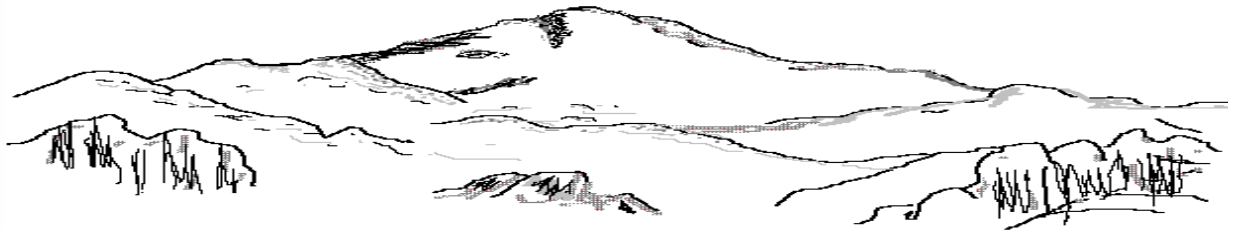


American Society for Quality



PIKES PEAK SECTION 1312

January 2010

Letter from the Chair

Happy 2010!

Wow, the Holiday season is already drawing to a close and it's time to look forward to the new year. I hope you enjoyed the time spent with your family(s) and that you are refreshed and ready to take on 2010!

In the Chinese zodiac, 2009 was a year of the Ox, a year to "persevere." Did you? Were you able to lay groundwork for things that you want to happen in the coming year? Have you planned what you want to accomplish or made any interesting Quality-related resolutions?

If not, may I make a suggestion? Resolve to expand your career this year by taking a training class or attending a seminar on a Quality topic that interests you. The class may not be directly related to what you do now but it may pay off in the future. Take the time to read/skim some Quality magazines or websites--such as ASQ's Quality Progress [link: <http://www.asq.org/qualityprogress/index.html>] or ASQ's website [link: <http://asq.org>]. You'll find a wealth of topics to explore. You can even visit our own PPASQ website [link: <http://ppasq.org>] where you'll find Quality news, local training announcements, and celebrations of the work we're doing in the industries we serve.

And what better way to get started with all of this than to attend our January Break-out sessions at DeVry University on the 13th. We have three great speakers who can give you a "tantalizing overview" of areas of Quality or its application that you may not be familiar with.

Cont. Page 3

Breakout Sessions

**Joint Meeting with
INCOSE and ASQ
Section 1312**

Jan. 13th, 2010

DeVry University

Schedule:

5:30 - 6:00 Networking

6:00-6:30 Dinner

**6:30-8:00 Program:
Breakout Sessions**

From ASQ National:

ASQ 2010 Manufacturing Outlook Survey Shows Some Recovery. Data show respondents also Expect continued cost-cutting measures. Other Stats from respondents for 2010 include:

- 61.3% of organization will create processes to reduce costs
- 44.8% expect a pay freeze
- 41.4% predict a hiring freeze at their organizations
- 35.2% will have mandatory budget cuts
- 27.8% expect staff layoffs
24.7% expect reduced employee benefits

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American Society for Quality

Pikes Peak Section
PO Box 26366 Colorado Springs, CO 80936-6366
Website: <http://www.ppasq.org/>

2009-2010

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Note: The ASQ Section 1312 Leadership Team is continuing to look for individuals willing to volunteer for other Leadership Team positions. If your interested in any of these positions, see the ppasq.org

MISSION STATEMENT

To promote awareness, understanding, application and results of Quality concepts and best practices in Southern Colorado by being a source of information, education and expertise in all Quality matters.

Meet the Speakers

T'Chris Gardner **Risky Business**

Managing risk requires identifying risk. In this interactive half hour, we will explore ways of identifying risks and presenting them to management--before the risks occur.

Bio: T'Chris Gardner is an Adjunct Professor of Computer Science at Colorado Technical University and has been a Quality Professional for more than a dozen years.

