



SCOPE

Featured Articles

The Official Newsletter of the ASQ Orange Empire Section November 2007



Section Chairs Column

ASQ Letter from Chair

Now that November is here, I think we can officially say we have entered the "holiday season." (Although Costco has had Christmas decorations in their stores since August!) I hope you are able to spend the first holiday (Thanksgiving) with friends and family and take a little break from work.

You all know that David Vu has been our Arrangements Chair since last May. He has now volunteered to take on being our Career Chair as well. Margaret BenAvides has held this position for many years but she recently took over for Linda Garriz-Howe as Education Chair. Education Chair is a big job by itself so we have been on the look out for a new Career Chair and David asked if he could have it. So please welcome David into this new role. Thank you David! If you want to be part of his committee, feel free to contact him about this.

Last month your Leadership Committee completed the Section's budget and SMP (Section Management Plan) and submitted them to headquarters in accordance with the specified guidelines. As Vice Chair, Marlene Johnson is in charge of monitoring the SMP. We are off to a great start with goals and metrics by which to measure our progress.

For the four years now I have been involved with the Orange Empire Section, the Leadership Committee has contemplated what I suspect is discussed by every LC in the country: How do we increase member attendance at monthly meetings? You might wonder why it matters and one answer is that increased member attendance at dinner meetings allows the LC to offer more for better value. One basic reality is that the more people we have at dinner meetings, the better position we have with the hotel to negotiate lower meal prices and equipment/room rental fees. We have a core of members who attend each month, no matter the topic and we have some

who come only if the topic applies to their area of interest. What do regular attendees know that "select topic" members don't? I suggest that the regular attendees have learned what real growth entails – taking a risk, stepping outside the box, being open to new and different perspectives, concepts and approaches, and applying them in new ways to their own areas. I wish to applaud our regular members for demonstrating growth through learning and thank you for acknowledging and recognizing the interest and value of the topic areas discussed. I encourage all members to regularly attend our monthly meetings, seek out those "regulars", engage them in conversation and find out what value they see for themselves.

Melanie Cummings,
0701 Section Chair

mark this down...

**Tuesday,
November 6th
E-Board Meeting**

**Tuesday,
November 13th
Monthly Dinner Meeting**

**Radical Thinking
"Limit Your Way
to Innovation"**

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Monthly Dinner Meeting

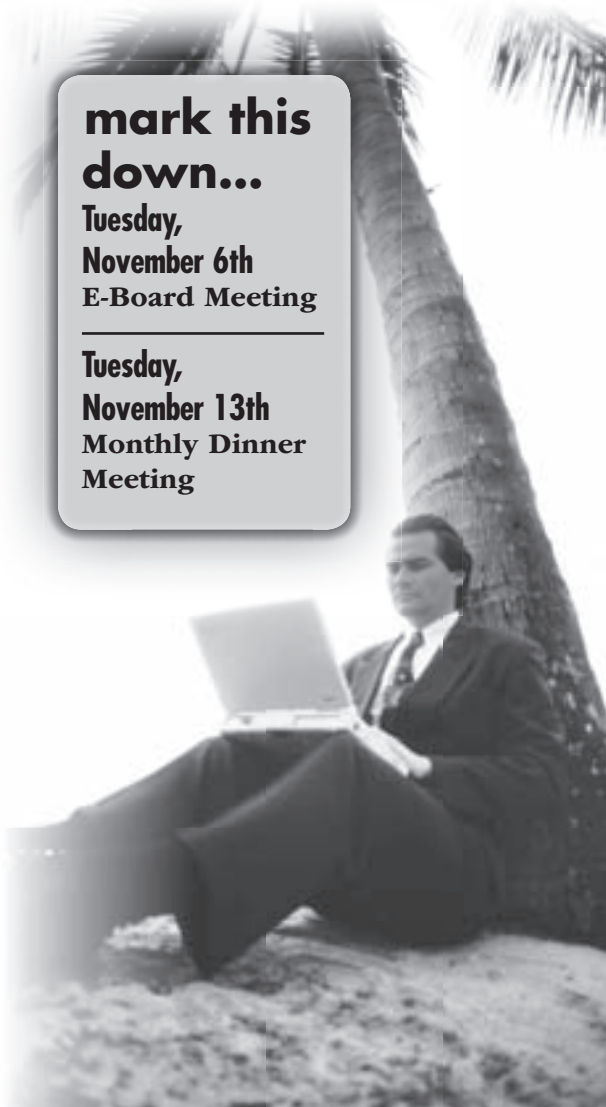
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Certification Courses

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**Quality in the Trenches
"Who is Coming Behind Us?"**

Pg 10





"INFORMATION YOU CAN USE"

EDITOR:

Daniel Shibley

PUBLISHER:

Peabody Services Inc.
(Orange, California)

A Publication of Orange Empire Section, ASQ
Melanie Cummings, Chair

Orange Empire Section Mission Statement

Our mission is to function as the premier ASQ Section in serving its members and community. We will provide a strong leadership to promote Quality in all areas, by supporting ASQ goals, by offering communication and education in Quality methods, and by providing career development, Quality resources and personal growth through professional and social interaction.

