

 <p>Greater El Paso Section The Global Voice of Quality™</p>	<p><i>Amigo</i> <i>Quality</i> Volume 39 Number 2</p>
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Welcome to the November 2018 issue of the Newsletter, your local provider of information and learning opportunities related to quality professionals.

**Notice:** The section is actively looking for volunteers willing to serve on the leadership committee. If you are willing to volunteer, please send an email letting us know your willingness to serve to [Officers@asq1401.org](mailto:Officers@asq1401.org) with a subject of "Willing to serve on the leadership committee"

### Membership Meeting

**DATE:** Wednesday, November 14, 2018

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

**LOCATION:** Hilton Garden Inn at UTEP

Speaker	Jair Marrufo	International FIFA Soccer Referee
Topic	His Experience as a USA FIFA Referee at the last World Cup in Russia	
<u>Next Leadership Council Meeting</u> <b>Saturday, January 5, 2019 from 9:00 am to 12 noon</b> (TBD)		

**THE CHAIR SPEAKS**  
SERGIO R. VEGA

Greetings to all our Quality Professionals,

Last month we visited the El Paso Forward Operation Location NASA Aircraft Operations and were given an outstanding tour by Steve Malarchick, Site Manager/QA, along with a detailed explanation of this El Paso based maintenance operations facility. This location is a division of the Johnson Space Center. It is home to the one and only Super Guppy, and NASA's T-38 Depot Maintenance Facility. It was also the former home of the Space Shuttle Training Aircraft.

The Aero Spacelines Super Guppy is a large, wide-bodied cargo aircraft that is used for hauling outsize cargo components. It was the successor to the Pregnant Guppy; the first of the Guppy aircraft produced by Aero Spacelines, which itself was named for its resemblance to a pregnant guppy.

We would like to thank UTEP professor, Armando Sanchez Castellanos, for inviting some of his students to tour this facility as well, and we know that all of them left with a very good impression of this site.

We also appreciate the efforts of Mark Aldred in aiding in the arrangements of this visit and for explaining to us, the physics involved in aeronautic engineering. He and Steve made our evening extra special.



***Here is the ASQ appreciation award that was given to Steve Malarchick***

Our next invited guest speaker for the month of November will be Jair Marrufo, USA International FIFA Soccer Referee, that represented our country at the last FIFA Soccer World Cup in Russia. He will talk about the journey that he went through to get there and his experience officiating matches in Russia.

I am really hoping that you will be able to support us with a very strong showing at this upcoming meeting on Wednesday, November 14.

Finally, please make plans to attend and RSVP for our upcoming ASQ local section 1401 Christmas dinner at Carlos & Mickey's on the eastside (12111 Montwood) at 5:00 P.M.

See you at the meeting.

Sincerely yours,

*Sergio R. Vega*

Chair, ASQ Greater El Paso Section 1401

**AUTOMOTIVE SECTION**  
HECTOR LUGO

Thank you to all members and non-members participating on this section. With the proliferation of LCD panels in instrument-cluster design in recent years, graphics cluster systems have become increasingly important to accurately and reliably convey instrument and infotainment information to the driver.

“Full graphic instrument clusters capable of displaying appropriate information to the driver precisely when it is need will become the industry’s de facto standard as self-driving capabilities functionality advance,” says Keiichi Nagano, Executive Manager of Development at instrument cluster supplier Nippon Seiki. “This will require high-performance graphic engines with sophisticated graphic-rendering functionality as well as cybersecurity and functional safety.”

See you at the meeting!

## **EDUCATION SECTION**

KIM PRIES

Why do we still use analog? One reason could be that it still serves a purpose. Analog approaches are frequently simpler than digital approaches simply because we are solving a problem using an analogy. Hofstadter and Sander make a great case for the importance of analogies in their book *Surfaces and Essences: Analogy as the Fuel and Fire of Thinking*. We can extend the concept of analogy by considering one of its most important subdivisions: metaphor.