Glenn Thayer

Communicating in the 21st Century

In this 30 minute program you will learn how to:

- ⇒ Get out of email overload
- ⇒ Use communication technology instead of it using you.
- ⇒ Eliminate phone tag and email ping-pong

Bio: As a conference moderator and host, Glenn Thayer works with organizations that want a unique experience that ensures their meeting and conference objectives are met.

Cont on Page 5

Quality Refresher:

What is Taguchi's Loss Function, and how is it used in the context of determining the Cost of Quality?

Cont from Page 1—Letter from the Chair

So come out and join us. Make 2010 the year you reviewed your career goals and renewed your use of PPASQ membership.

Happy New Year everyone! Happy 2010!

- T' Chris



Check out APICS at : <http://www.apicspikespeak.org/>

Welcome to APICS - Pikes Peak Colorado Chapter



APICS builds operations management excellence in individuals and enterprises through superior education and training, internationally recognized certifications, comprehensive resources, and a worldwide network of accomplished industry professionals.



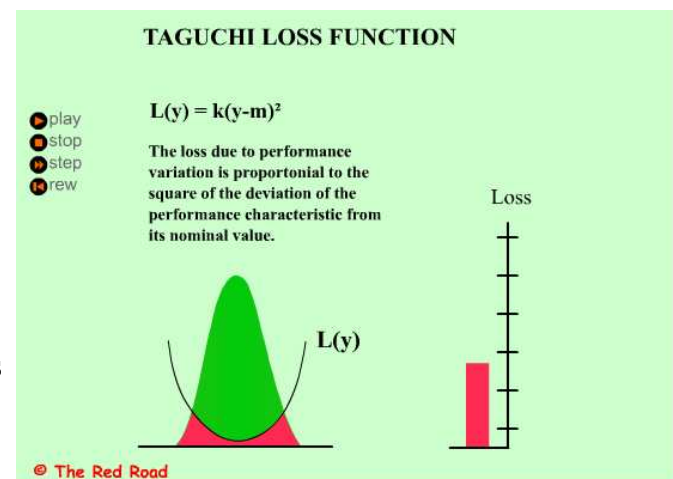
APICS Pikes Peak is the preferred organization serving Colorado Springs and the southern Colorado area for operations management professionals, providing value to our membership and customers by offering quality education, training, development and networking opportunities.

Walking the Quality Web: Taguchi's Loss

Function

Simply stated, Taguchi's Loss Function is a method to show how each non-perfect part produced, results in a loss for the company. Another way to look at it is that as a product characteristic deviates from the normal target, losses increase according to a parabolic function defined by the loss of dollars ($L(y)$), the cost coefficient (k), the target value (m), and the actual quality value (y). Marc Elsmer created a unique website to provide an interactive interpretation of the quadratic equation in action. As the quality characteristic moves farther away from its target value, the cost of the deviation increases quadratically. When managers question your rationale for a change in a procedure that results in increased quality costs, you can reference Taguchi's Loss Function to quantify the cost savings if you allowed the specified parameter to deviate outside in nominal value. Reference Marc Elsmer's Web Site for an interactive application. <http://elsmar.com/Taguchi.html>

- Greg



Meet the Speakers: Cont from Page 2

Trace Baker

Dependability and Dependability Cases

The systems we develop and validate have increasingly-critical roles in society. Is the public justified in the trust it places in these systems to perform as intended, and without harmful side effects? In this talk, we will explore the contemporary definition of dependability, and the emerging discipline of dependability cases as a means of building trust. We will define dependability, give an example of a dependability case, and show how dependability cases differ from traditional methods of certifying critical systems by assessing development processes.

