

**FEBRUARY
2008**

What's Inside

February Meeting

Chairman's Column

Quality Progress Update

Call for Instructors

1st Annual ASQ
Symposium

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 Newsletter

Next ASQ 0905 Dinner Meeting - February 21st

Quality Aspects of Health Care and Tour at Lutheran Hospital

February 21, 2008
Lutheran Hospital

Fort Wayne, IN

Tour at 7:00

RSVP by Monday, Feb **18!**

Jim Smith

260-434-5464

james.e.smith@baesystems.com

If you make a reservation and then find you can't attend, please have the courtesy to notify Jim of the cancellation.

Future Meetings

March 13th, 6 pm at Hall's Guesthouse - Mike Ettensohn from Deputy will be discussing Quality in the biomedical industry

April 10th, 6pm at Hall's Guesthouse - FARO Demo

May 8th, 6 pm at Hall's Guesthouse - Interactive Root Cause Analysis Workshop

SPRING CONFERENCE

Donald Wheeler will be conducting a daylong session, including April section dinner meeting.



ASQ 0905 is thrilled to announce that Dr. Donald Wheeler will be presenting a day-long seminar: "A Practitioner's Guide to Data Analysis" on Thursday April 24th. Dr. Wheeler will also speak at the Section Meeting that evening on "An Honest gauge R&R Study." He says that the dinner talk often generates a lot of very positive discussion afterwards during the Q&A session. Section members are encouraged to attend and to bring other quality and statistically-inclined colleagues. The details will be coming under a separate cover.

Dr. Wheeler will cover some very key concepts such as "the Four Possibilities for every process" followed by choosing the right path for process improvement. He will delve into what made you struggle during statistics class including his "Four Problems in Statistics" and the Limitations of Statistics. That leads to his discussion of the difference between Statistics and Data Analysis. Answering the Fundamental Question of Data Analysis falls out of that conversation.

All participants will receive a copy of Dr. Wheeler's "Guide to Data Analysis" with the course. The Section has reserved space for more attendees than the Fall Conference.

I want to congratulate Shelley Darland, John Chalmers, and Jim Teeple for conceiving and organizing this conference. It will be held in conjunction with Ivy Tech Community College, who are expanding their curriculum serving the quality profession.

For questions regarding Dr. Wheeler's workshops, please feel free to contact me at dtempleton@aptimise.com or by phone at 260-407-0204.

Let me update the Section's progress toward the annual goals.

We are going to slip on getting a meeting in Warsaw before May 08. One of the fine orthopedic firms had offered the Section a tour of their facilities in February or March. However, competition being very strong between the manufacturers, we would have had to exclude ASQ members who were employed by competitors. The Section leadership respects the need for secrecy, but made a strategic decision that we couldn't exclude members from Section activities. Megan Pape, our Program Chair, has arranged for a speaker from the orthopedic industry to present at a Section meeting at Fort Wayne. We still have intent to get a Section meeting scheduled for Warsaw this fall.

The e-library and general library has had Wayne Rorick step up to organize a group for these efforts. In part, the project has been superseded by the on-line service provided through Google and ASQ that we described last month.

We did the Fall Conference as planned thanks to Chuck Whitaker's leadership. We were able to slightly raise the number of attendees at the Fall Conference. The Spring Conference is rolling. We are sharing our newsletter and suitable job openings throughout the region and beyond.

We've got the tactical issues in hand. Now, we need help tackling the strategic threats. I'll be calling.

SUPPORT ENGINEERING WEEK

February 17th-23rd

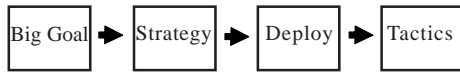
ASQ will officially be attending the Annual dinner on the 23rd. ASQ members are encouraged to come.

ASQ will be providing Engineering Week scholarships.