AMERICAN SOCIETY FOR QUALITY ORANGE EMPIRE SECTION 0701

Congratulations to Linda Olds your surveys was randomly selected from those that were turned in at the October dinner meetings.



You have won a FREE DINNER.
We look forward to seeing you at an upcoming meeting.



WELCOME NEW MEMBERS

- | | | |
|-----------------------|-----------------------------|------------------------|
| Faviola Arias | Manuel Hernandez | Ms Grace P. Ponce |
| Mr Jene Daniel Austin | Dr Jean Kuan | Mrs Maria S. Rivera |
| Mrs Leriza V. Bacchus | Mr Patrick Kuehn | Mr Steven R. Robertson |
| Mr William H. Bode | Ms Thanh Minh Le | Mr Rogelio Rojas |
| Mr Robert Brendle | Ms Annie Li | Mr William C. Schmiege |
| Mr Michael Carter | Mr Edward Charles Litzinger | Ms Bethany M. Schrack |
| Mr Allen Charnaw | Mr Mark Maier | Argelia Torres |
| Mr Barry A. Duffin | Ms Sarah Malain | Mr Gerald G. White |
| Mr Brad J. Eickhoff | Ms Mary Ann Mercer | Mr Joseph D. Wilson |
| Mr Robert M. Estacio | Mr Gregory A. Nelson | Kevin Zheng |
| Mr Israel Hernandez | Mr Thomas G. Nieto | |

Please contact the Leadership Team and tell us how we may better serve you

YOUR E-MAIL PREFERENCE

Would you like to receive e-mail notifications of upcoming events?

We currently send, on average, 3 e-mails per month announcing upcoming events such as monthly dinner meetings, quarterly breakfast meetings, seminars, refresher courses, etc. If you are not currently receiving these notices it could be that your e-mail preference for Section news is set to "NO" or your e-mail address in the database is incorrect. To receive these announcements you need to update your e-mail address and / or Section e-mail preference through ASQ Headquarters.

There are three ways to do this:

- 1) You can do this yourself on-line at www.asq.org. Simply log-in, click on the "MY ACCOUNT" link, and click on "Change Work/Home Addresses; E-mail". Scroll down to the E-mail Preference Section and update as appropriate. Be sure that the block next to "SECTION" has a check mark in it. OR
- 2) You can call Headquarters at (800) 248-1946 and request the necessary changes. OR
- 3) You can e-mail Headquarters at: help@asq.org

THE Scope AD RATES ARE AS FOLLOWS:

Ad Size:	Inch Size:	One Issue:	6 Issues:	12 Issues:
2-Sided Insert	8.5" x 11"	\$300	\$1,650	\$3,000
Full Page	8.5" x 11"	\$200	\$1,100	\$2,000
1/2 Page	7.5" x 4.912"	\$110	\$605	\$1,100
1/4 Page	3.667" x 4.912"	\$70	\$385	\$700
Business Card (1/8 Page)	3.667" x 2.36"	\$35	\$195	\$350

Payment is due prior to incorporation of your SCOPE advertising. Checks should be made out to "ASQ Orange Empire Section" and mailed to ASQ, P.O. Box 14183, Irvine, CA 92623-4183 with ad copy and instructions for placement and frequency. Advertising will be included at the discretion of your Editor and Executive Board. POC Melanie Cummings, 714-334-3773 or 949-595-4300 Ext. 20

COPY DEADLINE

The deadline for inclusion of your copy in the SCOPE is the 1st of the month preceding the issue month. If the copy arrives later, it may not be included.

Scope Editor: Daniel Shibley
(626) 330-3425

E-Mail - dshibley@adamscampbell.com

DID YOU KNOW THAT EVERY TIME WE RECEIVE RETURNED CHECKS IT COSTS THE SECTION \$4.00? THIS IS ADDING UP TO A SUBSTANTIAL AMOUNT. PLEASE HELP US TO ELIMINATE THIS NEEDLESS LOSS OF YOUR SECTION'S RESOURCES.

RADICAL THINKING

Limit Your Way to Innovation!

In today's world, it's almost expected to have product/service innovation to gain competitive advantage. So how does one innovate? One approach is to hire genius employees and to combine the attributes of a number of tools (e.g. Theory of Constraints, Experimentation) or use specific methodologies such as TRIZ (Innovative Problem Solving).

However, if the intent is to gain competitive advantage, your weakness itself may be a source of competitive advantage. To cite an example from many years ago, Thomas Edison was known to be deaf and he used his limitation to help him solve problems as well as develop new inventions. On one occasion, he was called to New York to help solve noise problems associated with the newly elevated trains in the city. Many had tried to reduce noise levels but could never identify the exact location of its source. Due to his deafness, Edison could hear only the worst of the noise. This allowed him to more quickly pinpoint the problem area, rather than be distracted and sidetracked by other noises made by the elevated trains. Ultimately, the noise was due to structural problems with the elevated tracks and not the steam engines that ran the train. While most observers couldn't hear past the engine, Edison could hear the heart of the problem due to his 'disadvantage.'

