

SCOPE



The Official Newsletter of the ASQ Orange Empire Section

August 2008

Section Chair Column - ASQ Letter from the Chair



ASQ Orange Empire Section (0701) is one of the top 10 ASQ sections in the USA with about 1500 members. We have monthly dinner meetings on the second Tuesday of every

month, which definitely provide a “bang for your buck.” We have between 70-100 attendees at each meeting. We provide a choice of 2 clinics, followed by dinner and a presentation. If you have not attended an ASQ Dinner Meeting, I encourage you to check us out. If you would like to be included on our list to receive Dinner Meeting invitation e-mails, please send me an e-mail. One of the many benefits for attending the meeting is that you learn something new; either from the speaker or from other attendees who share some quality-related ideas. It’s a fun way to enhance your knowledge and network with quality professionals from different industries. In addition, you receive recertification points for attending.

ASQ Orange Empire Section has great leadership committee members and many volunteers who provide their valuable time for different activities. In future issues of Scope, I will recognize volunteers who provide their valuable service for different activities. In this edition, I would like to recognize the following volunteers who served as proctors for the past few years:

Dale Leuer, Carl Martin, and Patrick Natcher – These 3 proctors have provided valuable service for the past 1-3 years. They abide by the Proctor Code of Ethics and provide support for examination sign-in, test monitoring, and sign-out activities. Their commitment and help to set-up examination rooms and start exams on-time is greatly appreciated. At the next dinner meeting in August, they will be wearing special badges. If you meet them, thank them for their valuable service.

On behalf of ASQ Section 0701, I would also like to thank **Margaret Benavides** and **Linda Garriz** for allowing us to use the Alcon Irvine facility for the past few years for exams and ASQ exam preparation training. On the day of the exams, Margaret arrives to the facility first and goes home last. In addition, she provides services such as making copies of necessary forms and also assists with answering any questions related to the facility.

In the 21st century, most organizations sell their products globally. As such, we most often hear and read about “world-class”. To be world-class, an organization shall meet 4 key principals:

1) Implement lean manufacturing concepts to reduce waste - Lean is a set of “tools” that helps in the identification of waste (muda). By eliminating waste or non-value added activities, the organization can improve cost and production time that ultimately helps to improve the quality of products. One should keep in mind that Lean applies to the entire organization. Although individual components or building blocks of Lean may be tactical and narrowly focused, we can only achieve maximum effectiveness by using them together and applying them cross-functionally throughout the system.

2) Use of six-sigma methodologies to reduce variation - Using statistical techniques to measure and reduce process variation with the primary goal of achieving improvements in service/product quality, performance, and cost.

3) Employee involvement – The World Class Organization offers training in a variety of skills such as employee involvement / empowerment, coaching and leadership, team building, communication and feedback, problem solving, managing change, etc., that successful organizations have found to be essential in developing world-class employees, services, and products.

4) Committed and involved leadership – In order to make the three principles listed above possible, it is important that a successful organization has committed and involved leadership team. The leaders create a clear
(continued on p.6)

Monthly Dinner Meeting



For clinic # 1, “*Quality in Rough Economic Waters*” given by **Dan Shibley**, we will learn the realities of conducting our business in a rough economy, the environment of business in a economically challenged

workplace and some usefull tools that will help us cope with stressful situations in our quality world. Customer perceptions, company expectations and ISO reality will be discussed.

For clinic # 2 we’ve got **Luke Foo**, QA/QC Director from Spectrum Pharmaceuticals, speaking on “*Quality Practices at the Santa Cruz Guitar Company*”. He will share the experience he had when

he visited the Santa Cruz Guitar Company last year, and together with special guest speaker, **Richard Hoover**, they will unlock the secrets of guitar sound and construction. It is sure to generate some good vibrations.

For the dinner speaker, **Mr. Peter J. Gluck**, Shareholder, Greenberg, Trauwig LLP, Intellectual Property & Technology; Globalization & Commercialization, will present “*All you wanted to know about copyright creation, clearance, and licensing, but were afraid to ask*”. This brief talk shall aspire to present copyright matters having practical applications for Engineers, along with basic definitions underpinning of the copyright act, creation, maintenance, licensing and related topics as they relate to engineering quality, followed by Q & A.



