



Welcome to the March 2018 issue of the Newsletter, your local provider of information and learning opportunities related to quality professionals.

**Membership Meeting**


**DATE:** Wednesday, March 21, 2018

**SCHEDULED TIME:** 6:30 P.M to 8:00 PM

**LOCATION:** UTEP, Union Building, Room 102C “Cactus Flower Room”, 351 W. University Ave.

**SPEAKER:** Kim H. Pries

**TOPIC:** Lack of Quality Methods in Education

Name:	Kim H. Pries	
Bio:	<p>Pries’s Education:</p> <ul style="list-style-type: none"> <li>• BA, History, UTEP</li> <li>• BS, Metallurgical Engineering, UTEP</li> <li>• MS, Engineering UTEP</li> <li>• MS, Metallurgical Engineering &amp; Materials Science, Carnegie-Mellon University</li> </ul> <p>Pries’s Certifications:</p> <ul style="list-style-type: none"> <li>• APICS, CPIM</li> <li>• ASQ</li> <li>• CRE</li> </ul>	

	<ul style="list-style-type: none"> <li>• CSQE</li> <li>• CQE</li> <li>• CSSBB</li> <li>• CMQ/OE</li> <li>• CQA</li> <li>• Texas teaching <ul style="list-style-type: none"> <li>• 12 Texas teaching certifications</li> <li>• 2 CMU certifications in RobotC</li> </ul> </li> </ul> <p>Author of 8 books</p> <p>Pries's Jobs:</p> <ul style="list-style-type: none"> <li>• UTEP College of Engineering, Computer Systems Manager</li> <li>• El Paso Electric Company, Software Engineer</li> <li>• Coleman Research Corporation, Software Engineer</li> <li>• Stoneridge Corporation <ul style="list-style-type: none"> <li>• Software Development Manager</li> <li>• Divisional Internal Affairs</li> <li>• Test executive</li> </ul> </li> <li>• Ysleta ISD <ul style="list-style-type: none"> <li>• Mathematics</li> <li>• Pre-Engineering</li> <li>• Biotechnology</li> <li>• Computer Science</li> <li>• Curriculum Development</li> </ul> </li> </ul>
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<b><u>Leadership Council Meeting</u></b>
<b>Saturday, March 10, 2017 from 9:00 AM – 12:00 PM</b>
<b>Dish Network, Manufacturing Center, <a href="#">1285 Joe Battle Blvd.</a></b>

## **THE CHAIR SPEAKS**

SERGIO R. VEGA

Greetings to all our Quality Professionals!

So the seed has been planted and Ricardo Blazquez has succeeded in getting 13 UTEP students to become ASQ members with the generous help of his friends at Toyota. THANK YOU VERY MUCH Ricardo for all

your hard work and for taking care of the students' memberships, we sincerely appreciate your help and support also! Most of them, if not all of them attended our last General Membership Meeting and, like most of us, got to enjoy Roger Tonneman's presentation on "How Satellite Receivers Work". The students and the general membership asked a lot of questions after the presentation and we received a lot of complements for inviting Roger from Dish Network to give this presentation.



Appreciation Award that was given to Roger Tonneman

This month, our very own Newsletter Chair, Mr. Kim Pries will be our Guest Speaker and his topic will be "Lack of Quality Methods in Education" which I'm pretty sure he is an expert on the field.

As always, I once again, ask you to please promote our local ASQ chapter to as many people as possible, to co-workers, friends, relatives, students, etc. Thank you very much!

See you at the meeting on Wednesday, March 21 at UTEP!

Sincerely yours,

*Sergio R. Vega*

Chair, ASQ Greater El Paso Section 1401

## **AUTOMOTIVE SECTION**

HECTOR LUGO

Thank you to all members for providing their suggesting articles and this time the winner is: All developments in power electronics are boosting fuel efficiency in vehicles. Obviously, this impact is the greatest in those with electric powertrains, battery-electrics and plug-in hybrids.