Such is the issue when we place limitations on ourselves as we seek new innovative solutions. Imposing constraints, yes, that's right, putting ON constraints rather than REMOVING them, allows us to stretch our thinking and become creative. It allows us to break our bounds, get outside the comfort level and seek solutions we might have otherwise avoided. Success of many kaizen events can also be attributed to imposing constraints or limitations: limited time (typically 5-10 days) within which to accomplish the task, having a very limited budget to achieve results, seeking unimaginable results, dedicating

'operational experts' full time to the task at hand for an interim period of time, etc.. Kaizen events often allow us to accomplish tasks that we may have been struggling with for months, in a matter of days, with generally unbelievable results.

Some examples of how these constraints have led to creative / innovative results follow:

- Personalized or vanity license plates on cars can allow for only seven characters. Check out the creative messages with a mix of letters, numbers and spaces: 2L82W8, MTBRAIN, GU10TAG.
- TV commercials and print ads have limited time/space in which to get their message across; therefore verbosity is not allowed. A mix of images, words, sounds etc. must be formulated to advertise in different media so as to grab the viewers' attention and deliver the message – all, without being much of a distraction.

Limiting our way to innovation does not necessarily mean creating self-imposed constraints to motivate greater creativity. We should examine our organizational weaknesses (this can be identified via a SWOT analysis) and determine if we can use them to our advantage; after all no competitor would want to emulate our weaknesses! Southwest Airlines was forced to offer short-run flights in the regulated industry; however, as deregulation set in, they chose to continue to offer short-run flight (something no competitor wanted to do) and has posted a profit every year!

Determining our greatest weakness or constraint might just point the direction towards our competitive advantage. It is said that necessity is the mother of all invention. Might it be that limitation is the mother of innovation?

As Blaine McCormick writes in his book 'At Work With Thomas Edison', "Like Thomas Edison you may find that putting limitations on yourself will spur you to even greater creativity," and innovation.

Akhilesh Gulati



Past Chair and Senior Member of the American Society for Quality, San Gabriel Valley Section. Principal with PIVOT Management Consultants, specializing in implementing Change Strategies, Lean Manufacturing and ISO 9000 quality systems. Provides training for Tools & Techniques for Lean Enterprise and Six Sigma Black Belts. Phone: 877-pivot-mc; Fax: 909-982-7161 Website: www.pivotmc.com

Also owns Akhil International, a printing, design and promotional products enterprise. Phone: 866-akhil-44 Website: www.akhilinternational.com

SPEAKER: Roger Olson,
Consultant and trainer
Partner with Systems
Quality Consulting
"Understanding the
Barriers to Continuous
Improvement"

DATE: Tuesday, Nov 13th, 2007

NEW DINNER MEETING LOCATION

PLACE: Doubletree Hotel
201 East MacArthur Blvd.
Santa Ana, CA 92707
1-714-825-3333

TIME: 5:15 p.m. Registration
5:45 p.m. Clinics
6:45 p.m. Dinner
7:30 p.m. Dinner Speaker

MENU: **Salad:** Green Salad with
Candied Pecans, Dried Fruit
and Feta Cheese Roasted
Entrée: Turkey with Stuffing
Mashed Potatoes Sage
Gravy Harvest Vegetables
Dessert: Pumpkin Pie

COST: **\$30.00** for Section 0701
Members with called-in
reservation
\$35.00 for Section 0701
Members at the door
\$40.00 for non-Section
0701 Members with
called-in reservation
\$45.00 for non-Section
0701 Members at the door
Parking is free. Clinic only
is free for members, \$10 for
non-members. Payment by
cash, check, or credit card.
Parking validated only with
dinner purchase

RSVP: (714) 550-4764 by 4 p.m.,
Friday, November 9th.
Leave message on Voice Mail;
there will be no call back
to confirm.

**IMPORTANT
PLEASE TAKE NOTICE!**

Dinner reservations will be taken up to 4:00 p.m. the FRIDAY BEFORE the meeting. Any reservation made after that will be treated as one purchased at the door (\$35 for members and \$45 for non-members). PAYMENT BY CASH, CHECK and CREDIT CARD (MC/VISA). Call the reservation number for details.

NOTES: Members will be billed for reservations which are not cancelled by 8:00 p.m. Monday. It is YOUR responsibility to cancel with us, since Orange Empire is billed for guarantee based on reservations. You need not be a member to attend Section events.

MONTHLY DINNER MEETING

American Society for Quality
The Orange Empire Section #0701

PRESENTS

"Understanding the Barriers to Continuous Improvement"

Roger Olson

Consultant and trainer Partner with Systems Quality Consulting



Overview: Many companies profess to being a "continuous improvement" organization. Yet it seems many continuous improvement efforts either fail to meet expectations, or the results fade over time. This presentation will look real life examples of both continuous improvement projects and programs that for a number of reasons, did not work, and why they did not work

For the quality professional, understanding that virtually all continuous improvement projects will face some combination of barriers and hurdles, improves the chances of dealing with them when they occur. Nearly all the barriers are predictable, if one knows where to look.

