

April 2009

Gabriel's Horn

Newsletter of San Gabriel Valley ASQ

In This Issue

Chair Message

ASQ News
World Conf

Section News
Minitab WS
Quality Day

April Program
Org Change

March Program
TRIZ

Election

New Memebers

Calendar

Industry News
IT/Software
Medical Dev

Quality Topic
LEAN

Lean Workshop

Networking

Education
Software Valid

Message from the Chair

The Southern California Quality Conference on Oct 24th' 09 (the second annual event in follow up to our Quality Day last year) planning is in full swing. This year's the event will be much broader and larger with an expected attendance of 200. We are partnering with Los Angeles and San Fernando Valley sections for this event. This conference is planned for our members to attend presentations from industry renowned speakers in a condensed one day conference format at low cost. Lookout for an initial broadcast to all our members on the conference details.

Our section is also planning for a one day Minitab training in May-June timeframe. I will be able to share details on this event in our next month's newsletter.

ASQ Region 7 Member Leader training at Palm Springs, CA on April 18th for all the member leaders of the 14 sections of the region. It will be a place to share best practices and learn new things on section management. Almost all our section member leaders (10 of us) are attending this training.

Keep an eye on our section website (www.asq702.org) for any new jobs which we are getting through our recruiting agency networks and from our section members. If you are looking for a job or having a job opportunity in your organization, send me an email.

We have also formed "ASQ San Gabriel Valley (702)" group at www.linkedin.com. This will be a platform for networking and professionally connect with our peers. Once you are LinkedIn, search the groups, by our group name and send a request to join, I will approve it. We already have members joining this group.

As always, I am looking for your feedbacks on how well we are doing and where we can improve. Do not hesitate to reach me at Kanthassamy@hotmail.com / 517-290-6663

Cheers,
Kandy Senthilmaran

ASQ News

World Conference on Quality and Improvement May 18 - 20, 2009 Minneapolis Minnesota

The Culture of Quality: Serving Customers, Organizations and Communities

Learn new and classic quality tools, methodologies and techniques.

Make an immediate impact on your organization's bottom line.
Attend in-depth breakout sessions.

Network with more than 2000 attendees and exhibitors.
Benchmark best practices in International Team Excellence Award Process.



Gain inspiration to take back to your workplace.

<http://wcqi.asq.org>

Section News

Announcements of Coming Programs and Activities

April Program

Organizational Change in a Downturn Economy

The presentation will cover the following topics;

- Personal Strategies for Navigating Change
- Response Modes
- Overcoming resistance to Change
- Change Management vs. Project Management
- The J-Curve and how it impacts us

About the Speaker

Originally from Limerick, Ireland, Eoin Battles has lived in the U.S. since 1997. After graduating with a B.Sc. in Materials Science and a M.Sc. in Biomaterials, Eoin moved to Trinity College Dublin to work as a research associate in Bio-Mechanical Engineering. After a year in Dublin, Eoin moved to the Advanced Engineered Wood Composites Center (AEWC) in Orono, Maine to work on his doctoral thesis. After three years of research, Eoin left the AEWC with a 3.80 GPA but alas no thesis submitted. He later admitted that the lure of filthy lucre of the private sector proved too much for him. Leaving behind the freezing cold of Maine, Eoin moved to sunny California to work for James Hardie Building Products, the world leader in fiber cement technology. During his nine year tenure with James Hardie, Eoin has provided leadership to teams in R&D, Operations and Quality. Eoin lives in Rancho Cucamonga and is married to the lovely Avril, who also hails from the Emerald isle.

March Program

Improve Problem Solving Using TRIZ

Six sigma and DMAIC both have a point in their process where you must solve the problem or the root cause. TRIZ is a problem solving tool based on logic and data that does just that.

