



Greater El Paso
Section

Amigo *Quality*

Volume 30 Number 3

Welcome to the December 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: 6:00 pm-8:30 pm

DATE: Wednesday, December 16, 2009

SPEAKER: Nolan Richardson Middle School Choir

TOPIC: Holiday Season Celebration

Meeting is free for members and non members. If you want to eat, be sure to ask for the special ASQ meeting rate. The actual meeting starts at 7:00 P.M.

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

Upcoming Workshop !!!!

March 26 and 27, 2010
College of Business Administration
building, third floor, at UTEP



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

▼ *More information Click link below* ▼

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

THE CHAIR SPEAKS

JOE LISSBERGER

Well we have come to the final meeting for 2009 and we have the privilege of having the Nolan Richardson Middle School Choir to entertain us this year on the 16th of December. This is one of our Partners in Education schools who try very hard to pay us back in kind for the work that we do for them each year. I hope that each of you will join us at the meeting and enjoy these children as they present their Christmas Program.

I would like to take this time to ask each member the very important question as to why most of you do not come to the monthly meetings? This is a very sensitive subject within the section. Some members come once in a while, while others don't come at all. If you have an answer to this please contact me so that I can find out the answers and maybe we can all learn from this problem. My contact information is listed in the officers listing at the end of the newsletter.

Have a Merry Christmas and a Happy New Year's Day and I hope to see all of you next year.

AUTOMOTIVE SECTION

HECTOR LUGO

I, this time we are "taking care" of General Motors Company because is going through more changes: Susan Docherty, General Motors Co.'s sales chief, will get an expanded role and Vice Chairman Bob Lutz will become an adviser to Chairman Edward Whitacre as part of the automaker's management shakeup to be announced today, a person familiar with the moves said.

Also, General Motors Co. and Suzuki Motor Corp. are ending their CAMI joint assembly operation in Canada, with Suzuki selling its 50 percent stake to GM in a move that severs another tie between the partners.

Last but not least, General Motors Co. will sell a 1 percent stake in its existing China venture with partner SAIC Motor Corp. for about \$85 million, giving China's top carmaker control and allowing it to consolidate the venture's accounts onto its balance sheet. In addition, GM and SAIC have announced they will make small cars and commercial vehicles in India, taking a successful 12-year partnership into one of the world's fastest-growing auto markets.

See you at the Christmas Party!

EDUCATION SECTION

KIM PRIES

How can we apply the Pareto Principle (80/20) intelligently? One of the most common ways of using the Pareto approach is to build a chart of product returns using count data (we all know the Pareto chart is categorical, don't we?) and prioritize based on what we see. Another, slightly more sophisticated approach, would multiply the count of the product by the cost or price of the product to get a financially-based Pareto chart. In some cases, it may be that we are seeing numerous returns of a small, inexpensive part but the products that are really giving the customer heartburn are the costly ones. As a rule of thumb, we usually figure that a return costs a minimum of 10 times its original selling price. If our new, cost-based Pareto shows substantial cost, the problem is probably far more painful than what we see on the chart.

Another approach with the Pareto chart looks at where the problems are occurring, especially in software development. It turns out that software products often have functions/subroutines that seem to be error-prone. It makes sense to develop a Pareto chart by software routine and deep dive on the ones that seem to be major stinkers!

We just need to remember to apply the Pareto chart to the ordinal type of categorical data (dollars are quasi-categorical since we can always count in pennies—it is not a real variable value per se) and use a modicum of common sense.

MANAGEMENT SYSTEMS

Alfonso Enriquez

In the last month newsletter we reviewed the fact 1: Looking for a Root cause might take years or decades, in relation to ISO 9001:2008 clause 8.5.2.c, which requires a procedure to determine the causes of non conformance

Now let us review fact 2: After time goes by, what was considered a root cause turns out to be incomplete or incorrect, we mentioned that Van Helmont concluded after his 5 year experiment in the year 1643 that the tree's weight gain had come from water.

In 1845 almost two hundred years later Julius Robert Mayer proposed that plants convert light energy into chemical energy. (2)

Therefore Van Helmont had discovered an incomplete root cause.

This happens also in the investigation of the root cause in

manufacturing, we find a root cause but later we find that it was incomplete.

2) Biology by Miller and Levine, Prentice Hall 2004

RE-CERTIFYING AND ASQ CERTIFICATIONS

STEVEN SCHAFFER

Out of a total of 8 members whose certifications will expire June 2009, 2 will lose their certifications if they do not re-certify by the end of December 2009, 3 member(s) re-certifications are being processed and 3 member(s) completed their re-certifications.

Out of a total of 7 member(s) whose certifications will expire December 2009, 5 will lose their certifications if they do not re-certify by the end of June 2010, 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 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 915-584-0033. Please leave a message on the answering machine if no one answers and I will call back 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	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 room 312
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](#)

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