QUALITY PROCESS UPDATE

FEBRUARY 2008

QUALITY POLICY DEPLOYMENT PROCESS



TACTICS

Quality Engineering celebrates its tenth year as a “practical” journal advancing the field of Quality Engineering. Originally started through Quality Press, it is now published under ASQ auspices by Taylor & Francis. Two regular contributors are Jack West of The Woodlands, TX and Soren Bisgaard from UMass at Amherst.

In the latest edition of QE (Number 4/2007) Jack West introduces or refreshes the readers to the wealth of ISO products regarding Quality Management Systems. One section of QPU this month will be a synopsis of his article. Another section will cover an article from Dr. Bisgaard’s group focusing on time series data analysis. That article is the tenth one Dr. Bisgaard’s group has written on the subject. It will serve as a segue to the Data Analysis of April’s featured speaker Donald Wheeler.

The ISO9000 Series: Breeding like rabbits

The core Quality Management System (QMS) documents of the ISO9000 series are the Requirements: ISO9001:2000, and soon to be 2009. Accompanying 9001 is 9000, which defines the terminology of 9001 while providing short and sweet

descriptions of the ideas behind 9001. ISO9004:2000 is a guideline to performance improvements. It follows the same clause order as 9001, and provides the user with tried-and-true ideas for improving performance, often that go beyond the letter of the requirements to achieve better results.

The ISO9001 Audit Practices Group provides at least 30 brief white papers having no official status, but having a wealth of practical knowledge; and they’re FREE. Download them from www.iso.org/tc176/sc2. Examples include “Identification of processes” and “How to audit top management.”

A series of consensus documents from ISO is available from qualitypress.asq.org or iso.org and includes topics like ISO9001 for Small Business.

West then describes the fragmentation of ISO9001 into sector-specific requirements such as ISO/TS16949 (automotive, originally QS9000), ISO 13485 (medical devices), AS9100 (aerospace), TL9000 (telecoms), ISO/TS29001 (petrochemical and natural gas), and ISO15378 (primary packaging for medicinal products, referencing GMP). He notes that essentially all of the sector-specific requirements add on to ISO9000 and do not delete sections. The sector-specific texts explain how generic requirements apply to the sector.

Next up may be a ISO/Committee Draft 10004 which are guidelines for measuring customer satisfaction. At the moment this is only a draft. West notes that it is much more prescriptive: relying on various types of surveys, development of survey questions, and analysis of survey data. This is to the near exclusion of other, simpler methods of gathering valid customer satisfaction information.

Another Technical Committee is trying to draft ISO/Working Draft/Technical Report 29901, which standardizes methodologies used in Six Sigma. Several countries voting on the circulated resolution pointed out that the document makes no effort to cover the full interaction between Six Sigma and the statistical tools it uses. The draft currently focuses on full factorial experiments up to 2^4 designs and examples such as solder tabs, direct mail marketing campaigns, and optimizing PVC formulations and DNA sequencing.



Practical time Series Modeling

Time series analysis requires considerable practical experience, according to Soren Bisgaard. He points to selecting the proper time series model for a given set of data being less science than art.

One of the tenets of modern Six Sigma and SPC is that the process must be “stable.” Typically, the operators have instructions to control another variable when the output fluctuates. As we all know, many times these changes are actually counterproductive. To develop a control strategy, the analyst needs to observe the process when it is allowed to change on its own.

In Dr. Bisgaard’s current study of nearly 200 readings in a chemical process, he found that

since the data were sampled every two hours, the samples were eyeballometrically autocorrelated. Autocorrelation means that the subsequent sample is not completely independent of the original sample. There is an autocorrelation coefficient analogous to Pearson’s correlation coefficient for each of the lagging cycles. A lagging cycle is the number of samples after the first sample. For example, if a sample depends on the previous one, the lag is 1 and the autocorrelation is relatively high for lag cycle of 1, but not necessarily lag cycle of 2. If you sample hourly, and the autocorrelation occurs at shift change (a mold heats up more while a shift change happens), then the lag cycle may be 8.