Dan Shibley



Luke Foo



Peter J. Gluck

Dan currently serves as editor of Orange County SCOPE which is the position he has been in for the past 3 years. Dan is also the author of the “Quality in the Trenches” articles that are written monthly in SCOPE. Dan is an ASQ Senior member and a participating author in the ASQ future study that has been recently published. Dan has been in the Quality field since 1976 and has been certified by NASA & Lawrence Livermore National Laboratory while working in the Silicone Valley. Dan is also a certified internal auditor/management representative, which he has been for ISO QMS systems in Los Angeles/ Orange counties, as Dan has taken three major manufacturing companies into ISO registration over the last eleven years. Dan has been a Quality Manager/Management Representative for the last 21 years.

Luke Foo is currently the QA/QC Director at Spectrum Pharmaceuticals. He holds the position of Secretary with the ASQ Orange Empire section. He is also a guitar aficionado, loves to play and collect fine guitars.

Special guest speaker, Mr. Richard Hoover, proprietor and spiritual leader of the Santa Cruz Guitar Co., is one of the founding fathers of the golden age of luthiery. His guitars are world renowned for their sound quality, and have won many prestigious awards.



Peter Gluck counsels his clients with respect to patents, trademarks, copyrights and related intellectual property matters. He has extensive experience in offering strategic patent asset management advice in the corporate setting. Adept at dealing with patent validity and infringement matters, licensing, valuation and collateral IP issues, Peter has co-produced more than 400 U.S. patents for clients across the technical spectrum, with a strong focus on the medical device industry. Peter has been interviewed and aired on several national and local TV news programs with regards to his involvement with the Astounding Inventions Competition and child inventor, Michelle Chow, whose invention Greenberg Traurig is patenting pro bono.

Leadership Team 2008

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

Welcome New Members



Efraim A. Abreu
Savita Bhakta
Alfred Chan
Donald J. Downs
Xiaomin Fang

Nestor L. Garcia
Vimal P. Ghuman
Ji Gil
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Veronica Guzman
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Fred Nardone
Anthony Natale
Donald A. Remmel
Karishma Tejwani
Khai T. Trinh

Dan Trojacek
Lyle E. Verplanck
J. Alex Zeballos

Not receiving e-mail notifications of upcoming events? Call headquarters at 800-248-1946 and request the necessary changes, or e-mail them at help@asq.org

Mail Recertification Packages to:

Mark Belgen, ASP , Johnson & Johnson, 33 W. Technology Drive, Irvine, CA 92618

Exam	Next Exam Prep Start Date	Exam Dates	Application Deadline
Six Sigma Black Belt	July 2008	Oct 18, 2008	Aug 15, 2008
Manager Quality/ Organizational Excellence	August 2008	Oct 18, 2008	Aug 15, 2008
Certified Quality Inspector (CQI)	August 2008	Oct 18, 2008	Aug 15, 2008
Certified Quality Technician (CQT)	August 2008	Oct 18, 2008	Aug 15, 2008
CQA - Biomedical	August 2008	Oct 18, 2008	Aug 15, 2008
Certified Reliability Engineer (CRE)	None at this time	Oct 18, 2008	Aug 15, 2008
HACCP Auditor (CHA)	None at this time	Oct 18, 2008	Aug 15, 2008
Certified Quality Engineer	September 2008	Dec 6, 2008	Oct 3, 2008
Certified Quality Auditor	October 2008	Dec 6, 2008	Oct 3, 2008
Certified Six Sigma Green Belt	None at this time (consider SSBB)	Dec 6, 2008	Oct 3, 2008
Certified Software Quality Engineer	None at this time	Dec 6, 2008	Oct 3, 2008
Certified Quality Improvement Associate	None at this time	Dec 6, 2008	Oct 3, 2008
Certified Calibration Technician	None at this time	Dec 6, 2008	Oct 3, 2008
Quality Process Analyst	None at this time	Dec 6, 2008	Oct 3, 2008

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.

Upcoming Certification Courses



Certified Quality Auditor - Biomedical Exam Refresher/Prep Course

Exam Requirements: Completed project(s) required to take certification exam but not required to participate in the course to receive an overview & earn 3.6 CEU's/RU's. See www.asq.org for more information on the exam.

Location: Alcon Laboratories, 15800 Alton Prkway, Irvine, CA

Course fee: \$400 plus cost of textbooks. Scholarships are available - contact Education Chair.

