



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

Membership Meeting

LOCATION:

Luby's Cafeteria Mesa at Sun Bowl

SCHEDULED TIME: 6:30 pm – 8:00 pm Speaker begins at 7:00 pm

DATE: Thursday, October 20, 2011

Speaker: Keith Fong

Topic: Money under your nose: Using Six Sigma to Improve Transactional Processes in Your Organization

Abstract: Organizations often overlook the richest opportunities to improve quality, productivity, and costs. Those unrealized opportunities exist in transactional processes-- processes whose output is information or services. In an information world, transactional processes are common and, often, non-optimal. This presentation will review an example where applying the rigor of Six Sigma to a transactional process resulted in significant and durable improvements. Lessons learned in successfully applying Six Sigma to transactional processes will be shared to enable you to apply them in your organization.

MEETING IS FREE FOR MEMBERS AND NON-MEMBERS ALIKE

THE CHAIR SPEAKS OCTAVIO CERVANTES

During this period of time, several activities were performed, some are in process, and others will need more planning and support to have them done.

The Business Plan and Budget, for period 2011-2012, were documented and submitted on time to ASQ Headquarters, thanks to those that participated and contributed to the completion of this request. We will need to review the Plan in the following meetings in

order to assign actions and responsibilities that assure it will be achieved throughout the year and at the end of the cycle.

We are also scheduling a refresher class for CQA (Certified Quality Auditor). Currently, there are two persons requesting the class but we need four to open it. If we publish the class and distribute to our friends and colleagues there is a chance to complete the group. Members and Non-Members are welcome to the refresher class. Details of dates, fees and other information will be available very soon but the class may open in October or November, as soon as at least 4 members are registered.

Our friend and partner Joe Lissberger is now on medical leave. We hope he will soon be feeling fine. In the interim, Fernando Urbina has volunteered to serve as our treasurer.

I will see you on the next meeting.

AUTOMOTIVE SECTION HECTOR LUGO

After the earthquake–related vehicle shortages, the Japanese automakers still reeling with low inventories in US dealers but look that the next month continues to rebound.

Bob Carter, group vice president at Toyota Motor Sales U.S.A. Inc., said in a conference call today that the automaker had about 120,000 vehicles on dealer lots, representing a 30-day supply.

“That’s a little lighter than we’d like it to be, but we have a terrific number of wholesales that are going to be arriving to dealers this month,” Carter said in the conference call. “It’ll take us a while for us to get dealer ground stock back to what you’d think of as normal, but our flow of new products arriving is actually above what you’d expect from us at a normal level.”

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Thank you all for the interest in refresher courses from our Section and we are trying to make a Quality Auditor class with the following requirements: At least four committed people to participate in 10 consecutive sessions (4 hours each) with QCI Primer as a text. It is important to pay in advance \$250.00 per interested “student” to the ASQ1401 and recommended to have at the end of the course an idea of when to present the CQA exam.

If you have any question, let any officer at the end of this newsletter know in order to answer it.

EDUCATION SECTION

KIM PRIES

Lagging indicators are a barely acceptable means for making decisions. They are kind of like driving the car by facing to the rear and trying to steer based on what has already happened. This situation is what we see with the current standardized testing approach in education. Educators know something is not quite right because they call these “summative evaluations” instead of the much more immediate and powerful “formative assessment.” In any situation, education, production, desk work or otherwise, we will clearly benefit from using leading indicators. Control charts are useful with leading or lagging indicators, particularly if feedback is quick.

For speedier reaction, we might choose the exponential weighted moving average (EWMA) chart or the CuSum (accumulated sum of the differences) chart. We will discuss the ins and outs of these charts in the next few issues.

