



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

LEADERSHIP COMMITTEE MEETING

LOCATION:

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

SCHEDULED TIME: 8 am – noon

DATE: Saturday, August 13, 2011

SECTION BUSINESS:

Leadership Committee Meeting

MEETING IS FREE FOR MEMBERS

THE CHAIR SPEAKS

OCTAVIO CERVANTES

We had the first Leadership Committee Meeting for cycle 2011-2012 on Saturday, July 9th. Joe Lissberger (immediate past Chair) encouraged all officers to attend the meeting and there was a good turnout. Thanks to everyone who attended.

The meeting is open to all members and I encourage each of you to attend to determine the future of our section. Please contact a member of the Leadership Committee with your ideas and suggestions if you are unable to attend.

There are still a few officers that need to attend our Leadership Committee meetings on a regular basis. This is important for Section 1401 because we need to take action on several very interesting ideas that we discussed and that will be part of the plan for this year. Everyone on the 2011-2012 Officers and Committee Chairs list needs to be regularly involved and attend the meetings; it is the only way for this section to succeed. Officers, if you are unable to attend the

meeting on August 13th, please communicate with me in advance. I am sure we can have a successful and enjoyable journey during the year if everyone is on board.

AUTOMOTIVE SECTION HECTOR LUGO

According to the experts: “The Japanese carmakers are recovering more quickly than earlier expected,” said Tadashi Usui, an analyst at Moody’s K.K. in Tokyo. “The challenge post-recovery is how competitive they can be in this very difficult operating environment.”

“Because of the quicker recovery, we’ve been able to push up our production and sales plans,” Toyota Senior Managing Officer Takahiko Ijichi said in Tokyo today. “We are working to improve our profit structure globally so that we can better last year’s result even if it’s just by the slightest margin.”

“Hyundai was a strong competitor even before the quake, and the disaster gave it even more of an advantage to expand sales,” said Yoshiaki Kawano, an analyst at consulting company IHS Automotive. “Toyota is recovering at a faster-than-expected pace, but it needs to introduce its new models as soon as possible to compete with Hyundai.”

See you at the meeting!

EDUCATION SECTION KIM PRIES

How do we assure ourselves that our leadership is performing in the manner that we expected? Karl Popper said decades ago in a work called ***The Open Society and its Enemies*** that we should so formulate our systems such that any leader would do the least damage. That statement sounds incredibly cynical, but given recent and current events in El Paso, it might not be such a bad idea.

I don't really want to discuss politics. We deal with leadership in companies, in nongovernmental organizations, and with the government. How many of us in the quality community were released from our companies in the most recent economic downturn? I would suspect a larger than average fraction were “let go” and sent packing. The leadership of these companies most certainly justified their actions so that they could make their “numbers.” Unfortunately, the numbers are usually little more than an abstraction; in fact, the

numbers are often an abstract goal carved in stone by an even more remote and higher-level leadership.

Am I radical in suggesting that people are ultimately more important than abstract financial goals? I'm aware that the enterprises must generate profit in order to be sustainable. However, when we start dumping people onto the streets because investors want to see better returns, we are practicing the worst kind of stewardship—in fact; we are really practicing no stewardship at all. Does that mean nobody should ever be let go?—Of course not. In some cases, individual lack of performance merits an equivalent lack of retention.

We, as quality practitioners, are often times the best positioned to find the most sustainable source of savings for our organizations. Hence, it would most likely serve our best interests to have some method of internal public relations whereby we indicate to management how much we have saved and the disasters we have averted. Let us not hide our lights under a bushel!

MANAGEMENT SYSTEMS ALFONSO ENRIQUEZ

We had a conference on Accountability in one of our monthly meetings a few years ago—the speaker Mike Grunsten had written a book on the subject.

ISO 9001 and other management systems use the word responsibility, but not accountability.

There is a Health and Safety program called the *OSHA Challenge* and in this management system, there is a requirement to establish accountability for all employees.

There are some matrices used in the area of information systems, called RACI. RACI stands for Responsible, Accountable, Consulted, and Informed. We are using this tool to more clearly define who is accountable for what.

RE-CERTIFYING AND ASQ CERTIFICATIONS STEVEN SCHAFFER

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, 0 member(s) re-certifications are being processed and 9 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, 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 2011, 9 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 6 member(s) whose certifications will expire June 2012, 6 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 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	Aug	13	Sat	LC Meeting	United Blood Services
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*

Year	Month	Date	Day	Topic - Speaker	Location
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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2011-2012 OFFICERS and COMMITTEE CHAIRS

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See Above

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