Dr. Ellen Domb has been making her living applying TREZ to solve real problems and teaching TREZ for a whole lot of years and yet she still has that excitement about her subject that infects the whole

audience. She explains the principles while telling some of her real life applications of TREZ. She enjoins the audience to solve her "dancing on the table" problem. (This is one of those "you have to have been there" to understand how inspiring this exercise actually is.)

One of the concepts of TRIZ is that some body someplace has already solved this problem (or one very similar to it.) So what you need to do is find that solution. Problems and solutions are repeated across industries and science. Dr. Domb pointed out that with the internet, searching patents is within the reach of everyone.

Dr. Domb has been writing the TRIZ journal for over ten years. They are posted and opened to all at <http://www.triz-journal.com> .

Because of her busy schedule, Dr. Domb has not been involved with the ASQ for a while. So her presentation to section 702 was a rare treat.

TRIZ is definitely one of the tools that the Quality professional needs to have in their tool box. And there is no one better than Dr. Domb to learn this tool from.

Election

by Dwane Nesser

Choosing the best of the best Leaders is what the annual election is all about. Our Section ASQ 702 is very fortunate to have experienced leaders in the Executive Board or Leadership Committee, however we also need new "learning" leaders to follow their own personal interests and seek a way to participate. This would broaden the base of candidates to look ahead to next year or beyond.

The Leadership Committee has a number of non-elected roles. There is always something to share and the existing Member Leaders will assist you with growing and gaining new knowledge about the ASQ organization. Please take a moment to ask yourself, How would I like to participate in an active leader role?

We ask that everyone get involved to some extent with leadership roles. As an elected or non-elected position, the importance of experience in Volunteer Organizations is noteworthy. Experience not only makes the "business" run smoothly, but it also makes the Leadership Role more fun.

New Members

Section 702 would like to welcome our new members:

Mr. Eric Isip	Emcore Broadband	Quality Engineer
Joneil Del Rosario	Boeing	Analyst
Mr. Ken Foo	Thales Avionics	Engineer
Mr. Archille Hebert	Ryder Integrated Logistics	Continuous Improvement Mgr
Ms. Ruchika Raval	Global Biopharm Regulations Inc.	
Mr. Avinash Sinha	St. Jude Medical	Senior Design Assurance Eng.
Mr. Bryce Wang	Henkel Corp	

Please introduce yourself at the next meeting.

*** 2009 Meeting Calendar ***

April 15 meeting

Election of Section Officers and appointment of committee chairs

Program: Organizational Change Management and Auditing

Presenter: Eoin Battles, Quality Manager, James Hardie

Building Products

May 4 executive board meeting

May 16 (tentative) Workshop - Minitab

- Presenter: Larry Bartkus, Supplier Quality Program
Manager, ev3 Inc.
- May 20 meeting
Joint meeting with Food Drug and Cosmetics Discussion Group
To be held at Gilead
Program to be announced
- June (tentative) Tour of Jet Propulsion Labs (JPL-NASA)
To be held on a week day
- June 17 meeting
Joint meeting with Biomedical Discussion Group
Program to be announced
- July 6 executive board meeting
- July 15 meeting
Program: Human Factors in Root Cause Analysis and CAPA
Presenter: Dean Deeds, Six Sigma Black Belt, Boeing
- August 19 meeting
Program: Using CTQ for setting up Dashboard Metrics
Presenter: Kandy Senthilmaran, Director - Process Center
of Excellence, CSD Covansys, Corp.
- September 7 executive board meeting
- September 16
Joint meeting with Food Drug and Cosmetic Discussion Group
To be held at Gilead
Program to be announced
- October 24
Quality Day
Kellogg West Conference Center and Lodge on the campus of
California State Polytechnic University (Cal Poly)
Because of Quality Day and the certification exams, there is no section
meeting this month. I am sure we will see all of you at the Quality
Day Conference.
- November 2 executive board meeting
- November 18 meeting
Joint meeting with Biomedical Discussion Group
Program to be announced
- December no meetings
Happy Holidays

Section meetings are the third Wednesday of the month.