Take-Aways: By attending this presentation you will gain an understanding of the barriers to continuous improvement projects and learn how to anticipate implementation problems.

Biography: Our presenter, Roger Olson is a consultant and trainer and a partner with Systems Quality Consulting. He has 20 years experience in process management and productivity improvement. His consulting work focuses on Lean Manufacturing and Six Sigma. He has a graduate degree from USC in Systems Management and a BS degree from Cal Poly San Luis Obispo. He is an ASQ Certified Six Sigma Black Belt, Certified Quality Manager and Certified Quality Engineer. He teaches Lean Manufacturing and Six Sigma at Cal State Fullerton. He is also an executive coach.

ASQ SECTION 701 SOUTHERN CALIFORNIA ISO USERS GROUP

Clinic #1 Speaker: "Managing Risk - ISO 14971: 2007 – Part III"

by Jack Dhuwalia, MS ChE, MBA



Overview: Do you want to reduce liability? What are some tangible benefits of learning risk management? These are significant topics concerning most businesses. Unfortunately, they're often misunderstood, applied poorly or completely ignored. This clinic (III of III) will use the frame-work described in the newly revised 82-page ISO 14971 document for understanding key concepts and their application in the industry. The ISO document is expected to serve as the basis of risk management in the medical industry; it can apply to other industries as well.

This will be an interactive session so please bring your questions to the clinic. Additionally, to receive adequate response, **please email your questions to Jack now.**

Take-Aways: You'll leave with a clear understanding of the why it pays to understand the value of risk management and how to actually do it?

Specifically, you'll leave with answers to the following:

1. What's new and why is it important to me?
2. Why look for benefits?
3. Risk acceptability
4. Risk management report
5. What does this all mean?

Biography: Jack is an expert trouble-shooter specializing in the medical industry. He has been problem-solving in R&D, manufacturing and quality areas. Since 1992, he co-founded JD Consulting, a firm specializing in medical industry.

Jack specializes in design control, risk management, root cause analysis and CAPA. He has developed risk management programs and reduced risk for his client companies. He is a guest lecturer at UCI and USC on quality and regulatory issues. He has published several articles on CAPA, problem solving, productivity and communication. He has spoken on Root Cause Analysis and CAPA during FDA-OCRA events. He enjoys sharing his knowledge and public speaking.

He serves as the Membership Chair for the Orange Empire Section of ASQ. He is a member of the executive board of OCRA, a professional organization for quality/regulatory affairs. He is a recipient of the National Performance Review Hammer Award.

He may be contacted by calling 949-854-4534 or email jdhuwalia@jdconsultingsite.com.

Clinic #2 Speaker: "Calibration Program Cost Savings by Process Improvement" By Jim Simmons, CEO of usCalibration Incorporated, an A2LA accredited calibration management provider



Overview: Calibration programs can be costly. The internal costs of purchasing, down time, logistical coordination and worker overload are often larger than the costs of the calibration itself. Yet it is common practice for companies to manage only the vendor/source calibration costs because they are easier to see and track. Companies that manage the whole picture enjoy significantly reduced costs as well as freed up time of quality, logistical and admin workers.

This clinic introduces tools and concepts for calibration cost management, some of which can be implemented immediately. Time permitting, three case studies will be discussed: An aerospace manufacturer, a critical power systems manufacturer, and a high speed networking equipment manufacturer.

Take Aways:

1. A dollar amount of the savings your company could achieve by implementing one or more best practices.
2. Cost reducing steps that you can execute the day you return to work ("low hanging fruit").
3. A variety of proven process improvements that significantly reduce vendor/source costs and internal operational costs. These improvements relate to five categories: Common Best Practices, Supply Chain Management, Organizational Analysis, Systems, and Budgetary Structure.
4. Steps to prevent common pitfalls that occur when executing these cost saving measures.

Biography/Mission Statement: Jim and his team routinely support world class manufacturing organizations in major process improvement initiatives. Jim has been a technical manager and trainer for colleges and corporations for over 20 years. He is the founder and CEO of usCalibration Incorporated, an A2LA accredited calibration management provider. Jim's mission is to support quality professionals and organizations, especially in manufacturing and testing companies; to help them add value to their career, their organization, and their profession by integrating sound metrology and calibration management practices into their processes. .

COMING ATTRACTION OF SPECIAL INTEREST

The title:

UNDERSTANDING the PROCESS AUDIT – A THREE PART CLINIC SERIES

After many requests from our membership, we are prepared to announce a 2-part series on Process Auditing. This 2-part clinic series will be held at the ASQ Orange Empire regular monthly program. This will be Clinic # 1.

Mark these dates on your calendar:

Tuesday, January 8, 2008

Tuesday, February 12, 2008

Our Speaker:

We are very fortunate to have a very well known speaker to lead this presentation.

