
**FEBRUARY
2009**

What's Inside

**Dinner Meeting for
February 2009**

Chairman's Column

Quality Process Update

**National Engineers
Week**

Special Book Discount

ASQ Career Center

**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

February Meeting

February 12, 2009 (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

Dinner Meeting at Warsaw, Indiana

Ramada Inn

2519 East Center Street

Warsaw IN 46580

Same times as above and same dinner price

Webcast of the Fort Wayne Presentation

For reservations contact Nathan Prieshoff:

nathan.prieshoff@mchsi.com

Telephone: 574-267-6826, ext 7863

Topic: Critical Feature Traceability in the Medical Device Industry

The medical device industry provides highly effective therapies for orthopaedic problems that can radically improve a patient's quality of life. There are a myriad of features that define a device, but just a relative few that are critical to its success in service. Failure to adequately control this set of features can undermine device performance and cause harm to recipients and even medical practitioners.

Thomas Slagle serves as Vice President of Quality and Facilities, as well as Compliance Officer for **OrthoPediatrics**. Mr. Slagle is a seasoned industry veteran with nearly 30 years of experience in medical device design, engineering and manufacturing.

Before joining **OrthoPediatrics**, Mr. Slagle served as the Senior Manager for Quality Engineering at Medtronic Spinal and Biologics, where he helped lead a major modernization of the design quality systems, resulting in the company's first FDA approval of a cervical disc.

Mr. Slagle earned a bachelor's degree in metallurgy and materials science and an MBA, both from Case Western Reserve University. He holds a certification for quality engineering from the American Society for Quality. Mr. Slagle also is a lead ISO 13485 auditor, a six-sigma black belt candidate, and an expert in lean manufacturing.



ADVANCING THE QUALITY PROFESSION

SMALL GROUPS: A KEY TO SECTION GROWTH

How does ASQ 0905 reach “non-user” quality professionals and section members that are not very active?

New research on growth of organizations, which has numerous field test successes, says developing a passion for the profession is crucial. The way to develop that passion is through small group teaching and fellowship.

The small group often is a task group such as E-week, Robotics team, proctoring group, Section Leadership team, or similar. An outsider looking at ASQ 0905 would say, whoa, most of these appear to be individual efforts. And, the observer would be right.

A longer term goal is to get at least 60% of the section involved in a small group. That is about 270 quality professionals. At 8-12 members per group, that is about 27 groups.

Besides a task group, these groups could be groups based around similarity of professional expertise: orthopedic quality, software QA, military electronics, composites, healthcare, educators, CQEs, CQAs, etc. How do these groups form? Each group needs a starter leader, someone to make the initial invitation. Schedule an informal get-together.

During the get-together have a time for learning, short and focused 5-10-15 minutes. The purpose is to mature in our profession and expand our skill horizons. Then, let the group just connect with one another for the rest of the time together. Way before I knew about this research, it was Jack, Jenny, Jeff, and I studying at lunch on Tuesday and Thursday. We went through Juran's Handbook trying to get ready for the CQE exam.

Later, Jenny and her husband (the local beer distributor sales manager) invited us to the Tulsa Roughnecks professional soccer matches, which his firm sponsored. We developed a lifelong connection. I just saw Jack about six months ago, 25 years after our study group.

But that group spawned others to do the same, and want to join in.

What was missing for growth was the use of **clusters** of these small groups to coordinate action, especially **outside of ASQ**. For example, for E-week, instead of a couple of ASQ representatives attending the celebration, now 2-4 members of different groups within the cluster attend the dinner, so that there is a critical mass of 12- 16 ASQ members who can have fun in this outreach event.

The development of ASQ clusters as an outreach tool to the technical societies and student activities will foster a positive attitude about ASQ. This in turn, leads to growth by new members and growth of the existing members professional skills.

I encourage some of the natural leaders of the Section to set up an “interest” group or a task team such as for the 2009 Fall Conference. Try these concepts of teaching and developing connections within the small group.

The Section Leadership team will work on a 2009-2010 plan to make small groups a point-of-emphasis as we build the strategy. We will start at our January and February meetings.

Speaking of E-Week, it is February 16-21st. The Robotic games are on Saturday, the 21st from 10 to 2 at Science Central on Clinton Street in Fort Wayne.

