

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

Membership Meeting

DATE: Wednesday, February 21, 2018

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

LOCATION: UTEP, Union Building, Room 312 “University Suite”, 351 W. University Ave.

SPEAKER: Roger Tonneman

TOPIC: How Satellite Receivers Work

Name:	Roger Tonneman	
Bio:	<p>Roger received his BA in Physics from Gettysburg College and a Masters in Materials Science from the University of Delaware. His first job was as a Quality Engineer in the microelectronics organization of Sperry Corporation in Eagan, MN (a suburb of Minneapolis). He spent most of his career working in various roles in engineering and manufacturing with companies that manufactured semiconductor devices. Products made by these companies include logic devices, flash memory, application specific processors, microprocessors and MEMS based sensors. In 2011, he joined Dish Network in Denver as a Quality Assurance engineer. His role at Dish is to develop and deploy testing procedures for new and remanufactured products used by Dish customers. Roger is an ASQ Member and he is a Certified Quality Engineer.</p>	

<p><u>Leadership Council Meeting</u></p> <p>Saturday, March 10, 2018 from 9:00 AM – 12:00 PM</p> <p>Dish Network, Manufacturing Center, 1285 Joe Battle Blvd.</p>
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THE CHAIR SPEAKS

SERGIO R. VEGA

Greetings to all our Quality Professionals!

You are probably wondering why we moved our General Membership Meetings to UTEP and you should know that we are trying to create an ASQ Student Chapter with the help and support of Mr. Ricardo Blazquez. Little by little we are trying to spark interest within the student community at UTEP in the wonderful world of Quality. And with your guidance and support we will start planting the seeds that will take our Section to the next level in the future.

I would like to take this opportunity to thank Ricardo Blazquez for his awesome topic “2018 Global Turning Point” last month. What an enlightening presentation. This year is sure going to be a challenge for a lot of global economies and we can only hope that we don’t keep falling behind the countries that are ahead of us in the latest technologies and best in class manufacturing processes.



We presented Ricardo with a small appreciation award

In another note, Joe Lissberger informed us last month that he had to give up his Chair positions with our Section due to lingering health issues. We thank Joe for his many years of service to our Quality Community and we hope that he gets well soon. Joe, on behalf of everyone in the Greater El Paso Section THANK YOU VERY MUCH for all your hard work, your mentoring, your countless hours devoted to our Chapter and your sincere friendship throughout the years.

Finally, this month our Guest Speaker will be Roger Tonneman, Quality Staff Engineer at Dish Network in Denver and his topic "How Satellite Receivers Work" will hopefully be interesting to all our members.

See you at the meeting on Wednesday, Feb. 21 at UTEP!

Sincerely yours,

Sergio R. Vega

Chair, ASQ Greater El Paso Section 1401

AUTOMOTIVE SECTION

HECTOR LUGO

Thank you again members that provide your input to the exciting growing electric vehicles landscape.

Shell, one of the world's largest oil and gas companies, is aiming to refuel electric cars as well. The company announced last week that it had bought New Motion, the owner of one of Europe's largest networks of public electric vehicle charging stations.

NewMotion, based in the Netherlands, converts parking spots at office buildings or supermarkets into electric vehicle charging stations and oversees more than 30,000 charging points in Europe, where electric vehicles are expected to reach a third of car sales by 2025.

See you at the meeting!

EDUCATION SECTION

KIM PRIES

In the spring of 1959, Charles E. Lindblom publish a journal article in *Public Administration Review* called "The Science of 'Muddling Through.'" Dr. Lindblom is still alive and will celebrate his 101st birthday this coming March. I consider this document to be one of the most important management artifacts of the twentieth century because it presents the most accurate description of how things happen in the real world.

Let me start with an example: management decides to implement the Capability Maturity Model for software development. The CMM, of course, is not intrinsically wicked and it has been around formally for 24 years. Over the years, I watched as managers tried to implement CMM, ISO-9000 in its various flavors, Six Sigma, Lean, Re-Engineering, and other initiatives, often to no avail.

Why do these supposedly transformation superstructures so often fail? Not surprisingly, I have some ideas about the problem and these tie back to original Lindblom articles and its successors. Often, a new corporate or team initiative begins with an enthusiastic push from managers and executive who buy in to the supposedly life-changing, business-changing marketing for a particular approach; for example, the CMM. Unfortunately, Lindblom's incremental approach is certainly more likely to be successful than the dramatic and charismatic transformation approach for a variety of reasons:

1. Employees tend to dig in their heels when they are afraid and with good reason—many times these initiatives lead to reductions in force.
2. Employees cannot implement something they don't understand.
3. Employees tend to ignore projects in which their commentary remains unsolicited.
4. Managers and executives frequently do not really understand the initiative, either.