Manuel Marco has been working for over 13 years in the Registration of Quality Management Systems in Europe, North America and Latin America, where he has hold different management positions. Currently, Manuel is working with Underwriters Laboratories (UL) as New Business Development Manager. Manuel has a BS in Computer Science with a specialty in Business Management. He is an ISO 9001, ISO 20000 and ISO 27001 Lead Auditor and a Qualified Evaluator for the Carnegie Mellon eSourcing Capability Models for Service Providers (eSCM-SP) and Clients (eSCM-CL). Manuel has also been certified in QS-9000 and ISO/TS 16949, and qualified as an international IQNet Assessor (Ibec Assessor).

ISO PRESENTER NEEDED

The Orange Empire Section has dedicated CLINIC # 1 at our monthly program as the SOUTHERN CALIFORNIA ISO USERS GROUP. We have stayed the course since January '05. However, we are having a difficult time finding enough speakers to continue, UNLESS you know a good ISO presenter or you would like to share you ISO passion. ANY ISO/QMS discipline and topic will be considered.

If you can support our ISO speaker needs, please send an email to daven@boleroassociates.com.



Orange Empire Section 0701

CQE Refresher Course

- SPONSORED BY:** Orange Empire Section 0701, ASQ
- EXAM DATE:** **December 1, 2007** **EXAM APPLICATION DEADLINE:** **October 5, 2007**
- LOCATION:** Alcon Laboratories, located at 15800 Alton Parkway, Irvine, CA.
Exit 405 Freeway at Sand Canyon, go right on Alton Parkway ¾ mile to Telemetry; turn right into Alcon parking lot. Use Employee Entrance. Room assignment will be made on the first night.
- COURSE FEE:** \$400.00 + cost of textbooks
- TIME:** 6:00 p.m. – 9:00 p.m.
- SESSIONS/DATES:** **14 sessions total**
Thursday, September 6th through Thursday November 29th (2 Additional classes will be scheduled)
(Topics covered: Management and Leadership in Quality Engineering; Quality Systems Development, Implementation, and Verification; Planning, Controlling, and Assuring Product and Process Quality; Reliability and Risk Management; Problem Solving and Quality Improvement; Quantitative Methods)
- REFERENCE BOOK:** **CQE Primer + Solution Text, Quality Council of Indiana (Required)**
Gryna, Quality Planning and Analysis, Latest Ed. (Recommended)
TI 36X Statistical Calculator (Required)
- TEXT COST:** \$105.00 for the CQE Primer + Solution Text from Quality Council of Indiana (Order online at www.qualitycouncil.com or call 800-660-4215.
- INSTRUCTOR:** Linda Howe Garriz (e-mail Linda.Garriz@Alconlabs.com)
Mark Lindsey (e-mail Mark.Lindsey@Disney.com)
- ENROLLMENT:** Open through **September 20, 2007**
- NOTE:** Class fees must be paid no later than the 3rd session and no refunds will be made after the 3rd session. Minimum class size is 8 students.
- TO REGISTER (2 OPTIONS):**
- To register on-line for the class go to <http://asgorangeempire.org/calendar/>
 - Or, fill out Registration Form below using your credit card or make check payable to "ASQ Orange Empire Section 0701" and mail both to: **Attn: Margaret Benavides, 15800 Alton Parkway, M.S. 145, Irvine, CA 92618**
- Note: To register for the Exam, go to <http://www.asq.org>**

CQE

Exam Refresher Course Mail-In Registration Form

To pay online, go to www.orangeempire.org

STUDENT NAME: _____

WORK PHONE: _____ **HOME PHONE:** _____ **EMAIL:** _____

ADDRESS: _____

If paying by credit Card: Type of Card: Master Card _____ **Visa** _____ **Charge Amount:** _____

Credit Card Number: _____ **Auth Code (Last 3 digits from card back):** _____

Expiration Date: _____ **Cardholder Name (Printed):** _____

Cardholder Signature: _____ **Telephone:** _____

Cardholder Address (if different): _____

Cardholder Phone Number (if different): _____

Please post a copy in your workplace



Orange Empire Section 0701

SIX SIGMA BLACK BELT CERTIFICATION EXAM PREP

SPONSORED BY: Orange Empire Section 0701, ASQ

EXAM DATE: March 1, 2008

EXAM APPLICATION DEADLINE: January 11, 2008

LOCATION: Alcon Laboratories, located at 15800 Alton Parkway, Irvine, CA.

Exit 405 Freeway at Sand Canyon, go right on Alton Parkway ¼ mile to Telemetry; turn right into Alcon parking lot. Turn left to employee entrance parking lot. Use Employee Entrance. Room assignment will be made on the first night.

COURSE FEE: \$400.00 (A bargain compared to thousands more \$ for other Six Sigma courses) **RUs:** 4.5

TIME: 6:00 p.m. – 9:00 p.m.

SESSIONS/DATES: 15 sessions total: **Thursdays** from **November 1, 2007** to **February 28, 2008.**

Will cover: Enterprise Deployment, Business Process Mgmt, Project Mgmt, Six Sigma Improvement Methodology & Tools (Define, Measure, Analyze, Improve, & Control), Lean Enterprise, & Design for Six Sigma. Plus, strategies/tips for preparing & taking the exam.