Bio: Trace Baker has over thirty years experience in safety- and mission-critical product development for civilian and military users. Trace has worked in the medical device, aerospace, data storage, and process monitoring industries

Does your quality system ever let you kick-back to enjoy the view? www.efficient-quality-program.com

JOB CORNER

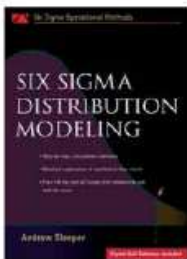
Job Placement Chair:
Les Rodriguez
Placement@ppasq.org

The ASQ Colorado Springs Chapter has developed a email list of people interested in receiving notice when Quality, Regulatory and/or Engineering jobs become available in Colorado or elsewhere in the nation. Job references and job descriptions are forwarded to people on the email list.

We are aware that this service has resulted in interviews and hiring of people on the email list. ASQ Colorado Springs Chapter will provide information on available jobs but does not collect resumes nor function like a employment agency. The basic services offered through chapter placement include the following:

- 1) Free subscription to job board with information about job openings
- 2) Email notification of vacancy announcements

Two great reference books...



Six Sigma Distribution Modeling

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Design for Six Sigma Statistics

- 59 practical tools
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- MINITAB examples
- Application stories



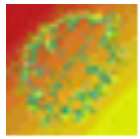
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Author / Trainer / Consultant
Andy Sleeper
 970-420-0243
Andy@SuccessfulStatistics.Com

Quality Quote of the Month

“Our plans miscarry because they have no aim. When a man does not know what harbor he is making for, no wind is the right wind.”

- Seneca 4 B.C.—65 A.D.



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In house training classes is cost effective with just 4 students. In-house training can be customized to your needs, incorporates your paperwork and your business operations. Training can be based on any standard and is accepted by all registrars.

ISO 9001:2008 Lead Auditor Training

Learn the new ISO requirements and update you auditor training. Accelerated learning (emphasis on "doing")
Conduct an actual ISO 9001 audit at a local company.
IRCA Certified (RABQSA recognized) 5 days -\$1699 Oct 12-16 Dec 7-11 Denver

ISO 9001:2008 Internal Auditor Training

Learn ISO to the new standard.
Internal auditor training is based on the lead auditor training but less intense. We still cover the standard and audit at a local company.
3 days \$1250 Nov – Sep 15-17 Longmont, Nov 10-12 Denver

ISO 27001 Information Security Lead Implementer

Cover the standard in detail including ISO security controls.
How to implement ISO. What do you have to do and what can you avoid.
How to become ISO 27001 certified and how to qualify as a recognized information security auditor.
5 days \$2500 Oct 19-13 Denver
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ASQ Section 1312 is proud to work with CPEX in supporting organizational and personal excellence in processes. The Colorado Performance Excellence (CPEX) organization represents a community of organizations and individuals dedicated to performance excellence. Other organizations that have adopted the performance excellence framework have demonstrated: Increased organizational learning and development; A sound management framework; Proven financial results; Documented benefits to employees, customers, the community, and other stakeholders; Ability to use the state award as a stepping stone to the [Baldrige National Quality Award](#).
<http://www.coloradoexcellence.org/>

ASQ Section 1312 partners with INCOSE every year with joint meetings that blend the world of Quality with Systems Engineering. As a service to our members and to enhance professional skills check out INCOSE's website. INCOSE strives to foster the definition, understanding, and practice of world class Systems Engineering in industry, academia, and government within Region II of the Council. For more on INCOSE see <http://www.incoseco.org/>



Get Connected with Facebook or LinkedIn !! New for ASQ Section 1312 members, and still in the growing phase, two networking sites have been setup on the Web. For professional interaction in all subjects related to quality check out our site, and others, on LinkedIn at www.Linkedin.com. Search for ASQ Section 1312. For social networking a similar site has been setup on Facebook ; go to www.Facebook.com. If you don't have an account it's real easy to setup one up. More details will be included on our website at www.ppasq.org.

