

# SCOPE



The Official Newsletter of the ASQ Orange Empire Section

September 2009

## Section Chair Column - ASQ Letter from the Chair



My year as Chair for fiscal 2008-2009 has come to a close in June 2009. I wanted to thank the Leadership Committee and the members who elected me as a Chair for the fiscal year 2008-2009.

At the end of the fiscal year, we completed the Annual Section 0701 Survey and I would like to provide you with an update.

The survey questions were in the following categories under each of these categories: 1) Perception of your section, 2) Section activities, 3) Overall satisfaction with your section, and 4) ASQ satisfaction and loyalty. I am pleased to announce that section's results are statistically significantly higher in EACH category when compared with section, region, and ASQ national results from previous years. I am extremely pleased to see the results for the following questions:

Question	2009 Section	2008 Section	2009 Region	2009 ASQ
My section leadership is accessible for questions, concerns, and suggestions.	77.1%	43.5%	52.8%	48.8%

My section offers useful courses and training for professional development in my field	72.7%	52.6%	37.7%	26.5%
My section offers significant networking opportunities with other professionals in my field	53.5%	36.8%	34.5%	28.3%

With the above results, I have now accomplished ALL three goals that I had set as a Chair for fiscal year 2008-2009: 1) Improve Members' satisfaction, 2) Cut costs, and 3) Inspire the younger generation to learn more about Quality. I wanted to thank our members for their trust and support last year. I wanted to thank my leadership team for their trust in me as a leader. It would have been impossible to accomplish all three goals without their support, dedication, and hard work. I also believe that we have significant opportunities for further improvements.

As you know, to accomplish my third goal, Edwards Lifesciences had provided a fund to give scholarships of \$ 1,000 to 5 high school students. We received 27 applications and essays on Quality. The essays were reviewed by a panel of three judges and five winners were selected. Edwards had held a reception for the scholarship recipients. I received the following e-mail from one of the scholarship recipient and would like to share it with you.

*continued on page 15*

## Leadership Team 2009

### Chair

Bob Mehta  
W: (949) 510-9138  
E-mail: [bobasq0701@gmail.com](mailto:bobasq0701@gmail.com)

### Vice Chair

Dale Leuer  
H: 714-970-5031  
E-mail: [d\\_leuer@sbcglobal.net](mailto:d_leuer@sbcglobal.net)

### Secretary

Lourdes Bernal  
W: (949) 727-7593  
E-mail: [Lourdes.Bernal@AlconLabs.com](mailto:Lourdes.Bernal@AlconLabs.com)

### Treasurer

Aaron Reddoch  
C: (714) 325- 8646  
E-mail: [aaronreddoch@yahoo.com](mailto:aaronreddoch@yahoo.com)

### Programs Chair

Dave Nagy  
W: (714) 883-9305  
E-mail: [daven@boleroassociates.com](mailto:daven@boleroassociates.com)

### Voice of Customer

Dale Leuer  
E-mail: [d\\_leuer@sbcglobal.net](mailto:d_leuer@sbcglobal.net)

### Career Chair

Sharon Dalmage  
E-mail: [sdalmage@sce.cc.ca.us](mailto:sdalmage@sce.cc.ca.us)  
Phone: (714) 808-4575

### Arrangements Chair

Ed Arpawong  
C: (949) 295-5574  
E-mail: [asq0701@cox.net](mailto:asq0701@cox.net)

### Publicity/Internet Chair

Steve Martin  
E-mail: [smartin@bristol-industries.com](mailto:smartin@bristol-industries.com)

### Education Chair

Margaret Benavides  
W: (714) 654-2479  
E-mail: [qamargaret@gmail.com](mailto:qamargaret@gmail.com)

### Certification/Renewals

Karen Gaynor  
W: (949) 753- 6248  
E-mail: [Karen.Gaynor@AlconLabs.com](mailto:Karen.Gaynor@AlconLabs.com)

### Examiner

Hassan Farah  
C: 909-261-3517  
E-mail: [hfarahasq@gmail.com](mailto:hfarahasq@gmail.com)