REFERENCE BOOK: Certified Six Sigma Black Belt Primer & Solution Text (Required)

TEXT COST: \$110.00 for Six Sigma Black Belt Primer (816 pages) & Solution Text. *Purchase directly through the Quality Council of Indiana @ 1-800-660-4215.*

INSTRUCTORS: Linda Howe Garriz (linda.garriz@alconlabs.com)
Mark Lindsey (Mark.Lindsey@disney.com)

ENROLLMENT: Open through **January 11, 2008**

NOTE: Class fees must be paid no later than the 3rd session and no refunds will be made after the 3rd session. Minimum class size is 8 students.

TO REGISTER (2 OPTIONS): 1. To register on-line for the class go to <http://asqorangeempire.org/calendar/>
2. Or, fill out Registration Form below using your credit card or make check payable to "ASQ Orange Empire Section 0701" and mail both to: **Attn: Margaret Benavides, 15800 Alton Parkway, M.S. 145, Irvine, CA 92618**

Note: To register for the Exam, go to <http://www.asq.org>

SIX SIGMA BLACK BELT CERTIFICATION EXAM PREP

Exam Refresher Course Mail-In Registration Form

To pay online, go to www.orangeempire.org

STUDENT NAME: _____

WORK PHONE: _____ **HOME PHONE:** _____ **EMAIL:** _____

ADDRESS: _____

If paying by credit Card: Type of Card: Master Card _____ **Visa** _____ **Charge Amount:** _____

Credit Card Number: _____ **Auth Code (Last 3 digits from card back):** _____

Expiration Date: _____ **Cardholder Name (Printed):** _____

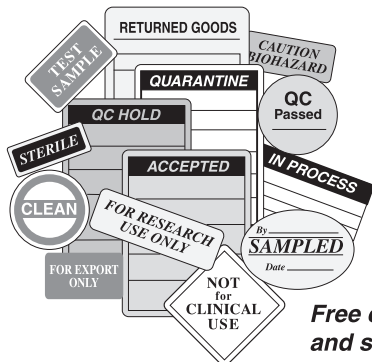
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WWW.MEDEXECINTL.COM

0206

SPECIAL RECOGNITION OF VOLUNTEERS

The strength of the Orange Empire Section relies on our great volunteers. These wonderful people devote hours of their time to make our Section one of the best in the world. The Section Officers and Committee Chairs have many others that help them with their efforts. Since these helpers often work behind-the-scenes, they may not receive the recognition that they deserve. Please join the Leadership Team in extending sincere thanks and gratitude to these dedicated volunteers. These individuals are: Letha Alvarez, Ed Arpawong, Dale Becker, Lourdes Bernal, Tim Cole, William Gilliam, Don Kennelly, Eunice Lee, Mark Lindsey, Jane Lui, Bob Mehta, Don Shannon, Gary Smith, Julie Smith, Susan Willis and all of the active Boosters.

Have you Moved? Changed Jobs? Changed E-mail Address?

If so, don't forget to update your member information with the ASQ National. Contact customer service at 1-800-248-1946 and have your member number ready. You can e-mail the info to cs@asq.org. Or log onto www.asqnet.org, go to My Account and update the info yourself.

Please update your e-mail so we can keep in contact with you.



Become
a **ASQ**
Booster

ASQ Orange Empire Booster Program requirements

ASQ Orange Empire Section 0701 continues to reach out and promote our name in the community. As a Booster, you are providing growth opportunities for your colleagues and acting as a valuable source of information for our local Quality Professionals.

1. Act as a company's primary contact between the ASQ Orange Empire Section and your company.
2. Promote and distribute information regarding Section learning and networking opportunities. Events may include training activities, seminars, educational programs and refresher programs. You should notify your company's Management, Quality Personnel and other interested individuals. You are encouraged to communicate with your acquaintances at other companies.
3. Reach out to other professional organizations and promote ASQ as the leader of the Quality Profession with educational benefits available.
4. Attend a meeting to keep up with new activities and offer feedback on your professional needs.
5. Support the Orange Empire Section Membership Chair and committee personnel in retaining members and helping the Section membership grow.
6. Earn one and one-half (1.5) Recertification Units (RUs) per year for participating as a Booster by providing reports of your activities to the Booster Chair(s).

