



Welcome to the November 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, November 18, 2009

SPEAKER: Hector Lugo

TOPIC: Six Sigma

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.

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Upcoming Workshop

Introduction to Design of Experiments

<http://www.asq1401.org/dox.htm>

March 26 and 27, 2010

Douglas Montgomery, author of
Introduction to Statistical Quality Control
Design and Analysis of Experiments
Engineering Statistics

Response Surface Methodology: Process and Product Optimization Using Designed Experiments

THE CHAIR SPEAKS

JOE LISSBERGER

We are once again privileged to have one of our own prepared to present his knowledge at our monthly meetings. Hector Lugo will be our guest speaker this month and it looks like it will follow on what

Rajesh presented last month. Our section is very lucky in that we have in our midst a good number of people who are willing to provide us with their expertise. I just wonder why there are not more members willing to spend an hour or hour and a half to come to the meetings and gain from this vast amount of information. If you have an answer to this question would you please contact me and let's talk about it. Have a good Thanksgiving and eat a lot of turkey and trimmings.

Joe

AUTOMOTIVE SECTION

HECTOR LUGO

Well, while Ford Motor Co.'s U.S. hourly employees heading into a final weekend of voting on contract concessions, company CEO Alan Mulally said today that Ford needs to "get back to the pattern" established by its crosstown rivals. Ford already won concessions from the UAW in March, but General Motors Co. and Chrysler Group were able to wrest even deeper givebacks from the union when they went through bankruptcy restructuring.

Crossover production at General Motors Co. and Ford Motor Co. has been hard hit by an Indian parts shortage this month because those vehicles share the same six-speed automatic transmission. The co-development by Ford and GM of a new six-speed transmission was heralded as a money-saver when it was announced in 2002.

General Motors Co. CEO Fritz Henderson told lawmakers that the company was close to announcing it would restore a limited number of dealer franchises that were mistakenly terminated but would not provide compensation to any dealers, a congressman said.

In contrast, Toyota Motor Corp. has unveiled a more expensive and bigger hybrid-only model than its hit Prius, underlining the Japanese automaker's ambitions to make green technology more widespread.

The "Sai" sedan is Toyota's second hybrid-only model after the Prius. Toyota offers hybrid versions of other car models.

Sai, which means "talent" and "color," will be sold only in Japan, starting Dec.7, targeting monthly sales of 3,000 vehicles. No global sales plans have been decided, the world's biggest automaker said Tuesday.

See you at the meeting!

EDUCATION SECTION

KIM PRIES

How can we tell when an improvement methodology has become a 'religion?' One way is to see if the practitioners are keeping up with the literature—and I don't mean popular bestsellers. One example of such a situation lies with lean manufacturing, which we used to call 'just-in-time' manufacturing. Several professors have observed the success of Toyota and decided that a single-sample assessment was sufficient to discern the factors that have made Toyota so successful. Forget that we are sampling from the dependent variable or reasoning from effects to causes (a logical fallacy!).

One of the hallmarks of a lean program is the move toward *heijunka*, or the leveling of production loads. In a recent book, *Optimizing Factory Performance* (2009), Dr. James Ignizio shows how load-leveling produces suboptimal results in all but one special condition. He also shows the same situation for the Theory of Constraints, a much touted improvement methodology.

Another hallmark of lean manufacturing is one-piece flow; however, Hopp and Spearman showed in 2001 (*Factory Physics*) that Constant Work in Process (CONWIP) often produced better results than WIP-less one-piece flow.

Supposedly, inventory is evil and one of the seven wastes. Apparently, poor customer service due to the inability to deliver on time is not such an evil. In articles in *Quality Progress* (February 2005) and the *HP Journal* (February 1997), Gregory Kruger showed the statistical basis to calculating sufficient safety stock to support the customer. In so doing, he quantitatively balances the cost of inventory against supplier response time.

To top this all off, the internationally-recognized manufacturing expert Richard Schonberger showed in the *APICS Journal* last year that Toyota was actually running fewer inventory turns than General Motors!

In short, we can usually detect when a methodology has become a 'religion' when we see the following:

- Dogmatic assertions presented with quantification
- Failure to keep up with the literature
- Logical fallacies
- Weak why

If you have any questions about this article, please send them to khpires@gmail.com.

MANAGEMENT SYSTEMS

Alfonso Enriquez

Looking for a Root cause might take years or decades. ISO 9001:2008 clause 8.5.2.c requires a procedure to determine the causes of non conformance. Six Sigma, Eight Disciplines, Ishikawa, Tap Root diagram and other tools are available to find the root cause, however there might be some cases where the root cause might not be found as fast as we would like to.

Take for example Von Helmont's experiment (1), "he performed an experiment to determine where plants get their mass. He grew a willow tree and measured the amount of soil, the weight of the tree and the water he added. After 5 years the plant had gained 164 lbs. Since the amount of soil was basically the same as it had been when he started his experiment, he deduced that the tree's weight gain had come from water".

(1) Jan Baptist van Helmont, Wikipedia The Free Encyclopedia.

RE-CERTIFYING AND ASQ CERTIFICATIONS

STEVEN SCHAFER

Out of a total of 8 member(s) whose certifications will expired June 2009, 5 will lose their certifications if they do not re-certify by the end of December 2009, 1 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, 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 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 loose anything by re-certifying early. Out of a total of 11 member(s) whose certifications will expire June 2010, 11 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 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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Future meeting and dinner schedule

YEAR	MONTH	DAY	TOPIC	SPEAKER	LOCATION
2009	December	16	Holiday Season Celebration	Partners in Education	Furr's *
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	26, 27	Design of Experiments (Doug Montgomery)	Doug Montgomery	UTEP CoBA****
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](#)

**** - UTEP College of Business Administration 500 W Rim Road - 3rd floor Room 312

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