



Greater El Paso
Section
The Global Voice of Quality™

Amigo Quality

Volume 37 Number 2

Welcome to the November 2016 issue of the Newsletter, your local provider of information and learning opportunities related to quality professionals.

Membership Meeting

LOCATION: Holiday Inn Express Central 409 E. Missouri Ave, El Paso, TX 79901

SCHEDULED TIME: 6:30 pm – 8:15 pm Program begins at 6:30 pm

DATE: Wednesday, November 16, 2016

Program: DFMEA: Failure Is Inevitable
In the quality press and among companies and organizations such as ASQ, Design Failure Modes and Effects Analysis (DFMEA) is widely lauded as a powerful risk assessment and reduction tool in product development. It is a required document in the quality management systems for many companies and their suppliers. In practice, the DFMEA's effectiveness ranges from a bureaucratic burden to the key to product success. What explains such a range? This presentation will focus on causes for DFMEA's failure to fulfill consistently the promise of risk reduction. With some relatively modest changes to the DFMEA creation process, DFMEAs can be made into the powerful tool they promise to be.

Speaker: Keith Fong

Bio: Keith Fong is a Master Black Belt working at a multinational automotive components supplier. He has worked in Continuous Improvement for 15 years. Prior to that he was Product Design Engineer for over 7 years in automotive and for 3 years in the petrochemical equipment industry. He is the 2016 Treasurer for the ASQ 1401 section.

Leadership Committee Planning meeting

SCHEDULED TIME: 7:30 p.m.

DATE: Wednesday, November 16, 2016

LOCATION: Holiday Inn Express Central

MEETINGS ARE FREE FOR MEMBERS AND NON-MEMBERS ALIKE

FLASH! FLASH! FLASH! Join us for this month's Quality Meeting!

NOTE: Elections for next year's Key Leadership Roles. Let your voice be heard with a vote.

THE CHAIR SPEAKS

Eli Gilbert

November Gratitude,

November is the time when we all look back and reflect on the accomplishments we have had over the past year, and give thanks for our many successes that exceeded the standards. As Quality Professionals, we elect to be the best we can possibly be for our clients, partners, and customers we service. It was a pleasure to have Mr. Ricardo R. Blazquez, Executive Director of the Center for Inter-American and Border Studies at the UTEP, impart his wisdom. The vote was unanimous, as we would love to have him back to present to Amigo Quality in the future. This month our own Treasurer and Master Black Belt, Keith Fong, will present why Failure is Inevitable, in Design Failure Modes and Effects Analysis (DFMEA). His focus will be on the causes for DFMEA's failure to fulfill consistently the promise of risk reduction. We also have plenty to be thankful for in this month's edition of the newsletter. The automotive section drives home a snippet of one of world's best-selling vehicles. The Education section spills secrets on an alternate approach to change models. Finally, the Management section links us to Markov's chain. This month, ASQ 1401, will make no concession speech, the quality we provide wins by a landslide.

ASQ, Greater El Paso Section, is here to support your professional development, just like we support all our Troops past, present, and future, we are 100% behind you. ALL are welcome and encourage to attend. Bringing friends, friends of friends, and veterans is highly encouraged. Remember, please review the members' re-certification information, and be THANKFUL for the hard work you put in to earn your valuable certification. With all this great information ASQ online also has an abundance of resources to better serve quality professionals just like you. Everyone has an opportunity to consult this resource and it's also free for members, so don't hesitate to take a look. www.asq.org.

Sincerely yours,

Eli Gilbert

Elijah M. Gilbert
Chair, ASQ EL PASO 1401

NOTE! NOTE! NOTE! Please RSVP for next month's Holiday Gathering at Andale's Restaurant.

AUTOMOTIVE SECTION

HECTOR LUGO

Thank you to all the members providing their sharing articles and knowledge to this section. Therefore, the chosen winner is: This weekend marks the 50th anniversary of the Toyota Corolla, one of the world's best-selling cars.