Transformations often resemble cataclysms rather than a transition to a better place. The incrementalist or “muddling through” approach has many benefits:

1. Reduced fear on the part of employees since the actions taken are relatively small
2. Change that is gradual enough evolution and natural selection occur organically
3. Recognition that little occurs through grand, sweeping gestures, but a whole lot occurs through thousands and millions of small decisions made to adjust to the observed exigencies of reality
4. Muddling allows for experimentation and accommodates diversity
5. Muddling does not require true religion to effect change
6. In micro-increments, muddling can effect change under the radar; that is, without engendering the miasma of fear provoked by transformational approaches

If we examine real change, we will see that muddling through was the reality and organized, single-minded unity of purpose was the legend documented later. In the wonderful file, *The Man Who Shot Liberty Valance*, the newspaperman, after being told the true story, says, “When the legend becomes fact, print the legend.” That is often

how we explain our apparent triumphs. Humans tend to produce stories that have successful conclusions and use these stories to provide nice, canned explanations of what occurred without really understanding what *actually* occurred. This situation explains why many autobiographical business books smell like utter nonsense—they are utter nonsense! Hindsight leads to fundamental attribution bias and blindness to the real reasons things happen.

If the CMM or any other methodology seems to work, we have a potential case of confirmation bias, the cornerstone of many religions, including ISO-9000. How would you or I as software managers implement a muddling through approach?

1. I recommend that we first cultivate an experimental mind set
2. If we can experiment, we can allow natural selection to occur, which will inform our shedding of activities and techniques that don't work or don't work well.
3. We must break our activities into smaller components
4. For example, agile approaches work well with incrementalism
5. Burn down charts can indicate progress
6. The daily scrum meeting seems as if it were designed by an incremental approach and allows for the intense and high-speed feedback that will drive real-time and realistic decisions.

Awareness of the “legend” allows us to counteract the tendency toward pat explanations.

Check it out!

MANAGEMENT SYSTEMS

ALFONSO ENRIQUEZ

Many companies are currently in the process of recertification to the Quality System IATF 16949:2016, some companies have independent certifications for the Quality System and other systems, such as the Environmental System, ISO 14001:2015, and some other have integrated certifications.

In my previous employment the company had an integrated system—currently I work for a company who has independent certifications, and it is in the process of recertifying to the Quality and Environmental Systems independently; however, the plan is to integrate these systems later.

I had not realized how different is to think of those systems as independent versus integrated. In a meeting about defining our processes, I noticed how biased we are when we think about Quality, it made me remember old slogans as Quality first,

Quality is number One. I have known professionals of Environmental Systems who also think that the protection of the Environment is first, not quality. I have also met Health and Safety systems engineers who think that preventing accidents is job number one.

Think for example of a polluted world, if the world is polluted we cannot have health, and therefore the quality of life is poor. Thus, we could conclude that first is the Environment. Then the Health and Safety and then Quality.

I propose to view the three systems as different layers of the same thing. You might have seen anatomy illustrations of the human body, where first is the bone system, then you place a transparent layer with the muscular system, then another transparent layer of the circulatory system, and then the nervous system.

In the same way, an integrated system has layers of Quality, Environmental and Health and Safety Systems. Neither Quality, nor Environmental, nor Health and Safety are first.



RE-CERTIFYING AND ASQ CERTIFICATIONS

STEVEN SCHAFFER

Out of a total of 8 member(s) whose certifications expired June 2017, 1 member is in the process of submitting their certifications and 7 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, 3 member(s) re-certifications are being processed and 2 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. 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 April 2017. 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
	Feb	10	Saturday	Leadership Committee Meeting	Dish Network Manufacturing Center 1285 Joe Battle Blvd.
	Feb	21	Wednesday	General Membership Meeting	UTEP, Union Building 351 W. University Ave.
	Mar	10	Saturday	Leadership Committee Meeting	Dish Network Manufacturing Center 1285 Joe Battle Blvd.
	Mar	21	Wednesday	General Membership Meeting	UTEP, Union Building 351 W. University Ave.

2018 Officers/Committee Chairs

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Nominations Chair: Vacant Cell Phone: e-Mail:	Partners In Education: Vacant Cell Phone: e-Mail:
Auditing: Mark Aldred Cell Phone: e-Mail:	Asst Newsletter/Recert Chairman: Jack Vaughn Home Phone: (915) 594-6662 Cell Phone: (915) 549-2014 e-Mail: jvaughn@utep.edu
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