Time: 6:00 pm - 9:00pm. 3 RU's will be given for this 30 hr course.

Session/Dates: 10 sessions total: Wednesdays from August 13, 2008 to October 15, 2008.

Will Cover: Food, Drug, & Cosmetic Act, Quality System Regulation, Medical Device Directive, ISO 9000:2000, ISO 13485, Audit Requirements, QSIT Domestic and International Standards and Guidelines, Sterilization, Biocompatibility, Environmental Control, Software, Laboratory Testing, etc. Also covers strategies/tips for preparing & taking the exam.

Reference Books: The Biomedical Quality Auditor Handbook, ASQ Quality Press (Order #H1171), Member price \$75, List price \$95

Quality Audit Handbook, 2nd Edition, ASQ Quality Press (Order # E1046), \$70

Instructors: Various; instructors are selected based on their subject-matter expertise.

Enrollment: Open through September 3, 2008

Certified Quality Inspector/ Quality Technician Exam Refresher/Prep Course

Exam Requirements: Completed project(s) required to take certification exam but not required to participate in the course to receive an overview & earn 3.6 CEU's/RU's. See www.asq.org for more information on the exam.

Location: Alcon Laboratories, 15800 Alton Prkway, Irvine, CA

Course fee: \$400 plus cost of textbooks. Scholarships are available - contact Education Chair.

Time: 6:00 pm - 9:00pm. 3 RU's will be given for this 30 hr course.

Session/Dates: 10 sessions total: Wednesdays from August 13, 2008 to October 15, 2008.

Will Cover: Inspection & Test techniques and Methods, Metrology, Calibration, GD&T, Basic Statistics, Statistical Process Control, Capability Analysis, Acceptance Sampling, etc. Also covers strategies/tips for preparing & taking the exam.

Reference Books: Quality Council of Indiana CQI or CQT Primer. Latest edition with solutions required. Purchase the text directly through the Quality Council of Indiana at 1-800-660-4215 or www.qualitycouncil.com prior to the first class.

Griffin, Quality Technician's Handbook, Latest edition recommended.

Instructors: Aaron Reddoch (Aaron.Reddoch@Landsberg.com) and Linda Garriz (Linda.Garriz@AlconLabs.com)

Enrollment: Open through September 3, 2008

Upcoming Certification Courses

Manager of Quality & Organizational Excellence Exam Refresher/Prep Course

Exam Requirements: Completed project(s) required to take certification exam but not required to participate in the course to receive an overview & earn 3.6 CEU's/RU's. See www.asq.org for more information on the exam.

Location: Alcon Laboratories, 15800 Alton Prkway, Irvine, CA

Course fee: \$400 plus cost of textbooks. Scholarships are available - contact Education Chair.

Time: 6:00 pm - 9:00pm. 2.7 RU's will be given for this 27 hr course.

Session/Dates: 9 sessions total: New night: Mondays from August 11, 2008 to October 13, 2008. No class on Labor Day Sept. 1, 2008

Will Cover: Leadership, Strategy Development & Deployment, Quality Management Tools, Customer Focused Organizations, Supplier Performance, Management & Training/Development. Plus, strategies / tips for preparing & taking the exam.

Reference Books: Certified Quality Manager of Quality/Organizational Excellence Handbook (Required), Cost \$63, available from ASQ Quality Press at <http://qualitypress.asq.org>, item # H1264 or call 800-248-1946.

The Memory Jogger II - Pocket Guide of Quality & Planning Tools (Recommended). Cost \$10.95, available from GoalQPC at <http://www.goalqpc.com> or call 800-643-4316.

Instructors: Eliot Dratch (DratchE@aol.com) 714-993-1220 ext. 270. Mark Lindsey (Mark.Lindsey@disney.com), cell: 714-273-2678

Enrollment: Open through September 8, 2008

Certified Quality Engineer Exam Refresher/Prep Course

Exam Requirements: Completed project(s) required to take certification exam but not required to participate in the course to receive an overview & earn 3.6 CEU's/RU's. See www.asq.org for more information on the exam.

Location: Alcon Laboratories, 15800 Alton Prkway, Irvine, CA

Course fee: \$500 plus cost of textbooks. Scholarships are available - contact Education Chair.

Time: 6:00 pm - 9:00pm. 4.2 RU's will be given for this 42 hr course.

