



Greater El Paso
Section
The Global Voice of Quality™

Amigo
Quality
Volume 31 Number 10

Welcome to the July 2011 issue of the Newsletter! Your local provider of information and learning opportunities related to quality professionals.

MEMBERSHIP MEETING

LOCATION:

**United Blood Services-Rio Grande
424 S. Mesa Hills Drive
El Paso, Tx 79912**

SCHEDULED TIME: 8 am – noon

DATE: Saturday, July 9, 2011

SECTION BUSINESS:

Leadership Committee Meeting

MEETING IS FREE FOR MEMBERS AND NON-MEMBERS ALIKE

THE CHAIR SPEAKS

JOSEPH LISSBERGER

On Saturday, July 9th, we are having the first Leadership Committee training/planning meeting for the coming year where the new officers take over the section and start their year of leading this, the best section in ASQ in my eyes. I hope that you as members of this section will back them as you did me and the officers of the outgoing Leadership Committee. The section belongs to you the members and you must help with the performance of the section. Thank you all for your help and backing over the past year and I hope that you will continue this in the coming year.

Joe

AUTOMOTIVE SECTION

HECTOR LUGO

According to the experts, General Motors issued recalls to fix a faulty part on police versions of 2007-08 Chevrolet Impalas but ignored more than 400,000 U.S. civilian buyers, according to a lawsuit filed last week.

The suit, which was filed in federal court in Detroit and seeks class-action status, alleges the vehicles were manufactured with defective rear spindle rods. The faulty rear spindle rods misalign the rear wheels, causing tires to wear out prematurely, the suit says.

See you soon!

EDUCATION SECTION

KIM PRIES

Has anybody riffed through the business book section at a local bookstore any time recently? I think I can say with some justification that over 90% of the titles are just plain junk. Here is what we find:

- Stuff like *Good to Great* (sampling from the dependent variable and affirming the consequent logical fallacy)
- At least three books purporting to understand Steve Jobs (but don't understand that in any system there will always be a Steve Jobs)
- Numerous works on the 4 this's, the 5 that's, the 6 those's (you get the picture—they are worse than simplistic)
- At least 40 books postulating new methods for selling (except that you can find all of these techniques in books written in the 1930's; for example, the excellent work by John Caples)

Very few of these works have the importance of books like *The Black Swan* (not the movie!), wherein we see the effects of randomness clearly explained or *Obliquity*, where we find that directly seeking profit is often a path to corporate oblivion.

Most of the books want to give the illusion of control where none truly happens. Not only that, I have never seen the use of the tools we know DO work in any of these pop business books (e.g., designed experiments). For every company that succeeds, how many fail? If you want to understand this look at the two books mentioned

above and also *Dance with Chance*, by Makridakis, Hogarth, and Gaba. I think most readers will be shocked at just how random success really is...

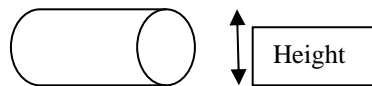
MANAGEMENT SYSTEMS

Alfonso Enriquez

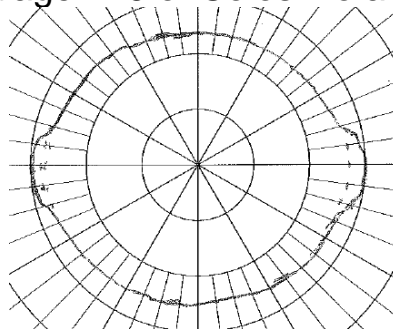
By Reading the Journal of Quality Technology, one can generate ideas by association.

The paper by Colosimo and Pacella (1) is about analyzing the effect of process parameters in the shape of profiles.

I looked at the process of producing rebar. The stock in the process might be thought of a cylinder, similar to the example the authors present in the paper. The area of the base is a circle, and this area has shape variation:



We normally measure the height, and the width of the stock, (although we measure out of round when the product is smooth bar) but after reading the JQT article, I looked for a method to measure the area of the circle which is distorted, and I found it at the internet site of the government of West Australia, which uses the measurement of the distance from the center of the area to the surface (2). We cut a piece of stock and drew the profile in a polar paper (see figure 4 in page 176 of Colosimo and Pacella).



We then measured 48 distances from the center to the surface, obtained the average radius and calculated the area of the shape with the formula for the area of a circle. We are now experimenting with seven measurements of the diameter with a micrometer, in order to avoid cutting the piece.

1. Bianca M. Colosimo and Massimo Pacella. "Analyzing the effects of process parameters on the shape of 3D profiles", Journal of Quality Technology , 43 (3), pp 169- 195
2. http://www.westone.wa.gov.au/toolbox6/hort6/html/chemical_use/fertilisers_nutrients/fn27/fn27.htm

RE-CERTIFYING AND ASQ CERTIFICATIONS

STEVEN SCHAFER

Out of a total of 9 member(s) whose certifications expired December 2010, 0 will lose their certifications if they do not re-certify by the end of June 2011, 2 member(s) re-certifications are being processed and 7 member(s) completed their re-certifications.

Out of a total of 7 member(s) whose certifications expired June 2011, 5 will lose their certifications if they do not re-certify by the end of December 2011, 2 member(s) re-certifications are being processed and 0 member(s) completed their re-certifications.

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.

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 2012, 10 will lose their certifications if they do not re-certify by the end of December 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 915-241-4780. 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	Jul	9	Sat	LC Meeting	United Blood Services -Rio Grande 424 S. Mesa Hills Dr. El Paso, Tx 79912
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

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vacant

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