Since the first model went on sale in Japan on Nov. 5, 1966, some 44.3 million Corollas have been sold globally through the end of September, including the Corolla Fielder station wagon and other variants, the Japanese automaker says.

Toyota has stuck to its tradition of introducing new technologies to the masses in every one version of the Corolla. Now in its 11th generation in Japan, the car is made in 13 countries around the world and sold in more than 150 countries.

See you at the meeting!

EDUCATION SECTION

KIM PRIES

Last month, we looked at Kotter's change model. Here are the six "secrets" of Michael Fullan's approach:

1. Love your employees
2. Connect peers with purpose
3. Capacity building prevails
4. Learning is the work
5. Transparency rules
6. Systems learn

Items 1 and 5 are certainly idealistic, but are they actionable? Do they really lead to change?

Number 2 would seem to make sense, since that is what teams and projects are about. Number 3 is common sense—without capacity to do something, we have no ability to do something, whatever that may be. Learning is the work sounds nice, but how is this really actionable? And what does it mean?

“Systems learn” is nice also. When companies don’t learn, they go out of business in a Darwinian extinction. Looking at these and last month’s list, I would suggest the world is whole lot messier than these lists might indicate, and perhaps that is the way it is.

Take Social Security, which is a bureaucratic mess if there ever were one! Even though it has thousands of rules, it is possible to work them to one’s own benefit, given that the people who run the system don’t understand all the rules either. The tax system is similar. Every time we go through an idealistic change model, we introduce substantial turmoil while never really improving the system.

More of the story: use change models with a jaundiced eye and substantial caution!

Check it out!

MANAGEMENT SYSTEMS

ALFONSO ENRIQUEZ

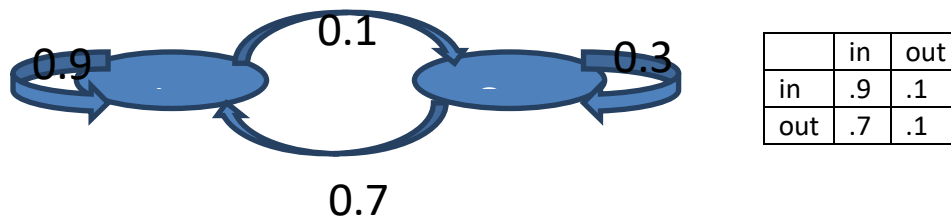
The October 2016 issue of the Journal of Quality Technology includes an article on multivariate control charts by Stewart, et al.¹. This article refers to Markov chains, which is a topic that is not easily found in SPC Introductory books, but that students in Industrial Engineering find as part of the Operations Research classes. There is a good simple explanation of a Markov chain in Part 1 of a You Tube video by Patrick JMT².

As a simple example for the use of a Markov chain in monitoring a process consider the following:

There is a probability of 0.9 that the process will stay in control given that the process was in control, and there is a 0.1 probability that the process will go out of control, there is a probability of .3 that the process will stay out

of control given that it was out of control, and 0.7 that the process will come in control.

We can draw a transition diagram and the transition probability matrix as follows:



The in control and the out of control are called states, in this simple example there are two states, however, more states are usually defined based on the amount of the shift of the mean of the control chart: S_0, S_1, \dots, S_t and we say that the data “jumps” from one state to another. Stewart, et al,¹ applied their model to an example taken from Mason and Young³ with 8 variables of boiler temperatures. The temperature readings came from eight different burners in an industrial grade boiler. To give an idea of the data we present the first sample temperatures:

dim.1	dim.2	dim.3	dim.4	dim.5	dim.6	dim.7	dim.8
507	516	527	516	499	512	472	477

A jump in the state of each burner’s temperature might happen; therefore the model by Stewart considers the jumps for all states for all variables.