Session/Dates: 14 sessions total: Thursdays from Sept 4, 2008 to Dec 4, 2008. No class on Thanksgiving Day Nov 27, 2008. 1 additional class will be scheduled.

Will Cover: Management & 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; and exam tips.

Reference Books: CQE Primer + Solution Text, Quality Council of Indiana (required). Cost \$105.

Purchase the text directly through the Quality Council of Indiana at 1-800-660-4215 or www.qualitycouncil.com prior to the first class

The Certified Quality Engineer Handbook (recommended),

Gryna, Quality Planning and Analysis, Latest edition (recommended).

TI 36X Statistical Calculator (required).

Instructors: Linda Howe Garriz (Linda.Garriz@Alconlabs.com). Mark Lindsey (Mark.Lindsey@disney.com), cell: 714-273-2678

Enrollment: Open through October 9, 2008

To Register For the Class: go on-line at www.asqorangeempire.org/calendar/calendar.htm

To Register For the Exam: go on-line at <http://www.asq.org>

Continued from page 1:

vision and support initiatives for lean and six-sigma while involving employees in problem solving and managing change. In order to inspire employees, the leaders should reward employees for their efforts to reduce cost and improve cycle time. In addition to the 4 principals listed above, the organization MUST understand customers and their needs. To be recognized as a "World Class Organization", the organization shall translate customer needs and quality attributes into products and CONSISTENTLY meet and / or exceed customer expectations.

- Bob Mehta

HIGHLIGHTS FROM LAST DINNER MEETING



July clinic speaker Angeline Shilpa Joseph receives certificate from Melanie Cummings in recognition of her presentation "An Empirical Study on the Impact of Six Sigma and Quality Improvement Programs on Manufacturing and Service Companies".



Gene Underwood (left) installs the Section 0701 officers for 2008-2009, Bob Mehta (Chair), David Vu (Vice Chair), Vinay Goyal (Treasurer). Luke Foo (Secretary) could not be present.



July dinner speaker Ric Van Der Linden receives certificate from Dave Nagy in recognition of his presentation "Change: The Secrets to Success".



July clinic speaker, Linda Garriz-Howe, teaching Statistical Decision Making: Nonparametric Statistics

SCOPE Ad Rates:

Ad Size	Inch Size	1 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

Ad Size	Inch Size	1 Issue	6 Issues	12 Issues
Business Card (1/8 Page)	3.667" x 2.36"	\$35	\$195	\$350

Checks should be made to: ASQ Orange Empire Section, and mailed to ASQ, PO Box 14183, Irvine, CA 92614, with ad copy, instructions for placement, and frequency. SCOPE Editor: Dan Shibley 626-330-3425 or dshibley@adamscampbell.com.

Quality Drink

by Harish Makker

August is the **National Water Quality Month**. It is timely, therefore, that we think about what role we as Quality Professionals can play to alleviate the world water problem.

The July 2008 issue of **SCOPE** made fascinating reading. The one thought that really stuck with me was from Daniel Shibley's article, "QUALITY In The Trenches",

"To educate those in our lives on the living education is to be always mindful that we are Quality professionals in our homes as well."

I wholeheartedly agree. To be Quality conscious is to not only monitor and implement Quality in the workplace, but to live, dream, and breathe Quality; to eat Quality and to DRINK Quality.

Quality water, that is.

What we in the western world take for granted is a luxury in many parts of the world. Clean water is a dream for a significant portion of humanity. Lack of attention to Quality can wreak havoc; nowhere is this better exemplified than in the health problems of people in many parts of the world from use of contaminated water and lack of oral hygiene.

According to a World Health Organization (WHO) report:



-E. coli Bacteria and other potentially dangerous microbes in poor Quality water play havoc with the health of people (What can go wrong?).

-Every year more than 3.4 million people die from using contaminated water. In developing countries, twice as many people die from diarrheal diseases as from HIV/AIDS (What is the probability that it will go wrong).

-With simple hygiene measures such as washing hands after using the toilet or before preparing food, most of these deaths are preventable (How to prevent it?).

It is evident from the above that with simple education of masses about the importance of oral hygiene, incalculable benefits may be reaped. A simple Corrective and Preventive Action (CAPA) exercise would help countless numbers of people the world over and prevent wanton deaths.