Flexibility Aids The Lean Initiative

As our workforce shrinks, companies who wish to stay at the forefront of their field need to employ every tool available. For many companies that may involve the use of Lean Production Matrix Systems. Simply stated, the lean production matrix is a four-quadrant decision matrix that couples these four dependant variables; Automated Production Cell—Not Linked, Manual Production System, Full Automation, and Flexible/Modular Automation on a As-Needed basis. The input variables that go into this matrix involve the Predictability of High Quantities, Uncertain Quantities, Uncertain Product Mix/Production Cycle, and Predictable Product Mix, Production Cycles. The goal of the matrix is to determine with a high degree of confidence the probability that a particular product output characteristic. By knowing what the product characteristic is a company can employ the most cost-efficient tools to utilize for that product. In a nutshell it means—do you purchase a new fully automated piece of equipment, or do you maintain a large manual workforce—or is the right decision somewhere in between. For more on this topic refer to Kevin Gingerich’s article *Flexible Assembly in a Lean World*. September 2009, devicelink.com/mddi

The Role of the Quality Coach

Greg Cox

As a Quality Professional it’s our incumbent responsibility to provide leadership to other people whether it’s our peers, subordinates, people outside of the quality organization, or customers. This task, as many of you have found, is easier said than done. While we should continue to motivate others, we still need to find the correct way to perform this communication and teaching task. Some people are better at personal communication than others. Here are a few strategies to use to aid the communication and teaching process.

- ◆ Good communicators and good listeners are open to questions.
- ◆ Are you willing to put in the extra time and effort to make your teaching effective.
- ◆ Maintain a certain degree humor—it goes a long way toward helping people stay comfortable and open to learning.
- ◆ Are you adaptable and willing to change a lesson plan to changing circumstances.
- ◆ Admit what you don’t know, and make every effort to find out unknown questions.
- ◆ Stay open-minded and interested in a person’s discussion, even when they disagree.
- ◆ Stay dedicated to success—don’t take shortcuts or quit just because the job gets tough.

Another item to keep in mind is that as adults different learning styles need to be employed—androgogical morphology. Adults respond well to new knowledge and skills soon after learning them. They learn better when actively participating in the learning process. The need to relate new material to existing life experiences is important. Learning proceeds best when the person can proceed at they own pace. Motivation remains



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high when the content of the teaching activity is relevant to their immediate interests and concerns. And most of all, they want feedback.

Here’s a few other quality coaching tips. Schedule training sessions in advance with a review of previous material. Use active listening skills—rephrase the person’s question if you don’t understand it. Mistakes are inevitable, so use those mistakes as an opportunity to understand why the person didn’t learn a particular topic.

Evaluate your teaching program over time. You as the quality professional should be the first person to evaluate the person’s performance. During this process you should consider whether the person asks questions and engaged in the learning process. Do they answer questions? Can they describe how to perform the tasks they’re learning? Can they demonstrate the task? And lastly, can the person perform the task on their own without supervision.

Ref. *The Adult Learner*, Malcolm Knowles.

November 2009 ASQ and APICS Monthly Meeting

Ely Wilson, of ThinkReliability spoke to the Joint meeting of APICS and PPASQ on The Key Elements of Comprehensive Root Cause Analysis, receives a Speaking Award from T'Chris Gardner, ASQ Section 1312 Chair.



Paul Signorelli, Past Certification Chair, received an award for his many years of service to the Pikes Peak ASQ Chapter.

Congratulations Paul !!

Joint Meeting with APICS was held at The Mason Jar on Nov. 18, 2009. Michelle Tubbs, Newsletter Editor for APICS, T'Chris Gardner, Chair of Pikes Peak ASQ chapter and Mike Heath, Vice President of Education for APICS chapter attended the November 2009 Meeting.



Become active in your section! Join PPASQ

Sections — Meet members in your area to exchange ideas, challenges, and solutions. Use FaceBook and LinkedIn to network, both socially and professionally.

Board Positions: - Benefit from the collective knowledge of other ASQ members in your field by joining an industry or topic specific Division. Get involved in one or more of ASQ's specialized Chapters.