But the advantages of power-sipping systems, adroit power management, and the introduction of higher-voltage systems also benefit gasoline-powered vehicles—even the most basic and rugged off-road types. One of the examples of progress in electric vehicles is the latest iteration of the Nissan Leaf battery-powered compact car. Introduced for the 2018 model year, improvements include a 40% range increase of 43 miles (69 km) to 150 miles (241 km). A greater capacity 40-kWh battery pack is largely responsible for that increase.

See you at the meeting!

## **EDUCATION SECTION**

KIM PRIES

The last time I wrote, we discussed the concept of muddling through, a vernacular description for the concept of organizational and cultural gradualism. As I noted previously, the primary author of this concept is Charles Lindblom, a political scientist who is a century old. I strongly recommend reading his articles about muddling through.

Over the years, other people have observed organizations muddling through; for example, I have a journal article on the approach as used in mainland Chinese provinces. In these provinces, bureaucrats and managers have competing objectives, those launched from above and those arising from dealing with real people below. To manage both sides,

the bureaucrats must make thousands, perhaps hundreds of thousands, of real-time adjustments to allow work to flow.

This approach harkens back to the ancient Taoist and Buddhist idea of the ten thousand things, which is a metaphor for a collection of small, yet related, actions executed over some duration. How does this concept apply to software development?

I would suggest we have competing objectives:

- Marketing has usually chosen some arbitrary, nice-sounding date for product launch
- We have the actual development time and whatever our development process happens to be
- We have the need to verify and validate our product before releasing it to the customer

These are only three competing objectives. You, the reader, can probably generate even more. How do we make the multiplicity of adjustments? We start by:

- Opening communications with our marketing and sales people
- We also maintain an open channel with our customer
- We compare delivery date with our known process and we either adjust the process or we adjust customer expectations
- We begin testing as early as feasible and automate our testing insofar as we are capable to speed up throughput

In essence, we are in a complex dance or jazz gig with a variety of constituencies, each of which has their own agenda. What about qualitative activities such as training?

In education, we execute formative assessments which provide feedback, which in turn, provides for modified feedforward and the loop continues endlessly. Muddling through provides sufficient granularity to our tasks that we can quickly make modifications to our approach based on near-real-time data.

Is this beginning to sound like a riff on agile development?

One of the benefits, among many, of agile approaches lies with the high-speed communications, real-time decision-making, and early elicitation of problems and their solutions. Let us clarify what feedback means:

When I send instructions, perhaps as a trainer, I am providing feedforward that drives the student to execute certain behaviors. As they execute their behaviors, I check to see what those behaviors are, and I feed that information back to my decision-making apparatus, which in turn, informs the next set of feedforward information. Basically, I described a simple control system.

I suggest that regardless of whether we are discussing training or development or testing, the control system model provides a reasonable facsimile of reality and is sufficiently close to be useful. As we increase the rate of sampling—that is, feedback—we also increase the verisimilitude of our model. As we increase the verisimilitude of our model, we should be increasing the quality of our decision-making

Grand stroke strategic plans generally do not lend themselves to real-time control. A very general motif might make sense, but trying to execute a fantasy we generated six months ago without any modifications is probably a path to perdition in business.

In my experience, strategic plans are eyewash and end up collecting dust on a shelf. Flexibility is not an excuse for mediocrity, but rather, a battle cry for process and product improvement, not to mention the market advantages from being able to adjust to real-time expediencies.

As a motivator, look at behemoths with strategic plans and little flexibility; for example, Sears and Kmart appear to be a dying brand. People don't much shop that way anymore. We also know that increasing the rate of flow in inventory decreases risk, much like the 104 turn warehouses implemented by Tim Cook when he was Apple's logistics guru. Cognitive inventory needs updating frequently, also.

Think on these thoughts

Check it out!

## **MANAGEMENT SYSTEMS**

ALFONSO ENRIQUEZ

Conference in February by Roger from Dish was very interesting. He explained where the satellites are located and how to track them<sup>1</sup>. It was good to learn that the same organization that provides the Quality Management System standard has also a standard for an algorithm to compress video information.

