



Greater El Paso
Section

Amigo
Quality
Volume 31 Number 7

Welcome to the April 2011 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 TIME: Begins at 6:30 – 8:30 pm

DATE: Wednesday, April 20, 2011

SPEAKER / TOPIC:

Keith Fong / How to improve Transactional Processes using Six Sigma Tools
(See Full Topic Abstract below)

SECTION BUSINESS:

Procedure for Election of Section Officers

A ballot is in final preparation, plans are for the ballot to be sent to the membership by e-mail from Qualtrics.com by the end of April 2011. The ballot will also include an optional section that will collect member preferences as to the meeting format(s), dates, times, frequency, and topics of interest preferred by members. The ballot/survey must be completed no later than Midnight, Saturday May 7, 2011. Results of the ballot will be published in the next month's newsletter and the results of the preference survey will be available to the leadership committee when they meet on May 14, 2011.

Policies and Procedures

Procedures for generating section policies and procedures will be discussed at the meeting. A draft of the proposed Policies and Procedures policy that has been approved by the Leadership Committee and a motion will be made to approve the policy at the meeting on Wednesday, April 20. See the proposed policy at the bottom of this newsletter as Appendix A – [Proposed policy for section Policies and Procedures](#). For guidance on searching for ASQ policies and procedures see Appendix B – [Searching For ASQ Policies and Procedures](#).

MEETING IS FREE FOR MEMBERS AND NON-MEMBERS ALIKE; THE SPEAKER
WILL START AT 7:00 P.M.

Full Topic Abstract:

Title: Money under your nose: How to improve transactional processes to reduce costs and improve satisfaction and performance.

Abstract: Continuous Improvement is widely thought to be limited to manufacturing processes, but there is greater impact in improving transactional processes.

Transactional processes include services and information – purchasing, sales, shipping, accounting, and customer service for example. This presentation will review a few examples of transactional processes that were improved using Six Sigma Tools.

THE CHAIR SPEAKS

JOE LISSBERGER

I will not be at this month's meeting as I have a class which runs for the whole month of April, and as we all know that work must come first. We are coming to the end of the year for the meeting cycle which means that I will soon be leaving the officer position of Chair. As I have said in the past and will repeat it now "It has been an honor to have served as your Chair over the past few years and now it is time to elect a new Chair" I do hope that the section will work with the new Chair as you have worked with me. Thank you and I look forward to being a part of the section for many more years.

AUTOMOTIVE SECTION

HECTOR LUGO

According to Bloomberg, Mercedes-Benz outsold Lexus in the U.S. in March, marking three straight months the Japanese brand has failed to come out on top after winning the annual luxury race for 11 years. Something that we already were expecting since the Japanese automaker felt the effects of record recalls last year.

The ongoing disruption on factory operations in Japan following last month's earthquake mean the Lexus brand may not be able to retain its rank as the top-selling U.S. luxury brand, said Mark Templin, head of U.S. sales for [Toyota Motor Corp.](#)'s luxury brand.

"That may not happen as a result of production issues in Japan," he said in a conference call. He declined to say whether he expected competitors such as BMW and Mercedes-Benz to capitalize on the Lexus inventory situation. "You'll have to ask them," Templin said.

See you at the meeting!

EDUCATION SECTION

KIM PRIES

How to do a tabular comparison based on the qualities and

design gurus we have looked at in the last few months? I am not sure this can be done very elegantly. John Maeda comes from the world of electronic design, Matthew May from automotive design (Toyota), and Christopher Alexander is a world-renowned architect and proponent of organic development. Each of these approaches is quite different in its take on design. So what does all of this have to do with quality?

A few examples of design leading to quality:

- Simplicity means fewer parts means generally better quality and ease of assembly
- Organic design allows us to extend an existing product with add-ons and plug-ins.
- The kicker is the elegant design—the design that is so good, you know it is right from the very start; e.g., a typical Apple design exhibits shibumi to some extent. Shibumi is restrained, austere elegance.

Note that I haven't even touched on wabi-sabi, because the kind of quality exhibited in that domain is so subjective it is hardly part of our business—yet, it exists and has meaning.

Is quality simply lack of flaws? Or must real the real thing possess the “timeless” way written about by Christopher Alexander?

MANAGEMENT SYSTEMS

ALFONSO ENRIQUEZ

Language plays an important role in basic quality tools.

We started a Six Sigma project, developed the process map, the cause and effect matrix, and the initial FMEA under the concept that we should be narrowing down the number of X's at each stage. When the FMEA was done, we were ready to start an MSA.

One row of our FMEA looked like this:

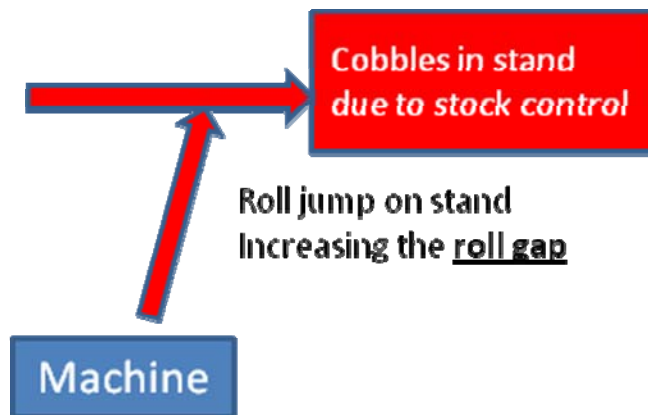
Process Step	Key Process Input	Potential Failure Mode	Potential Failure Effects	Potential Causes
What is the process step	What is the Key Process Input?	In what ways does the Key Input go wrong?	What is the impact on the Key Output Variables (Customer Requirements) or internal requirements?	What causes the Key Input to go wrong?

