
**MARCH
2010**

What's Inside

**Dinner Meeting for
March 2010**

**April Conference with
Dennis Arter**

**'CAN'struction Charity
Event**

About the Speaker

Scholarship Time

**Be sure to visit our section
website:
<http://www.asq0905.org>**

Section 0905 Mission Statement

The mission of Section 0905 is to develop and provide a strong organization for exchanging knowledge and ideas necessary for the growth and development of quality professionals in a manner that benefits the membership, business, and the Northeast Indiana Community.

Mailing Address:

**American Society for Quality
Northeastern Indiana Section 0905
P.O. Box 11887
Fort Wayne, Indiana 46861-1887**

The Histogram **N e w s l e t t e r**

March Meeting March 11, 2010 (Thursday)

Arrival: 5:30 - 6:00 PM

Dinner: 6:00 PM

Presentation: ~6:30 PM

**Don Hall's Guest House
1313 West Washington Center Road
Fort Wayne, IN 46825**

For reservations contact James Smith :

james.e.smith@baesystems.com

Telephone: 260-434-5464

"Risk Management Principles and Practical Applications" Greg McCormick, PMP

Considering today's ever-changing and often-unstable business environment, risk management has been referred to as today's business imperative. Managers, customers, and supply chain partners want confidence in a business's sustained viability. A comprehensive risk management program identifies, analyzes, and mitigates events and situations that could disrupt business processes.

Our program is intended for anyone interested in understanding the terminology and basic principles of enterprise risk management (ERM). The presentation will be of value to managers and employees of organizations of all sizes and organizational structures (for-profit, not-for-profit, government agency). During his presentation, the speaker will draw on work experience to discuss risk management principles and their application to:

- Quality Assurance
- Project Management
- Business Continuity Planning (BCP)
- Supply-Chain Management
- Safety & Security

DENNIS ARTER QUALITY AUDITING WORKSHOP

APRIL 8, 2010 (Thursday)

Presented through the cooperative efforts of ASQ Section 0905 and Ivy Tech Community
College
(7 RU's)

Ramada Inn

2519 East Center Street
US 30 and Center Street
Warsaw IN 46580

Workshop Registration (in advance preferred):

Included in the workshop fee is the workshop, the book *Quality Audits for Improved Performance* by Dennis Arter (normally \$30 each, ASQ member pricing), and the lunch.

\$175 with advanced reservations by March 1, 2010, \$200 after March 1, 2010

20% off for groups of 6 or more (this is equivalent to buy 5, get 1 free or \$35 off \$175/
person and \$40 off \$200/person)

Note: Each payment/reservation should include attendee names

Payment by credit card in advance only. MasterCard, Visa, Discover, and Amex accepted by
calling: G. Daniel Templeton, Plastic Composites, Telephone: 260-408-0107 to give the
credit card information directly or to voice mail.

**Checks (payable to ASQ) will be accepted by mail and should be sent postmarked by
March 25, 2010**

Arter Workshop
c/o Plastic Composites
8301 Clinton Park Dr
Ft. Wayne, IN 46825

**At-door registrations (payment by check) will be accepted provided there is available
space.**

DOORS OPEN/REGISTRATION: 7:15 am

WORKSHOP: 8:00 AM - 4:00 PM

LUNCH (provided): ~12:00 PM - 1:00 PM

DENNIS ARTER QUALITY AUDITING WORKSHOP

Dennis Arter Biography:

Dennis R. Arter has been an independent consultant since 1984. His primary service is instruction in the field of quality auditing. Dennis has served a wide variety of clients, including government, manufacturing, energy, chemicals, aerospace, food, software, agriculture, finance, medical devices, pharmaceuticals, and health care. He is a Fellow of the American Society for Quality (ASQ) and active in the Customer-Supplier Division. He served on the ASQ Board of Directors in 2001-2003.

In 1988, Mr. Arter was selected to present his auditing instruction nationwide on behalf of the ASQ. Over 9,000 people have learned auditing principles and practices from him. Arter's book, *Quality Audits for Improved Performance*, was first published by ASQ's Quality Press in 1989, revised in 1994, and revised again in 2002. The book has sold over 40,000 copies and is published in Spanish as well as English.