Recertification Units (RU's) are
awarded for attending Section Presentations
Section meetings start at 6:00 pm and are held at Biosense Webster, 15715 Arrow Hwy, Irwindale,
unless otherwise noted.
Executive Board meetings start at 6:00 and are held at Marie Calendars, 3117 E. Garvey Ave., West
Covina, everyone is invited to attend.

Industry News

Service Industry

Looking for an editor for this feature

Food Industry

Looking for an editor for this feature

Pharmaceutical Industry

IT/Software Industry

Editor: Kandy Senthilmaran.

In this edition I am sharing information on the Carnegie Mellon - Software Engineering Institute's
MAID (Measurement and Analysis Infrastructure Diagnosis) Framework. There is lot of buzz in the
industry about this framework which is bringing lots of best practices around understanding and
resolving the errors in our measurement system.

The objectives of MAID are

Compare an organization's current measurement and analysis activities against a defined set of criteria

- Are we doing the right things in terms of measurement and analysis?
- How well are we doing those things?
- How good is our data?
- How good is the information we generate?
- Are we providing value to the organization and stakeholders?

Make recommendations for improvement

- How can identified gaps or weaknesses be addressed?
- How can we prepare for achieving higher maturity?
- Many mistakes made in establishing Measurement and Analysis at Maturity Level 2 and 3 that do not create a good foundation for Maturity Level 4 and 5

The MAID approach includes

- a thorough review of measurement-based planning documents, processes/procedures, analysis results, and management reports
- an evaluation of project and organizational data with respect to specified quality criteria
- a series of individual and group interviews with personnel who
 - collect measurement data
 - analyze, interpret and report the measurement info
 - use the reported data to make decisions
- a briefing and detailed report describing the strengths and weaknesses of the measurement program

MAID Methods

- Process Diagnosis
- Data and Information Product Quality Evaluation
- Stakeholder Feedback

Source - "Can you Trust your Data?" presentation on MAID by David Zubrow from SEI, Oct'08

Author (Kandy Senthilmaran) is Director - Process Center of Excellence with CSC Covansys Corp and an enthusiastic follower of the MAID framework. If you any questions or comments, he can be reached at KSenthilmaran@CSC.Com/ 517-290-6663

Medical Device Industry

Editor: Larry Phelan

Are you looking for some training on the U.S. medical device regulations? The FDA has created four on-line training courses that are complete with tests. They are:

Overview of Regulatory Requirements: Medical Devices
Quality System Regulation 21 CFR 820 Basic Introduction
Overview of the Premarket Notification Process - 510(k)
How to get your Electronic Product on the U.S. Market

The training is accessible through the internet using a computer with a broadband internet connection and a standard web browser with a video/audio streaming player.

Each course takes about one and a half hours to complete. And when you complete the test, you can download a certificate for your training file.

Each of the courses is presented by a very knowledgeable FDA person, for example the Quality System Regulation is given by Ms. Kimberly Trautman. And yes, some of the presenters are easier to listen to for the hour than others. But because the training is electronic, you can pause the presentation, get a cup of coffee and then continue your training.

Because the regulation that governs a medical device manufacture is actually a number of different regulations, it is hard for a person new to the industry to even find them. The Overview of Regulatory Requirements: Medical Devices is actually pretty good at least mentioning all of them. (Another good source of this 'Overview' is the Guidance for Industry and FDA - Regulation of Medical Devices: Background Information for International Officials, put out by the Division of Small Manufactures Assistance Office.)

The training is at: <http://www.fda.gov/cdrh/cdrhlearn/>

I highly recommend that you take the training and pass this web address on to others.

Quality Topic

LEAN

Larry Phelan

It takes the worst of times to prove which tools really deliver improvement. In many cases, companies have to greatly reduce all expenditures that do not immediately deliver an improvement as measured in money.

Now is the time that the Quality tools to define and measure the problems can really prove their worth. Rework, scrap and after-sale costs are immediate problems that companies must address in order to have a future.

