Greater El Paso Section

Amigo Quality

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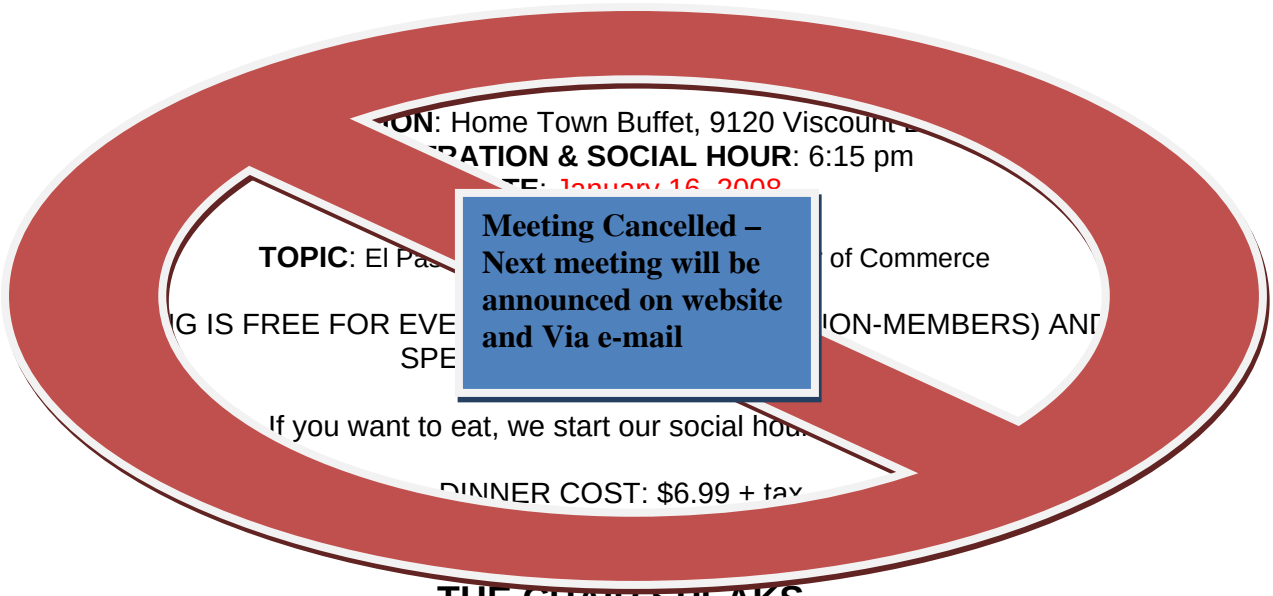
Welcome to the January 2008 issue of the Newsletter! Your local provider of information and learning opportunities related to quality professionals.



THE CHAIR SPEAKS

ALFONSO ENRIQUEZ

When a quality professional moves from one industry to another, she/he encounters a set of new words that might have a different meaning. Case in point: In the automotive industry QS 9000 had the pyramid of documents, on the top were the policies, then the procedures, going down the pyramid were the instructions, forms or records, QS 9000 changed to TS 16949 and the pyramid disappeared, however remained in the minds of the people, everybody knows that procedures are something higher than instructions. Then a professional moves to a different industry, and finds Standard Operating Procedures, Procedures and no instructions.

Neither TS16949 nor ISO 9001 defines what Standard Operating Procedures are, and even though ISO 9001 has as a requirement to have work instructions, there is no definition for this concept.

If you want to explain to someone who is not in the automotive industry, the difference between a procedure and a work instruction based on ISO 9000 Vocabulary, you will not be able to explain it, because there is no definition on work instruction. And Standard Operating Procedures are not mentioned anywhere.

We can find some definitions in Wikipedia (1) for Standard Operation Procedure, i.e.:
“In military terminology it is used to describe a procedure or set of procedures to perform a given operation or evolution or in reaction to a given event” and “SOPs are typically promulgated by unit member, and are based on unit experience and local conditions”
Also, “SOPs are defined by the International Conference on Harmonization (ICH) as "detailed, written instructions to achieve uniformity of the performance of a specific function".

We can also find a definition for work instruction in Internet (2): “Work instructions are a type of a document that will help you organize a single task usually performed by one individual.

Maybe the following definition would help:
Let P be a procedure, and WI a work instruction, and SOP a Standard Operating Procedure
P applies when d > 1, and WI applies when d =1 where d is the number of departments in the organization.
P contains WI, but WI does not contain P.
SOP contains WI, but WI does not contain P.
P intersects with SOP.

References:
1. Procedure, Wikipedia, The free Encyclopedia.
2. Danuta Highet, Foqus, Inc July 2006 (http://www.grizmo.com/management_news_200607.html)

AUTOMOTIVE SECTION

HECTOR LUGO

Again, we finished another year and I want to thank all the participants in this Section for all your support and the latest on sales of factory automation robots to the auto industry rose from 21% to 47% by revenue in the third quarter of 2007 compared with 2006.