Find out more at

http://www.indiana-eweek.org/index_2.html

Volunteers for Section Leadership roles for May 2009-May 2010 can contact Chuck Whitaker at usaimo@juno.com

Join the Leadership Meetings at Ivy Tech's Carroll Hall or on-line

Next one: Thursday, February 26th at 5 p.m.
Access Numbers: 1.866.409.4300

Participant Entry Code: 4070204

Optionally, open the Web Conferencing page at www.meetingbridge.com/web

QUALITY PROCESS UPDATE

FEBRUARY 2009

QUALITY POLICY DEPLOYMENT PROCESS



This month, QPU looks at quality management through recounting several articles and private stories.

STRATEGY

Søren Bisgaard is a favorite QPU quality guru. He recently had republished in *Quality Engineering* an overview of the impact of Juran on quality. Juran developed the concept of fitness for use. He broke that down into “Features” and “Freedom from Deficiencies.”

Updating those terms, with today’s customer-centric quality in mind, Bisgaard relates that to another QPU favorite: Joseph Schumpeter, who is best known for coining the term “Creative Destruction.” In the Schumpeterian world, the “Freedom from Deficiencies” broadens to improvement through new innovations that render older innovations obsolete.

Quality therefore leads to improvements that aim at reducing chronic problem sources begetting reduced cost and improved competitive positions. But, Bisgaard goes further saying that a company can not rely on just decreasing deficiencies. “Features” means that innovations must involve NEW features — products and services that improve the solutions of the customers’ problems.

He rams home the point that “Quality is about Innovation – Innovation of better products, better services, better process, and better organizational structures.”

Juran called the process of innovating new market offerings **QUALITY PLANNING**. Today the Quality Planning has become Design for Six Sigma. Bisgaard notes that the brilliance of Juran’s writing

is also its drawback. It is very detailed and tightly written making it difficult reading for the average Quality Professional. Bisgaard speculates that few Six Sigma Master Black Belts are even familiar with Juran’s work.

According to Bisgaard, Six Sigma is still trying to catch up to Juran. For example, Six Sigma does not adequately account for the Quality Control aspect of the Juran Trilogy.

Bisgaard then reviews Juran’s body of work regarding ISO9000. Juran points out that ISO9000 has merits of standardized assessment, relieving suppliers of the burden of multiple audits. But, it replaces the proactive customer-centric focus with a self-defense stance relative to self-appointed

Quality is about Innovation. Innovation of better products, better services, better processes, and better organizational structures.

quality auditors in order to pass a certification. Bisgaard wishes that Juran would have been more willing to weigh in AGAINST ISO 9000 during the formative years. Juran was concerned with the several lackings that drive the “REVOLUTIONARY RATE OF QUALITY IMPROVEMENT.” Bisgaard believes that it will take substantial time to recover from Juran’s lack of action. He hopes that Lean Sigma will be effective in restarting the innovation engine in the quality profession. **Revisit the Juran literature, Bisgaard encourages us.**

Several ancillary anecdotes support this lack of innovation.

First, more than one of the Scetion’s leading lights have failed to renew his/her memberships because of

despair with automotive managers. In summary, the reward systems are not geared to support quality improvement, particularly in the “Detroit-style” automotive business. No one wants training for the staff, let alone certification, because then everyone would want to hire them away!

The counterpoint is that when the associates are treated well, that certifications and training make the person more loyal. Witness the absence of those issues at Honda, Toyota, Nissan, and their transplant suppliers. Maybe the fault lies in the Human Resources systems, not the quality systems. Maybe, Schumpeter will truly prevail: creative destruction of the “Detroit-style” thinking, delayed only by billion dollar political investments.

But, quality systems do share some blame. Deborah Hopen, former president of ASQ, wrote an article recently that appeared in *Six Sigma Forum*, entitled “Rigor and Rigor Mortis.” She notes that in beginning a project with some green belts, the team said that they had had three different black belts working with them over the last eight months. Each time a new BB joined the team, the previous work was judged to be deficient and required team members to repeat most of the activities.

Her studies attributed the team’s failure to progress to the BBs relentless pursuit of perfection. Rigid adherence to DMAIC made the process too brittle. It cracked and fell apart. The energy and commitment of the team was spent.

Her prescription includes developing a balance between technical expertise and group process. How does one gauge when a project has gone too heavily to the technical side?

