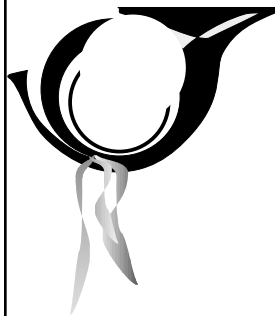


May 2003



MAY 21, 2003

Six Sigma Success Stories



Son Tran



Peter Wright

Companies, in all industries, have saved millions of dollars using Six Sigma methods. Many of us though, are still in the dark when it comes to fully understanding how to plan and complete a successful project at our companies. Tonight, we have two experts who will "show us the way".

Mr. Tran will explain how Six Sigma methods were used to reduce dimensional rejections in a manufacturing process. He will discuss the effective use of the DMAIC model (Define, Measure, Analyze, Improve and Control), and show how the Six Sigma tools were used in each phase of the project, to achieve the objectives of the team.

Mr. Wright will report on the lessons learned during Black Belt training. He will cover all 6 phases of a Six Sigma project report: Executive summary, Define, Measure, Analyze, Improve, Control and the Summary of results. Peter will then outline the keys to achieving success on a project.

About the Speakers - Peter is a member of the LA ASQ Section. He is a CQE, CQA, CMI, and has recently received his Black Belt Certification through Cal. State Fullerton. He

cont'd on last page . . .

To invite a non-ASQ member or co-worker to this meeting, have them RSVP at:
<http://evite.com/s.soukup@verizon.net/702-052103>

**MAKE RESERVATIONS
ASAP**

LOCATION

Four Points Sheraton Monrovia

700 W. Huntington Drive
Monrovia, CA 91016
(626) 357-5211
FAX (626) 359-4862

DIRECTIONS

210 Fwy. to Huntington Dr off ramp.
Go East on Huntington Drive
(on corner of Fwy 210 and Huntington Dr.)

AGENDA

Sign-in	5:45 - 6:10 pm
Networking / Dinner	6:10 - 7:00 pm
(Dinner is Optional)	
Keynote Presentation	7:00 - 8:15 pm
Door Prizes/Section Business	8:15 - 8:30 pm

MEETING RESERVATIONS

Menu:

*Orange Soy Chicken / Grilled Salmon /
Vegetarian Pasta - \$25 (Optional)
Dessert / Coffee / Tea Only - \$7
(Optional)
Meeting Only - Free / No Charge*

•• DINNER IS OPTIONAL - AS ALWAYS ••

SPELL YOUR NAME AND LEAVE YOUR PHONE NUMBER. IF YOU FIND YOU CANNOT ATTEND, CALL TO CANCEL YOUR RESERVATION. NO SHOWS WILL BE CHARGED.

For Reservations. . .

1. Call us at 877-SGV-0702
2. E-mail us at: s.soukup@verizon.net
3. Use the E-vite Sent to you

Gabriel's Horn

THE OFFICIAL NEWSLETTER OF THE SAN GABRIEL VALLEY SECTION - 0702
<http://www.asq702.org>

From the Chair -A Fresh Start



May is upon us and with it, Spring has finally arrived. This is the time of year when everything looks and smells fresh and new. Some of you may have begun the ritual of tidying up your houses in preparation for parties and BBQ's with friends and family.

Here at ASQ 702, we too have begun preparations at a new beginning. June is the last month in our 2002-03 fiscal year. Over the past several weeks we have been working hard to transition into our new year. Board members have been cross training new volunteers and handing off projects to their successors. We've been contacting several of our members and asking for their help by volunteering. It's great to talk to members who are excited about joining our team and taking the section to the next level. I'm happy to announce that on 5/1/03, I submitted the list of new Elected Officers names

to ASQ headquarters. This was the first of many requirements we needed to meet, in order to participate in the ASQ SMP (Section Management Plan) for 2003-04. I had contacted several of our members in order to find replacements for our Treasurer and Secretary positions. The deadline was quickly approaching, and things were looking bleak. I was very worried we wouldn't find anyone in time. Luckily, two of our dedicated members came through, as I knew they would. The four ASQ 702 Elected Officials for 2003-04 are:

- Stephen Soukup - Chair
- Nal Lokeshwar - Vice Chair
- Paul Hoffmann - Treasurer
- Bennett Chin - Secretary

Please join me in welcoming Nal and Paul who are new to our Executive team, and Bennett who is taking on a new role, in addition to his job as your membership chair. The official induction of these four officials will take place at our June 18th dinner meeting. Please be sure to join us that night to welcome them and offer your support for their

commitment to our members.

