

**SEPTEMBER
2007**

What's Inside

**September Dinner
Meeting**

Chairman's Column

Quality Progress Update

**Welcome to a
new year of the
Histogram.**

**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 - September 13th

Huntington Robotics - Team T.H.R.U.S.T.

Huntington County 4-H Robotics www.huntingtonrobotics.org consists of a team of high school students, mentored by local engineers and professionals around the Huntington and Fort Wayne, Indiana area. There are 19 active high school students with a mixture of junior high students that will be participating in the coming 2008 robotics season. The team is mentored by 12 adults that teach the students about science and engineering. They will be demoing retired robots from the 2006 and 2007 season, Sept 13th, 2007.

The purpose of Huntington Robotics is to empower young minds in our local community with engineering, business and leadership knowledge. Through our Huntington County 4H club, students will develop scientific and problem-solving skills as they learn how to construct a competitive robot for the annual FIRST Robotics Competition. Members of our student-driven team develop a better understanding of engineering design, gain hands-on building experience, learn the business of running an organization, build confidence through friendly competition, and pursue the ideals of FIRST.

FIRST (For Inspiration and Recognition of Science and Technology) www.usfirst.org, was founded in 1989 to inspire young people's interest and participation in science and technology. Based in Manchester, NH, the 501 (c) (3) not-for-profit public charity designs accessible, innovative programs that motivate young people to pursue education and career opportunities in science, technology, engineering, and math, while building self-confidence, knowledge, and life skills.

Founder of FIRST, Dean Kamen is an inventor, entrepreneur, and tireless advocate for science and technology. His passion and determination to help young people discover the excitement and rewards of science and technology are the cornerstones of FIRST. Some of Dean Kamen's inventions include the Segway human transport, the IBot all-terrain electric wheelchair and insulin pump.

Huntington county 4-H Robotics is nicknamed "Team T.H.R.U.S.T." which is an acronym for Thundering Herd of Robots Using Student Thinking. Our sanctioned FIRST team number is #1501.

Team THRUST is tightly integrated into the local Huntington County 4-H which gives them a structured platform as well as community support. Integration with 4-H allows the team to pool students not only from the local high school but several private schools and well as provide opportunity for home school students not normally attending public schools.

See page 7 for more information on Team T.H.R.U.S.T.

September 13th, 2007
Hall's Guesthouse
1313 W Washington Center Road
Fort Wayne, IN

Social at 5:30 Dinner at 6:00 Presentation approx 6:30

Please RSVP by Monday, September 10th
Jim Smith at 260-434-5464 or james.e.smith@baesystems.com

Dinner \$19.00

If you can't make the meeting, please have the courtesy to notify Jim of the cancellation. We are charged for all reservations whether or not you show up.

LOOKING BACK, MOVING FORWARD

by Dan Templeton



Lowell Dusseau has taught me a lot about the ASQ chapter during its heyday of the middle 1980s. Lowell leads the preparation of our Celebration Book due out in December of this year. Among his observations is the transition from exceptional support by a few key companies to limited support by a more diverse group of firms from several industries. He also notes that the chapter has fewer volunteers. The twin root causes, he says, are everyone's reduced free time and the decrease in volunteer time supported by local companies. One example that he points out is the effective transfer of the All Day Conference to TQM Network because we did have enough people staff it. In the 1980s, we had Crosby, Shewhart, and Feigenbaum here. The conferences drew over a thousand people.

professional education services, such as an e-library and working to make certification classes more accessible; and boosting Engineering Week. We want to also bring in non-users amongst the quality professionals in the area.

Lowell had also noted that the nature of the industries in the area shifted. We are no longer mostly manufacturing. Services, like healthcare and education, are now the largest employers in the region. The change is not over. Within a few years, there will be a medical school and associated medical device businesses as well as a flood of businesses focused on nanotechnology arising out of efforts at Purdue. Auditors for ISO13485 may replace those skilled in TS

Quality is no longer the differentiator. Quality is the ante.

Quality was the differentiator of the 1980s. Today, quality is the ante. Quality is a commodity. So, how does ASQ de-commoditize quality? This year, our chapter has set a strategic plan aimed at moving forward. The key elements are increasing the value of the chapter to its members and building the value of the quality profession to its employers. Among some of the initiatives are further engaging the members in the Warsaw area; providing better

16949. How many quality engineers have thought about systems for assuring nanotechnology?
How many

are trained in Lean Sigma for healthcare, education, or government. The chapter needs to make our members ready to meet the needs of employers five years from now. I invite every member the chapter to step up to either teach or learn the skills necessary to make quality a differentiator once again. Volunteer at dtempleton@aptimise.com or with any other board member.

Recertification Contact Person

Mr. Chuck Bandelier
3543 E. Arabian Drive
Columbia City, IN 46725
260-429-5774
bandel@netusa1.net

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.

QUALITY PROCESS

QUALITY POLICY DEPLOYMENT PROCESS



BIG GOAL

When last we left our heroes, the weather was cool and economic case for quality was not. Let QPU update you on the status of several of the cases we presented last year. These are the stories that the executives are hearing from their credible sources like the Wall Street Journal, Financial Times, Business Week, and Forbes.

Whirlpool

The Wall Street Journal featured the efforts of Whirlpool teams in the US and India to reduce the number of washers and dryers being returned for dents. It started when the Director of Engineering got one of those dented units. One team discovered that the clamp trucks moving machines inside

to
ti
w
w
d
tr
a

S
N
S
ir
L
S
cl
e
w
le
-

TACTICS

For example:

Associates are more likely to support a new CEO if the existing culture is not ignored.

