



Greater El Paso
Section

Amigo
Quality
Volume 30 Number 11

Welcome to the August 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: 8:00 to 12:00 noon

DATE: Saturday August 21, 2010

SPEAKER:

Belinda Chavez
ASQ Region 14A Director

TOPIC:

Leadership Council Training and Planning

MEETING IS FREE FOR EVERYBODY (MEMBERS) AND THE DISCUSSION STARTS
AT 8:00 A.M.

THE CHAIR SPEAKS

JOE LISSBERGER

We are going to have our Regional Director at our Leadership meeting this month. She will be presenting to the committee the changes and new procedures that ASQ has initiated within the past year. We will then discuss just how these will affect our section and decide then what our choices are in following them or continuing with the present method. This is a decision that the committee has to make for the section. We will do what we think is best for our section. If anyone has any thoughts on this please present them to the committee.

AUTOMOTIVE SECTION

HECTOR LUGO

Well, after the first half of the year, Ford plans to bring an additional 635 workers into its plants by 2012 to perform work now done by supplier employees in and outside the U.S. The hiring is made possible by working with the UAW to make Ford plants more competitive, the automaker said.

Hyundai needs more factory capacity in the U.S. and will announce plans to expand production within the next month or so, John Krafcik, CEO of Hyundai Motor America, said.

Toyota Motor Corp. today raised its full-year profit forecast as sales in Asia are growing more than expected and demand in the U.S. recovers following the recall of more than 11.2 million vehicles globally.

Mercedes-Benz car sales grew by just over 17 percent in July, driven by Chinese demand for its most expensive models, suggesting a strong start to the third quarter.

See you in the meeting!

EDUCATION SECTION

KIM PRIES

Why do we accept mediocrity? I have been using a Macintosh MacBook Pro for the last six weeks and it is a revelation. Instead of using a Microsoft Windows operating system, Apple chose to dump their home grown Macintosh operating system in favor of building a graphic front-end for FreeBSD UNIX. This operating system uses a Mach software core to achieve symmetric multi-processing. The result is XNU; with the front end, we call it Snow Leopard in its current incarnation.

Booting the system takes less than thirty seconds and shutting the system down takes about two seconds—a huge difference from Windows, regardless of the version. The interface for every application is the same and there is no “ribbon.” 64-bits is not an ugly stepchild anymore with the Mac.

Windows is much better than it was as a 16-bit interface program, but it does not achieve the incredible stability of Snow Leopard. Try it out! (p.s., I own no stock in Apple, but I wish I did!!!).

MANAGEMENT SYSTEMS

ALFONSO ENRIQUEZ

Is there a limit for customer satisfaction?

ISO 9001 has a clause on customer satisfaction. And we know that it is a continuous improvement in all areas including this one.

A fast food franchise customer for example might complain that the service is not as good as in an elite restaurant, and might write a complaint.

Well, but, why is this customer expected to have a service at the level of an elite restaurant in a fast food place?

Therefore, there is a limit on customer satisfaction. The limit is defined by the market segment a company is trying to serve.

RE-CERTIFYING AND ASQ CERTIFICATIONS

STEVEN SCHAFER

Out of a total of 11 member(s) whose certifications expired 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 2 member(s) completed their re-certifications.

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.

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 10 member(s) whose certifications will expire June 2011, 10 will lose their certifications if they do not re-certify by the end of December 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 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	Date	Day	Topic - Speaker	Location
2010	Sep	11	Sat	Leadership Committee Planning Section	Holiday Inn Airport**
2010	Sep	15	Wed	Leadership Committee Kickoff Meeting	Furrs*
2010	Oct	16	Sat	Leadership Committee Planning Section	Holiday Inn Airport**
2010	Oct	20	Wed	Quality in Medical Field - Hospital Quality	Furrs*
2010	Nov	13	Sat	Leadership Committee Planning Section	Holiday Inn Airport**
2010	Nov	17	Wed	Quality in Education - (Natalicio)	Furrs*
2010	Dec	11	Sat	Leadership Committee Planning Section	Holiday Inn Airport**
2010	Dec	15	Wed	Holiday celebration	Furrs*
2011	Jan	8	Sat	Leadership Committee Planning Section	Holiday Inn Airport**
2011	Jan	12	Wed	Don't be fooled by summarized data - Rudy	Furrs*
2011	Feb	12	Sat	Leadership Committee Planning Section	Holiday Inn Airport**
2011	Feb	16	Wed	Panel Discussion - Quality/Production Managers (6 month validation of Officers)	Furrs*
2011	Mar	5	Sat	Leadership Committee Planning Section	Holiday Inn Airport**
2011	Mar	18-19	Fri/Sat	2 day workshop w Doug Montgomery and Rudy	UTEP****
2011	Apr	16	Sat	Leadership Committee Planning Section	Holiday Inn Airport**
2011	Apr	20	Wed	Sun Country Science Fair*** -	Furrs*
2011	May	14	Sat	Leadership Committee Planning Section	Holiday Inn Airport**
2011	May	18	Wed	Reliability - Kim Pries	Furrs*
2011	Jun	11	Sat	Leadership Committee Planning Section	Holiday Inn Airport**
2011	Jun	15	Wed	Review of the year	Furrs*

Year	Month	Date	Day	Topic - Speaker	Location
2011	Jul	16	Sat	LC Meeting	Furrs*
2011	Aug	13	Sat	LC Meeting	Furrs*
2011	Sep	17	Sat	Leadership Committee Planning Section	Holiday Inn Airport**
2011	Sep	21	Wed	Nomination of Officers	Furrs*
2011	Oct	15	Sat	Leadership Committee Planning Section	Holiday Inn Airport**
2011	Oct	19	Wed	Election of Officers for Jan 2012 - Dec 2012	Furrs*
2011	Nov	12	Sat	Leadership Committee Planning Section	Holiday Inn Airport**
2011	Nov	16	Wed	Quality at Ft Bliss -	Furrs*
2011	Dec	10	Sat	Leadership Committee Planning Section	Holiday Inn Airport**
2011	Dec	14	Wed	Holiday celebration	Furrs*

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2010-2011 OFFICERS and COMMITTEE CHAIRS
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<p>Co-Secretary: Rudy Klittlitz, Jr. e-mail: rgke300@hughes.net</p>
<p>Co-Secretary: Brenda McBride Work Phone: (915) 544-5422 x118 e-mail: bmcbride@bloodsystems.org</p>
<p>Membership: Joe Lissberger See above</p>

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