Prior to the fall of 1984, Mr. Arter worked for Westinghouse, Virginia Power, and the United States Navy. He has a degree in biochemistry from the University of Illinois (1969). Dennis is an ASQ Certified Quality Auditor and a licensed mechanical engineer. He is married, with one grown child and one grandchild. He and his wife of 35 years live in eastern Washington State.

Quality Auditing Workshop, April 8, 2010

- * Session 1 – **Basics of Auditing** (Four fundamental rules, intended for the bosses)
- * Session 2 – **Dump, Chunk, & So What** (Turn audit reports from boring to brilliant by focusing on the disease, rather than the individual symptoms)
- * Session 3 – **Process-based Audits** (The new way to examine systems, using turtles and customized checklists)
- * Session 4 – **Audits for Supply-chain Excellence** (How the audit fits into supply-chain management)
- * Session 5 – **Panel Discussion** (Reps from three sectors – general manufacturing, highly regulated, and conformity assessment – join with me to explore a variety of topics. About 1.5 hours duration.)
- * Evening Presentation – **Future of Everything** , or **Feeding on Wikis and Blogs** (use of social networking tools for collaboration and knowledge. Internet req'd.)

Advanced ASQ Membership

Leadership and professional achievement do not go unnoticed by ASQ. The Society offers advanced levels of membership—Senior and Fellow—for individual members who represent the upper echelon of the quality profession and serve as the backbone of the Society. ASQ Senior and Fellow membership rewards members with enhanced benefit selections.

Senior membership status may be awarded to those individuals who have been ASQ members in good standing and meet the following criteria:

Have been an individual member for one year

Have 10 years of professional experience. Up to 4 years may be satisfied by graduation from an accredited university.

Have qualified in one of the following ways:

1. Conducting quality-related engineering, inspection, or statistical work, or applying quality on the job for at least 2 years.
2. Teaching quality or related arts or sciences at an accredited institution for at least 2 years.
3. Being a Senior Member or comparable grade in an American Society for Association Executives' list of recognized organizations.
4. Currently holding an ASQ certification that requires recertification.

To apply for Senior membership status log-in with your membership number and password at <http://www.asq.org>, click on the Membership tab, scroll down to Senior, click on UPGRADE, and download the application.

CANstruction Charity Event

Nathan Prieshoff would like to organize a team for a Charity that you may already be familiar with called "CANstruction". This is a national organization with over 100 event locations. Groups compete to build giant structures out of donated canned goods which are then given to food banks, soup kitchens, preschools, etc. This would be a great way to branch out into our community in a not-so conventional way to gain visibility/ interest in the group. Interested team members Should contact Nathan at Nathan.Prieshoff@Medtronic.com or 574-371-3485.

The first hurdle is that the team must be sponsored by an Engineer, Architect, or Designer within the Architectural Industry before committing to the event. He is looking for help in locating such an individual. If you, or anyone you know (especially within the section) works in the architectural industry that you think might be interested, Please have then contact Nathan. It would really be appreciated.

Check out the cool stuff other teams have built at <http://www.canstruction.org/>

About the Speaker

Greg McCormick, PMP

Greg McCormick has more than 25 years of experience in a variety of industries including the automotive supply chain, general manufacturing, warehousing and distribution, and retail. His work experience includes projects related to software selection and development, quality management system registration, business continuity and disaster recovery planning, process improvement, and regulatory compliance.

Greg is a member of the American Society for Quality and its Northeast Indiana Section (ASQ-NEIS), and holds the Quality Engineer Certificate (non-automotive). He is a certified Project Management Professional (PMP), and a member of the Northeast Indiana Chapter of the Project Management Institute (PMI-NEIC). He is also a Senior Member of the Society for Technical Communication (STC), and is Past President of its Indiana Chapter.

Greg is currently unemployed (“Will Project For Food”). He is a frequent speaker at professional meetings, workshops, and conferences. His email address is glmccorm@earthlink.net.