### Auditing Chair

Darrell Moyer  
H: (562) 795-5990  
E-mail: [darrellmoyer@sbcglobal.net](mailto:darrellmoyer@sbcglobal.net)

### Nominating Chair

Don Shannon  
E-mail: [don\\_shannon@cox.net](mailto:don_shannon@cox.net)

### Deputy Regional Director

Gene Underwood  
H: (949) 830-2262  
E-mail: [Hillbillie9@aol.com](mailto:Hillbillie9@aol.com)

### Membership Chair

Vinay Goyal  
W: (714) 773-8978  
E-mail: [vinaygoyal@sbcglobal.net](mailto:vinaygoyal@sbcglobal.net)

### Booster Chair

Sheri Langerman  
W: 949-598-1526  
E-mail: [sheri\\_langerman@bio-rad.com](mailto:sheri_langerman@bio-rad.com)

### ASQ Regional Director, Region 7

Ellias Monreal  
E-mail: [emonreal@itde.com](mailto:emonreal@itde.com)

### SCOPE Editor

Luke Foo  
W: (949) 743-9208  
E-mail: [Luke.Foo@sppirx.com](mailto:Luke.Foo@sppirx.com)

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

## Welcome New Members



Rudy Arp  
Michael E. Baumann  
Kevin Calvert  
Farshad Fahim  
Fostine Fischer  
Karla Furuta  
Vishal Kadakia  
Wally T. Lau  
Jason Lee  
Robert C. Magnusson  
Loc Nguyen  
Steve T. Phan  
Arlyn Rosa  
Ronald B. Thompson  
Brian Underhill  
Diane Vu

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)

## September 8 Dinner Meeting



*Doubletree Hotel,  
201 E. MacArthur  
Blvd, Santa Ana*

Directions: [http://  
maps.google.com/](http://maps.google.com/)

In clinic # 1, *Linda Garriz* will present *Lean Initiatives in Quality Assurance*. This

1-hour presentation will

share some of the tools and projects undertaken by the QA Team to achieve results at Alcon, which has had "lean" as part of its Manufacturing Culture for over 15 years. However, we were faced with a major challenge from management over the past year --- make the Quality Organization more lean! Each QA function was asked to deliver one or more lean initiatives with a goal of saving or avoiding over \$1 Million in costs to the company. The QA Team stepped up and were able to deliver a success story this year.

In clinic # 2, *Pritesh Patel* will present *Hypothesis testing using Minitab*. An extension of last months clinic on "Hypothesis testing using Minitab", this clinic will focus on ANOVA and how to use Minitab for ANOVA studies and the analysis of the Minitab outputs.

During dinner, *Jack Revelle* will present *Career in Statistics - A World of Opportunity*. One of the multitude of tools employed by quality professionals and especially quality engineers is applied statistics. This presentation covers the

broad variety of areas where and how statistics are applied in business (including manufacturing, marketing and engineering), health care (including epidemiology, public health, pharmacology, and genetics), education including statistical modeling, science writing and journalism), research, social statistics, and natural resources. For those who are interested in learning more about being or becoming a professional statistician, this presentation looks at educational and skill requirements as well as career opportunities.

### Session Take-Aways:

1. Greater understanding of what statisticians do and where they do it
2. Detailed appreciation of how quality professionals interface with both internal and external statisticians
3. Increased comprehension of what statisticians know and what they don't know.
4. Additional awareness of how to make the best use of applied statisticians

*Sign-up using Cvent, a new registration tool, by clicking here:* [http://guest.cvent.com/i.aspx?](http://guest.cvent.com/i.aspx?5S_M3_398bc2ce-ce59-4a11-8601-da610dc65272)

[5S\\_M3\\_398bc2ce-ce59-4a11-8601-da610dc65272](http://guest.cvent.com/i.aspx?5S_M3_398bc2ce-ce59-4a11-8601-da610dc65272)

Cost for members registering in advance: \$30

Cost for members registering after Sept 4: \$40

Cost for non-members registering in advance: \$45

Cost for non-members registering after Sept 4: \$55

Clinic & Dinner presentation (without dinner): free to members, \$10 for non-members

Picture not provided

**Linda Howe Garriz** is Associate Director, Quality Assurance Operations at the Irvine Technology Center of Alcon Manufacturing, Ltd. in Irvine, California. She received her B.S. in Mathematics/Economics from Allegheny College and her M.S. in Industrial Administration from Carnegie-Mellon University. She currently is an instructor for the Certified Quality Engineer, Certified Biomedical Auditor, and Certified Six Sigma Black Belt Refresher Courses.