Volunteer Opportunities - Expand your talents, grow personally and professionally by volunteering in your Section.

Topics for the Following year!

What would you like for topics this next year? The Leadership Team will be meeting June 11th to discuss the 2009-2010 schedule. Let us know what special topics or areas of interest would be beneficial. Your input is needed!

Join us for a combined INCOSE and ASQ Section 1312 meeting at DeVry University as we have our annual Breakout Sessions Format. See you there January 13th !

Functions of a Quality Organization

The quality department, in most organizations plans, measures, analyzes, and reports quality, and in many companies also performs the functions of reliability. Common functions of the group include:

Quality Control: A management function that is intended to control or regulate a process to prevent defective products from being made.

Inspection: An appraisal activity where products are inspected or tested to determine whether they conform to requirements.

Reliability: A function to determine the probability of a product performing its intended function for a specified time interval under stated conditions.

Quality Engineering/Assurance: The main planning function of quality assurance.

Quality Audit: An independent evaluation of various aspects of quality performance.

Procurement/Supplier Quality: Assures that new material and purchased parts are acceptable prior to release.

Metrology: Assurance that equipment is calibrated via standards traceable to the National Institute of Standards and Technology (NIST).

Administration: Originates the reports, procedures and policies used to support other functions in the company.

SECTION EDUCATION NEWS

Always check www.asq.org for the most current Exam Dates and Deadlines.

Exam applications must be made directly to ASQ. For additional information see the certification section on the ASQ web site at <http://www.asq.org> or contact Brian Dahl, Certification@ppasq.org.

SECTION 1312 sponsors these exams at our local exam site. The exams are typically scheduled to be held in Room 260, Colorado Technical University 4435 North Chestnut, Colorado Springs, CO 80907, however locations for exams sometimes change. It is highly recommended that your travel time to the exam site be verified prior to exam day. CONFIRMATION OF THE EXAM DATE, TIME AND LOCATION WILL BE SENT WITH YOUR EXAM PACKET AND WILL BE YOUR OFFICIAL NOTIFICATION.

EDUCATION and CERTIFICATION CHAIRS

The Education Chair is one of the non-elected officers of the section. The major activities of the position are setting up classes for ASQ certification exams. The Certification Chair ensures that ASQ certification exams are proctored 4 times a year.

ASQ CERTIFICATIONS

CERTIFICATION	APPLICATION DEADLINE	EXAM DATE
Biomedical Auditor, HACCP Auditor, Manager of Quality/Organizational Excellence, Quality Auditor, Quality Engineer, Quality Improvement Associate, Quality Inspector, Reliability Engineer, Six Sigma Black Belt, Six Sigma Green Belt	April 2, 2009	May 23, 2010
Calibration Technician, Quality Auditor, Quality Process Analyst, Quality Improvement Associate, Six Sigma Green Belt, Software Quality Engineer	April 2, 2010	May 23, 2010

CERTIFICATION TRAINING

Looking for training before taking an ASQ Certification Exam? If we have enough people for the class, we can host a class for our section. Contact Jerry VerDuft at Education@ppasq.org.

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January 13th, 2010, ASQ Section 1312 Meeting

INCOSE and ASQ Breakout Sessions
T'Chris Gardner
Glenn Thayer
Trace Baker

DeVry University
1175 Kelly Johnson Blvd.
Colorado Springs, CO
Visit our website at www.ppasq.org for more information

Happy New Year!

Invite a Friend!

ASQ LOCAL SECTION 1312 2009-2010 CALENDAR

<u>Date</u>	<u>Location</u>	<u>Topic</u>	<u>Speaker</u>
Jan 13, 2010	DeVry	INCOSE/ASQ Breakout Session	Various
Feb 10, 2010	IHOP	TBD	
Mar 10, 2010	IHOP	TBD	
Apr 14, 2010	IHOP	TBD	
Mar 10, 2010	IHOP	TBD	
May 12, 2010	IHOP	TBD	