

# SCOPE



The Official Newsletter of the ASQ Orange Empire Section

December 2009

## Section Chair Column - ASQ Letter from the Chair



I hope you enjoyed Thanksgiving holidays with your friends and family. The Orange Empire Section of the American Society for Quality (ASQ) wishes you and your family very best this Holiday

Season. As we near the end of another year, it is time to socialize with family and friends. This year, our December social event is on December 5<sup>th</sup>, at curtain call dinner theater (address: 690 El Camino Real, Tustin). Please make your reservation now and plan on being there.

During the monthly dinner meeting for the month of November, we honored 2 outstanding volunteers. Hassan Farah has been a Chief Proctor for the past about 2 years. Hassan coordinates exams at Alcon, Irvine facility, makes arrangements to have enough volunteer proctors, and does great job with utmost professionalism. Karen Gaynor, our recertification chair. I received e-mails from our satisfied members for Karen's exceptional service. Karen is also one of the LC members who like to stay in the background to provide exceptional service. My leadership team and I are happy to have both of you as volunteers and for your support to ASQ Section 0701.

In this issue, I would like to explore a term commonly used, which is Process Capability. **Process Capability** is defined as the total range of variation within a process including common and special causes.

A process is said to be in control or stable, if it is in statistical control. A process is in statistical control when all special causes of variation have been removed and only common cause variation remains. Capability is the ability of the process to produce output that meets specifications. A process is said to be capable if nearly 100% of the output from the process is within the specifications. A process can be in control, yet fail to meet specification requirements. In this situation, one would need to take steps to improve or redesign the process. There are three components of process capability.

1. Design Specification or customer requirement (upper and lower specifications limit)
2. The centering of the natural process variation ( $\bar{X}$ -bar)
3. Spread of process variation ( $s$ )

Now let's talk about **Process Capability Indices**.

The most commonly used and timed tested measures of process capability are  $C_p$ ,  $C_{pl}$ ,  $C_{pu}$ , and  $C_{pk}$ . On the next page, I have included graphical details quantifying process capability.

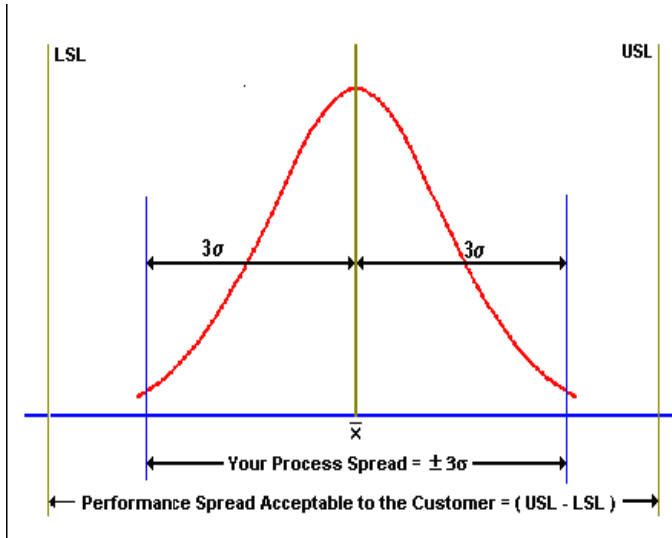
$C_p$  (Process Inherent Capability) measure how consistent is the process relative to the specifications limits and calculated using the following formula:

$$C_p = (\text{Upper Spec Limit} - \text{Lower Spec Limit}) / 6\sigma \text{ Actual}$$

$C_p$  is used for process capability for two sided specification limit. If a specification is one-sided (either has only upper spec or only lower spec limit),  $C_p$  is ignored and  $C_{pk}$  is calculated.

*continued on next page*

# Chair Column - continued from page 1



Cpl relates the difference between the center line and the lower spec limit to the standard deviation and calculated using the following formula:

$$Cpl = (\bar{X} - LSL) / 3\sigma$$

Cpu relates the difference between the Upper Spec Limit and the center line to the standard deviation.

$$Cpu = (USL - \bar{X}) / 3\sigma$$

Cpk (Process Capability) is calculated using specification limits, the standard deviation, and the mean. The index indicates whether the process is capable of producing within specification and is also an indicator of the ability of the process to adhere to the target specification. Cpk is calculated using the following formula:

$$Cpk = \text{Minimum} [(USL - \bar{x}) / 3\sigma, (\bar{x} - LSL) / 3\sigma]$$

A couple of points to remember, if  $\bar{X}$  is at target, then  $Cp = Cpk$  and  $Cpk$  will always be equal or less than  $Cp$ .

I wish you and your family Happy New Year!