**Pritesh Patel** is a Senior Member of the ASQ, and obtained his ASQ CQE and CMQ/OE certifications. He has currently been using Minitab for over 8 years, and was hooked onto the power of Minitab as he sat through 2 six sigma Black Belt training sessions. Currently working in the pharmaceutical industry, Pritesh frequently uses Minitab and the outputs of Minitab to support validation of processes and products.



Dr. Jack B. Revelle is an adjunct professor in the UC-Irvine Extension Program where he leads courses in Lean Six Sigma. He was the 2007-2008 Chair of Orange County SCORE-114 and a SCORE volunteer management counselor based in Santa Ana, CA. In addition, he continues to provide his advice and assistance as a consulting statistician to a variety of companies throughout the U.S. and China. In this capacity, he helps his clients to better understand and continuously improve their processes through the use of a broad range of Lean Six Sigma, Total Quality Management, and Continuous Improvement tools and techniques. Dr. Revelle also provides his technical assistance as both a quality and an industrial engineering expert to attorneys involved in litigation.

## *Highlights from August Dinner Meeting*



**Jim Simmons** presented Clinic #1 on *Lean Calibration Management*. The presentation addressed the systematic integration of Lean principles to reduce calibration program costs and improve overall quality & reliability.



**Pritesh Patel** presented Clinic #2 on *Hypothesis Testing using Minitab*. The presentation on the Minitab application for hypothesis testing was the third in a series of Minitab clinics.



**Dave Nagy**, Programs Chair presents a Certificate of Appreciation to **Captain John Miller** for his dinner meeting talk on *Safety & Quality in the Flight Deck*. The program discussed the role of the chief engineering test pilot in military & commercial aircraft design and operation.

# ORANGE EMPIRE SECTION ASQ FISCAL YEAR 2009 FINANCIAL AUDIT REPORT


**DATE:** August 3, 2009

**PURPOSE:** To verify the reasonableness and validity of financial transactions and to verify that adequate records exist to document these transactions.

**SCOPE:** Transactions made during fiscal year 2009.

**METHOD:** On July 22<sup>nd</sup> a team of five members including the Audit Chair, Section Chair and the incoming Treasurer performed a review of a sampling of transactions made during the fiscal year. Those on the team were Bob Mehta, Aaron Reddoch, George Matthews, Gene Underwood and Darrell Moyer. The current Treasurer Vinay Goyal was also in attendance and provided the records necessary for this audit including a list of transactions made during the year. Each audit team member took responsibility for selected months and chose transactions during the assigned months. Deposits were included as well as payments. Twenty two transactions were reviewed.

**RESULTS:** The results were very favorable. There were no concerns revealed during this review.



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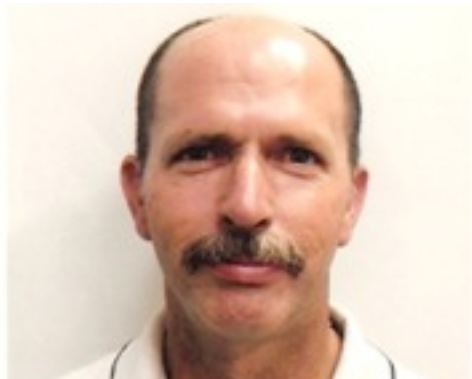
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## Meet the Leadership Team



### Steve Martin - Publicity/Internet Chair

Steve is one of the newest members of your Leadership Team. He is the new Publicity/Internet Chair, replacing Joanne Pettigrew, who did a great job for us the past few years, but she recently acquired a minor league baseball team, so she needs to concentrate on building a winning team. We wish her well!