In the case study, Dr. Bisgaard demonstrates that the process (data from Box Jenkins in 1976) is not only autocorrelated, but non-stationary. The non-stationary term means that the process is out of control. He demonstrates analysis techniques such as “first difference” which looks at the data from the difference between the original data and the next data point. He also introduces a “variogram” which looks at the first difference as a ratio with the difference between the original data point and the points m samples later. The variogram plots that ratio (V_m/V_1) against m on the x -axis.

The conclusion of the study, and his experience, is most industrial processes are essentially non-stationary if left to their own devices. Systems tend toward chaos. Many industrial processes are also autocorrelated, especially when sampled on short time intervals between observations. His next article will cover how to control these processes with a time series model.



Dr. Wheeler’s Four Possibilities for Processes

Donald Wheeler sets up a 2 x 2 matrix to determine the improvement effort needed. Tweak the Bad Processes and Upgrade the Good Ones is his prescription.

Process Axis	Predictable Process	Threshold State Product Trouble	Ideal State No Trouble
	Unpredictable Process	Chaotic State Double Trouble	Brink of Chaos Process Trouble
		Some Nonconforming	100% Conforming
		Product Axis	

Conventional wisdom says fix the bad processes, ignore the good. Like Bisgaard, Wheeler builds on the process axis.

Call for Instructors

I'm currently in-process of updating our database for individuals who may be interested in instructing the Refresher courses which review the ASQ Body of Knowledge for each of the applicable certification exams. Refresher courses are intended to help exam applicants prepare for taking an ASQ certification exam. These courses are delivered in a traditional classroom setting with a great amount of interaction between instructors and participants while reviewing the BOK, primer materials, and sample exam questions. Each course is designed with 24 contact hours and sessions may be scheduled to accommodate an instructor's availability (including evenings).

If you are interested in being an instructor and have successfully passed an ASQ certification exam, or if you consider yourself a topic matter expert in a related field, contact me to be put on our list for consideration. Instructors are compensated at a competitive local higher learning institution hourly rate and can gain RUs for maintaining their own certifications!

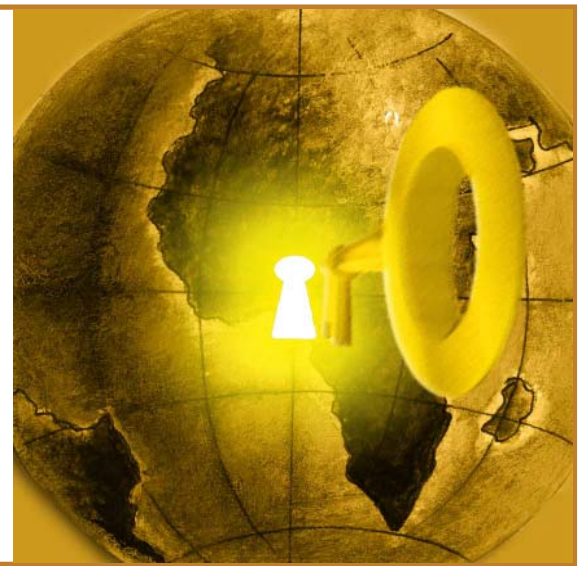
James Teeple
ASQ 0905 Education Chair

Phone: (260) 480-4165

[Email: jteeple@ivytech.edu](mailto:jteeple@ivytech.edu)

One Day SYMPOSIUM on PROBLEM SOLVING & PROBLEM PREVENTION

sponsored by the ASQ DAYTON SECTION 0909



You Are Invited . . .

The ASQ Dayton Section 0909 is pleased to invite you to take part in our upcoming March 2008 symposium at the Sinclair Community College's Ponitz Center in Dayton, Ohio. This event will showcase the world's leading experts and exceptional practitioners in the field of problem solving and problem prevention. The goal for the day is to provide key insights for you to get ahead of your competitors!

