is NOT part of the failure mode
- Always look for WHEN it occurs

Sometimes you can learn from television!

MANAGEMENT SYSTEMS

Alfonso Enriquez

The TWI Job Instruction method can help with the clause 6.2.2. of ISO 9001:2008.

The Job Instruction method offered by TWI (1) was developed in the Second World War in the USA, and it helped companies to excel in productivity. After the WWII USA send the trainers to Japan. The Japanese further developed the technique into an important part of the Toyota Production system.

I took the 10-hour JI class in August and I was convinced of the effectiveness of this simple method.

The class is taught without a PC/PC projector. All is verbal, visual and hands on with the resources they had in WWII. Not having a PC helps the student by learning in hands on style.

Mr. Likert (2) dedicates a good percentage of his book to this technique.

The UTEP TMAC department offers the series of TWI trainings; we are fortunate to have the experts in town.

UTEP TMAC is offering a seminar on TWI with Patrick Graupp (3) in October if you are interested.

1. Training Within Industry; www.twi-institute.org
2. Toyota Talent, Lickert, Mc Graw Hill, 2007
3. The TWI Workbook, Graupp and Wrona, Productivity Press, 2006.

RE-CERTIFYING AND ASQ CERTIFICATIONS

STEVEN SCHAFFER

Out of a total of 8 member(s) whose certifications will expired 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 9 member(s) whose certifications will expire December 2009, 9 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. 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 | SPEAKER | LOCATION |
|------|-----------|-----|---|-----------------------|--------------------------|
| 2009 | September | 16 | Problem Solving Tools | Steven Schafer | Furr's * |
| 2009 | September | 26 | Executive Committee Planning Session (Saturday 8 am) | Joe Lissberger | Cactus Rose Grill *** |
| 2009 | October | 21 | Statistical Problem Tools | Rajesh Tahiliani | Furr's * |
| 2009 | November | 18 | Six Sigma | Hector Lugo | Furr's * |
| 2009 | December | 16 | Holiday Season Celebration | Partners in Education | Furr's * |

| YEAR | MONTH | DAY | TOPIC | SPEAKER | LOCATION |
|------|----------|-----|---|--------------------|----------|
| 2010 | January | 13 | Exponentially Weighted Moving Average (Second Wednesday instead of third) | Rudy Kittlitz, Jr. | Furr's * |
| 2010 | February | 17 | Lean Manufacturing | Lonnie Wilson | Furr's * |
| 2010 | March | TBD | Design of Experiments (Doug Montgomery) | Doug Montgomery | TBD |
| 2010 | April | 21 | Total Quality Management (also, Sun Country Science Fair Winners presentations) | Joe Lissberger | Furr's * |
| 2010 | May | 19 | Lean Toyota Production System (also, Sun Country Science Fair Winners presentations) | Tom Nieman | Furr's * |
| 2010 | June | 16 | ISO Registrars (also, Sun Country Science Fair Winners presentations) | Rajesh Tahiliani | Furr's * |
| 2010 | July | 17 | Section Training and Planning Session (Saturday) | Section Chair | Furr's * |
| 2010 | August | 21 | Section Training and Planning Session (Saturday) | Section Chair | Furr's * |

* Furr's Family Buffet - 11925 Gateway Blvd W, El Paso, TX (915) 633-6107 [Map to Furr's Family Buffet](#) (near Zaragoza)

*** Cactus Rose Grill 6655 Gateway West El Paso, TX 79925 [Map to Holiday Inn Airport - Cactus Rose Grill](#)

| 2009-2010 OFFICERS and COMMITTEE CHAIRS |
|---|
| Chair: Joe Lissberger Home Phone: (915) 821-3767 Fax: (915) 822-1869 e-mail: jlissber@elp.rr.com |
| Vice Chair: Steven Schafer Work Phone: (915) 612-7392 e-mail: spikequate@sbcglobal.net |
| Treasurer: Hector Lugo Work Phone: (915) 298-2436 Fax: (915) 298-2633 e-mail: h7tetor@hotmail.com |
| Secretary: Lisandra Piper Work Phone: (915) 849-3739 e-mail: lpiper@hacep.org |
| Membership: Joe Lissberger See above |
| Nominations Chair: Lisandra Piper See above |
| Auditing: Rajesh Tahiliani Work Phone: (915) 747-7752 Fax: (915) 747-5126 e-mail: RTahiliani@utep.edu |
| Education: OPEN |
| Re-certification Chair: Steven Schafer See above |

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| Refresher Classes Instructor: Open |
| Internet Liaison: Jack Vaughn Work Phone: (915) 747-7750 Fax: (214) 240-1072 e-mail: jvaughn@utep.edu |
| Certification/Examining: Joe Lissberger See above |
| Newsletter: Kim Pries Home: (915) 525-1724 e-mail: jpries1@elp.rr.com |
| Publicity Chair: Fernando Urbina Work 845-7700-6809 Fax 845-7786 e-mail furbina@sewsus.com |
| Plans, Conferences, Programs: Rebeca Diaz e-mail : rdiaz@enturia.com |
| Business Student Section: Rajesh Tahiliani See above |
| Senior Consultant: Rudy Klittlitz, Jr. e-mail: rgke300@hughes.net |

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