ASQ Orange Empire Booster List

Maria Arciga-Morales	B. Braun Medical	Maria.Arciga-Morales@bbraun.com	(949) 660-3238
Brandon Baghaei	Oakley, Inc.	bbaghaei@oakley.com	
Mark Belgen	ASP, Johnson & Johnson	mbelgen@aspus.jnj.com	(949) 789-3914
Margaret Benavides	Medtronic	margaret.benavides@alconlabs.com	(949) 399-1520
		qamargaret@hotmail.com	
Patricia Brinker	Lifemed of California	patb@lifemedofcalifornia.com	(714) 851-9987
Linda Garriz	Alcon	linda.garriz@alconlabs.com	(949) 753-1393 x 6400
Daryl Gutting	Beckman Coulter, Inc.	DMGutting@beckman.com	(714) 773-8842
Sheri Langerman	Bio-Rad Laboratories	Sheri_Langerman@bio-rad.com	(949) 598-1526
Mark Lindsey	Disneyland	Mark.Lindsey@Disney.com	(714) 273-2678
Liza Madrid	SPS Technology, Inc.	lmadrid@spstech.com	(714) 850-3680
Carl Martin	Allergan	martin_carl@allergan.com	(714) 246-4464
Ed Matthews	Honeywell Building Solutions	ed.matthews@honeywell.com	(714) 562-3038
Aaron Reddoch	Kent Landsberg	aaronreddoch@yahoo.com	(714) 325-8646
Ken Seider	Gateway	Ken.Seider@gateway.com	
Pam Tueller	Alcoa Fastening Systems	pam.tueller@alcoa.com	(310) 784-6523
Gene Underwood	Retired	hillbillie9@aol.com	(949) 830-2262
Jaime Valdivieso	Balseal Engineering	pfajaim@cox.net	(949) 460-2211

Contact Information: Patricia Brinker | patb@lifemedofcalifornia.com

Why join the Orange County Section leadership team?

- **Feel Good** – People volunteer for an endless variety of reasons. Many people want to gain experience, acquire new skills, meet new people, or expand their network of contacts as a way to get a new job or start a career. Others just want to give back to their community, to help a friend or promote a worthwhile activity. They do it because it makes them feel good.
- **Be part of the action** – As a Section Volunteer, you will have the opportunity to select and participate in planning and administrating one or more of the Section's programs. Our volunteers make it happen and you can be part of the action.
- **Increase your skills** – ASQ provides specialized training on all aspects of Section leadership and administration. Volunteering provides a wonderful learning opportunity. When we volunteer to take on a specific job, we will gain experience and learn something new. Often we will be asked to perform a task that we haven't done before or take on a new leadership role.
- **Earn Recertification Units** – Members with certifications can earn RU's by working as a Section volunteer.
- **Further your career** – When working towards a common project or goal we form lasting relationships. We get to know others in a special way that also leads to future opportunities for all of us.
- **Support the society** – Volunteers provide direct operational and administrative support to the many Section and Regional activities. You can become a vital member of one of the many committees needed to lead the Society's programs. As a committee chair, committee member, or Section officer, you can take pride in knowing you have supported your society.
- **Service to your community** – Volunteers aren't paid with money, but with satisfaction. Volunteering is about giving, contributing, and helping other individuals and the community at large. We can choose to participate at a level tailored to our individual capabilities. As volunteers we work with others to make a meaningful contribution to a better community.
- **Enjoy fun and fellowship** – Enjoy the fellowship of other Volunteers at meetings, training sessions, programs, award ceremonies and social events. Section Volunteers make lasting, meaningful friendships. When volunteering, we are not only networking, we are also making friends for life.

QUALITY in the trenches



Who is coming behind us?

"Gentlemen, where are my keys?"

- Mr. Gilbreath

In September 1972, my high school counselor informed me that the Woodshop class was full and I could not choose the class as an elective during my freshman year at Charter Oak High School in Covina, California. She informed me that if I chose Drafting or the Auto-Metal class the first semester, I could transfer during the second semester to Woodshop, as they were to create more classroom space due to the demand. I chose the Auto-Metal class.

Prior to my very first Auto-Metal class, I noticed a lone figure out on the track field while I was weightlifting for my preparation of the upcoming baseball season. I was later to understand that it was my Auto-Metal teacher (Mr. Gilbreath) who was that lone figure at 6 AM (2 hours prior to his first class).

As I showered and dressed for my first class, Mr. Gilbreath did the same. As we walked parallel to the classroom that would change my life forever, I was the timid freshman he was the seasoned teacher.

The door at 7:55 AM was locked and closed shut to the Auto-Metal class. The Woodshop next door was already opened and students were gleefully chatting of the upcoming year full of "flying geese" and dressers.

At 8:00 AM sharp, the door to Auto-Metal hell was opened. Mr. Gilbreath with Marine dress and guidance stick in hand, did his best General Patton impression and we were speechless.

Prior to role call, he observed that we were all a little sleepy-eyed. He demanded 25 pushups right there in the hallway! Eighteen, Nineteen. "Gentlemen you are not parallel to the ground, butts down" Twenty. Twenty-one, Twenty-two (you could hear the strains of those "less in shape") twenty-three, twenty four and strain, Twenty-five.

As we stood (some staggered) Mr. Gilbreath took role. When he got down to the "S, s", he looked down at me (I was then 5'6" and he was 6', I would later grow to a strapping 5'9") and said "Mr. Shibley you are neither sleepy nor breathing hard, this gentleman is prepared!" so I was the first to enter the room alone, to take my seat.

