
**JANUARY
2009**

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January 2009**

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**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

January Meeting January 8, 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: CorrectSPC: the correct use of SPC in precision
machining**

This presentation is very controversial, as it destroys the myth of the normal curve in precision machining! It will show how the X-bar-R chart is the absolute worst chart for precision machining. It goes into the correct distribution, and the proper setup of control charts that allow absolute control of the process! It also goes into how Cpk's can not be calculated for precision diameters and lengths - because the distribution is non-normal. It will cover how compression of control limits increases variation, and is not continuous improvement! It sounds like blasphemy, but it is all true - and once you see the facts, it is impossible to argue!

Presenter:

Bob Doering has been in the quality field for over 13 years, and has industrial experience for over 28 years. He is also an adjunct instructor at Lorain County Community College in Engineering Technology department, and has lectured classes in Metrology and Quality Management. He holds a BA degree in Business and MBA in Systems Management from Baldwin-Wallace College. He is certified as a CMQ/OE, CQE, CQA, and CMI.



ADVANCING THE QUALITY PROFESSION

OPPORTUNITY: TIGHT TIMES

We want to make the case for quality to the “C-Suite” executives. Here’s when I put on my executive cap.

There are more than the usual number of quality professionals that are unemployed or soon-to-be unemployed. Many executives look at this as a time to “upgrade the department” in terms of skills without increasing payroll costs.

That’s pretty hard-hearted and flinty-eyed accountant-type talk, right? Machiavelli would have been at home sitting on the board of directors.

No, that is a fact of life. These managers are preparing for the inevitable upturn. (I’ll predict it starts in May-July in most industries. There’s way too much liquidity recently pumped into the marlets for nothing to happen. And, the lag time is about six months from injection.) They need their companies to be more competitive when the time comes.

What is the ASQ member’s advantage?—having the skill set. How did the member acquire that skill set?— getting education, reading the leading quality journals, networking: having exposure to different industries’ quality processes and trading ideas with other quality professionals.

But, only part of that comes from osmosis. To advance your skills, you have to be actively engaged in developing your career. With every ASQ membership comes the world’s leading journal for quality professionals: *Quality Progress*. Do you read QP beyond Mr. Pareto Head?

If you read QP do you try to take an idea from it and apply it to your current work? Don’t say, “I can’t change the way the department runs, my manager won’t let me.” If your manager isn’t taking suggestions—well-thought out suggestions, (and the manager isn’t replaced) then you ought to begin developing a plan to get out of that company. That company will likely be eaten alive by the competition within the next decade. **You’re the C-suite executive of your own career. “Upgrade the company,” by firing your roadkill employer.**

It doesn’t have to happen in the next 30 days. But, start now with a concentrated plan to control your career, so that by July, you’ll be ready for the upturn.

Networking, that’s easy: attend ASQ Section meetings: seven new contacts per month and a professional talk, 35 contacts and five new familiar topics by July. If your employer doesn’t cover the cost of dinner, and you can’t afford it, come see me. But, I want to push networking farther: if you’ve decided the company will be not be the place for your career to blossom because it won’t continually improve, then contact Cindy Wilson to put an anonymous “Situations Wanted” posting on our Placement board. Start early before you absolutely need to act.

Five other low-cost ideas to ramp up your career:

Learn the quality profession as the profession will be in the future. Use the [asq.org](http://www.asq.org) website. It is repository of peer-reviewed knowledge—free.

<http://www.asq.org/includes/flash-movies/ewelcome01.html>

Try reading and writing to quality discussion boards covering what expertise you have...your actual experiences...or want to have... your next career step—free.

<http://www.asq.org/discussionBoards/index.jspa>

There are literally a hundred different boards from software to biomedical to metrology. Try one—free to members.

Try ASQ’s new on-line short courses and webinars. Some are only a lunchtime long and focus on a specific topic that you need today.

Finally, develop your credentials within the Section. **Write short articles for The Histogram.** Everyone learns that way.

Broaden your name recognition further, begin working as part of the Section Leadership. Here’s a starter improvement idea that Section Leadership needs tackled: put blogs/discussion boards on the local site to foster further quality profession conversation.

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

Next one: Thursday, January 22nd 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

JANUARY 2009

QUALITY POLICY DEPLOYMENT PROCESS



This month, QPU looks at quality systems development in other parts of the world and in small manufacturing.

DEPLOYMENT

Japan and China have dominated quality reporting for a long while. But, what of quality in other emerging markets: the other BRIC countries: Brazil, Russia, and India? The *Financial Times* reported on an Indiana connection in Brazil.

