



Greater El Paso
Section

Amigo
Quality
Volume 31 Number 1

Welcome to the October 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: Begins at 6:30 – 8:30 pm

DATE: Wednesday, October 20, 2010

SPEAKER:

Estela De La Torre, BSN, RN
Quality Director
United Blood Services – Rio Grande

TOPIC:

Your Health – Where is the Quality

MEETING IS FREE FOR EVERYBODY MEMBERS AND NON-MEMBERS ALIKE; THE DISCUSSION STARTS AT 7:00 P.M.

THE CHAIR SPEAKS

JOE LISSBERGER

I must apologize for my absence from the September meeting—I just overlooked the date and when I was contacted it was too late for me to make it there in time. Things have been pretty hectic for me this past month and they don't look all that good for this month, either. I hope that the section will understand, and as soon as I can get all things straight I will return to doing the task that I agreed to. The section is very fortunate in having a very good Vice Chair who is filling in for me. "Thank you Steve."

We are moving forward with our plans for the two-day workshop in March 2011, which I hope a goodly number of you will be attending as it will be a really great aid in your field of quality. I want to thank the Section and the Leadership Committee for all of the support and

work that they are doing.

AUTOMOTIVE SECTION

HECTOR LUGO

Thanks to the members for sending me information about this exciting section and the following is the compressed version of it: The U.S. Treasury Department reduced its projection of taxpayer losses on the auto industry bailout to \$17 billion from \$28 billion last November.

GM will invest \$145 million to build a new Buick compact car – the Verano – at its Orion Township assembly plant in Michigan. The new Buick sedan will join the Chevrolet Aveo subcompact to be assembled at the suburban Detroit factory. Under a new labor agreement, GM says the Aveo will be the first subcompact car to be built profitably in the United States. GM said the tooling needed to build the Verano and Aveo will be installed by summer 2011.

Toyota Motor Corp., aiming to restore customer trust after a recall crisis, is launching two new U.S. service plans that will come standard with Toyota and Scion brands. Also, Toyota will introduce more hybrids, plug-in hybrids, and electric cars to boost U.S. sales.

See you at the meeting!

EDUCATION SECTION

KIM PRIES

Most of us know that the “M” in the Six Sigma DMAIC acronym refers directly to the measurement and indirectly to the measurement system. Sometimes, it almost seems as if we have *faith* in measurement because it seems to be an objective activity as opposed to one based on opinion. However, measurement systems can produce their own distortions. For example, what does an IQ test measure? The best answer I have been able to come up with is that it measures your ability to take an IQ test. Does it measure the mythical intelligence value of “g” or does it measure largely nothing?

Furthermore, we might question the probability distribution function which, in this case, is nearly always a normal distribution. Is the PDF an artifact of the measurement system or does it truly

represent what is going on in intelligence metrics? We already know that most continuous distribution functions are actually estimates for discrete distributions.

The point here is that it is certainly wise to avoid blithely *assuming* that we know what we are talking about when we measure a variable, particularly when that variable is not well understood (“g”). Positing hypothetical explanations that cannot be falsified violates Popper's criterion for the advance of science.

The name of the game is “tread carefully.”

MANAGEMENT SYSTEMS

ALFONSO ENRIQUEZ

Have you noticed that our ASQ chapter internet site is powered by an energy saving company? This site is powered by 100% wind energy.

If you are familiar with ISO 9001 audits, have you noticed that the auditors ask you for paper evidence? Why do we auditors keep asking for evidence in paper? Next time we audit we could ask: may I take an electronic picture of this evidence? Or may I have a copy of the electronic file?

Or next time we are being audited: we can show the management review presentation on a screen and, if the auditor needs a copy, we can suggest if we can give him an electronic copy of the file. When the auditor ask for the Internal audit agenda, we can show the electronic version, also the electronic version of the corrective actions, if they want more proof they can always go to the shop floor and verify the actions.

There are some companies (1) that have offered paperless accounting audits from some time, they say: “The paper free audit is the answer to efficiency. There is nothing in any of the auditing standards or regulations that prevents this from happening”. I am preparing an external audit for next week; I have a binder with several papers with my Management Review information, and a binder for each internal audit with the agenda, the audit summary, the NC's, the corrective actions for each NC's. I have a binder with documents in paper for the NC's written by the external auditor from the previous audit. That is at least three binders with documents, if there are one million companies registered in ISO 9001 in the world, and all of us go for a paperless audit, that would be a savings of 3,000,000 binders of papers for each audit.

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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, 1 member(s) re-certifications are being processed and 1 member(s) completed their re-certifications.

Out of a total of 9 member(s) whose certifications will expire December 2010, 9 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	Oct	20	Wed	Your Health – Where is the Quality? (Estela De La Torre)	Furrs*
2010	Nov	13	Sat	Leadership Committee Planning Section	Holiday Inn Airport**
2010	Nov	17	Wed	Quality in Education	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*
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*

- * Furr's Family Buffet - 11925 Gateway Blvd W, El Paso, TX (915) 633-6107 [Map to Furr's Family Buffet](#) (near Zaragoza) open to all section members and guests
- ** Cactus Rose Café – Holiday Inn Airport – Leadership Committee meetings 8:00 am – 12 Noon – Open to all section members
- *** March Workshop meeting will be held at College of Business Administration building at The University of Texas at El Paso – room to be determined later.

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