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Welcome to the November 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, November 17, 2011

**Speaker:** Oscar Salcedo

**Topic:** ISO 9000 in Education

MEETING IS FREE FOR MEMBERS AND NON-MEMBERS ALIKE

### **THE CHAIR SPEAKS** OCTAVIO CERVANTES

With the year 2011 reaching its end, Section 1401 continues working through different activities to close a successful year. The following activities are undergoing and I really want to thank all those involved for their dedication and effort. You are surely contributing to make Quality a current and growing field within our community.

Hector Lugo is successfully running the Refresher Class for Certified Quality Auditor. This class involves much time teaching and learning during five consecutive Saturdays. My sincere recognition goes to Hector and the students for participating on this preparation process.

I know many other members and non members are studying on preparation for the upcoming different Certification Exams on December. I wish you all good luck because with it and a very strong preparation you will be able to succeed and pass the exam. I am sure the list of certified members in our Section will register a considerably

increase after this examination phase.

Our meetings are currently showing a good attendance level. On the last presentation by Keith Fong, I saw new faces and a large quantity of UTEP students from Rajesh's class. Everyone is encouraged to invite co-workers and friends to the next presentation by Oscar Salcedo.

Rajesh Tahiliani is helping to contact the Brown Middle School. As it is usual every year, the Section will organize entertainment for Holiday Celebration on December 15<sup>th</sup> this year. Everyone is welcome to participate and support the event. Let us provide these kids the benefit of having some fun and happiness. We all will really enjoy and have a great time.

I see you at the meeting.

**AUTOMOTIVE SECTION**  
HECTOR LUGO

Toyota is looking beyond hybrids. The world's largest automaker plans global sales of a few thousand units of its hydrogen-burning fuel cell vehicle by 2015. "We could expect a fuel cell vehicle to retail at about 100,000 euros (\$138,000) in Europe," said Toyota Europe Vice President for Product Planning & Marketing Alain Uyttenhoven.

"We see pure battery-powered vehicles to be just a solution for small trips in the city, while a plug-in gasoline-electric hybrid is the best solution both for weekday urban commuting and weekend trips," he said.

"Our research shows that more than 80 percent of urban daily trips are less than the 20km (12.4 miles)," Uyttenhoven said.

Besides, plans to run factories overtime to recoup production lost to parts shortages caused by Japan's earthquake may be delayed until early 2012 because of flooding in Thailand.

See you at the meeting!

**EDUCATION SECTION**  
KIM PRIES

Before we discuss some of the "exotic" control charts, let's consider any interesting phenomenon—a byproduct of the technology

revolution. I have found in the classroom that many students cannot do multiplication in their head. They think I am showing off when I do a somewhat complex multiplication or an estimate involving “ $\pi$ ” without a calculator. In essence, they do not know the multiplication tables.

It appears that this situation is the result of a) rote memory acquiring a bad reputation and b) the advent of cheap calculators. After all, why have a student memorize something if they can make the calculation on a device? Unfortunately, this approach leads to an almost complete dependence on the device the “answer.” Because they cannot estimate, they cannot tell if the answer generated by the calculator is within the realms of reason. I had one student tell me we need have no concern with significant digits because his calculator could show him 8 or 9 digits in the “answer.” Of course, we in the quality profession know that most measurement systems have trouble getting to four significant digits!

I have no ready solution to this quandary other than to suggest that they be required to learn “brain” calculations in the earlier grades. Remember that Steve Callahan was able to calculate his position in the Atlantic Ocean while adrift for 76 days by using three pencils and a paper protractor on a map!!!!

You never know...

## **MANAGEMENT SYSTEMS** ALFONSO ENRIQUEZ

One should continually improve the effectiveness of the quality system, including the use of statistical techniques; this is a requirement of clause 8.1.c in ISO 9001:2008.

The opinions of the experts on statistical techniques are changing all the time; case in point—the Dorian Shainin techniques.

In the October 2011 issue of the Journal of Quality Technology (JQT), there is an article (1) in pro of the Variable search technique created by Shainin, which is an opposite view of a previous article presented in the JQT fourteen years ago (2).

This change of mind happens in other areas; take, for example, the recommendation for a prostate check, which is now not recommended as it used to be.

An automotive plant that produced wiring harnesses for the big three had difficulties with SPC charts, a person who had been trained in Packard Electric on the Shainin techniques suggested the use of pre control charts, and these were implemented. In a visit from Ford

to the plant, they discovered the use pre control charts, and asked the plant to stop using these, because Ford did not approve the use of pre control charts.

Steiner et al (3) have clarified the use of pre control: "The goal of pre control is to identify the need for adjustment, it is not useful for process monitoring or for the identification of the action of special causes".

During the presentation on our Section meeting in October, the speaker Fong stated that: "in a crime investigation, if the detectives find that there is a fact that the criminal was a man, the investigators do not look for women suspects". I found this statement to be in relation with Shainin concept of the process of elimination called progressive search, which is used to identify the dominant causes.

One could conclude that Shainin techniques are applicable in some cases, and therefore we should know more about them.

1. Dasgupta T.; Nadesh A.; Wu Jeff, "Another look at Dorian Shainin's variable search technique" Journal of Quality Technology 43, pp 273 – 287
2. Ledolter, J. and Swersey A. (1997), "Dorian Shainin's search procedure. A critical assessment" Journal of Quality Technology 29, pp 237 – 247
3. Steiner S.H; MacKay R.J. and Ramberg J.S. (2008), "An Overview of the Shainin system for Quality Improvement", Quality Engineering 20, pp 6-19
4. Fong K: "Money under your nose: Using Six Sigma to Improve Transactional Processes in Your Organization",

## **RE-CERTIFYING AND ASQ CERTIFICATIONS**

STEVEN SCHAFER

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, 0 member(s) re-certifications are being processed and 2 member(s) completed their re-certifications.

Out of a total of 8 member(s) whose certifications will expire December 2011, 7 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 1 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 8 member(s) whose certifications will expire June 2012, 8 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](mailto: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	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	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	Area Engineer Corps of Engineers – Fort Worth Military Construction	Lubys*
2012	Mar	10	Sat	Leadership Committee Planning Section	Holiday Inn Airport**
2012	Mar	15	Thur	Care Fusion QA Director Kevin Wall	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	May	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 8:00 am – 12 Noon – Open to all section members

## 2011-2012 OFFICERS and COMMITTEE CHAIRS

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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>