But don't throw your LEAN effort out as an improvement that you will get back to later. The Toyota production system (now called LEAN) was not developed when Toyota was a big healthy company. The Toyota Motor Company was a small part of the Toyota textile company. The Toyota Motor Company was only producing a couple of hundred cars per month, and the quality of the cars was not good.

Japan was in a deep recession. Toyota Motor Company had large inventories of parts that had quality problems or were for product Customers didn't want. The company ran out of cash and was taken over by their banks. It was a few line managers, Taichi Ohno, Kikuo Suzumura and Eiji Toyoda with an extreme sense of urgency to minimize lead time from order to delivery (to reduce inventory to free up scarce cash and to produce only what the Customer would buy), to remove waste at every step of the process (to reduce costs and enhance quality), and to take action now or there would be no future.

And while they did act quickly, they also took the necessary time to document their current state, to state their hypothesis, to conduct experiments, to measure results, to review what they had actually achieved and then they shared and discussed their findings widely, including their suppliers.

The processes they developed were so successful that they installed them as the basis of how to operate the company. It was only later after the company was healthy and solid did they create the Operations Management Consulting Division and the dedicated improvement teams.

The LEAN process was created by line managers as the most important part of their daily work in the midst of a fierce battle for survival.

Lean Manufacturing 5 Day Workshop

Are you looking for ways to immediately lower costs by removing unnecessary work, policies, reports and approval process from the organization?

Do you want more clarity and simplicity in all your operations?

Would you like to move from a high control, top-down management style to a flatter, leaner organization with decisions pushed down to the lowest level?

Working with a cross section of your organization, with representatives for all departments, from senior executives to junior level staff, our team will coach and guide you through a rigorous process that is guaranteed to find immediate cost savings without added cost or reduction in jobs.

The cost of this workshop could be totally covered by a California state program of the Employment Training Panel (ETP).

Workshop dates: **April 20, 27, May 4, 11, and 18**

For details, contact Akhilesh Gulati at PIVOT, 909 - 985 - 9294 or at gulati@pivotmc.com

Networking for Quality Professionals

Have you visited any of the other ASQ sections' websites? The local sections share many of their resources, etc. So if you see anything you are interested in, tell one of your board members. They will inquire to see if we can bring it to section 702.

ASQ Orange Section www.asqorangeempire.org
 ASQ Los Angeles Section www.asqla.org
 ASQ Inland Empire Section www.asq711.org
 ASQ Temecula Valley Section www.asqtemecula.org
 ASQ San Fernando Valley Section www.asqsfv.org

Educational and Professional Developments

Software Validation

April 16

Dan Oliver will present on managing software changes, system configurations and validating off the shelf software. He will also address what systems require software validation and 21 CFR Part 11 compliance.

Dan Oliver is an expert witness for the FDA on the subjects of software validation, risk management and Part 11 compliance. He conducts training for FDA field investigators and prepares input for FDA validation guidance documents.

Sign up at <http://tinyurl.com/6cwbn>

This opportunity is being put on by the Southern California Discussion Group of the ASQ Biomedical Division. It will be held at Advanced Medical Optics (AMO) at 1700 E. Saint Andrew Pl, Santa Ana, CA.

Thank you to everyone who contributed to this newsletter.

To all 702 MEMBERS, tells us what you liked and didn't like about this newsletter. The goal is to make a newsletter that has value to YOU.

Send your feedback or material for inclusion in the newsletter to:
chair@asq702.org

Forward email

✉ SafeUnsubscribe®

This email was sent to jhflores@ball.com by jhflores@ball.com.

[Update Profile/Email Address](#) | [Instant removal with SafeUnsubscribe™](#) | [Privacy Policy](#).

Email Marketing by



ASQ 702 | Section 702, San Gabriel Valley Section | PO Box 3144 | San Dimas | CA | 91773