In this strange room, was a room full of *Le-Blond* engine lathes, *Bridgeport* milling machines and *Browne and Sharpe* Grinders. And the smell! The smell of engine oil and machine oil, it was cologne that sent my senses climbing! As the students staggered in one-by-one, we sat down in front of the 10 commandments of safety and teamwork.

We also noticed that three stoners (remember this was the 70's) did not make the "cut" and were sent back to the office for "reassignment".

As we were read the commandments, little did I know, my life was starting its career path. Over the next four years (it was only a two year class, but due to my love for Mr. Gilbreath and the metal industry, he allowed a few students to be "vocational instructors, the Junior and Senior years, and I was one of the "chosen few") my view on auto-metal and more importantly the impact of Mr. Gilbreath changed my life.

After you earned his trust (which was no easy task) he would allow the vocational instructors, the privilege of opening up "shop" and closing up "shop". Often, we would misplace the infamous keys and at closing time the famous shout that was heard for over 30 years in the High School shop, "Gentlemen where are the keys"?

A real time look at the Quality Professional in today's ever changing world with the events that define and shape the Quality arena.

This statement was powerful. One; that you had earned his trust to be able to be given the keys and secondly, that the one who was a key keeper, learned life lessons of leadership, wisdom and trade skills. Over those next few years, I found myself joining Mr. Gilbreath, on those cool morning runs. There, I learned that he had given up a prestigious job with General Motors to become a high school shop teacher. The salary was about one tenth of what he had given up but he believed he had a calling to teach “young men” (yes ladies in the eighties the school district opened auto-metal up to all sexes).

When I began my apprenticeship at a local machine shop, Mr. Gilbreath demanded a tour of the shop. There with me, I saw the marine cry. On a cool September morning in 1977, he asked me to prepare to address the incoming freshmen on the first day of school. I asked for and was granted that morning off by my employer. As I quietly listened through the closed door, I heard a now legendary voice proclaim - “I observe that you are all a little sleepy eyed and I expect 25 pushups now!”

Mr. Gilbreath and I stayed in contact over the next 20 years. He attended my first wedding and gave me a family bible. When he passed away, the funeral home could not hold the amount of mourners. Mr. Gilbreath changed several thousand lives. His discipline, courage (he passed away from cancer, which the last few years he taught with that condition) and wisdom launched many professionals that impacted the world of manufacturing and quality.

I would hope that I have impacted the quality world in some manner offering homage to Mr. Gilbreath’s legacy, but is it enough?

Are we training those who are coming behind us? Is there anyone coming behind us? Let me encourage all of us, to consider a search for apprentices- those that desire a future in Quality. We can lead them to specific training opportunities. We can share our life experiences and build up a force of Quality leaders that will carry the torch.

Has there been a Mr. Gilbreath in your life? If so, and the opportunity still exists, give them a call, you would be surprised of the impact you made in their life as well - a lesson to us as we prepare the next Quality generation.

“Ladies and Gentlemen, where are THE keys?”

Now we are the survivors. Impact our profession. Leave a legacy of success. Win the war in the trenches.

Daniel Shibley
Quality Manager, The Adams Campbell Company



Daniel Shibley has been in the Quality field since 1976 and currently is the Quality Systems Manager at the Adams Campbell Company. Questions and comments regarding this article may be e-mailed to: dsibley@adamscampbell.com

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WHY BECOME CERTIFIED? In today's world, where quality competition is a fact of life and the need for a workforce proficient in the principles and practices of quality control is a central concern of many companies, certification is a mark of excellence. It demonstrates that the certified individual has the knowledge to assure quality of products and services. Certification is an investment in your career and in the future of your employer.



Exam	Next Exam Prep Start Dates*	Exam Dates	Application Deadline
Six Sigma Black Belt (SSBB)	November 15, 2007	March 1, 2008	January 11, 2008
Manager of Quality/Organization Excellence	January 2, 2008	March 1, 2008	January 11, 2008
Certified Mechanical Inspector (CMI)	January 7, 2007	March 1, 2008	January 11, 2008
Certified Quality Technician (CQT)	January 7, 2007	March 1, 2008	January 11, 2008
CQA-Biomedical (CQA-Biomedical)	January 3, 2007	March 1, 2008	January 11, 2008
Certified Reliability Engineer (CRE)	None at this time.	March 1, 2008	January 11, 2008
HACCP Auditor (CHA)	None at this time.	March 1, 2008	January 11, 2008
Certified Quality Engineer (CQE)	March 5, 2008	June 7, 2008	April 4, 2008
Certified Quality Auditor (CQA)	April 7, 2008	June 7, 2008	April 4, 2008
Certified Six Sigma Green Belt (SSGB)	None at this time.	June 7, 2008	April 4, 2008
Certified Software Quality Engineer	April 7, 2008	June 7, 2008	April 4, 2008
Certified Quality Improvement Associate	None at this time.	June 7, 2008	April 4, 2008
Certified Calibration Technician (CCT)	None at this time.	June 7, 2008	April 4, 2008
Quality Process Analyst	None at this time.	June 7, 2008	April 4, 2008

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