**Bob Mehta**

**Chair - ASQ Section 0701**

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

## Welcome New Members



Harry Bennett  
Daniela Chapa Garcia  
Eric Johnson  
Dong Kim  
Michael Molony  
Chris Quesnel  
Wellington Rodrigues  
Luis Rosales  
William Ryan  
Kate Smith  
Elizabeth Tchinski  
Chris Thompson

All new members are eligible for free admission to a dinner meeting within 3 months of becoming a member. Please contact Vinay Goyal for a free voucher at [vinaygoyal@sbcglobal.net](mailto:vinaygoyal@sbcglobal.net)

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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](mailto:help@asq.org)



This year's December social event will be held at :

## CURTAIN CALL DINNER THEATER

### SINGIN' IN THE RAIN



**Saturday, December 5**

**Come join us, bring your spouse or significant other, for  
an evening of fun, food, and drink**

**For details & to register, click here:**

**[http://guest.cvent.com/i.aspx?1Q%2cM3%2c8d1e05df-  
d7e7-46f8-a892-f83d58c2bcd3](http://guest.cvent.com/i.aspx?1Q%2cM3%2c8d1e05df-d7e7-46f8-a892-f83d58c2bcd3)**

Please note there will be no clinic and dinner meeting in December

# Announcements

**New** positions available to ASQ Orange/Empire members:

TL 9000 Management Systems Certification Auditor  
QC Inspector  
Sr. Quality Engineer

Please visit [www.asqorangeempire.org](http://www.asqorangeempire.org) to apply for these positions.

## Posting Jobs

Employers wishing to promote company job openings can do so in just a few easy steps.

1. Go to [www.asqorangeempire.org](http://www.asqorangeempire.org)
2. Open the Career tab
3. If you are new to the website, register as an employer
4. Open the appropriate job category that corresponds to your job opening and enter the position's details
5. Click on submit an ad
6. Your job posting will remain active for 90 days. You may cancel or modify your ad by notifying the Career Chair

# Congratulations For Passing the Exam!

**Congratulations** to **22 Members** (Section 0701) who **passed** the 10/18/2009 certifications tests at Alcon Labs.

## **Certified Six Sigma Black Belts (11)**

Akagha, Kathy  
Cook, Laura E.  
Henderson, David  
Hoffman, Kevin  
Malamud, Herman L.  
Mapara, Apurva A.  
Marzzacco, Richard C.  
Regalado, Richard  
Simonsen, John E.  
Thompson, Ronald B.  
Tolman, Aaron

## **Certified Biomedical Auditor (5)**

Arciga-Morales, Maria  
Benavides, Margaret E.  
Beyersdorf, Jennifer  
Hicksted, Deniece N.  
Roberts, Kathleen M.

## **Certified Quality Inspector (2)**

Bui, Tony  
Pham, Quoc V.

## **Certified Quality Technician (2)**

Garcia, Roque  
Jackson, Greg B.

## **Certified Reliability Engineer (1)**

Mehta, Bhavan

## **Certified Manager of Quality/Organizational Excellence (1)**

Downs, Donald J.

**Congratulations** to **4 Members** (Section 0701) who **passed** the 10/14/2009 certifications tests at Society of Women Engineers in Long Beach, CA

## **Six Sigma Black Belt (3)**

De Los Santos, Gale U.  
Fu, Jason  
Hon, Raphael T.

## **Six Sigma Green Belt (1)**

Brewer, John C.

**Congratulations** to **2 Members** (Section 0701) who **passed** the 10/04/2009 certifications tests at Service Quality Conference in Long Beach, CA

## **Certified Quality Process Analyst (1)**

Boyd, Jeffery Brian



## Meet Aaron Reddoch - Treasurer



In addition to being a fun loving big bear of a guy and your section Treasurer, you may know Aaron as an instructor for some of our courses. Aaron is a quality professional in his field. Here is a short list of Aaron's accomplishments:

- Fluidmaster from 1993 to 2007 from Assembler to Quality Manager
  - Kent H. Landsberg 2007 to present as Regional Process Improvement Engineer (RPIE) for the Southwest region, and currently covering the Northwest as well
  - ASQ certifications CQI, CQT, CQE, CQA, CSSBB
  - Member of ASQ since around 1994 or so and now in a leadership role
  - Owner of [Petmallonline.com](http://Petmallonline.com) pet supplies web site
- Dual major bachelor's degree Philosophy and Religious Studies
  - ASQ Orange Empire refresher course instructor since about 2000. Currently teaching CQA with Mark Lindsey; have taught CQI/CQT and filled in for CQE classes.
  - Have done a couple of clinics over the years for the dinner meetings. One was a Lean class strictly in identifying wastes and the other was on the Internal Auditing changes of ISO 9001 from 1994 to 2000 revisions
  - A Master Mason with the Solomon's Staircase Lodge #357 in Buena Park where he is also the Marshal and publisher of the monthly newsletter
  - Married to his wife Pam of 6 years, no kids, two cats (Maui and Perla)
  - Likes to hike when he can find some spare time and has hiked to the top of Mount Whitney twice as well as San Gorgonio and Mount Baldy
  - Loves to travel. He and his wife have been to Egypt, the Caribbean (Honduras, Belize and Mexico), Florida and Hawaii in the past year.