Scholarship Time

It is scholarship time again! This year the Northeastern Indiana ASQ section 0905 will be awarding scholarships to six deserving individuals. These scholarship recipients were judged on criteria including enrollment in a qualifying major, grade point average, financial need, extra curricular activities, and presentation of the application. Section 0905 would like to congratulate Brett Conrad, Michael Paul Scher, Jeffery Michael Corajod, Andrea Christene Larsen, Kyle Carlson, and Lindsey Herrberg. These people will be awarded their scholarships at the March 11th meeting. Again, congratulations to the scholarship recipients.

QUALITY PROCESS UPDATE

March 2010

REMEDIES FOR FAILURES OF WORLD-CLASS QUALITY SYSTEMS

The spate of foodborne illnesses trashed the belief that all of the Food Chain Quality Assurance programs and committee reports as well as ISO, HACCP, and GSI standards, when properly executed, had safeguarded food supplies. During 2007-2009, the US experienced repeated failures of world class quality systems in regards to the food and medicinal supply chains. Salmonella and E. coli contaminations destroyed many millions of dollars of vegetables as well as sickening a multitude of people. Adding to contaminations in nature, intentional adulteration of dairy products and heparin lead to deaths of infants and probably patients dependent on the blood thinning capabilities of the drug.

Several years down the line, what corrective actions have the quality profession devised to remedy the now-known failure modes?

Canada introduced "Can-Trace" which focuses on traceability based on Europe's "one-step upstream and one step downstream" method. In this approach, a business is expected to know the sources of all inputs to their process (the upstream arm). Too, a company should know how its product remains traceable at its customer's plant.

The Institute of Food Technologists take this a step further by demanding that a firm be able to trace materials *within* its own processes. How radical!

Cargill, of the largest domestic food suppliers has signed on to process control, not a new oversight body. An example of Cargill's process-oriented approach is "remote video auditing" of the company's slaughterhouses.

Yes, as the interim step this is "throwing inspection" at a problem. Interestingly, it is security services, such as ADT, that are tabbed to actually do the auditing. The inspectors will be watching how workers clean and sanitize equipment, such as knives, eliminating the opportunities for cross-contamination. But, Cargill views inspection as only part of the solution. Remote video auditing is expected to enhance the effectiveness of other quality steps later in the process.

Contrast that with the governmental level response. The USDA has decided to scrap the National Animal Identification System because the ranchers and farmers provided stiff resistance to the plan. The old system has deficiencies, but, identifying every animal or group of pigs or poultry was costly: an unfunded mandate. At least, commercial customers could be charged the cost of the tagging. But, the bureaucrats went way beyond lot identification of animals, they demanded reporting of the animal's movements and information that would pry into the farmers' and ranchers' lives and finances.

The USDA also may issue new rules sometime next year, or the year after, for the food purchased for the school lunch programs. Except that will be less rigorous than the QA processes of privately-owned firms such as

McDonald's, Burger King, Costco, KFC, and Campbell's Soup. They have already toughened their standards following the contamination issues of the previous decade.

For example, both the commercial firms and the USDA's purchasing arm reject food that failed the E Coli and Salmonella tests, false positive or not. But, private firms use "indicator bacteria," such as "generic E. coli," that suggest contamination has occurred and the probability of deadly contamination is higher.

Like Cargill, McDonald's is throwing inspection at the problem. On one of their McDonald's Facts pages, they announce that they have "industry-setting state-of-the-art beef testing program involving 2000 safety and quality daily checks at beef patty plants. E. Coli checks are conducted at multiple stages including before and after grinding. No incoming lot is released to production before the E. coli tests on the raw materials is completed. Then, there are the SQE audits at the facilities and laboratories.

The next step for quality professionals is to replace the inspection steps with a process that is more automated (human 100% inspection is not fool-proof). Then, the production process needs to be extended to the supply chain, so that process control variables, for example, indicator bacteria, are automatically monitored further up the supply chain.

In terms of taxes and prices in the stores, the key question becomes, "what will the marketplace pay for traceability and quality assurance and for what level of protection?"