Stand	Gap on rolls	Maladjustments	cobble, speed, setup of mill stand in roll shop	Roll jump, not adjusting roll gaps on start up properly, tension spring on piston breaking.
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Our Key Quality Characteristic was yield, and it involves to counting pieces of material in process made scrap, therefore we thought of verifying if the different causes for generating scrap were being counted in the current data collection. For example, we looked for “gap on rolls” and “roll jump”. It came as a surprise that only one out of 10 causes for scrap written in the FMEA were being collected, therefore we concluded that our Measurement System was not adequate since we are not counting (gap on rolls or roll jump”) what we defined in the FMEA as important causes for scrap.

However, we had the current data and we made a Pareto Chart and decided to work on a fishbone diagram for the top reasons for scrap, as we analyzed the fishbone we found the main reason written in our FMEA as an important cause.

In our FMEA we wrote that : Gap of Roll was the most important cause of scrap (cobble), our data collection did not have a single case of Gap of Roll, then when we elaborated the fishbone for the “stock control” defect, we discovered that gap of roll was a sub cause for stock control.



What was happening then is that we sometimes use some words to describe cause and other to describe a sub cause, and some other times we describe the sub cause as a cause and the cause as a sub cause.

The importance of language increases as we have in our team, two persons from India, one from Cuba, several from southern Mexico, several from northern Mexico, and several from El Paso.

RE-CERTIFYING AND ASQ CERTIFICATIONS

STEVEN SCHAFER

Out of a total of 9 member(s) whose certifications expired December 2010, 4 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 5 member(s) completed their re-certifications.

Out of a total of 9 member(s) whose certifications will expire June 2011, 9 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.

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 December 2011, 10 will lose their certifications if they do not re-certify by the end of June 2012, 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 costs more and is a lot more difficult than re-certifying through the accumulation of RU points. 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. 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
2011	Apr	20	Wed	How to improve Transactional Processes using Six Sigma Tools -Keith Fong – Election of Section Officers	Furrs*

Year	Month	Date	Day	Topic - Speaker	Location
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	TBD	Furrs*
2011	Oct	15	Sat	Leadership Committee Planning Section	Holiday Inn Airport**
2011	Oct	19	Wed	TBD	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

2010-2011 OFFICERS and COMMITTEE CHAIRS

Chair: Joe Lissberger

Home Phone: (915) 821-3767

Fax: (915) 822-1869

e-mail: jlissber@elp.rr.com

Vice Chair: Steven Schafer

Home Phone: (915) 584-0033

e-mail: spikequate@sbcglobal.net

Treasurer: Hector Lugo

Phone: (915) 208-2502

Home Phone: (915) 581-8091

e-mail: h7tetor@hotmail.com

Co-Secretary: Rudy Kittlitz, Jr.

Work: (254) 741-6337

e-mail: rgkjr75@gmail.com

Co-Secretary: Brenda McBride

Work Phone: (915) 544-5422 x118

e-mail: bmcbride@bloodsystems.org

Membership: Joe Lissberger

See above

Nominations Chair: Miguel G. Vargas-Cortes

Phone (915) 875-1992

e-mail: miguel.vargascortes@gmail.com

Auditing Chair: Rajesh Tahiliani

Work Phone: (915) 747-7752

Fax: (915) 747-5126

e-mail: RTahiliani@utep.edu

Assistant Auditing Chair: Miguel G. Vargas-Cortes

See Above

Education: Alfonso Enriquez

Work Phone (915) 231-4571

e-mail: alfonso.enriquez@att.net

Re-certification Chair: Steven Schafer

See above

Assistant Re-Certification Chair: Jack Vaughn

Work Phone: (915) 747-7750

Fax: (214) 240-1072

e-mail: jvaughn@utep.edu

<p>Refresher Classes Instructor: Hector Lugo</p> <p>See Above</p>
<p>Internet Liaison: Jack Vaughn</p> <p>See Above</p>
<p>Certification/Examining: Brenda McBride</p> <p>See above</p>
<p>Newsletter: Kim Pries</p> <p>Home: (915) 525-1724</p> <p>e-mail: jpries1@elp.rr.com and khpries@gmail.com</p>
<p>Assistant Newsletter Chair: Jack Vaughn</p> <p>See Above</p>
<p>Publicity Chair: Fernando Urbina</p> <p>Work 845-7700 x6809</p> <p>Fax 845-7786</p> <p>e-mail furbina@sewsus.com</p>
<p>Plans, Conferences, Programs: Rebeca Diaz</p> <p>e-mail : rdiaz@enturia.com</p>
<p>Business Student Section: Rajesh Tahiliani</p> <p>See above</p>
<p>Senior Consultant: Rudy Kittlitz, Jr.</p> <p>See above</p>
<p>Workshop Chair: Octavio Cervantes</p> <p>Email: cervante@spectrumcontrol.com</p>

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

Appendix A – [Proposed policy for section Policies and Procedures](#)

Appendix B – [Searching For ASQ Policies and Procedures](#)