



Greater El Paso
Section

Amigo
Quality
Volume 30 Number 1

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

MEMBERSHIP MEETING

LOCATION:

Furr's Family Buffet - 11925 Gateway Blvd W, El Paso, TX (915) 633-6107 [Map to Furr's Family Buffet](#) (near Zaragoza)

SCHEDULED HOUR: 6:30 pm-8:30 pm

DATE: Wednesday, October 21, 2009

SPEAKER: Rajesh Tahiliani

TOPIC: Statistical Problem Tools

MEETING IS FREE FOR EVERYBODY (MEMBERS OR NON-MEMBERS) AND THE DISCUSSION STARTS AT 7:00 P.M.

We start our social hour at 6:00p.m.

THE CHAIR SPEAKS

JOE LISSBERGER

This is the month that I am going to Denver for an ASQ conference on how to retain members in the ASQ and also our section. This is very important to both as only through members with the section and ASQ for more than one year are we able to fill our leadership roles and continue to function as a section.

On another note, ASQ has asked the section to set up a new chair titled "Voice of the Customer" This position will be responsible to send out surveys and find out what the membership wants to take place at the section meetings and what would help increase the attendance to these meetings. Is there anyone who would like to fill this position?

AUTOMOTIVE SECTION

HECTOR LUGO

The biggest automakers posted some of the sharpest U.S. sales declines in September as demand dropped to its lowest level since April in the aftermath of the cash-for-clunkers program. The seasonally adjusted annual sales rate was 9.51 million units. After thronging dealerships during the government incentive and sending August demand to the year's high of 13.7 million; consumers backed off in September, dropping the sales rate slightly below June's 9.55 million.

For example, Chrysler Group's three brands, seeking different identities, are beginning to chart separate incentive strategies. For the first time since Chrysler came under Fiat S.p.A. management June 10, Chrysler, Dodge and Jeep brand incentives were listed separately on the company's monthly sales report.

While General Motors Co. said it wasn't going to do corporate ads -- and then it put Chairman Ed Whitaker in its multiple-model "May the Best Car Win" campaign. The automaker also said it was going to create distinctive advertising for its four remaining vehicle brands, Buick, Cadillac, Chevrolet and GMC -- but tell that to subscribers of *Newsweek* and *BusinessWeek*.

EDUCATION SECTION

KIM PRIES

Every month we see ads in our ASQ *Quality Progress* magazine for statistical software such as Statistica, Minitab, SAS, SPSS, and a few others. Many of us don't realize that we have an open source tool readily available for no cost at all—the programming 'language' R. R is based on the earlier commercial product called S and now known as S-Plus with a menu system. R can be largely used without a menu system and the command language allows for scripting.

For those who are not entranced by the thought of using a command language tool, we have an interface called Rcmdr. Rcmdr

is somewhat daunting also. But wait! Stay tuned! We now have a tool for communicating between R (as server) and Microsoft Excel (as client) call RExcel. This free software and assorted other components can be downloaded from <http://rcom.univie.ac.at/>. You want to download something that looks like [RAndFriendsSetup2092V3.0-17-2](#). The installation adds some nice tools (like Notepad++) and creates a menu bar for Excel under the Add-ins designator. A helpful resource is the book *R Through Excel* by Richard M. Heiberger and Erich Neuwirth (ISBN 978-1-4419-0051-7). I used the tool myself and, while it takes a little more effort than Minitab, it is still fairly easy to use and the price is right. Send questions about this tool to khpries@gmail.com.

MANAGEMENT SYSTEMS

Alfonso Enriquez

We sometimes implement corrective actions, which are not effective, because we are in a hurry, or we do not have at the moment the resources to implement an effective action.

John Stiller (1) presents the example of a flat tire caused by a nail; if we just inflate the tire without removing the nail and plugging the tire, we are not implementing a long-term effective solution.

Here I present two reasons why we just inflate the tire:

- a) The tire gets flat at an inconvenient moment, i.e. We noticed the flat tire when we are ready to leave home to our job, with just enough time to arrive to an early morning meeting, we consider that at 6:30 a.m. there are very few places where the flat tire can be properly fixed. Therefore we just inflate the tire and delay the effective action for a later time.
- b) The shop where the flat tire could be effectively fixed does not accept a credit card, and the last five dollars I had in cash were spent in a Pizza yesterday evening. Therefore we just inflate the tire and delay the effective action until tomorrow when my pay will be deposited.

Now, let me give another example, I need to go to the dentist for a procedure, I know that I have to do it, instead I decide to brush my teeth after each meal and use the dental floss before going to bed.

Two reasons why we do that are:

- a) If I do the procedure in El Paso, it cost me many dollars, which I do not have, I could go to Juarez where I could have the procedure at a more accessible price, but there is danger I decide to wait until things are more peaceful to go there.
- b) I have my ISO 9001 external audit next month, and I need to close all the open NC's, therefore I have no much time right

now.

In organizations, similar situations and decisions take place, however ISO 9001: 2008 requires the verification of the effectiveness of corrective actions in sub clause 8.5.2.f

John Stiller, Achieve the effective corrective action that ISO 9001:2008 requires, <http://www.qualitydigest.com/inside/fda-compliance-column/achieve-effective-corrective-action-iso-90012008-requires.html>

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Potential meeting and dinner schedule

YEAR	MONTH	DAY	TOPIC	SPEAKER	LOCATION
2009	October	21	Statistical Problem Tools	Rajesh Tahiliani	Furr's *
2009	November	18	Six Sigma	Hector Lugo	Furr's *
2009	December	16	Holiday Season Celebration	Partners in Education	Furr's *
2010	January	13	Exponentially Weighted Moving Average (Second Wednesday instead of third)	Rudy Kittlitz, Jr.	Furr's *
2010	February	17	Lean Manufacturing	Lonnie Wilson	Furr's *
2010	March	TBD	Design of Experiments (Doug Montgomery)	Doug Montgomery	TBD
2010	April	21	Total Quality Management (also, Sun Country Science Fair Winners presentations)	Joe Lissberger	Furr's *
2010	May	19	Lean Toyota Production System (also, Sun Country Science Fair Winners presentations)	Tom Nieman	Furr's *
2010	June	16	ISO Registrars (also, Sun Country Science Fair Winners presentations)	Rajesh Tahiliani	Furr's *
2010	July	17	Section Training and Planning Session (Saturday)	Section Chair	Furr's *
2010	August	21	Section Training and Planning Session (Saturday)	Section Chair	Furr's *

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*** Cactus Rose Grill 6655 Gateway West El Paso, TX 79925 [Map to Holiday Inn Airport - Cactus Rose Grill](#)

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Nominations Chair: Lisandra Piper See above
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Our Section is on-line! Make a suggestion – win a FREE meal! <http://asq1401.org>