



Greater El Paso  
Section

*Amigo*  
*Quality*  
Volume 30 Number 8

Welcome to the May 2010 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, May 19, 2010

**SPEAKER:** Sweepstake Winners

**TOPIC:** Sun Country Science Fair

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

We are once again coming to the end of our year and this time we are ending with a problem that has not happened before. Two of the officers that were elected and reported to ASQ have withdrawn from their positions. Tom Nieman—who was elected as Chair—has accepted a job in the Dallas area and so he has resigned his position with the section. Lisandra Piper, who has been our secretary and elected to stay in that position, has had to withdraw because of personal reasons. I contacted our Regional Director and she has given the section a means to help in this matter. Under her suggestion I will remain Chair of the section and Hector will remain Treasurer for one more year. During this time we will have to mentor people to take over the section for the following year. As for Secretary we are looking for someone to come forward and fill this slot. People!

We are in need to start finding people who are willing to help the section or we will end up having to disband our section. Please step up and help keep our section remain a living organization.

## **AUTOMOTIVE SECTION**

HECTOR LUGO

Through the years, *Consumer Reports'* positive recommendations of Toyota vehicles—the company makes the Toyota and Lexus brands—were a factor in the Japanese carmaker's rise to second place behind General Motors in the American car market, then the world's largest. Many customers walk into the company's dealerships carrying the magazine's car-buying issue.

But in late January, *Consumer Reports* suspended some of its positive recommendations when Toyota temporarily stopped building and selling eight models involved in a recall for sticking pedals linked to sudden, unintended acceleration. The company has since resumed production and sales of those vehicles, but the magazine's positive recommendations have not returned.

Ever since, Toyota has been working closely with the magazine's editors, and Toyota executives said last month they hoped the return of the positive, or recommended, ratings on those vehicles was imminent. That might help explain why Toyota moved only hours after hearing the magazine's recommendation on the GX without being prodded by U.S. safety regulators.

Since then, as Lexus dealers lent cars to owners who felt uncomfortable driving their GX models, Toyota engineers focused on fixing the problem. The engineers were going over the *Consumer Reports* data, video footage and other information about the tests the vehicle had failed. *Consumer Reports* provided Toyota with the materials, said Ken Weine, a spokesman for the magazine's parent, Consumers Union.

The handling problem arises if the driver of a GX eases off the accelerator pedal while driving quickly through a sharp turn, the magazine said. That causes the rear end of the vehicle to slide toward the outside of the turn, a condition called "trailing throttle oversteer."

Paul Nolasco, a spokesman for the company in Tokyo, said Toyota had begun full-scale testing of all of its sport utility models to check for vehicle stability.

See you in the meeting!

## **EDUCATION SECTION**

KIM PRIES

Buddhists have traditionally been fond of lists. So what relevance does this have to Quality? One of those lists is that of the eight consciousnesses:

First consciousness: "Eye-consciousness"

Second consciousness: "Ear-consciousness"

Third consciousness: "Nose-consciousness"

Fourth consciousness: "Tongue-consciousness"

Fifth consciousness: "Body-consciousness"

Sixth consciousness: "Ideation-consciousness"

Seventh consciousness: "Obscuration-consciousness"

Eighth consciousness: "store-house consciousness"

The first five we all know as the five senses. The sixth consciousness is that of the thinking mind. The seventh refers to volitional thinking—where we “will” to do something. The eighth consciousness is the one that can affect our thinking because the information contained therein is latent or hidden, sometimes so much so that it is difficult to examine.

As we grow up, we assimilate a collection of habits, clichés, and latent structures. We accomplish this assimilation partly through the use of mirror neurons. Unfortunately, it is these subconscious mental formations that get us into trouble in the form of bias or prejudice. We see this often when doing trouble-shooting of returned material or warranty parts. One of the most disheartening things to hear is somebody going on excitedly “I know, I know what it is.” The correct response is to investigate with an open mind rather than attempt to short circuit the analysis process. Otherwise, we get into a logical fallacy called affirming the consequent, where we attempt to reason from effects to causes. Causation must be established by careful investigation and the establishment of a causative mechanism (bypassing the problems with correlation).

I realize this is kind of an eggheaded essay, but it is important to remember that part of our minds that is hidden!

## **MANAGEMENT SYSTEMS**

ALFONSO ENRIQUEZ

Internal audits are part of the Plan-Do-Check-Adjust cycle, one of the results of the audits are the nonconformances (NCs): some people accept the NC with a positive attitude, others take it as a negative event, others try to minimize the importance of the NC.

About two years ago, while auditing, I read in an instruction that the operator of a shredder machine is required to avoid exceeding the amount of Amperes and, if it happens, that he should record the event. I audited the process and found that the operator did not even know that he should pay attention to the Ampere meter, therefore I wrote the NC. The Manager in charge of the area accepted the NC, but stated that paying attention to the Ampere readings was not that important, but he would retrain the operator.

Two weeks ago, we were in a meeting talking about Lean and the culture of the people to take care of the equipment, and the above mentioned Manager stated; “we have changed the culture of our people, now they now that they have to pay attention to the Ampere readings, and as a consequence, there has been less downtime.” It was music to my ears—we can see that Internal audits contribute to reduced waste.

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

STEVEN SCHAFER

Out of a total of 8 member(s) whose certifications will expire December 2009, 3 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 5 member(s) completed their re-certifications.

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.

**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 2010, 7 will lose their certifications if they do not re-certify by the end of June 2011, 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 915-584-0033. 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	DAY	TOPIC	SPEAKER	LOCATION
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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<b>2009-2010 OFFICERS and COMMITTEE CHAIRS</b>
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Membership: Joe Lissberger See above

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