
**MAY
2010**

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May 2010**

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Sound**

**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

MAY DINNER MEETING

MAY 13, 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

Cost is \$19/person for dinner

For reservations contact James Smith :

james.e.smith@baesystems.com

Telephone: 260-434-5464

CRASH OF WORLD CLASS QUALITY SYSTEMS: FOOD AND PHARMA SUPPLY CHAINS AND THE SEARCH FOR THE NEXT GENERATION

During 2007 and 2008, some the food manufacturers with the most sophisticated quality assurance systems lost credibility when there were large outbreaks of food contamination and intentional adulteration of medicines.

The case studies show

- the flaws in the QA systems;
- Subversion Analysis looks at ways to find and permanently solve the flaws;
- the changing methods that the large firms are using to solve the problems without bankrupting the system.

Speaker: Dan Templeton

Dan currently is Deputy Regional Director for ASQ Region 9 as well as the section's incoming Internet Liaison. He provides commentary in ASQ 0905's Histogram with the Quality Process Update news feature.

Dan has been a CQE for more than a quarter-century. A chemist by training, Dan owns Aptimise, a consultancy developing innovative products for clients, putting the patents in place, and getting them profitable with an operational excellence toolkit ranging from lean sigma, TRIZ, ISO9000, to QFD. He also is CEO of Plastic Composites (PCC) a fiberglass composites manufacturing firm making innovative (i.e. patented) products for aerial lift trucks, specialty vehicles, and building products. Dan has a patent practice with Brooks Kushman, a 75+ attorney Intellectual Property boutique law firm in Detroit.

New Region 9 Reliability Division Councilor

Dick Coy has been appointed the new Region 9 Reliability Division Councilor. Region 9 covers most of Indiana and Kentucky as well as southwestern Ohio. You can contact Dick at: dickcoy@att.net.

The mission of the Reliability Division (a professional association) is:

- to provide a forum for networking among members on reliability engineering, management and related topics,
- to facilitate R & M engineering growth and development of division members,
- to promote reliability engineering principles and to serve as a focal resource on reliability engineering for ASQ, Standards agencies, industry, commerce, government, and academia;
- to manage the body of knowledge of Reliability Engineering pursuant to Certification, and to career advancement within the profession, and among state PE Departments, and
- to sponsor and present reliability, maintainability, and related training materials for courses, symposia, and conferences.

RD member career professional development needs will be a major consideration in strategic planning. The RD leadership will strive to advance the profession by applying resources to

- facilitate effective exchange of ideas leading to timely refinement of principles and practices;
- evaluation of and dissemination of improvements in tools, methods and practices.

We will endeavor to earn recognition as the leading information resource in the profession of reliability engineering, including related fields of maintainability and dependability.

Plan

Grow the Reliability Division by focusing on areas which will be of interest to commercial industry i.e. product reliability, maintainability, aspects of human factors, safety, logistics, and related costs.

Partner with other organizations in seeking solutions to reliability issues deserving of mutual interest.

Strive to optimize use of all available communications tools for our membership and those outside the organization in accessing published information concerning reliability, dependability, and maintainability.

Proactively solicit networking with non-traditional personnel who have an interest in reliability, dependability, and maintainability such as Maintenance Engineers, Manufacturing Engineers and Product Design Engineers.

Be a leader in the development of standards in the field and in publicizing the availability of those standards.

Develop simplified reliability tools for use by personnel who are not reliability engineers.

Promote the Certified Reliability Engineer certification as the accepted standard for qualification to do reliability engineering.

Investigate jointly with other interested organization's leadership possible options for Reliability Engineer Certification of their members (non-members of ASQ or ASQ-RD).

World Conference on Quality and Improvement

(Formerly the Annual Quality Congress)

St. Louis, MO - May 24-26, 2010

<http://wcqi.asq.org/index.html>

Developing and Building Your Company's Knowledge

Root Cause Analysis and Problem Solving

Date: June 2nd

Time: 9am-5pm

Location: Sweetwater Sound

5501 U.S 30

Fort Wayne, IN 46818

Cost: \$50 per person. All proceeds go to the Easter Seals Arc of Northwest Indiana

Instructor: RABQSA Certified Lead Auditor with Registrar Experience

For additional information contact: bill@simpleque.com

Course Overview:

This Root Cause Analysis - Problem Solving course is based on the Eight Disciplines (8D) approach to structured problem solving. Having a disciplined methodology creates a foundation for learning, measuring problem solving progress, and helping to manage expectations during crisis situations, small or large. The class will spend time on root cause analysis using some common quality tools and techniques.

Using learning lectures, hands-on activities and typical problem case studies students will learn a start-to-finish problem solving method that yields results in a predictable and fast timeframe. Emphasis is placed on systemic root cause analysis versus symptoms, and the tools, techniques and exercises focus on the systemic approach to fix problems permanently.

Course Agenda:

- 1 What is root cause? What is root cause analysis?
- 2 The importance and benefits of effective root cause analysis and disciplined problem solving
- 3 When should this disciplined methodology be used
- 2 Root cause analysis and problem solving tools and techniques
- 3 The 8 steps to effective problem solving, root cause, and corrective action
- 4 ANAB and IATF (accreditation body) and Registrar emphasis on proper root cause analysis and corrective actions
- 5 Hands-on exercises of typical manufacturing problems

Learning Objectives:

- 1 Understand the importance of performing root cause analysis
- 2 Identify the root cause of a problem using the problem solving process
- 2 Understand the application of basic quality tools in the problem solving process
- 3 Compare results from a structured problem solving approach versus past practice
- 4 Help streamline your problem solving process while improving relationships with your internal and external customers
- 5 A standardized approach that you can apply across an entire organization for fixing problems permanently

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.

Next Histogram will be for September 2010

Have a Great Summer!!



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 Permit No. 880

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Printed by Perdue Printed Products

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