Chief Executives are reading in the *FT* about quality activities that seem like a throwback to the halcyon days of US quality: 1980's. For example, India's third-largest motorcycle manufacturer located in Bangalore touts "Achieve Zero Defects." Banners display slogans like "Quality is a Way of Life." This sliver of India adopted Japan.

The results were predictably good. Quality, along with productivity and sales improved drastically. Rework plunged from 15% (150,000 ppm) to 100 ppm in 20 years, one generation.

The owner is a Purdue MBA. But, he surveyed the northern automotive firms and was unimpressed regarding their industrial engineering. The southern automotive firms, often called transplants, pointed him towards Japan. He emphasizes that everything in Japan focuses on exactness. Suzuki and Honda plants proved perfect models for him. He adopted TQM with an Indian twist. There are five pillars:

- Policy deployment;**
- Involve everyone at the company;**
- Continuous improvement;**
- Standardization of processes; and**
- New product development**

The transformation required a decade to execute even in a relatively small company having a committed CEO.

This argues strongly against the "GE 100-day plan" -type programs or programs that rely on zealous adherence to one approach like "just six sigma."

The TQM policy deployment prescribed relatively standard methods: restructuring to eliminate silos and fingerpointing; generating teams for new products; weeding out factory floor inefficiencies; reorganizing the factory floors into a flow process; cross-training associates; assigning roles, and tracking statistics on public display boards. Productivity was marked every hour. The firm gets about one suggestion a day per associate.

The biggest change was that the senior managers had to become actual role models for what they wanted the company and its associates to become.

The quality transformation required a decade even in a relatively small company and a committed CEO.

One way to model the desired activity is to pay close attention to the smallest non-conformances. The theory is nick-named the "Broken Windows Theory." According to the story-line of the theory, criminals observe a single broken window in an area that doesn't get attended to. Their conclusion is that "nobody cares." Therefore, the criminals believe that they can do evermore significant crimes.

There is the safety analog. There are 600 "near-misses" prior to the 100 minor safety issues prior to the 30 major incidents preceding the one fatality. Attack the 600 minor incidents and the one loss may never have a chance to occur.

Nice story.

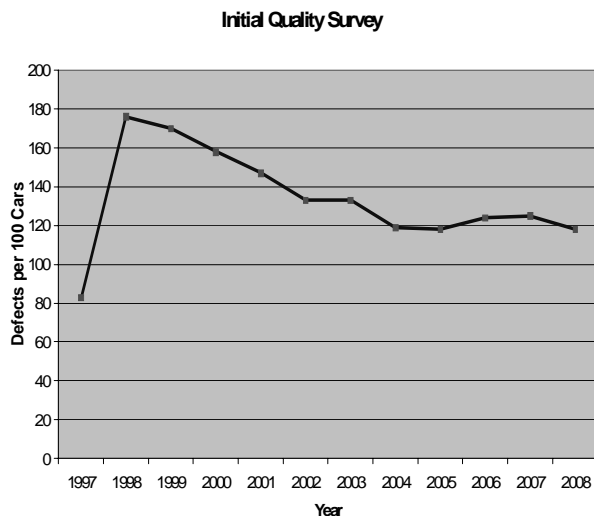
Now, research is proving that the Broken Windows theory actually describes how things work.

In a series of experiments where graffiti or no graffiti conditions were set up with littering as the secondary offense; or “No Trespassing” signs were placed in an area where bicycles were legally parked or illegally chained to the fence, the presence of one broken law lead to to dramatically increased incidences of breaking the second law.

Think back to the emphasis on standardization and involving everyone in a company, if one standard is not followed, or one person, especially a senior manager, doesn't follow the rule, broken windows theory suggests that it will be that much harder to change the culture.

Do you follow the standards all the time, even when someone is not looking? Become the embodiment of the quality plan.

Good news from the automotive world, the quality of new cars improved across the industry this year in terms of mechanical and design issues in the first 90 days of ownership. Twenty-six of the 36 nameplates improved this year. The defect rate went from an average of 125 per 100 vehicles in 2007 to 118 in 2008. But, take a page from Forrest Breyfogle's individuals control chart.



JD Power and Associates study questions changed in 1998 and in 2006. So we, have difficulty making year-on-year comparisons. But, if I am looking at this with a broad scoped eye, I would say that the shift over the last few years and especially between 2006 and 2008, which are consistent survey data, probably are not significantly different even at Breyfogle's 80% standard.