Are the team members evaluating their progress each meeting?

Or, have those evaluation become perfunctory?

Occasionally, bring a third-party facilitator in to listen to the self-evaluations and provide recommendations for change.

A great antidote for perfection-blinded drive and downer-negativism, is a easy-read book by the late Randy Pausch, self-described efficiency freak, entitled *The Last Lecture*. Included are inspiring monologues and stories regarding “Being the First Penguin,” (i.e. innovate); working in teams; enriching learning opportunities and dreaming big; as well as contributing to the common good.

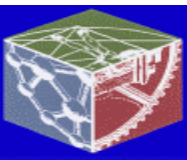
Northeast Indiana is one of the two major centers for plastics and composites in the US. In general, it is a hot, stinky, and dusty business. The December 2008 edition of *Composites Manufacturing* features the cover article applying Lean Sigma to the composites industry. The authors introduce the industry to using Lean Sigma to advance operational excellence in manufacturing composites. The article breaks little new ground, but it does layout Value Stream Mapping and DMAIC for a folks in an industry where this is relatively foreign, especially in the smaller versions of the businesses.

The contrast is readily apparent when the ad on the next page shows a state-of-the-art wind turbine being manufactured in one of these shops by a team of three people using long-handled paint rollers. I wonder what the CpK of that process thickness is?

The following page launches the reader to the forefront: combining Lean Sigma with Simulation. Lean Sigma is a static tool. Adding simulation makes it dynamic and adds a dose of reality. Simulation is infinitely easier than it was in 2000. Now, you can run a simulation right within Microsoft Visio.

The authors claim that this is one secret method for competitive advantage.

Innovation from Section 0905:
At the St. Louis section’s conference in April, there will be a world debut of Zlotin Brainstorming, an efficient improvement on Osborn Brainstorming using Directed Evolution.



National Engineers Week

Northeast Indiana Events

www.indiana-eweek.org

Engineers Make a World of Difference

Northeast Indiana has a rich heritage of [inventors and engineers](#) and is home to hundreds of technology companies. Explore our website and come join us at the many events that promote engineering and encourage our youth to investigate, explore and build our future.

Northeast Indiana's Engineering Week Committee 1955 - 2009



Future Cities



Robot Games



Bridge Building



Banquet

National Engineers Week recognizes engineers and celebrates engineering achievements that have improved and advanced our lives.

Local professional engineering organizations, IPFW, IndianTECH, Science Central, area schools, and hundreds of residents honor engineering and celebrate National Engineers Week. Many programs start early in the fall and proceed until Saturday, February 21, 2009 ending with the Engineers Week Banquet that evening.

At the banquet, honored guests, professionals, families and friends enjoy a delightful evening of food, entertainment, and awards. Area professional engineering organizations, companies and individuals give over \$ 20,000 of academic awards to area youth.

ASQ Certification Refresher Courses

These courses are being offered as a cooperative between Ivy Tech Community College Northeast and ASQ Northeastern Indiana Section 0905.

These courses are designed to prepare you for taking the ASQ Certification exams. Each course entails 24 hours of class time (2.4 CEUs) and utilizes the Quality Council of Indiana primer/solution text materials - which can be obtained by contacting them at (812-533-4215) or via the web at (www.qualitycouncil.com). These courses are conveniently scheduled in the preceding weeks running up to the applicable scheduled ASQ exam dates.

Refreshers Course Schedule for "Spring 2009"

Workforce & Economic Development of Ivy Tech Community College Northeast will be offering certification refresher classes on the following dates:

The CMQ/OE, CQT, and CSSBB Refresher classes will meet on Saturdays, **January 24th through February 28th** (if minimum enrollment be met).

Classes will meet from 8:00 a.m. to 12:00 p.m. at Ivy Tech Community College Northeast – 3800 N. Anthony Blvd., Fort Wayne, IN

Cost is \$279

To register, call Ann Travis at (260) 480-4118

For more information, contact ASQ 0905 Education Chair, James Teeple at (260) 480-4165 or jteeple@ivytech.edu

NOTE: The ASQ exam registration deadline is January 16th and the exam March 7th

Please note that the certification exams are proctored at Ivy Tech Community College, 3800 N. Anthony Blvd. Fort Wayne, IN 46805

NOTE: Cost does not include primer/solution texts or ASQ exam fees. Participants will be responsible for applying with the ASQ as there are prerequisites for taking the certification exams. More information on the exams and the application process is available from the national ASQ headquarters toll free at (800-248-1946) or via the web at (www.asq.org).

