



Greater El Paso
Section

Amigo
Quality
Volume 29 Number 10

Welcome to the July 2009 issue of the Newsletter! Your local provider of information and learning opportunities related to quality professionals.

MEMBERSHIP MEETING

The meeting for this month was for the executive committee only; there is no regular monthly meeting for July and August.

=

THE CHAIR SPEAKS

JOE LISSBERGER

I hope that all of the members of Section 1401 have a great summer and when September rolls around that each of you will be ready to join the section at our regular meeting. For the months of July and August there will not be any regular meetings as these months are used by the executive committee to train and come up with a plan for the next year. Enjoy your summer and hope to see all of you in Sept.

Joe

AUTOMOTIVE SECTION

HECTOR LUGO

Thank you to all the supporters and to answer a question about how well Toyota Motor Corp. is handling the situation; they “see” the following: retooling of its southern Indiana plant for production of the Highlander sport utility vehicle will cost about \$500 million.

The company had announced last year that it would start building the midsized SUV at the Princeton factory, but it had not previously revealed the cost of the project.

Toyota spokeswoman Kelly Dillon says the plant is not being expanded and no additional jobs are expected.

The plant's 4,200-person workforce is down about 300 since Toyota offered Princeton employees \$20,000 payments and other incentives to voluntarily leave their jobs. Dillon attributed the reduction to normal attrition and transfers to other plants, as well as the buyout.

EDUCATION SECTION

KIM PRIES

How many different types of designed experiment are available? Here is a short list:

- Full factorial
- Fractional factorial
 - Plackett-Burman
 - Latin square
 - Graeco-Latin square
 - Numerous other recipes
- Taguchi
- Response surface methodology

It is response surface methodologies (RSM) that are truly interesting. The biggest difference from all the other varieties is that with RSM we can optimize because we can search the surface that we generate using this approach. Last time, we talked about the sequential simplex method, which is a type of search algorithm. With RSM, we will often see genetic algorithms or particle swarm optimization used as a tool to search for the 'sweet spot' on the surface. It also helps if we know what we are trying to optimize. For example, we may have two responses to a fertilizer experiment: growth of the plants and cost. It is possible to optimize each response individually, but we may end up in a situation where optimizing one decidedly does not optimize the other. Hence, we need to decide which item is more important—we may only be able to achieve a *good* solution to our problem.

RSM experiments are never fractional. In fact, with the central composite design (CCD), we can reuse any full factorial we have already generated and test for the missing points. That means we would normally use RSM after we had already weeded out a substantial number of factors using screens such as the Plackett-Burman method.

Consider using RSM if you really want to take your responses to the next level!

MANAGEMENT SYSTEMS

Alfonso Enriquez

The July 2009 Quality Progress magazine has an article by M. Daniel Sloan on “How quality science and vector analysis could have averted today’s financial mess”. Sloan explains how a surprising number of employees do not know the basic order of operations. This is also related to the requirement of competence in ISO 9001:2008. In fact the 2008 revision clarifies the requirement for competence.

In a recent internal audit, one purpose was to assure that we are in compliance with this requirement. Since, we have had an internal problem caused by the calculation of the length of our product by the production-planning department, the auditor decided to go to the detail of the formula in the instruction. This department has been audited on this instruction before, but never audited the details of the calculation, because we had restrictions on the available time for the audit. However, this time the following question came during the audit preparation; Show me how do you use this formula; and the result was that the person did not know how to apply it. An NC was written in reference to competency of the employee in that department. In finding the root cause of the problem, it was discovered, that the formula was incorrect, the person who had put the formula in the instruction had changed the formula in the Excel spread sheet and has not explained each of the terms to the employee. In conclusion: The Quality Management System could have also averted the economic crisis.

RE-CERTIFYING AND ASQ CERTIFICATIONS

STEVEN SCHAFER

Out of a total of 15 member(s) whose certifications expired December 2008, 1 will lost their certifications, 3 member(s) re-certifications are being processed and 11 member(s) completed their re-certifications. **The member that lost their certification is no longer with our Section, so we are almost 100% complete.**

Out of a total of 8 member(s) whose certifications will expired June 2009, 6 will lose their certifications if they do not re-certify by the end of December 2009, 1 member(s) re-certifications are being processed and 1 member(s) completed their re-certifications.

Out of a total of 7 member(s) whose certifications will expire December 2009, 7 will lose their certifications if they do not re-certify by the end of June 2010, 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 11 member(s) whose certifications will expire June 2010, 11 will lose their certifications if they do not re-certify by the end of December 2010, 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
2009	August	22	Executive Committee Meeting 2	TBD
2009	September	16		TBD
2009	October	21		TBD
2009	November	18		TBD
2009	December	16		TBD
2010	January	13		TBD
2010	February	17		TBD
2010	March	17		TBD
2010	April	21		TBD
2010	May	19		TBD
2010	June	16		TBD
2010	July		Executive Committee Meeting	TBD
2010	August		Executive Committee Meeting	TBD

2009-2010 OFFICERS and COMMITTEE CHAIRS

Chair: Joe Lissberger

Home Phone: (915) 821-3767

Fax: (915) 822-1869

e-mail: jlissber@elp.rr.com

Vice Chair: Steven Schafer

Work Phone: (915) 612-7392

e-mail: spikequate@sbcglobal.net

Treasurer: Hector Lugo

Work Phone: (915) 298-2436

Fax: (915) 298-2633

e-mail: h7tetor@hotmail.com

Secretary: Lisandra Piper

Work Phone: (915) 849-3739

e-mail: lpiper@hacep.org

Membership: Joe Lissberger

See above

Nominations Chair: Lisandra Piper

See above

Auditing: Rajesh Tahiliani

Work Phone: (915) 747-7752

Fax: (915) 747-5126

e-mail: RTahiliani@utep.edu

Education: OPEN

Re-certification Chair: Steven Schafer

See above

Refresher Classes Instructor: Open

Internet Liaison: Jack Vaughn

Work Phone: (915) 747-7750

Fax: (214) 240-1072

e-mail: jvaughn@utep.edu

Certification/Examining: Joe Lissberger

See above

Newsletter: Kim Pries

Home: (915) 525-1724

e-mail: jpries1@elp.rr.com

Publicity Chair: Fernando Urbina

Work 845-7700-6809

Fax 845-7786

e-mail furbina@sewsus.com

Plans, Conferences, Programs: Rebeca Diaz

e-mail : rdiaz@enturia.com

Business Student Section: Rajesh Tahiliani

See above

Senior Consultant: Rudy Klittlitz, Jr.

e-mail: rgke300@hughes.net

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