This outstanding group will discuss Problem Solving and Problem Prevention concepts in a dynamic format through expert presentations, case studies and best practices in one single track so that you get to hear everything. Following lunch, we will feature a panel discussion on "How to create, promote and sustain a problem solving and problem prevention culture". After the symposium ends and you would like to talk with our speakers in a more relaxed atmosphere, a networking reception will be held from 5:00 until 6:30 pm. What a great opportunity to talk with the world expert presenters and colleagues to gain further insights on the subjects presented during the day. We hope that you will be

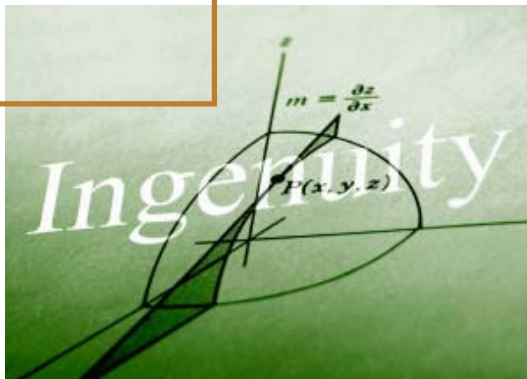
able to attend and participate in this exceptional event. Read more about the speakers and the registration process on the following pages.

Visit www.asqdayton.org to start the registration process now!

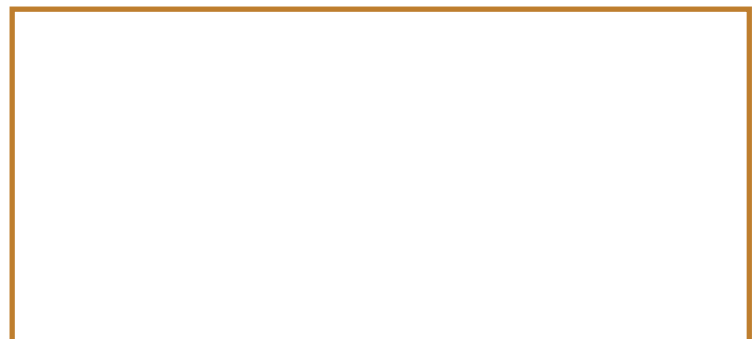
- ✓
- ✓
- ✓
- ✓
- ✓
- ✓
- ✓
- ✓
- ✓
- ✓
- ✓
- ✓



ASQ
AMERICAN SOCIETY
FOR QUALITY™



Seating is limited to 150 participants. Sign up early!



Recertification Contact Person

Mr. Chuck Bandelier
3543 E. Arabian Drive
Columbia City, IN 46725
260-244-5429
cbandelier@embarqmail.com

The importance of maintaining the currency of your hard-earned certifications by using continuing education credits or other acceptable credits can not be over stated. Do not send recertification paperwork to the Section's mailing address, as the timeliness of your recertification may be lost. Paperwork should be sent directly to Chuck. If you have any questions about the material required to verify your recertification, call Chuck. remember the other way to retain your certification is to simply retest. I don't know anyone who wants that option.

Interested in advertising in the Histogram? The Histogram is published from September thru May. The charge is as follows:

1/4 page advertisement \$25.00/each month

1/2 page advertisement \$50.00/each month

Whole page advertisement \$100.00/each month

Contact Leslie Zody at 260-244-2114 or
leslie.zody@autoliv.com for more details.



Come visit our redesigned website
www.leanprojectmanager.com

Lean Project Manager – Policy Deployment software designed to:

**Accelerate Lean Results
by 50% or More.**

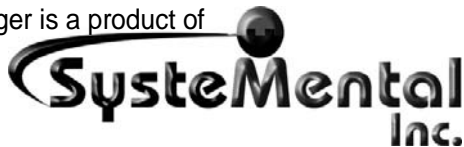
Free Consultation Offer:
www.LeanProjectManager.com/asq

"LPM has been the
ideal solution for us."

Mark Flegge
Chief Financial Officer
AWS, Inc.

**Real Plans,
Real Deployment,
Real Results**

Lean Project Manager is a product of



WHAT IS NEXT AFTER CERTIFICATION???