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## Earn RU's For Your Writing



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- Imre A. Fischer Ph.D., PE, FACB, ASQ Fellow  
Chair, Awards & Recognition Committee and Past Chair  
Los Angeles Section of ASQ

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- MGT 471 Project Management
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## And the winner is....


**Hyung Kim** is the winner of the drawing at last month's dinner meeting. A winner will be announced at each dinner meeting, as a reward for attending the dinner.

So, don't miss your chance, sign up for the next dinner meeting. You could be the next winner!

## Congratulations to the following members who have sent in their recertification packages:

**Nazar Elkarim**  
**Harry Acosta**  
**Van P. Matheny**

**Pyi Maung**  
**Darrell Allen**



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### Mail Recertification Packages to:

Alcon Laboratories  
 Attn: Karen Gaynor QADC  
 15800 Alton Parkway, Mailstop 145, Irvine, CA 92618

Course	Next Exam Prep Start Date	Exam Dates	Application Deadline
CSSGB	Oct. 5, 2009	Dec. 5, 2009	Oct. 16, 2009
LSSBB	Nov. 5, 2009	Mar. 6, 2010	Jan. 15, 2010

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## Upcoming Certification Courses



### Lean Six Sigma Black Belt Certification Exam Prep Course

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

**Exam Date:** Mar. 6, 2010 **Exam Application Deadline:** Jan. 15, 2010

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

**Time:** 6:00 pm - 9:00pm. 4.5 RU's will be given for this 45 hr course.

**Session/Dates:** 15 sessions total: Wednesdays from Nov. 5, 2009 to Mar. 4, 2010. No session during Thanksgiving, Christmas, or New Year's week.

**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 Books:** Certified Six Sigma Black Belt Primer & Solution Text (Required). \$110.00 for Six Sigma Black Belt Primer (816 pages) & Solution Text. Order online at [www.qualitycouncil.com](http://www.qualitycouncil.com) or call 800-660-4215.

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

**Enrollment:** Open through Jan. 16, 2010. Class fee must be paid by the 3rd session. No refunds after the 3rd session. Minimum class size: 8 students.

**To Register For the Class:** go on-line at [www.asqorangeempire.org/calendar/calendar.htm](http://www.asqorangeempire.org/calendar/calendar.htm). Class fees must be paid no later than 3rd session.

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

### Certified Six Sigma Green Belt Exam Refresher/Prep Course

**Location:** North Orange County Community College, 1830 W. Romneya Dr, Anaheim, CA 92801 Room 114

**Exam Date:** Dec. 5, 2009 **Exam Application Deadline:** October 16, 2009. *ASQ SSGB certification requires three years of work experience in one or more of the Six Sigma Green Belt BoK.* The Six Sigma Green Belt Certification exam is a four-hour, 100 multiple-choice question examination.

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

**Time:** 6:00 pm - 9:00pm. 3.0 RU's will be given for this 30 hr course.

**Session/Dates:** 10 sessions total: Mondays from Oct. 5, 2009 to Dec. 4, 2009.

**Will Cover:** ASQ Book of Knowledge (BoK) elements which include Lean Principles, Design for Six Sigma, Project Management Basics, Team Dynamics and the core improvement methodologies of Six Sigma – Define, Measure, Analyze, Improve & Control. The course also includes basic statistics preparation, the use of Texas Instruments TI-36X statistical calculator and strategies/tips for preparing & taking the test.

**Reference Books:** *Certified Six Sigma Green Belt Primer & Solution Text* from Quality Council of Indiana **or** the *Certified Six Sigma Green Belt Handbook* from ASQ Quality Press. TI 36X Solar Statistical Calculator. Cost: Primer(578 pg.)\$65.00, Solutions Text: \$35.00 Ph: 800-660-4215, [www.qualitycouncil.com](http://www.qualitycouncil.com) CSSGB Handbook Item #H1290 \$73.00 Ph: 800-248-1946, [www.asq.org/quality-press](http://www.asq.org/quality-press)

**Instructors:** Dale Leuer ([d\\_leuer@sbcglobal.net](mailto:d_leuer@sbcglobal.net))

**Enrollment:** Open through October 15, 2009. Class fee must be paid by the 3rd session. No refunds after the 3rd session. Minimum class size: 8 students.