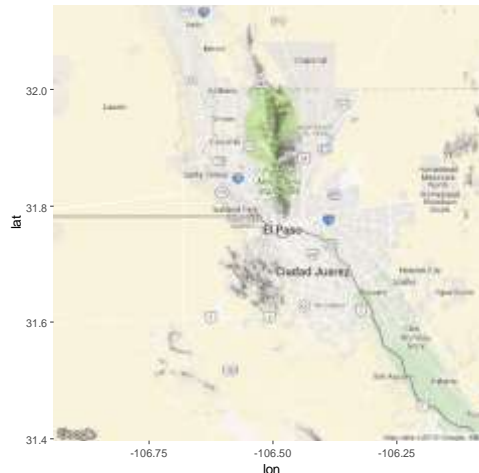
Roger also explained that Dish knows exactly the location of each receiver. I tried to imagine how they do that, then I encounter a code in R:

This is the code in R<sup>2</sup> to find the UTEP location:

```
library(ggmap)
geocode("UTEP")
Information from URL :
http://maps.googleapis.com/maps/api/geocode/json?address=UTEP&sensor=false
lon    lat
1 -106.5046 31.77085
```

Once you know the longitude and latitude, you can print a watercolor map:

```
qmap(location=c(lon = -106.5046, lat =
31.77085),maptype="watercolor",zoom=11,messaging=F)
```



In case you like watercolor art.

<sup>1</sup>[www.satbeams.com](http://www.satbeams.com)

<sup>2</sup>D. Kahle and H. Wickham. ggmap: Spatial Visualization with ggplot2.  
The R Journal, 5(1), 144-161. URL  
<http://journal.r-project.org/archive/2013-1/kahle-wickham.pdf>

Pries note: ggplot2 is a fabulous R plotting library.

## **RE-CERTIFYING AND ASQ CERTIFICATIONS**

STEVEN SCHAFER

Out of a total of 8 member(s) whose certifications expired June 2017, 0 member is in the process of submitting their certifications and 8 member(s) completed their re-certifications.

Out of a total of 8 member(s) whose certifications will expire December 2017, 3 will lose their certifications if they do not re-certify by the end of June 2018, 0 member(s) re-certifications are being processed and 5 member(s) completed their re-certifications.

Out of a total of 8 member(s) whose certifications will expire June 2018, 7 will lose their certifications if they do not re-certify by the end of December 2018, 0 member(s) re-certifications are being processed and 1 member(s) completed their re-certifications.

**Members can re-certify early!** As long as you have enough points you can re-certify as early as six months before your certification expires. Your Certifications will be extended 3 years beyond the certification expiration date you currently have for your certification, so you don't lose anything by re-certifying early. Remember, you can only claim points that you have accumulated up to the time you submit and these points need to be collected during your 3 year certification period. Out of a total of 4 member(s) whose certifications will expire December 2018, 4 will lose their certifications if they do not re-certify by the end of June 2019, 0 member(s) re-certifications are being processed and 0 member(s) completed their re-certifications.

If anyone has questions on how to re-certify to extend their ASQ Certifications and/or how to synchronize them if they have more than one, please let me know. Re-certifying by exam costs more and is a lot more difficult than re-certifying through the accumulation of RU points. You can reach me, the Re-Certification Chair, at 915-241-4780 or (501) 615-



8170. Please leave a message on the answering machine if no one answers and I will call back you as soon as I can. You can also reach me via the Internet at [spikeguate@sbcglobal.net](mailto:spikeguate@sbcglobal.net). I am ready to help with any questions you might have about Re-Certifying or about any ASQ Certifications you might have, call me. The Re-Certification Journal is at the following link and will guide you in the re-certification process <https://asq.org/cert/recertification>

When re-certifying, **always get the most recent Re-certification Journal information**. The lasted Re-Certification Journal is January 2018. For ASQ members the fee for one certification is \$69.00 and for two or more \$89.00; for non-members the fee for one \$109.00 and for two or more \$109.00 each).