Steve graduated with a Mechanical Engineering Technology degree from Eastern Washington University. He joined Boeing as an Industrial Engineer (5 years), transferred into Supplier Quality and spent 8 years living in Europe. After 15 years with Boeing, Steve joined Alcoa Fastening Systems (5 years). Steve is currently the Director of Quality

at Bristol Industries. Bristol Industries manufactures High Quality Specialty Fasteners used on virtually every commercial and military engine and airframe program in North America, Europe, and Asia.

Please feel free to drop Steve a line if there is anything you would like to see on our website.

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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
CQE	Sept. 2, 2009	Dec. 5, 2009	Oct. 16, 2009
Mgr Quality/ Organization Excellence	Aug 10, 2009	Oct 17, 2009	Aug 21, 2009
CQI/CQT	Aug 3, 2009	Oct 17, 2009	Aug 21, 2009
CQA - Biomedical	Aug 5, 2009	Oct 17, 2009	Aug 21, 2009
CQA	Oct. 5, 2009	Dec 5, 2009	Oct. 16, 2009

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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.

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**Successful Refresher Classes Causing a Shortage In Capacity  
New Host Companies Sought**

A primary objective of the section education chair is to facilitate the certification examinations and the success of the members in achieving these career milestones.

It is an awesome challenge, responsibility, and imperative. Recently, I read a simple but powerful message:

***“Education is the new Wealth.”***

Holding an ASQ Certification in the Quality Profession is a powerful indicator of the level of this wealth. An ASQ Certification is a powerful way to distinguish a quality professional from other “wan’ a be s”. Recent analysis of the exam results indicated an 11%-40% more people pass the exam after taking one of the Orange Empire Refresher Courses than those who have not taken the course.

As in all success stories, there are key factors in the success of both the Education Program and the Quality level of those who partner with us as host companies:

1. The instructors are knowledgeable, dependable, and work diligently with each class to assure maximum pass rates for our members.
2. Classroom space provided in the evening by host companies allows the education program to maintain low costs to the professional membership
3. Diversity of students from early career to experienced managers become certified and the practical use of Quality tools and concepts often drives an ever-increasing level of participation and demand.
4. World economic and technical changes demand increased awareness to steward the increased complexity of the new products and services created by building upon our shared knowledge.

Host companies like Alcon Labs have no additional out-of-pocket expenses to administer when providing this service as retaining minimum administrative overhead is a mutual benefit for everyone. The additional benefits of being a host company include:

1. Increased awareness of quality objectives by non-participating employees who see the commitment to quality principles by their employer.
2. Increased respect from the local community who associates the host company as synonymous with quality .
3. Convenient access to educational programs with immediate benefit to the host company and to their employees.
4. Over time, the impact of this training has a continuous improvement impact on the company.
5. Reduced internal training costs as one employee from the company can attend each offered session at no charge.

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So, if your company has:

1. Empty conference rooms in the evenings after normal business hours;
2. Customers that demand a high-quality product
3. A workforce that wants training
4. A desire to be known for strong Quality
5. A need for ASQ Certified professionals
6. Limited financial resources
7. A desire for minimal overhead expenses in your training program
8. A desire to boost your continuous improvement program

Partner with a convenient, trusted, and successful resource for all of the above ...

Let's discuss the possibility of your company hosting our newest certification program:

**The Green Belt Certification Refresher Course**

(Host companies receive a complimentary seat in the classroom for all hosted sessions).

**Or one of our other established courses.**

**Contact the ASQ Orange Empire Education Chair Margaret Benavides at:**

[qamargaret@gmail.com](mailto:qamargaret@gmail.com).

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## Financial Report Now Available

The ASQ Orange Empire section 0701 annual Financial Report for the completed 2008-2009 fiscal year will be available for viewing at August and September dinner meetings. Feel free to browse the report at the next dinner meeting.

If you have any questions, please feel free to contact Vinay Goyal or Aaron Reddoch.