How does one target improved quality and operational efficiency in a small job shop? These shops are prevalent in Northeast Indiana, supplying everything from armor for Mine-Resistant Vehicles to frequency-hopping sideband radios to screws and wire for orthopedic work.

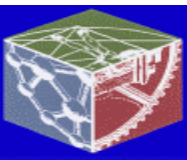
For example, in one shop-within-a-shop, the owner and sole employee, has sold about 150 assemblies and has two external rejects and five internal rejects: 60000 ppm. The parts are fixtured and visually displayed in the lean manufacturing cell. It doesn't get easier or more empowered than this. How to break this?

Since it is a shop-within-a-shop, the owner has the luxury of getting a few 'free' reviewers ('kibitzers'). He has now added two new items to the FMEA, but could they have been foreseen with a limited number of eyeballs on the project? One answer that may be needed, and could be provided by ASQ, is a small business team or roundtable to assist one another with quality checks, design reviews, and sanity checks. Are there members that want to develop such a roundtable?

The October-December 2008 issue of *Quality Engineering* focuses on Statistical Quality Control in Healthcare. Since healthcare facilities are in the top three employers in the region, it behooves our members to be aware of the issues (remember the opening discussion about developing your career?)

Two articles of note:

SQC and Infections which introduces a “G-Type” (geometric) control chart tracking times between infection occurrences; and
SQC for DNA Microarrays which employs a Hotelling's T² control chart.



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.

It is scholarship time again! This year the Northeastern Indiana ASQ section 0905 will again be awarding scholarships to deserving students. These scholarships will be awarded on criteria including enrollment in a qualifying major, grade point average, financial need, extra curricular activities, and presentation of the application. Applications and official transcripts must be received by February 1, 2009. The scholarships will be awarded during the March 2009 meeting. Please complete the application on the next page.

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)

February 12, 2009	Tom Slagle (Critical Feature Traceability in the Medical Device Industry)
March 12, 2009	SCHOLARSHIP NIGHT
April 9, 2009	Conference TBD
May 14, 2009	TBD

**ASQ SECTION 0905
SCHOLARSHIP APPLICATION
DEADLINE FOR SUBMITTING: (FEBRUARY 1 OF AWARD YEAR)
MAIL TO:
Milt Gallmeyer, SCHOLARSHIP CHAIRMAN
6548E 1000N
Ossian, IN 46777
Email: mgallmeyer@generalaluminum.com**

1. MEMBER'S NAME _____

LAST	FIRST	MIDDLE
------	-------	--------

 ADDRESS _____
 CITY _____ STATE _____ ZIP CODE _____
2. NUMBER OF YEARS OF ASQ MEMBERSHIP _____
3. STUDENT NAME _____

LAST	FIRST	MIDDLE
------	-------	--------

 ADDRESS _____
 CITY _____ STATE _____ ZIP CODE _____
 EMAIL ADDRESS _____ TELEPHONE NUMBER _____
4. UNIVERSITY ATTENDING _____
5. CLASS STANDING CHECK ONE: ___ SO ___ JR ___ SR
6. NAME OF DEGREE PROGRAM _____
7. HOURS COMPLETED* _____ SCHOLASTIC AVERAGE _____
PLEASE ATTACH LATEST OFFICIAL COLLEGE TRANSCRIPT (REQUIRED)-2.70/4.0 MIN. REQ.
8. I WOULD LIKE TO RECEIVE THE SCHOLARSHIP BECAUSE (INDICATE NEED) _____

9. LIST ALL OTHER SCHOLARSHIPS AND AID YOU WILL RECEIVE FOR THE ACADEMIC YEAR

10. UNIVERSITY EXTRACURRICULAR/COMMUNITY ACTIVITIES (PLEASE LIST) _____

ELIGIBILITY for one annual \$800 renewable scholarship (Limit of three)

1. Must be sponsored by an active ASQ Section 0905 member in good standing, and have completed one academic year * prior to the applicable date and who will be a full time student (12 sem. hrs. or more) during award use.
2. Must be enrolled in a program leading to an Associate, or Bachelors degree in Engineering, Technology, Physical or Natural Sciences, Mathematics, Statistics, Business-Administration., Health Sciences, and Education at a recognized (ABET or equiv. accredited) college or university.

* (30 Sem. hrs. or 45 Qtr. hrs. minimum)

APPLICANT'S SIGNATURE _____

DATE _____

NOTE: Winner selection will be made at the February Board meeting.

NOTE: SCHOLARSHIP WILL BE AWARDED DURING THE REGULARLY SCHEDULED MARCH MEETING.

(Rev.11-05-07)



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

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