The Workplace Culture Institute states, "if a leader changes either a company's purpose or philosophy, it will feel like a different place." A recommended approach used at Staples was for the CEO to poll associates about what was most important to them. To nurture the resulting response, Staples' CEO pushed decision-making down the hierarchy. Bonuses became team bonuses.

A small firm, ICU Medical, took the same approach. They learned that just authorizing empowerment was not enough. The founding CEO decided to delegate decision-making to the people closest to the problem. It didn't work. With no leaders and no rules, "nothing got done, except a lot of talking." As an improvement gesture, he had the teams elect leaders. The improvement was vast, but not overwhelming. Finally the HR manager

Huntington Robotics - Team T.H.R.U.S.T. (cont.)

Team THRUST has won several awards from 2005 through 2007, recently attending Indiana Robotics Invitational (IRI) competition at Lawrence North High School in Indianapolis on July 20-21. Team 1501 was honored with the "Spirit of Indiana Award" for helping another team learn monocoque construction techniques, for community outreach and education about robots, and for celebrating the memory of a beloved robotics mentor, Jerry Smyth, who passed away on May 20. Also among other past awards include placing 2nd at the local regional competition at Purdue University in 2006, winning the Delphi Driving Tomorrow's Technology award, which featured the team for our monocoque design in the book, "FIRST Robots: Aim High: Behind the Design", that only published 30 robots world-wide out of 1,400 submissions. This hard back book can be published online at Amazon.com. The team plans on bringing a book that will be displayed for members to view.

As previously mentioned, the team has pioneered monocoque design, fathered by the late Jerry Smyth, an ex-naval aviator who taught the team this method of construction. Monocoque (French for "single shell") or unibody is a construction technique that uses the external skin of an object to support some or most of the load on the structure. This is as opposed to using an internal framework (or truss) that is then covered with a non-load-bearing skin. Monocoque construction was first widely used in aircraft, starting in the 1930s, and is the predominant automobile construction technology today.

THRUST is one of only 25 teams registered in the state of Indiana.

<https://my.usfirst.org/myarea/index.lasso?page=teamlst&area=IN-USA&sort=location>


In 2007, FIRST robotics consists of:

- * 1,307 teams
- * 260 rookies
- * Over 32,500 high-school students
- * From 7 countries: Brazil, Canada, Israel, Mexico, Netherlands, U.K., U.S.
- * 37 Regional events in Brazil, Canada, Israel, U.S.
- * FIRST Robotics Competition Championship at the FIRST Championship in Atlanta, GA, April 12-14, 2007
- * Robots are built in 6 weeks from a common kit of parts provided by FIRST, and weigh up to 120 lbs. (excluding battery and bumpers)

sources:

www.usfirst.org - facts

www.huntingtonrobotics.org - mission statement and press releases by students and media relations John Paff



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

<p>"LPM has been the ideal solution for us."</p> <p>Mark Flegge Chief Financial Officer AWS, Inc.</p>	<p>Real Plans,</p> <p>Real Deployment,</p> <p>Real Results</p>
--	---

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

TQM NETWORK AND THE CITY



SHOW



celebrating
INNOVATION



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
<p>Chairman Dan Templeton, amerIPatent LLC dtempleton@amerIPatent.com (260) 437-2622</p> <p>Chairman Elect.....Mark Maffey, BAE System Controls r.mark.maffey@baesystems.com (260)-434-5410</p> <p>Vice-Chairman.....Chuck Whitaker, OBM Enterprises Inc. usaimo@juno.com (260) 385-7546</p> <p>Treasurer.....John Carlson, ITT Aerospace/Communications Division john.carlson@itt.com (260) 451-5751</p> <p>Secretary.....John Chalmers, Ashley Industrial Molding jchalmers@ashinmold.com 260-587-9155, ext. 332</p>	<p>Arrangements Jim Smith, BAE Systems james.e.smith@baesystems.com 260-434-5464</p> <p>Education James Teeple, Ivy Tech Community College jteeple@ivytech.edu 260-480-4165</p> <p>Scholarships Milt Gallmeyer, General Aluminum mgallmeyer@generalaluminum.com 260-356-3900</p> <p>Membership Brian Lanier, Ind. Oppurtunities sblgo@verizon.net 260-495-1732</p> <p>SMP Shelly Darland, American Medical Response shelley@rugrowing.com 260-237-1112</p> <p>Outreach Chairman.....Steve Shoda, BAE Systems steve.shoda@baesystems.com 260-434-5654</p>
REGION 9 DIRECTORS	<p>Newsletter Editor Leslie Zody, Autoliv leslie.zody@autoliv.com 260-244-2114</p> <p>Recertification Chuck Bandelier, bandel@netusal.net 260-244-5429</p> <p>Examining John Meier, SEABOL jmeier8@comcast.net 260-414-4126</p> <p>Placement Dan Templeton, amerI Patent dtempleton@amerIPatent.com 260-437-2622</p> <p>Program Chair.....Megan Pape, Red Cross papemm@usa.redcross.org 260-480-8165</p> <p>Auditing.....Wayne Scherry, Ashley Industrial Molding wscherry@ashinmold.com 260-587-9155 ext. 331</p> <p>Internet Liason J. Canaverall, Red Cross CanaverallJ@usa.redcross.org 260-557-9983</p> <p>Senior Advisor Dave Masanz dmasanz@verizon.net 260-745-4600</p>
<p>Director Dick McKeever 513-984-0047</p> <p>Deputy Director Dick Coy 317-849-3489</p> <p>Deputy Director Dorothy D. Shook 317-773-4399</p> <p>Deputy Director Molly Brown 812-523-5547</p> <p>Deputy Director John Chalmers 260-587-9155x332</p> <p>ASQ National Headquarters 800-248-1946</p>	