# Going Green

## *Ostrich or Fox? Why smart companies are addressing carbon today - by William Schreiber*

A common metaphor used in the English language to describe an individual or group that fails to take action when the overwhelming evidence shows disaster looms ahead is that the subject in question is, “burying their head in the sand, like an ostrich.” How fitting it is that we use such a metaphor to describe those companies that are dragging their feet on, or outright opposing, taking action to mitigate climate change and impacts when it doesn’t actually correspond to the described ostrich behaviour is entirely fictional. Just like climate change deniers, we, as a collective society, are continuing to utilise a phrase that is known to be false but we continue to use the phrase anyway because it fits our purposes so well.

The world of yesterday allowed businesses to operate in an uncontrolled environment and deliver products and services in a manner in which they felt would best fit with their business model. The business model, based almost exclusively on increasing shareholder return and profitability, was the driver for organisational expansion and was unquestioned by external parties.

The rising tide of climate change legislation and carbon regulations is growing at an astonishing rate. With Copenhagen, where the next

global treaty will be agreed between governments, just around the corner, enlightened governments have been racing to get local legislation in place to add legitimacy and bargaining power to their demands. Europe is once again the centre of attention for these practices, since it has had a cap and trade system in place for several years, but we are now starting to see developments in Australia, China, India and Japan. But these discussions are mostly taking place concerning State targets alone, not company ones... so why should a company take any action?

The answer is that every business contributes to, and is vulnerable to the effects of, climate change. Understanding how one is exposed, and taking suitable adaptation measures today, will prepare ones organisation for the future and ensure business continuity in the face of adversity. Every business, no matter what industry they operate in, should at the very least conduct a climate change impact assessment for their corporate operations.

For the purpose of this article I will discuss three major benefits companies will experience as a result of looking at carbon from an operational perspective: improved organisational

efficiency, reduced exposure to risks and market growth.

Energy efficiency is the principal notion considered when discussing carbon management because fewer emissions is interpreted to mean fewer fossil fuels, which have to be purchased and/or processed, have been used. When energy prices are low companies typically ignore the costs of energy, but as soon as they go up the multiplier effect can have a significant impact on your balance sheet.

For instance, last year, when oil was over US\$100/barrel, several industries became paralysed and protested for immediate government subsidisation or else they would go bankrupt. These businesses had failed to prepare in advance and were saved, ironically, by the global recession that resulted in the price of oil falling, but this will not continue.

Efficiency improvement may require investment initially, but the payback period and savings get shorter and greater every year. Most companies are surprised to see how much money they can save through the adoption of simple efficiency measures.

# Going Green - continued

Company	Action	Savings
<b>Dow Chemical</b>	General energy efficiency improvements.	\$7 billion (4 times more than expected)
<b>ACE Group (Insurance)</b>	Equipment upgrades and lighting replacements.	30 – 40% return on investment in the first year
<b>Intel</b>	Energy conservation projects.	\$44 million annually
<b>Marriott International</b>	Retro-fitting existing hotels with more efficient equipment.	\$733,000 in paybacks and savings in the first year
<b>Raytheon Company</b>	Energy management partnership between environmental and facilities departments and creation of “energy champions” to educate staff.	\$9 million annually

Risk management, unlike efficiency that is principally driven by economic savings, encompasses legal and operational risks. Tackling these challenges means we must take actions today when we can afford to and have the time to do so. Ensuring that policies, procedures and practices are implemented appropriately, will mean that many individuals will need to be involved and trained. There is no time to lose since many of these risks are already becoming realities.

