



Greater El Paso  
Section

*Amigo*  
*Quality*  
Volume 30 Number 7

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Welcome to the April 2010 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, April 21, 2010

**SPEAKER:** Kim H. Pries

**TOPIC:** DFSS and Reliability

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

We have come through a long and hard year bringing to you, as the section, what we hope has been a very prosperous year. This year, the Program Committee worked hard to give the section a successful program of not only meetings but also a very successful two day workshop. I think that they deserve a round of applause for their efforts. I was not fortunate enough to attend the workshop, but I have read reports, most of them good I might add. Those who were not happy may have set their goals for this too high and for this we cannot help them. I hope as the New Year starts to shape up that the new Leadership Committee is as successful as this year's committee.

Joe

## AUTOMOTIVE SECTION

HECTOR LUGO

After a Douglas C. Montgomery presentation in DOX, I want to stay with Toyota's evolution and their effort to incentive the buyers to get confidence again on the brand.

Steve St. Angelo says restoring Toyota's shattered quality reputation in the United States won't be easy -- if only because there are so many Toyota Way rules that American workers "just don't understand." The ex-General Motors executive is the U.S. point man for Toyota's quality control effort.

That 41 percent sales surge Toyota reported in March, in a market up just 24 percent, reflected an un-Toyota-like incentive push that -- for now, at least -- the company has no plans to halt. Said Toyota Division boss Bob Carter. "Dealers needed a shot in the arm. I have to restore sales, and I have to do it now. I'm not going cold turkey in April."

Toyota Motors Sales U.S.A.'s sales were down 9 percent in February after the unintended-acceleration crisis that erupted in late January. On March 1 the company introduced incentives that included maintenance at no additional cost, subsidized leases and 0 percent financing over five years. The program was scheduled to end today, April 5. Toyota is not expected to announce any changes formally until Tuesday, April 6.

See you at the meeting!

## EDUCATION SECTION

KIM PRIES

What is the **Pomodoro Technique**? The pomodoro technique is a personal productivity implementation of a larger concept known as scrum. Scrum is composed of some simple concepts:

- A product backlog list (the list of all things we need to do)
- A sprint backlog list (the list of all things we are going to do immediately)
- Burndown chart (showing how we consume the hours allotted to the tasks)
- Daily scrum meetings (short meetings to answer three questions)

- What did you accomplish yesterday?
- What are you working on today?
- What obstacles confront you?

Pomodoro, as one might expect, is similar but different. We do the following:

1. Get a small clock—a kitchen timer does this well (pomodoro is a kitchen timer that looks like a tomato)
2. Make a list of all things to do (product backlog)
3. Select a list for today (sprint backlog)
4. Prioritize the tasks
5. Set the clock for 25 minutes
6. Work on top priority task without break for 25 minutes (sprint)
7. Take a 3-5 minute break at end of pomodoro
8. Continue same task if not done on next 25 minute pomodoro
9. Record each pomodoro with an “X” on today’s list (burndown chart...well, sort of)

Experience with the scrum technique shows that it increases tempo, allowing for focused achievement and a counter-attack on the myth of multiprocessing. You can download some more comprehensive instructions for pomodoro at <http://www.pomodorotechnique.com>. It is a PDF file of between 40 and 50 pages in length. Enjoy!

## **MANAGEMENT SYSTEMS**

ALFONSO ENRIQUEZ

What a great opportunity we had this month to receive guidance on Design of Experiments from Douglas C. Montgomery.

Among other practical aspects, he explained how common it is that we do not distinguish between a replica and a repetition, and how this leads to unsuccessful experiments.

The stories on Fisher, Box and Cox were very entertaining; it shows that Dr. Montgomery not only is a great expert on DOE but also an interesting speaker.

He said that Box and Cox tried for some time to write a paper together just for the sound of their names, they tried and tried, until one summer they came out with the now very cited paper on the Box and Cox transformation.

Congratulations to our ASQ section, it was a success.

## RE-CERTIFYING AND ASQ CERTIFICATIONS

STEVEN SCHAFER

Out of a total of 8 member(s) whose certifications will expire December 2009, 3 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 5 member(s) completed their re-certifications.

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.

**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 2010, 7 will lose their certifications if they do not re-certify by the end of June 2011, 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 [spikequate@sbcglobal.net](mailto: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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# A note from Rudy Kittlitz:

Rudy  Kittlitz &  
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2010 March 1

## ASQ and STANDARDS

Rudy Kittlitz

All of us in the USA are affected daily by various standards, such as ASTM, ANSI, and ISO, whether we realize it or not. The purpose of this note is primarily informational about the ASQ participation with ANSI and ISO along with the need for additional Experts.

The ASQ Standards Committee is responsible for development and approval of generic standards and other documents. Committee membership includes representative from ASQ Divisions and General Interest members. At present I am the CPID representative to this committee.

International Standards not only affect us in the USA, but also have a major impact for the rest of the world. The International Organization for Standards (ISO) was formed in 1946 with headquarters in Geneva Switzerland. There are 250 ISO committees and others added when the need arises. In the USA, standards development is not supported by the Government, but is entirely voluntary. The USA representative to ISO is the American National Standards Institute (ANSI) headquartered in New York City. The various organizations that work with ANSI are charged fees for participation.

ASQ, through ANSI, has the secretariats for:

- IEC/TC 56 on Dependability
- ISO/TC 69 on Applications of Statistical Methods
- ISO/TC 176 on Quality Management and Quality Assurance
- ISO/TC 207 on Environmental Management
- ISO/TMB/WG on Social Responsibility

ANSI Accredited Standards Committee (ASC) Z1 Subcommittees are:

- Z1 SC on Dependability
- Z1 SC on Applications of Statistical Methods
- Z1 SC on Quality Management and Quality Assurance
- Z1 SC on Environmental Management
- Z1 SC on Auditing of Management Systems.

The Subcommittees of ASC Z1 serve as the USA consensus bodies in each respective area. Given the importance of international standards in these disciplines and important work by other nationally accredited standards development organizations, the Z1 Subcommittees collaborate with related organizations in the U.S. Standards Group on Quality, Environment, Dependability, Statistics, and Social Responsibility (QEDSS).

Work on International Standards is generally conducted at an annual week-long meeting somewhere in the world, but interim meetings may occur also. At these face-to-face meetings it is vital that the USA, through ANSI, is represented by Experts. Processing of new or revised standards takes several years, but by participating in this work the USA Expert can immediately and directly influence its content and be aware of “what’s coming in the near future.” The ASQ “Standards Team” provides excellent orientation and guidance to the involved individuals for this work.

I challenge you all to seriously consider joining this interesting work!

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## Potential meeting and dinner schedule

YEAR	MONTH	DAY	TOPIC	SPEAKER	LOCATION
2010	May	19	TBD	TBD	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](#)

<b>2009-2010 OFFICERS and COMMITTEE CHAIRS</b>
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Re-certification Chair: Steven Schafer See above
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Our Section is on-line! Make a suggestion – win a FREE meal! <http://asq1401.org>