



Greater El Paso  
Section

*Amigo*  
*Quality*  
Volume 30 Number 9

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Welcome to the June 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, June 9, 2010

**SPEAKER:** Hilario Gamez

**TOPIC:** ISO Registrars

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 are once again at the summer break for the section and that means this will be the last meeting until September. I wish that I could be there but I have a class on that evening and I cannot get out of it. We are looking forward to having two Leadership Committee meetings to plan for the new year and receive training for any new officers. The meeting in August will be attended by our Regional Director, who will update the Leadership Committee on new happenings within the ASQ. Even though these meetings are for the Leadership Committee, they are open to any member who wishes to attend. Just keep your eyes open to our newsletters and feel free to come to these meetings.

Have a good summer and keep safe. See you all in September.

Joe.

## **AUTOMOTIVE SECTION**

HECTOR LUGO

Well, this time we are hearing that Ford will soon announce the discontinuation of the Mercury brand. When Mercury shuts down, Ford is likely to keep most of its customers, according to Edmunds.com, an online resource for automotive information.

“For years Ford executives have been asked why they keep Mercury, but they had been adamant about keeping the brand for reasons that are unclear and now, apparently, dismissible,” says Edmunds.com Senior Analyst Michelle Krebs in her report for AutoObserver.com.

“Like Plymouth and Oldsmobile, Mercury is a victim of both increased competition from outside its corporate parent and a lack of differentiation from within. Mercury products have been nothing more than modestly restyled Fords for decades, and that’s not how you build or maintain a brand,” comments Edmunds.com Senior Analyst Karl Brauer.

“Mercury was launched in the 1930s, when Henry Ford’s son Edsel saw an opportunity to create an additional brand within the Ford hierarchy between the everyman Ford Deluxes and premium Lincoln Zephyrs,” recalls Edmunds’ InsideLine.com Editor Scott Oldham. “In the '50s, Mercury vehicles were renowned for style, performance and cutting-edge technology. A dash of glamour was added to the automaker's image when James Dean appeared onscreen in a Mercury car in the film Rebel Without A Cause.”

See you at the meeting!

## **EDUCATION SECTION**

KIM PRIES

We typically test software during hardware-in-the-loop testing using a fourfold approach to the assault:

- 1) Compliance testing—which is basically verifying that the product meets the specification
- 2) Combinatorial testing to provide efficient coverage
  - a) Designed experiment-like orthogonal arrays allow us to efficiently test analog inputs and, sometimes, digital inputs

- b) We use a tool written by James Bach called *Allpairs* to generate a comprehensive array of values for pairwise testing
- c) We have a three-way tool in Excel
- 3) Stochastic or exploratory testing
  - a) This approach allows the test engineer to use their 'gut' to search for failure modes
  - b) It requires a high level of familiarity with the product under test
- 4) Extreme testing
  - a) Unusual voltages and currents
  - b) Computer-driven random voltages
  - c) Extreme cold
  - d) Extreme heat
  - e) Deliberate noise introduction on the data buses

Recently, we have come up with a fifth approach (based on a lecture by BJ Rollison of Microsoft at STPCon in San Francisco in 2009). With the new approach we are looking at using code that will modify its approach to match the target under attack. If this sounds like a virus attack, you are getting warm. The goal is not to create a virus—that is a criminal act—but, rather, to allow the computer to do exploratory testing by allowing modifications based on genetic algorithms or other search techniques to alter the attack until the unit under test fails. This approach could be the ultimate in software testing!

## **MANAGEMENT SYSTEMS**

ALFONSO ENRIQUEZ

In a recent communications meeting a manager was explaining to the workers that a management system is the procedures or the documents, he was doing an effort to explain what a management system is to an audience of workers, and he was doing an effort to put it in simple terms.

Now, most workers at least have been to elementary school, where they likely learned in biology about the nervous system, the digestive system, the circulatory system. Therefore we could take advantage of that knowledge to refresh what a system is.

ISO 9000 defines system as a set of interrelated or interacting elements.

(1) A biological system is a group of organs that work together to perform a certain task.

(2) Let's take for example the human respiratory system; it has bronchi, bronchioles, trachea, pharynx, larynx, lungs, oral cavity,

nasal passage, pleural membrane. Notice that it has parts and they are interrelated with a purpose: provide oxygen to the body. Also notice that the respiratory system is just one system of the whole body, it is not the whole body.

An ISO 9001 Quality Management system has; Management Review, Internal audits, Quality Policy, Quality objectives, Procedures, Instructions, forms, records, technical specifications, product standards, contractual agreements, and regulatory requirements. Notice that it has parts and they are interrelated with a purpose: The quality objectives. Also notice that the Quality Management system is just one system of the whole company, not the whole company.

A complete description of related terms is found in ISO 9000 figure A.5; where it shows the relation of the words; system, management, management system, quality management, and quality management system.

3.2.6 Management: coordinated activities to direct and control an organization.

3.2.3 Quality Management System; coordinated activities to direct and control an organization in regard to quality

References:

1. ISO 9000:2005 Quality Management Systems- Fundamentals and vocabulary.

Wikipedia, the free encyclopedia, Biological Systems.

## **RE-CERTIFYING AND ASQ CERTIFICATIONS**

STEVEN SCHAFER

Out of a total of 8 member(s) whose certifications will expire December 2009, 1 will lose their certifications if they do not re-certify by the end of June 2010, 2 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, 9 will lose their certifications if they do not re-certify by the end of December 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 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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### Potential meeting and dinner schedule

YEAR	MONTH	DAY	TOPIC	SPEAKER	LOCATION
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 *
2011	January	12	Don't Be Fooled by Summarized Data	Rudy Klittlitz, Jr.	Furr's

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

<b>2009-2010 OFFICERS and COMMITTEE CHAIRS</b>
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Secretary: Work Phone: (915) 849-3739 e-mail: <a href="mailto:lpiper@hacep.org">lpiper@hacep.org</a>
Membership: Joe Lissberger See above
Nominations Chair:

See above
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Re-certification Chair: Steven Schafer See above
Refresher Classes Instructor: Open
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Our Section is on-line! Make a suggestion – win a FREE meal! <http://asq1401.org>