Risk	Effect	Required Action Today
<b>Regulation governing the amount of emissions permitted annually</b>	Limits, or “caps”, will mean that emissions and/or energy consumption will not be able to be breached. If operations exceed permissible emissions levels firms may face significant fines or prosecution.	<ul style="list-style-type: none"> <li>• Measure and monitor all corporate emissions</li> <li>• Determine ‘hot spots’ that require attention</li> <li>• Implemented real time electronic monitoring equipment</li> <li>• Implement a management system to record and monitor emissions data</li> </ul>
<b>Extreme weather events</b>	Logistics disruption; staff unable to get to work; facility damage; office/manufacturing closure.	<ul style="list-style-type: none"> <li>• Assess operational vulnerabilities</li> <li>• Work with suppliers and staff on emergency plans</li> <li>• Weather-proofing sites</li> </ul>
<b>Political and social instability</b>	Inability to operate in some territories; security risks for equipment, facilities and intellectual property; staff safety.	<ul style="list-style-type: none"> <li>• Assess operational vulnerabilities</li> <li>• Work with suppliers and staff on emergency plans</li> </ul>

Regulations are being implemented globally, and it isn't just about targeting the big polluters and utilities. In the United Kingdom, businesses of all types are now required to take part in the government's Carbon Reduction Commitment (CRC). This system is being developed to affect all companies, private or public, that use more than 6,000 MWh of energy per year at the highest corporate level in the country. All companies in scope will be obliged to report annually on a variety of corporate emissions and then buy and trade credits to cover their emissions (£12/tonne)... and all this information will be used to produce a League Table that will be publicly

# Going Green - continued

available for viewing. The baseline year for determining liabilities was 2008 even though the first report will not be until next year.

That brings us to market growth. Undoubtedly the other two issues will, and have, driven the market towards sustainability. What started in the 1990s as a corporate social responsibility issue has slowly transformed into real benefits for those companies that have embraced its principals whole heartily. The development of environmentally beneficial technologies, whether they are energy efficient computers or lifestyle changing products like video conferencing, have already created market segments that did not exist just a decade ago. Companies that have the foresight to see what challenges lay ahead, and develop solutions to those challenges during times of plenty, are the best placed to respond to the inevitable switch to a sustainability focused world.

Automotive manufacturer Toyota is one example of this. During a time when American companies failed to account for the realities we face in living with finite oil reserves, Japanese manufacturers spent time and resources developing hybrid technology. The result, several years operating without competition from U.S. industry and the rapid decline of the American business leaders once considered the biggest corporations in the world. It is true that the entire industry is in turmoil at the moment, but Toyota is in a far better position than its counterparts in the U.S., one of which has already collapsed entirely.

The question before us is quite simple: are we going to be creative and imaginative creatures that will triumph in the face of the greatest challenge our species has ever known? Or will we continue to ignore the writing on the wall and continue believing business as usual is the steady course... just as we believe the ostrich buries its head in the sand in the face of danger? The knowledge and actions required our known, all that is missing is coordinated action from the business community.

*Will Schreiber, AIEMA*

*Principal Consultant*

*Regulatory Compliance and Sustainability*

*Foresite Systems Ltd.*

[Will.Schreiber@foresitesystems.com](mailto:Will.Schreiber@foresitesystems.com)

[www.foresitesystems.com](http://www.foresitesystems.com)

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## Quality Day

**Our Quality Day celebration has been changed to October 23! Please mark your calendars for a jam-packed Quality event. Full program will be announced in the next edition of eScope.**

## Upcoming Certification Courses



### Certified Quality Engineer Exam Refresher/Prep Course

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

**Exam Date:** Dec. 5, 2009 **Exam Application Deadline:** Oct. 16, 2009

**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: Wednesdays from Sept. 2, 2009 to Dec. 2, 2009. No session during Thanksgiving week, Nov. 26. 1 additional class will be scheduled.

**Will Cover:** 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 and Exam Tips.

**Reference Books:** CQE Primer & Solution Text. Order online at [www.qualitycouncil.com](http://www.qualitycouncil.com) or call 800-660-4215. Gryna, Quality Planning & Analysis (Latest Edition recommended). TI 36X Statistical calculator required.

**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 October 9, 2009. 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>

### Manager of Quality & Organizational Excellence Exam Refresher/Prep Course

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

**Exam Date:** Oct. 17, 2009 **Exam Application Deadline:** August 21, 2009

**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: Mondays from August 10, 2009 to October 12, 2009.

**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)

The Memory Jogger II (Recommended - Pocket Guide of Quality & Planning Tools)

Students to purchase prior to class. CQM/OE Handbook \$63.00 available from ASQ Quality Press at

<http://qualitypress.asq.org> Item#H1264 or call 800-248-1946.

