



Welcome to the May 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, May 18, 2011

SPEAKER / TOPIC:

Kim Pries: 21st Century Reliability

SECTION BUSINESS:

The results of the ballot that closed on Friday, May 13, 2011 and were certified by the leadership committee on May 14, 2011 are summarized below:

Chairman	Octavio Cervantes
Vice Chairman	John D. McMillin
Secretary	Brenda L. McBride
Treasurer	Joseph F. Lissberger

The results of the member survey included in the ballot will be presented to the section at the June 15, 2011 meeting.

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

THE CHAIR SPEAKS

JOE LISSBERGER

We are coming to the end of our year and in doing so this brings up the summer training and planning sessions for the officers and the section. Jack Vaughn has sent out a survey for all members to fill out and give suggestions on just what you would like for us to work into our program for next year. I hope that all of you have taken a few minutes to fill out this survey and returned it to Jack. The section is yours and you are the ones whom we, the Leadership

Committee, have to turn to in order to make this section function and continue to exist. We are trying to present the material that you want and will come to the meetings to learn from. So please help us in providing you with a section that you will participate in and be proud of.

Thank you, Joe, the chair.

AUTOMOTIVE SECTION

HECTOR LUGO

Thank you all for your input to this section and the following is related to Toyota and Nissan, who may forecast first-half losses as Japan's two biggest carmakers struggle to restore full production disrupted by the nation's record earthquake.

Honda today warned dealers of more vehicle shortages and said it would delay the fall launch of the redesigned CR-V crossover.

With respect to GM, its president of North America, Mark Reuss made news last week at the New York auto show, saying a wagon would be a nice addition to the Chevrolet Malibu line.

See you at the meeting!

EDUCATION SECTION

KIM PRIES

What is perfection? Hmmmm...Occasionally, it pays to examine the roots of a word. In the case of perfection, the Latin origin is *per + facere (hacer in Spanish)*, which means to be fully made ("*facere*" is the root for the word "factory"). Quite a bit different than "without flaw," isn't it? How about the word "quality?" It derives from the Latin "*qualitas*," meaning "state or nature," which is, in turn, derived from the Latin "*qualis*," meaning "of what sort." Surprised yet?

How about "control?" This word comes from Norman French and means to "exert authority." However, before that meaning arrived, it really meant to check accounts with a duplicate register. Of course, as quality professionals, we know the automotive folks in particular just love controls, in spite of the fact that they nearly always put them in the wrong place! –after the deed instead of before it, where real *control* could be exercised. Control chart is usually a misnomer unless we are using a closed-loop feedback mechanism to modify our control values with an appropriate gain.

Interesting, the ISO folks like to say verification is performed to

requirement and validation is performed to customer needs. The Latin root for “verification” relates to the truth. “Validation” derives from a Latin root meaning “strong” or “healthy” –perhaps not so far from what we say today. **Spero vos utor meus tabellae...**

MANAGEMENT SYSTEMS


ALFONSO ENRIQUEZ

ISO 9001 requires finding the root cause (RC) and determining the corrective action (CA). Among several methods of finding RC and determining CA the Eight discipline (8d) methodology had been chosen. However, when operations had a problem causing a non conforming product, they found the RC very fast and took the corrective action almost immediately, and continued with the production, delaying the writing of the 8d for a later time. Frequently the pending 8d’s accumulated and a NC was written by an external auditor for not following up what we had established, and the external auditor advised us to simplify the system.

We found the concept of OCAP in the SPC book by Montgomery (1), he states: A very important part of the corrective action process associated with a control char usage is the out of control action plan (OCAP), the OCAP consists of checkpoints, which are potential assignable causes, and terminators, where actions are taken, to resolve the out of control condition”.

We develop OCAP’s for our main processes and implemented their use, now the supervisor just have to check which root cause and action apply, and the system is followed because of their simplicity. We just had a Follow up external audit and the NC on not following our system was closed.

Next we show one of the OCAP’s that we prepared:

Heat Returned to Furnace		
Cause(s)		Action(s)
drives - cranes		Replace drive
defective part		Replace part
straightner		rotate straightners
run out rolls		Repair rolls
torches		repair torches
dummy bars		fix dummy bars
cold steel		improve communication
breakouts		better estimation of volume
pass of slag		remove slag

Conclusion: A management systems practitioner can benefit from reviewing books available on QC topics such as SPC.

- 1) Montgomery Douglas c. “Introduction to Statistical Process control” pages 186 to 167, 6th edition, Wiley 2009.

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 8 member(s) whose certifications will expire June 2011, 8 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 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
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	Holiday Inn Airport**

Year	Month	Date	Day	Topic - Speaker	Location
				Planning Section	
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

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