The figures come from a report by the Robotics Industry Association. According to them, the North American auto industry has

purchased approximately 8,551 robots with a value of $565.8 million year-to-date.

What I can see through is an effort being made to improve efficiency in existing plants in order to compete with the Asian transplants that have continued to pop up throughout North America; however, robots cannot help a supplier improve cost or output without the knowledge of how to best apply them in a manufacturing plant.

See you at the meeting!

EDUCATION SECTION

KIM PRIES

Simulation is an often-underused technique to explore concepts without exercising or even having the hardware. Some simulations are statistical, some based on differential equations, and others have roots in profound understandings of processes. Most of the current crop of simulation tools fall into two camps: 1) discrete-event simulation and 2) agent-based simulation. In process analysis, the discrete-event approach is probably the most common. Discrete events allow the simulator to based decision on events in the “world” of the simulator rather than using actual time as the temporal measurement system. In this way, we can model the effects of actions. We can use these simulators for simple physics-class type experiments such as bouncing balls or more involved simulations such as production lines. A typical tool in this world is PySim, written in the Python language and totally free.

The agent-based simulators like NetLogo are an alternate approach. NetLogo is a free modeling environment for simulating natural and social phenomena that uses a simple programming approach similar to the LOGO language of the 1980’s. Uri Wilensky authored it in 1999 and work on it continues on it at Northwestern University to this day. NetLogo is usedfor modeling complex systems developing over time, similarly to the discrete-event model. The difference lies in the fact that modelers give instructions to hundreds or thousands of agents, which all operate independently, allowing exploration of the connection between the “in the small”-level behavior of the agents and the “cosmic”-level patterns that arise from individual interactions. NetLogo allows experimenters to "play" with the simulations. It is advanced enough to be a powerful tool for researchers.

A more mathematical choice, similar to discrete-event simulators, is the system dynamics approach created by Jay Forrester of MIT in the late 1950’s, early 1960’s. He used the computer to model dynamic capabilities of industries (e.g., inventories), cities, and the entire planet. A suitable understanding of

calculus, differential equations, and other more advanced math helps when creating these models. Typical products that provide this kind of simulations are VenSim and Stella, for the PC and Mac, respectively. System Dynamics models showed how deadly delays were to systems processes; for example, we in the factories have all suffered from component lead times—the more lead time, the longer the delay, the more difficult to manage.

Please contact me if you need the web addresses of these resources. Simulation is an exciting way to create our own worlds so we can study the effects of our decisions. They are especially powerful in industrial situations.

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CONGRATULATIONS

The following people took the certification exams in Oct 2007 and passed them:

Certified Six Sigma Black Belt

- Matthew J. Maio
- Albert Y. Garcia (Omaha, NE.)

Certified Biomedical Auditor

- Elsa A. Lozano
- Leonel A. Vanegas
- Daniel Ramey

The following people took their exams in Dec. 2007 and earned their certifications:

Certified Quality Auditor

- Gabriela Jimenez

Certified Quality Engineer

- Jose Luis Torres

Certified Quality Improvement Associate

- Bruce Eugene Willis

These people have made an extended effort to move forward in their chosen profession by working and studying hard to gain a higher standard and thereby prove that they can improve their knowledge and ability.

It is an honor to know these people and understand the extra effort that they have made in attaining these certifications. Those of us who have been through this in the past know what this means. It is with this knowledge that I take pride in telling each of the afore mentioned persons “Congratulations on Passing these Certifications”

RE-CERTIFYING AND ASQ CERTIFICATIONS

STEVEN SCHAFER

Out of a total of 9 member(s) whose certifications expired June 2007, 1 will lose their certifications if they do not re-certify by the end of December 2007, 1 member(s) re-certifications are being processed and 7 member(s) completed their re-certifications.

Out of a total of 8 member(s) whose certifications expired December 2007, 5 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 3 member(s) completed their re-certifications.

Out of a total of 12 member(s) whose certifications will expire June 2008, 12 will lose their certifications if they do not re-certify by the end of December 2008, 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 loose anything by re-certifying early. Out of a total of 13 member(s) whose certifications will expire December 2008, 13 will lose their certifications if they do not re-certify by the end of June 2009, 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 and will guide you in the re-certification process http://www.asq.org/certification/recertification/rucredits/index.html.

Potential meeting and dinner schedule

YEAR	MONTH	DAY	TOPIC	LOCATION
2008	January	16	El Paso's Future by Hispanic Chamber of Commerce	TBD
2008	February	20	Speak from Santa Fe on Auditing	TBD
2008	March	21	ASQ Regional Director	TBD
2008	April	16	NMSU on organization	Las Cruces (Mesilla)
2008	May	21	ASQ El Paso's Chair report & new chair	TBD
2008	June	21	Family Picnic	TBD

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