The Memory Jogger II \$10.95 available from GoalQPC at <http://www.goalqpc.com> or call 800-643-4316

**Instructors:** Eliot Dratch (Contact at 714-993-1220 X270 or [DratchE@aol.com](mailto:DratchE@aol.com)) and Mark Lindsey ([Mark.Lindsey@disney.com](mailto:Mark.Lindsey@disney.com)), cell: 714-273-2678

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

## Upcoming Certification Courses

### CQI/CQT Certification Exam Prep Course

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

**Exam Date:** Oct. 17, 2009 **Exam Application**

**Deadline:** August 21, 2009

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

**Time:** 6:00 pm - 9:00 pm. 3 RU's will be given for this 45 hr course.

**Session/Dates:** 10 sessions total: Mondays from Aug 3, 2009 to October 12, 2009.

**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 (One additional class TBD)

**Reference Books:** Quality Council of Indiana CQI or CQT Primer, Latest Edition with solutions (Required).

Griffith, Quality Technician's Handbook, latest Ed (recommended). Cost \$100 for either CQI or CQT Primer/Solution Test. To be purchased by the student directly through the Quality Council of Indiana at 1-800-660-4215 or at [www.qualitycouncil.com](http://www.qualitycouncil.com) prior to the first class.

**Instructors:** Linda Howe Garriz ([Linda.Garriz@Alconlabs.com](mailto:Linda.Garriz@Alconlabs.com)), Aaron Reddoch ([aaronreddoch@yahoo.com](mailto:aaronreddoch@yahoo.com)), Vinay Goyal ([vinaygoyal@sbcglobal.net](mailto:vinaygoyal@sbcglobal.net))

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

### CQA - Biomedical Refresher Exam Prep Course

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

**Exam Date:** Oct. 17, 2009 **Exam Application**

**Deadline:** August 21, 2009

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

**Time:** 6:00 pm - 9:00 pm. 3.3 RU's will be given for this 45 hr course.

**Session/Dates:** 11 sessions total: Wednesdays from Aug 5, 2009 to October 14, 2009.

**Will Cover:** Food, Drug & Cosmetic Act, Quality System Regulations, Medical Device Directive, ISO 9000:2000, ISO 13485, Audit Requirements, QSIT, Domestic and International Standards guidelines, Sterilization, Biocompatibility, Environmental Control, Software, Laboratory Testing.

**Reference Books:** The Biomedical Quality Auditor Handbook, ASQ Quality Press (Order #H1171) Member Price - \$66.15; List Price - \$ 110.25 The FDA and Worldwide Quality System Requirements Guidebook for Medical Devices, Second Edition (e-Book) Member Price - \$57.00; List Price - \$ 95.00 Arter, Dennis R., Quality Audits for Improved Performance, 3rd ed., ASQ Quality Press, 2003 (Order #H1180) (or any quality system audit textbook as reference).

**Instructors:** are based on their subject matter expertise

**Enrollment:** Open through August 26, 2009. Class fee must be paid by the 3rd session. No refunds after the 3rd session. Minimum class size: 8 students.

## Upcoming Certification Courses

### CQA Refresher Course

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

**Exam Date:** Dec 5, 2009 **Exam Application Deadline:** October 16, 2009

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

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

**Session/Dates:** 9 sessions total: Mondays from Oct. 5, 2009 to Nov. 30, 2009.

**Will Cover:** Certification Overview, Auditing Fundamentals, Auditor Competencies, Audit Preparation, Audit Performance, Audit Reporting, Audit Follow-up & Closure, Audit Business Applications, Quality Tools & Techniques, plus Tips & Strategies on taking the exam.

**Reference Books:** Quality Council of Indiana CQA Primer, Latest Edition with Solutions Text or the ASQ Auditing Handbook, 3rd edition, ASQ Quality Press (Required).

