

Welcome to the March 2007 issue of the Newsletter! Your local provider of information and learning opportunities related to quality professionals.

MEMBERSHIP MEETING

LOCATION: Gerardo's Restaurant

REGISTRATION & SOCIAL HOUR: 6:15 p.m.

DATE: **March 14, 2007**

Yes it IS the 2nd Wednesday but Rudy is on Spring Break this week and he is teaching early class on the 3rd Tuesday and Thursday this month and next.

SPEAKER: Rudy Kittlitz



Lecturer in Mathematics, Sul Ross State University, ASQ Fellow

TOPIC: **Back Of Envelope Statistical Calculations**

Needed: **a straight edge and a writing instrument!**

MEETING IS FREE FOR EVERYBODY (MEMBERS OR NON-MEMBERS) AND THE
SPEAKER STARTS AT 6:45 P.M.

If you want to eat, we start our social hour at 6:15 p.m.

DINNER COST: \$10.00

THE CHAIR SPEAKS

HECTOR LUGO

Hello everybody! As we told, Ray Shaw shares his knowledge about Fort Bliss future plans and our presence in such development. I would like to thank him for providing us a vision of what is expecting from El Paso in two to three years.

This coming meeting Rudy Kittlitz is going to provide us with some refreshing statistics from his class experience, I hope that you take advantage of his knowledge and participate in this opportunity to know better about our Section members.

I was at the Sun Country Science Fair. As it was from many years, many young aspiring scientists had very impressive and complex projects. I encourage more of you to support our future engineers, chemists, physicist, etc. If you not even attended one, you will be impressed.

Also, I cannot emphasize enough the impact that our prize money made on the participants and supporters. As always we were the top money prize giver at the science fair. Obviously, this is easiest way to support the winners in their advancing to State competition.

I also received a word from Joe Lissberger that his wife had an accident in Atlanta, Georgia and in name of our Section, I told him that our prayers were for both of them. This is a terrific example of how ASQ can be a catalyst and unite the membership to accomplish a goal that benefits all of us.

AUTOMOTIVE SECTION

HECTOR LUGO

After talking with several members of the Section interested in the automotive industry, we concluded that: the fact that there are medical personnel on site at Toyota Motor Manufacturing Texas is not unusual. Let's face it, any operation that has several hundred people working with or around assembly equipment is likely to have medical help ready to spring into action in the case of an accident or injury.

But they're taking things even further there. They've established the Toyota Family Health Care Center, a 19,000-ft square facility. That's "family" as in spouses and children of TMMTX team members, as well as the operation's suppliers. This operation offers primary and preventive health care, including family practice, internal medicine, pediatrics, dental, optometry, radiology, lab services, occupational health services, and on-site pharmacy.

Just imagine how lean principles can cut the waiting time in a doctor's office! Of course, we're used to have some "quality time" in the waiting rooms in any doctor's appointment.

See you at the meeting!

EDUCATION SECTION

Kim Pries

What is real testing?

In the automotive business, we have a tendency to test to automotive standards (surprise!), particularly those from the Society of Automotive Engineers (SAE). The name for this kind of testing is “compliance testing,” meaning we show that the product “passes” the test by not failing why being stressed.

Unfortunately, such testing can give an illusion that the product is indeed ready for prime time. One of the watch phrases in my lab is “the real testing starts where the compliance testing stops.” In short, passing is of less interest than the point at which the product fails. If the failure point is significantly higher than requirements, we may have a cost reduction opportunity; if the failure point is very close to the design limit, we may see significant warranty. Do you really want to think that your brakes can fail at 5% over the design limit? Neither do I.

The goal of testing, then, is to reveal the facts about the product—to characterize the behavior of the product under stressful conditions. In general, we try to choose tests that bear some kind of resemblance to actual field conditions in order to stimulate relevant failures. Unfortunately, field conditions are really the “acid test.” However, by the time we have meaningful field data, it is already too late for the product.

Good test designers use all of the quality tools; for example

- Cause and effect diagrams
- Designed experiments
- Control charts
- Scatter charts
- Pareto charts
- Reliability calculations
- And much, much more

Testing is a special profession, requiring the frame of mind that does not say “how can I pass” but rather “where do I fail?”

ASQ CONFERENCE NOTIFICATION

[World Conference on Quality and Improvement](#)

April 30-May 2, 2007 • Orlando, Florida

Early-bird rates expire March 16!

Remember that our section will have a conference locally—coming Fall of 2007!

RE-CERTIFYING AND ASQ CERTIFICATIONS

STEVEN SCHAFER

Out of a total of 8 member(s) whose **certifications expired December 2006**, 4 will lose their certifications if they do not re-certify by the end of June 2007, 1 member(s) re-certification are being processed and 3 member(s) completed their re-certifications.

Out of a total of 8 member(s) whose certifications **will expire June 2007**, 8 will lose their certifications if they do not re-certify by the end of December 2007, 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 7 member(s) whose certifications will expire December 2007, 7 will lose their certifications if they do not re-certify by the end of June 2008, 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 now costs more money, since the prices went up January 2005 and is a lot more difficult than re-certifying. You can reach me, the Re-Certification Chair, at 915-612-7392 during working hours and at 915-584-0033 after hours. Both numbers have answering machines and if I don't answer, I will call 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

<http://www.asq.org/certification/recertification/rucredits/index.html> .

Potential meeting and dinner schedule

| MONTH | DAY | TOPIC | LOCATION |
|----------------|-----|---------------------------------|-------------------------------------------------|
| March 2007 | 14 | Statistics | |
| April 2007 | 18 | Sports | |
| May 2007 | 16 | Hospital Quality Management | |
| June 2007 | 20 | Policy Quality Document | |
| July 2007 | | ASQ Section Officers training | EPCC ATC |
| August 2007 | | ASQ Section Officers training | EPCC ATC |
| September 2007 | | | |
| October 2007 | 26 | Quality Conference 2007 El Paso | Chair Joe; Publicity Alfonso Facility Hector |

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