World Conference on Quality and Improvement

(Formerly the Annual Quality Congress)

Minneapolis, MN - May 18-20, 2009

Visit <http://wcqi.asq.org/> for more information.

SPECIAL BOOK DISCOUNT

Forrest Breyfogle's "Going Beyond Lean Six Sigma and the Balanced Scorecard", presentation was given here in Fort Wayne November, 2008, sponsored by ASQ0905 and Ivy Tech Community College. During the presentation, Forrest mentioned his new books on Integrated Enterprise Excellence (IEE). You can learn more about these books, on his website: <http://www.smartersolutions.com/integrated-enterprise-excellence.htm>

Forrest Breyfogle is extending an offer to ASQ0905 to save up to 40% off list price on books in his webstore. Webstore: <http://www.smartersolutions.com/store/home.php?cat=2>

Coupon Code: s083n67

ASQ Career Center

www.asq.org/career

Are you looking for a job? ASQ's Career Center is here to help. Post your resume, search job postings, get career advice, and explore career development opportunities.

Do you need to hire a quality professional? Post jobs and search resumes from the largest, most qualified audience of quality professionals—ASQ members.

Job Seekers

ASQ's Career Center (powered by Boxwood Technology) is FREE to all job seekers and provides you with access to the best employers and jobs in the quality industry:

Employers

The ASQ Career Center is the premier electronic recruitment resource for the industry. Here, employers and recruiters can access the most qualified talent pool with relevant work experience to fulfill staffing needs.

Future ASQ Dinner Meetings 2008/2009

(All at Don Hall's unless otherwise specified)

March 12, 2009

SCHOLARSHIP NIGHT

April 9, 2009

Conference TBD

May 14, 2009

Dana Haenner (ISO Laboratory Accreditation)



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

2005-2006 OFFICERS	COMMITTEE CHAIRS
Chairman Dan Templeton, Aptimise dtempleton@aptimise.com 260-407-0203 ext. 2001	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 260-479-2227
Vice-Chairman.....Chuck Whitaker usaimo@juno.com 260-385-7546	Scholarships Milt Gallmeyer, General Aluminum mgallmeyer@generalaluminum.com 260-356-3900
Treasurer John Carlson, ITT Aerospace jcarlsonjr15@verizon.net 260-451-5751	Membership Brian Lanier, Ind. Oppurtunities indop@dmci.net 260-495-1732
Secretary.....James Oxenrider joxenrider@comcast.net	SMP Ed Woodward, Fort Wayne Anodizing Ewoodward@FortWayneAnodizing.com
Outreach Chairman Steve Shoda, BAE Systems steve.shoda@baesystems.com 260-434-5654	Newsletter Editor Leslie Zody, Autoliv leslie.zody@autoliv.com 260-341-5172
REGION 9 DIRECTORS	
Director: Dick McKeever 513-984-0047	Recertification Karen Hughes , Ashley Industrial Molding kjhughes@metalink.net 260-587-9155, ext. 332
Past Director: Bud Newton	Nominating Chuck Whitaker usaimo@juno.com 260-385-7546
Deputy Director: Dick Coy 317-849-3489	Examining John Meier, SEABOL jmeier8@comcast.net 260-414-4126
Deputy Director: Dorothy D. Shook 317-773-4399	Placement.....Cynthia Wilson, Fort Wayne Foundry cw3054@hotmail.com 260-483-3032
Deputy Director: Molly Brown 812-523-5547	Program Chair Megan Pape, American Red Cross papemm@usa.redcross.org 260-494-4715
Deputy Director: John Chalmers 260-587-9155, x332	Auditing.....Wayne Scherry, Decatur Wire Die, Inc. wscherry@estes-dwd-us.com 260-728-9272
Deputy Director: John Meier 260-414-4126	Internet Liason John Chalmers, Ashley Industrial jchalmers@ashinmold.com 260-587-9155, ext. 332
ASQ Headquarters 800-248-1946	Senior Advisor Dave Masanz dmasanz@verizon.net 260-745-7600