¹ Steward R.M., Rigdon S.E, and Pan R. “A Bayesian Approach to diagnostics for Multivariate control charts,” *Journal of Quality Technology*, Vol. 48, no. 4, October 2016

² Patrick JMT, “Markov Chains, Part 1,” *Youtube*® video, watched on November 1, 2016

³ Mason R.L. and Young J.C. *Multivariate Statistical Process Control with Industrial Applications*, ASA SIAM, 2002

RE-CERTIFYING AND ASQ CERTIFICATIONS

STEVEN SCHAFER

Out of a total of 5 member(s) whose certifications expired December 2015, 1 lost their certifications.

Out of a total of 12 member(s) whose certifications expired June 2016, 8 will lose their certifications if they do not re-certify by the end of December 2016, 0 member(s) re-certifications are being processed and 4 member(s) completed their re-certifications.

Out of a total of 6 member(s) whose certifications will expire December 2016, 6 will lose their certifications if they do not re-certify by the end of June 2017, 0 member(s) re-certifications are being processed and 0 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 8 member(s) whose certifications will expire June 2017, 8 will lose their certifications if they do not re-certify by the end of December 2017, 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. 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 <http://asq.org/cert/recertification/rucredits/index>

When re-certifying, always get the most recent Re-certification Journal information. The lasted Re-Certification Journal is November 2014. 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.

Year	Month	Date	Day	Topic – Speaker	Location
2016	Nov	16	Wednesday 6:30pm	DFMEA: Failure Is Inevitable Keith Fong	Holiday Inn Express Central 409 E. Missouri Ave. El Paso, TX 79901
2016	Nov	16	Wednesday 7:30pm	LC Meeting	Holiday Inn Express Central 409 E. Missouri Ave. El Paso, TX 79901
2016	Dec	03	Saturday 5:00 PM	CHRISTMAS PARTY	Andale Mexican Restaurant 9201 Gateway Blvd. W El Paso, TX 79925

2016 Officers/Committee Chairs

<p>Chair: Elijah "Eli" Gilbert Home Phone: 915.539.1634 e-mail: eli@gilpmp.net</p>	<p>Internet Liaison: Jack Vaughn Work Phone: (915) 747-7750 Fax: (214) 240-1072 e-mail: jvaughn@utep.edu or jvau@sbcglobal.net</p>
<p>Vice Chair: Jose Luis Torres Phone: (915) 799-2432 e-mail: joseluis_td@yahoo.com</p>	<p>Certification/Examining: Brenda McBride Work Phone: (915) 544-5422 x118 e-mail: bmcbride@bloodsystems.org</p>
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<p>Membership: Joe Lissberger Home Phone: (915) 821-3767 e-mail: jflissber@att.net or Joe83lissber@gmail.com</p>	<p>Refresher Classes/Workshops Chair: Hector Lugo Phone: (915) 208-2502 Home Phone: (915) 581-8091 e-mail: h7totor@hotmail.com</p>
<p>Nominations Chair: Keith Fong Home Phone: (915) 351-7535 Work Phone: (915) 612-7147 e-mail: fongk@asme.org</p>	<p>Business Student Section: Work Phone: e-mail:</p>
<p>Auditing: Work Phone: e-mail:</p>	<p>Partners In Education: Joe Lissberger Home Phone: (915) 821-3767 e-mail: jflissber@att.net or Joe83lissber@gmail.com</p>
<p>Education: Alfonso Enriquez Work Phone (915) 231-4571 e-mail: alfonso.enriquez@att.net</p>	<p>Assistant Newsletter Chairman: Jack Vaughn Work Phone: (915) 747-7750 Fax: (214) 240-1072 e-mail: jvaughn@utep.edu or jvau@sbcglobal.net</p>
<p>Re-certification Chair: Steven Schafer Home Phone: (915) 241-4780 e-mail: spikequate@sbcglobal.net</p>	<p>Assistant Recertification Chair: Jack Vaughn Work Phone: (915) 747-7750 Fax: (214) 240-1072 e-mail: jvaughn@utep.edu or jvau@sbcglobal.net</p>