Another way we are continuing our "fresh start" is the announcement that we will no longer be mailing out this newsletter to your work/home. Printing and postage costs have been our biggest monthly expense. We want to offer our members education programs and additional benefits and services, but can't do that with our current budget. We are doing this with our members best interests in mind and to keep up with the times, as most ASQ sections have now switched to electronic newsletters.

If you still need a printed copy mailed to you, please contact us ASAP (Call/Write/E-mail - See page 2).

In other section news.... Some of you may have noticed that our ASQ 702 website was down for a few days in mid-April. We had recently renewed our account with our web hosting service. We were required to move our files over to their new server locations

Cont'd on page 4 . . .

SAN GABRIEL VALLEY SECTION 0702 2002-2003 EXECUTIVE COMMITTEE

**CHAIR / E-vite Coordinator/
Newsletter Editor**
Stephen Soukup
562-698-3465 (H)
Email: s.soukup@verizon.net

TREASURER
Eric Lao
626-280-4706 (H & W)
626-298-0032 (Cell)
626-628-3442 (Fax)
Email: ericlao@ekglobal.com

SECRETARY
Roger Olson
909-484-7545 (H)
888.734-3447 (W)
909-484-9377 (Fax)
Email: roger@systemsquality.com

ARRANGEMENTS
Rick Lapi
626-333-3898 x113 (W)
Email: rlapi@aremac.com

MEMBERSHIP
Bennett Chin
310-632-9211, Ext. 664 (W)
310-849-2275 (Cell)
Email: bchin@techmerpm.com

EDUCATION
Vinny Sharma
909-983-0772 (W)
909-984-4770 (Fax)
vinayak_g_sharma@astaris.com

PLACEMENT SERVICE
Lori Benson
626-440-0756
Email: l.benson@verizon.net

PROGRAMS/SPEAKERS
Jean Flores
909-948-0042 ext 111 (W)
626-335-1639 (H)
909-322-2011 (Cell)
Email: Jean@andercraft.com

RE-CERTIFICATION
Lori Benson
626-440-0756
Email: l.benson@verizon.net

EXAMINING
Cynthia Olson
888.734-3447 (W)
cynthia@systemsquality.com

PUBLICITY
Allen Kwan
626-284-7232
Email: ayckwan@ieee.org

PHOTOGRAPHER
Gayle Fisher
Email: GFisher@coh.com

STUDENT CHAPTER
Dr. Paul Liu
323-343-6078
Email: pliu@calstatela.edu

ARCHIVIST
Ron Rudolph
R2Rudolph@aol.com

WEBSITE DESIGNER
Yolanda Cuevas
yolandacuevas@yahoo.com

REGION 7 DIRECTOR
Paul Blixt
818-888-7656
Email: paulblixt@aol.com

DEPUTY DIRECTOR
Roger Olson
909-484-7545 (H)
888.734-3447 (W)
909-484-9377 (Fax)
Email: roger@systemsquality.com

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- AUDIT
- SMP CHAIR

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Publisher: American Society for Quality, San Gabriel Valley Section 0702, P.O. Box 3144, San Dimas, CA 91773-7144

Newsletter Editor: Stephen Soukup 562-698-3465 (H)

Design, Printing, Distribution: Akhil International, 909-982-0161

Articles, advertising, photographs, and letters should be addressed to the editor.

DEADLINE: THE 25TH OF THE PRECEDING MONTH (OR 35 DAYS IN ADVANCE).