"Quality is to be designed into the product. Testing alone cannot yield Quality products."

Two primary principles of Quality risk management are (ICH Q9 Tripartite Guideline title "Quality Risk Management" section 3):

- The evaluation of the risk to Quality should be based on scientific knowledge and ultimately link to the protection of the patient; and
 - Scientific data clearly establish contaminated water and lack of hygiene as major culprits behind deaths of a mind-boggling number of principally poor people the world over.
- The level of effort, formality and documentation of the Quality risk management process should be commensurate with the level of risk.
 - This is clearly a no-brainer. The effort required to educate the masses is certainly worthwhile; the level of effort needed to prevent countless tragedies pales in comparison to the benefit therefrom.

As Quality professionals we already have the mindset and the training to tackle problems of this nature. The magnitude of the problem is staggering. So is the potential satisfaction of helping alleviate the misery of the suffering humanity. Thinking about it makes for a good head start!

Send your comments to: Harish Makker at anaari@gmail.com

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

“Summer Blues: Another reason the DOW is down. *The markets saw a third day of selling today. While some may attribute it to the lower retail sales numbers, foreign interest rate worries or North Korean missile tests, I think it just may be the summer trading session. The market has been shooting up like crazy recently and it is time it takes a breather. Summer time has also been a historical rough time for the market, as it makes very little in gains. [Blogging Stocks](http://www.bloggingstocks.com)” <http://www.bloggingstocks.com>*

While reviewing a three year trend and anticipating a fourth summer of a five year review, I came to realize through the review of Cost of Quality Data (COQD) that without a doubt, cost of quality from June through August was significantly higher than any other three month period. Of the three-year analysis the next closest three-month cost was at a minimum one half of the summer months, the worst cost being three times higher than the closest three-month group.

As I began to digest these facts, I began to review the difference of the lot rejections in comparison. The greatest offender that were not summer months, were outside process defects that came to us “certified” yet still had rejections due to non-conformance of the standard required. This fact was true in each of the three years that we had data. Raw material defects, poor paint, defective silkscreen, rust and product damage from packaging made up over 90% of all rejects during “non-summer months”.

Curious as it was, in each of the summer months, rejections such as “Missing Holes”, “Quantity variances”, “Missing Hardware”, “Part assembled upside down”, “Missing Operation”, “Wrong dash number shipped”, “Parts shipped to wrong customer” and a variety of “How in the world did we do this” was the norm, not the exception!

So I started my Sherlock Holmes approach to find out what was the root cause.

A basic fishbone outline was used of Man, Materials and Methods. I added environment (both external and internal) and economic forces.

Of Man, I realized that about 50% of our labor forces were families with children under the High School age. I also realized that 90% of the workforce took their vacation time between June and August.

Of Materials, I concluded that our raw material OTD was less than 75% during each of the three years.

Of Methods, I realized that due to the heat (environment) that shortcuts were taken, to quicken the jobs through the shop, as fatigue claimed even the strong willed.

The internal and external environments demonstrated to me that the families with children, who for nine months were involved with the public schools between 7AM and 3PM, were now at home, doing what every parent's nightmare imagined, time on their children's hands. So guess where the parent's minds were (and cell phone conversations)? You guessed it! Worried about their children. Externally, we were hot, with temperatures on the manufacturing floor often reaching over 110 degrees.

Economically, thoughts raced to where the vacation money was to come from, or where we would find the money to pay for summer camp.

So as June approached, and the summer COQ monster was looking forward to a four-course meal, and a \$20K cost of quality bill, I gathered all of my information and shared it with each of the Supervisors.

We took proactive steps; we allowed an extra “parent” break for all concerned parents to call home and check on the kids, we bought Gatorade on hot days and wheeled it out to the employees. We contacted our metal suppliers and created communication about our OTD requirements. On the assembly line, we had mandatory stretching and maximum hours sitting.

We allowed families to post vacation pictures in the lunchroom and we had HR agree to pay the entire vacation check, even if the only used a partial amount of days.

The result, our lowest cost of quality/ defect rate in four years.

The summer blues can be beat, but it will take our soft skills of human relations to discover where we need to take the Gatorade and post the trip to Mammoth Lakes!

Ahhhh the beauty of fishbone analysis!

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. Please e-mail Dan with your questions and comments at dshibley@adamscampbell.com.

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Dave Nagy, Principal



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