Members who **renew their membership early online** will receive a **coupon code: RCRT in which \$69.00 will be deducted off their recert fees**.

Projected Events					
2018	Month	Date	Day	Event	Location
	Mar	21	Wednesday	General Membership Meeting	UTEP, Union Building <a href="#">351 W. University Ave.</a>
	Apr	7	Saturday	Leadership Committee Meeting	United Blood Services 424 S. Mesa Hills Dr.
	Apr	18	Wednesday	General Membership Meeting	UTEP, Union Building <a href="#">351 W. University Ave.</a>
	May	5	Saturday	Leadership Committee Meeting	United Blood Services 424 S. Mesa Hills Dr.
	May	16	Wednesday	General Membership Meeting	UTEP, Union Building 351 W. University Ave.

**2018 Officers/Committee Chairs**

<p>Chair: Sergio R. Vega  Work Phone: (915) 860-6257  Cell Phone: (915) 276-1130  e-Mail: <a href="mailto:sergio.vega@dish.com">sergio.vega@dish.com</a></p>	<p>Internet Liaison: Jack Vaughn  Home Phone: (915) 594-6662  Cell Phone: (915) 549-2014  e-Mail: <a href="mailto:jvaughn@utep.edu">jvaughn@utep.edu</a></p>
<p>Vice Chair: Evaristo Campos Torres  Cell Phone: (915) 929-3142  e-Mail: <a href="mailto:evarito.campostorre@dish.com">evarito.campostorre@dish.com</a></p>	<p>Newsletter: Kim Pries  Home: (915) 525-1724  e-Mail: <a href="mailto:jpries1@elp.rr.com">jpries1@elp.rr.com</a> or  <a href="mailto:khpries@gmail.com">khpries@gmail.com</a></p>
<p>Treasurer: Rebecca Diaz  Mobile Phone: (915) 321-0279  e-Mail: <a href="mailto:rbkgomez@yahoo.com">rbkgomez@yahoo.com</a></p>	<p>Publicity Chair: Fernando Urbina  Phone: (915) 845-7700  e-Mail: <a href="mailto:furbina@sewsus.com">furbina@sewsus.com</a></p>
<p>Secretary: Keith Fong  Home Phone: (915) 351-7535  Work Phone: (915) 612-7147  e-Mail: <a href="mailto:f.HYPERLINK">f.HYPERLINK</a>  <a href="mailto:fongk@asme.org">"mailto:fongk@asme.org"</a> <a href="mailto:ongk@asme.org">ongk@asme.org</a></p>	<p>Refresher Classes/Workshops Chair: Hector Lugo  Phone: (915) 208-2502  Home Phone: (915) 581-8091  e-Mail: <a href="mailto:h.HYPERLINK">h.HYPERLINK</a>  <a href="mailto:h7totor@hotmail.com">"mailto:h7totor@hotmail.com"</a> <a href="mailto:7totor@hotmail.com">7totor@hotmail.com</a></p>
<p>Membership: Jose Luis Torres  Cell Phone:  e-Mail:</p>	<p>Business Student Section: Vacant  Cell Phone:  e-Mail:</p>
<p>Nominations Chair: Vacant  Cell Phone:  e-Mail:</p>	<p>Partners In Education: Vacant  Cell Phone:  e-Mail:</p>
<p>Auditing: Mark Aldred  Cell Phone:  e-Mail:</p>	<p>Asst Newsletter/Recert Chairman: Jack Vaughn  Home Phone: (915) 594-6662  Cell Phone: (915) 549-2014  e-Mail: <a href="mailto:jvaughn@utep.edu">jvaughn@utep.edu</a></p>
<p>Education: Alfonso Enriquez  Work Phone (915) 231-4571  e-Mail: <a href="mailto:alfonso.enriquez@att.net">alfonso.enriquez@att.net</a></p>	<p>Recertification Chair: Steven Schafer  Home Phone: (915) 241-4780  e-Mail: <a href="mailto:spikequate@sbcglobal.net">spikequate@sbcglobal.net</a></p>