MANAGEMENT SYSTEMS

ALFONSO ENRIQUEZ

One of the three big car manufacturers had placed an 8-column advertisement in the New York newspaper, stating that they would be the first to have a car with air bags. I was a corporate quality engineer following up on the quality of the terminals in the harness that would make the air bag work. Our company had purchased brand new wire cut and crimping machines and dies and everything was according to plan, but it turned out that the new terminals had used gold for better conductivity and the process of applying gold to the terminals had an undesirable residue of a sticky substance on the terminals—when we attempted to crimp the terminals these got stuck in the die and the quality of the crimp was not good, so the terminals were failing the pull test.

She was an inspector from Juarez who was less than 5 feet tall, making less than 40 dollars a week. She had been convinced that the quality of this harness had to be the best; therefore, she rejected the production. 6 foot tall executives (making \$100,000 a year) of the OEM and our company headquarters came to Juarez all dressed up to see what was going on. I counted 10 of them around the small inspector; they wished for the product to be according to specifications, but she just smiled and kept saying: “it fails the pull test”.

She was speaking boldly [“parrhesia” (1)].

After long hours of overtime, the problem was finally solved just in time for the production of the first car with an air bag. ISO 9001 clause 6.2.1 states that personnel performing work affecting conformity to product requirements shall be competent on the basis of education, appropriate skills, and experience." The Juarez inspector had been trained well on the requirements of the air bag circuits, had the skills to conduct the test, and understood how the characteristic affected the product; the quality detection system was working in that plant.

1) In rhetoric, **parrhesia** is a figure of speech described as: *to speak candidly or to ask forgiveness for so speaking*. The term is borrowed from the Greek παρρησία (πᾶν "all" + ῥῆσις / ῥῆμα "utterance, speech") meaning literally "to speak everything" and by extension "to speak freely," "to speak boldly," or "boldness." It implies not only freedom of speech, but the obligation to speak the truth for the common good, even at personal risk.

RE-CERTIFYING AND ASQ CERTIFICATIONS

STEVEN SCHAFER

Out of a total of 8 member(s) whose certifications expired June 2011, 6 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 21 member(s) completed their re-certifications.

Out of a total of 8 member(s) whose certifications will expire December 2011, 8 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	Oct	20	Thur	Keith Fong - Money under your nose: Using Six Sigma to Improve Transactional Processes in Your Organization	Lubys*
2011	Nov	12	Sat	Leadership Committee Planning Section	Holiday Inn Airport**
2011	Nov	17	Thur	Oscar Salcedo – ISO 9000 in education	Lubys*
2011	Dec	10	Sat	Leadership Committee Planning Section	Holiday Inn Airport**
2011	Dec	15	Thur	Holiday celebration Brown Middle	Lubys*
2012	Jan	14	Sat	Leadership Committee Planning Section	Holiday Inn Airport**
2012	Jan	19	Thur	John McMillin – Performance Measurement in Workforce Development	Lubys*
2012	Feb	11	Sat	Leadership Committee Planning Section	Holiday Inn Airport**
2012	Feb	16	Thur	Military Construction Quality Assurance at Ft Bliss	Lubys*
2012	Mar	10	Sat	Leadership Committee Planning Section	Holiday Inn Airport**
2012	Mar	15	Thur	Kevin Wall - QA at Carefusion	Lubys*
2012	Apr	14	Sat	Leadership Committee Planning Section	Holiday Inn Airport**
2012	Apr	19	Thur	TBD	Lubys*
2012	May	12	Sat	Leadership Committee Planning Section	Holiday Inn Airport**
2012	Mar	17	Thur	TBD	Lubys*
2012	Jun	16	Sat	Leadership Committee Planning Section	Holiday Inn Airport**
2012	Jun	21	Thur	TBD	Lubys*

* Luby's Cafeteria Mesa at sunbowl/Mesita

** Cactus Rose Café – Holiday Inn Airport – Leadership Committee meetings 9:00 am – 12 Noon – Open to all section members

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2011-2012 OFFICERS and COMMITTEE CHAIRS

Assistant Recertification Chair: Jack Vaughn
See Above

Assistant Newsletter Chairman: Jack Vaughn
See Above

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