Consider the “war” metaphor. How about the “war on poverty?” What does that mean—we are to kill off the poor? “A nation at war with itself” might have made sense during the civil war, but it is rank hyperbole now. Metaphors have a kind of aura; they are words of great power and influence. Nearly all our references to time are spatial! Consider something like: “Can we go backwards in time?” Backwards? Really?

Analogy, metaphor, and simile are the tools of thought and should be considered part of our verbal toolbox as well as sources of potential distortion, much like cognitive biases (for example, confirmation bias).

Another example: “make America great again” (MAGA). MAGA has at least two built-in assumptions: 1) America is not great right now; and 2) America was great before. I think most of us might agree that 2) has been the case for some time (assuming we know what “great” really means). However, 1) is, I think, arguable. Words have great power.

In the quality world, we use words like “defect,” which means to fail or come up short. It seems we quality people mean what we say and say what we mean.

Check it out!

## **MANAGEMENT SYSTEMS**

ALFONSO ENRIQUEZ

Following on Kim’s note above: on the word Entropy.

People use the word Entropy for all kinds of philosophical, managerial, technical and scientific purposes. In *Quality Progress*, Hoerl and Snee<sup>1</sup> state: “as predicted by entropy, the world will continue to change” and they conclude that because of the entropy we need to improve. Harish Jose<sup>2</sup> states: “if your desk is in order it has low entropy.” There is a Journal called *Entropy*, in which an article by Po-Hsiang and Young Lian<sup>3</sup> refers to entropy as a measure of information.

Everything started with Sadi Carnot—he wanted to discover the principles behind the Steam Engine. I found his book<sup>4</sup> very interesting and I downloaded it for free. A good video on Entropy by Phillips<sup>5</sup> explains the modern definition of Entropy.

As for me, I want to know more about Entropy, because we have some quality problems in the extrusion of plastics. There is the melting of the polymer in the extruder, and then there is the cooling of the extrudate. The better we become at understanding the transferring of heat, the better we will be prepared to solve some quality problems.

<sup>1</sup>Hoerl and Snee, “One size does not fit all”, *Quality Progress*, May 2013

<sup>2</sup>Harish Jose, "Entropy in the Manufacturing world", *Quality Digest*, April 2017.

<sup>3</sup>Po-Hsiang and Young Lian. "Effects of fatty infiltrations of the liver on the Shannon Entropy of Ultrasound Backscattered signals. *Entropy*, 2016 vol 18 issue 9.

<sup>4</sup>Carnot Sadi, "Motive Power of Heat", John Wiley & Sons, 1897, digitized by Google.

<sup>5</sup>Phillips Jeff, "What is Entropy", *YouTube*, May 2017.

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

STEVEN SCHAFER

Projected Events					
2018	Month	Date	Day	Event	Location
	Dec.	8	Saturday	Christmas Dinner	Carlos & Mickey's Eastside 12111 Montwood
	Jan	5	Saturday	Leadership Committee Meeting	(TBD)
	Jan	16	Wednesday	General Membership Meeting	Hilton Garden Inn - UTEP

## 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:Evaristo.Campostorre@dish.com">Evaristo.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:fongk@asme.org">fongk@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:h7teter@hotmail.com">h7teter@hotmail.com</a></p>
<p><b>Membership Chair: Vacant</b>  <b>Cell Phone:</b>  <b>e-Mail:</b></p>	<p><b>Business Student Section: Vacant</b>  <b>Cell Phone:</b>  <b>e-Mail:</b></p>
<p><b>Nominations Chair: Vacant</b>  <b>Cell Phone:</b>  <b>e-Mail:</b></p>	<p><b>Partners In Education: Vacant</b>  <b>Cell Phone:</b>  <b>e-Mail:</b></p>
<p>Auditing: Mark Aldred  Phone: (575)343-2182  e-Mail: <a href="mailto:AldredAerospace@gmail.com">AldredAerospace@gmail.com</a></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>