Quality professionals

- √ **Need find methods to reduce the cost**
- √ **Assist legislators to establish relatively uniform standards, but not prescriptive standards, of food supply chain QA.**

PMI launches *Project Management Circa 2025*

Pythia, the priestess at the Oracle at Delphi answered questioners who sought insights to the future, but usually in cryptic terms. Arguments over the correct interpretation were frequent.

Now comes PMI with 40-some oracles to predict the evolutionary course of project management over the next 15 years. They do this by extrapolating current trends. Project management really has evolved over the last 50 years. Where it was once really only used on large-scale projects like the Polaris nuclear sub program (for which PERT was invented), now project management informs even relatively small projects typically found in mid-cap companies and six-sigma workouts.

The book's oracles focus on what will change at larger-scale projects. This leaves the techniques to trickle-down in unspecified ways to smaller scale projects and project management techniques currently in use like Lean, Critical Chain and Complex Adaptive Systems.

Their prophesy is in cryptic terms: expect change, rapidly increasing change; change to cost control, change to scheduling, and change to project management skills. For example, they look to the day when project managers will be business managers, too. One point to consider though is whether those project managers are inside the corporate walls or consultants, individual contributors in HR parlance.

It is always risky to extrapolate current trends into the future. Trends have a habit of topping-out in and/or being supplanted by new trends. But, 15 years may be a short enough glimpse into the future. Arguments could break out regarding the life-expectancy of Web 2.0 (interactive web) and its impact of project management. One aspect likely to continue is the increase in interactive information sharing and integrating the project team à la Facebook and Twitter. But, can you say outsourcing?

More prescient is the extension of project management into the high school curriculum. It may not make it into textbooks, but look for it in extracurricular activities and in teacher in-service training sessions.

It also begs the question, what about the quality profession in 15 years?



ASQ
 Section 0905
 P.O. Box 11887
 Fort Wayne, IN 46861-1887

Non-Profit Organization
 U.S. POSTAGE
PAID
 Fort Wayne, Indiana
 Permit No. 880

ADDRESS SERVICE REQUESTED

Printed by Perdue Printed Products

2009-2010 OFFICERS	COMMITTEE CHAIRS
Chairman Megan Pape, American Red Cross papemm@usa.redcross.org 260-480-8165 Chairman Elect..... Vacant Vice-Chairman.....Chuck Whitaker usaimo@juno.com 260-385-7546 Treasurer John Carlson, ITT Aerospace jcarlsonjr15@verizon.net 260-451-5751 Secretary..... Vacant	Arrangements Jim Smith, BAE Systems james.e.smith@baesystems.com 260-434-5464 Education James Teeple , Ivy Tech Community College jteeple@ivytech.edu 260-479-2227 Scholarships Milt Gallmeyer, General Aluminum mgallmeyer@generalaluminum.com 260-356-3900 Membership Vacant SMP Ed Woodward efcbwdwrld@comcast.net Outreach Chairman Steve Shoda, BAE Systems steve.shoda@baesystems.com 260-434-5654 Newsletter Editor Leslie Zody lzody@indianadata.com 260-349-2917 Recertification Karen Hughes , Ashley Industrial Molding kjhughes@metalink.net 260-587-9155, ext. 332 Nominating Chuck Whitaker usaimo@juno.com 260-385-7546 Examining John Meier, SEABOL jmeier8@comcast.net 260-414-4126 Placement.....Nathan Prieshoff Program Chair Vacant Auditing.....Wayne Scherry, Esteves Group wscherry@estevesgroup.us.com 260-728-9272 Internet Liason John Chalmers, Ashley Industrial jchalmers@ashinmold.com 260-587-9155, ext. 332 Senior Advisor Dave Masanz dmasanz@verizon.net 260-745-4600
REGION 9 DIRECTORS	
Director: Dick McKeever 513-984-0047 Past Director: Bud Newton Deputy Director: Dick Coy 317-849-3489 Deputy Director: Dorothy D. Shook 317-773-4399 Deputy Director: Molly Brown 812-523-5547 Deputy Director: John Chalmers 260-587-9155, x332 Deputy Director: John Meier 260-414-4126 ASQ Headquarters 800-248-1946	