IMPROVED PERFORMANCE OF KEY RESULT AREAS/
OBJECTIVES

IMPROVED COMPETENCY OF PERSONNEL

VENDOR DEVELOPMENT

INCREASED EFFECTIVENESS AND EFFICIENCY

INTERNAL AUDITOR DEVELOPMENT

ETC

WE CAN HELP

CONTINUOUS IMPROVEMENT SYSTEMS

WWW.CISINDIANA.COM

260-724-4099

dcummings47@mac.com

Attend a 3-Day I-TRIZ Event at Aptimise

Upcoming Event:

INVENTIVE PROBLEM SOLVING

COURSE INCLUDES:

- I-TRIZ Fundamentals
- Ideation Brainstorming Process and software:
Defining Objectives
- Introduction to the Innovation WorkBench
(IWB®) software
- Group Discussion, Q&A concluding each day

March 3-5, 2008

8:00am - 5:00pm *Lunch provided*

Can lead to **CERTIFICATION** as a TRIZ Specialist.

*Future courses will include Anticipatory Failure
Determination (AFD), Directed Evolution,
Hybridization, and Disruptive Intellectual
Property Development.*

Registration:

Single registrant:
\$780/person

Three or more registrants from the same company:
\$700/person

Purchase orders or credit cards accepted.

To register call **260-407-0388**
or online at **www.aptimise.com**

Location:

9910 Dupont Circle Drive East, Suite 140
Fort Wayne, Indiana



Consultants in
competitive advantage





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

ASQ
 AMERICAN SOCIETY
 FOR QUALITY™

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

2005-2006 OFFICERS	COMMITTEE CHAIRS
Chairman Dan Templeton, amerIPatent LLC dtempleton@amerIPatent.com (260) 437-2622	Arrangements Jim Smith, BAE Systems james.e.smith@baesystems.com 260-434-5464
Chairman Elect.....Mark Maffey, BAE System Controls r.mark.maffey@baesystems.com (260)-434-5410	Education James Teeple, Ivy Tech Community College jteeple@ivytech.edu 260-480-4165
Vice-Chairman.....Chuck Whitaker, OBM Enterprises Inc. blackhawkmfg@juno.com (260) 385-7546	Scholarships Milt Gallmeyer, General Aluminum mgallmeyer@generalaluminum.com 260-356-3900
Treasurer.....John Carlson, ITT Aerospace/Communications Division john.carlson@itt.com (260) 451-5751	Membership Brian Lanier, Ind. Oppurtunities sblgo@verizon.net 260-495-1732
Secretary.....John Chalmers, Ashley Industrial Molding jchalmers@ashinmold.com 260-587-9155, ext. 332	SMP Shelly Darland, American Medical Response shelley@rugrowing.com 260-237-1112
REGION 9 DIRECTORS	
Director Dick McKeever 513-984-0047	Newsletter Editor Leslie Zody, Autoliv leslie.zody@autoliv.com 260-244-2114
Deputy Director Dick Coy 317-849-3489	Recertification Chuck Bandelier, cbandelier@embarqmail.com 260-244-5429
Deputy Director Dorothy D. Shook 317-773-4399	Examining John Meier, SEABOL jmeier8@comcast.net 260-414-4126
Deputy Director Molly Brown 812-523-5547	Placement Dan Templeton, amerI Patent dtempleton@amerIPatent.com 260-437-2622
Deputy Director John Chalmers 260-587-9155x332	Program Chair.....Megan Pape, Red Cross papemm@usa.redcross.org 260-480-8165
ASQ National Headquarters 800-248-1946	Auditing.....Wayne Scherry, Ashley Industrial Molding wscherry@ashinmold.com 260-587-9155 ext. 331
	Internet Liason J. Canaverall, Red Cross CanaverallJ@usa.redcross.org 260-557-9983
	Senior Advisor Dave Masanz dmasanz@verizon.net 260-745-4600