Cost \$100 for both the Primer and Solutions Text. To be purchased by the student directly through the Quality Council of Indiana at 1-800-660-4215 or at [www.qualitycouncil.com](http://www.qualitycouncil.com) prior to the first class. Cost \$63 for the ASQ Auditing Handbook through [qualitypress.asq.org](http://qualitypress.asq.org)

Optional text: Quality Audits for Improved Performance by Dennis R. Arter, and How to Plan an Audit by ASQ Quality Audit Technical Committee. Optional texts can be ordered from ASQ Quality Press Ph: 800-248-1946.

**Instructors:** Mark Lindsey cell: 714-273-2678 ([mark.lindsey@disney.com](mailto:mark.lindsey@disney.com)), Aaron Reddoch ([aaronreddoch@yahoo.com](mailto:aaronreddoch@yahoo.com)).

**Enrollment:** Open through October 26, 2009. Class fee must be paid by the 3rd session. No refunds after the 3rd session. Minimum class size: 8 students.

### And the winner is....

**Brandon Baghaei** 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!

## Chairman's Column - continued from page 1

Dear Mr. Bob Mehta,

Thank you so much for honoring me with the generous scholarship. Since my finances are limited, this will be quite useful toward tuition.

I enjoyed the reception, especially touring the heart valve museum. I had no idea that Edwards Lifesciences was such a large and notable corporation. The gift set with the notepad, pen, and highlighter will be useful in college, and I will treasure the special paperweight always.

In the world of charity, you are filling the void of helping another person with their education and future, which makes you and your company special. You propel the recipient to become more aware of the true meaning of good deeds and mankind. Again, I want to thank you and your company from the bottom of my heart for this generous gift! - *Eden*

Lastly, since I became chair, I have received about 30 e-mails from our satisfied members. Last week, I received the following e-mail from Mike Farhoumand, ASQ 0701 member since 1995.

*Dear Mr. Bob Mehta,*

*I'm honored to be the member of ASQ Section 0701. One of the privileges I have as a member of Orange Empire Section is to be able to attend to the monthly meeting organized by our section which is very valuable and informative. The other benefit I gain out of the section 0701 is, to receive the eSCOPE. This monthly newsletter of the ASQ Orange Empire Section has a great impact on refreshing my knowledge. The Section Chair Column – "ASQ letter from the chair" is the first one I read when I receive the eSCOPE. This column usually is very informative, simple and easy to understand, applicable to our daily tasks, and very educational for me and other non-quality related people in my company. I would like to express my deepest gratitude for outstanding job you are doing for all of us in the quality profession.*

*Best Regards*

*Mike Farhoumand*

Mike, thank you for your e-mail and kind words. We are happy to have you as a committed member for the past 15 years. It meant a lot to receive an e-mail from a dedicated member.

In this issue, I would like to share information on commonly used problem solving techniques – “Five Whys.” The technique was originally developed by Sakichi Toyoda and was later used within Toyota Motor Corporation during the evolution of their manufacturing methodologies. It is a critical component of problem solving training delivered as part of the induction into the Toyota Production System. The architect of the Toyota Production System, Taiichi Ohno, described the Five Whys method as "the basis of Toyota's scientific approach. By repeating why five times, the nature of the problem as well as its solution becomes clear." The tool has seen widespread use beyond Toyota, and is now also used within Six Sigma.

By repeatedly asking the question "Why" five times, you can peel away the layers of symptoms that can lead to the root cause of a problem. Very often the first reason for a problem will lead you to another question and then to another. Although this technique is called "Five Whys," you may find that you will need to ask the question fewer or more times than five before you find the issue related to a problem. Benefits of “Five Whys” are:

1. It helps to quickly identify the root cause of a problem.
2. It helps to determine the relationship between different root causes of a problem.
3. It can be learned quickly and doesn't require statistical analysis to be used.

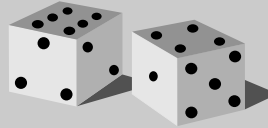
I would like to wrap up by asking you to send us your feedback to serve you better.

Bob Mehta

Chair – ASQ Section 0701

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