A Member's View: APRIL 16TH MEETING

THE SIX CHARACTERISTICS OF EFFECTIVE PROJECT MANAGERS (DAVID JENSEN)

I am currently enrolled as a graduate student in the MSQA Internet program (with emphasis on Health and Services) at California State University, Dominguez Hills. Having recently attended a course on effective project management, I was very interested in David Jensen's presentation where he brought life and humor to the subject of being effective as a project manager.

David started his presentation by showing us a picture of the Missouri River. A large sailing ship appeared and we watched as Lewis and Clark started their historic voyage. The next day, we saw the ship turn back. One would say why? Is the trip over? No, symbolically, as in all aspects of life, there are adversities. The river narrowed and became rocky, requiring a change in their strategies. Lewis and Clark switched to using a canoe for faster and easier transportation. Now, for those of you who are ready to stand up and say, "I really think I'm in the wrong class." we now come to the reason for this poignant little story.

The canoe is a metaphor, for all the projects you may have to deal with in your lifetime. You are one of the people in the canoe with your oar, and the goal is for all of you to work together to finish the project. As quoted from Tom Peters, "If we are not doing the majority of our work using project management skills, within the next few years we may not be doing a whole lot of work". Dave and the attendees discussed how important it is to set goals for projects and for life. Dave had the members form groups at each table to do an exercise. The



A Packed House! (39 attendees)



David with Stephen and Jean

members were asked to determine which of three traits/skills of project leaders (experts, recognized & rewarded, and accountable) were their strengths versus which were their weaknesses. Many of the members indicated that being "experts" was their strong skill and accountability was second on strengths. In picking weaknesses, most of the members chose accountability as their primary weakness.

David also provided us with some very valuable tips on how to get increased buy-in from management and teams.

The evening seemed to go by very quickly and Dave ended it with a very important formula that everyone can use in life as well as business.

Level of Satisfaction = Experience - Expectations

He indicated how this formula could explain all of your victories and losses in life in a simple concrete manner. The members thoroughly enjoyed his presentation and looked forward to his upcoming book release. This was definitely one of the best meetings ASQ 702 has put on. If you would like to ask David a question his E-mail address is DJensenSSS@aol.com and his phone number is 310-397-6686.

By – Debra Martin – CSUDH
(Student Member ASQ 702)

WELCOME NEW MEMBERS

- Alicia Escobedo - So. Cal. Edison**
An-Ching Jack Phone - BCM
Bruce Herring - So. Cal. Edison
Cathy Jacobo - Sunshine Metals
Christopher Cariato
Daniel Aparicio - Tefen
Francoise Zambra - So. Cal. Edison
Mitra O'Farrill - So. Cal. Edison
Myrna Lee Buckley
Ngoc Bich Thi Le - So. Cal. Edison
Richard Isao Takeuchi - So. Cal. Edison
Rudy Hernandez - Team Manufacturing
Steve Johnson - Abbott Laboratories
Terry Villarba - Sabeus Photonics, Inc

Please stop by and say hello to them at our monthly membership meetings.

From the Chair

...Cont'd from pg. 2

and this unfortunately took longer than expected. They also experienced some technical difficulties of their own. We are sorry for any inconvenience this caused you.

A final thought... Don't forget to renew and upgrade your memberships by June 30th.

Best wishes and enjoy the sunshine! Thank you.

Stephen Soukup

MAY MEMBER SERVICE AWARD ANNIVERSARIES

(5 yr increments)

Service Yrs - Name / Company /Yr joined ASQ 702

- 20 yrs - Lori Benson / Abbott Laboratories / 1983**
15 yrs - Natalia Cueto / / 1988
10 yrs - Benjamin Bensal / KDL Precision Molding / 1993
5 yrs - Eberardo Mariscal / GAF MC / 1998

Please stop by and say hello to them at our monthly membership meetings.

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ARE YOU READY FOR THE NEW STANDARD?

In order to maintain auditor certification, RAB, IRCA and IATCA requires QMS auditors to receive training in the new ISO 9000:2000 Standard Requirements.

ISO 9000:2000 Series Transition Auditor Training Course

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COMING EVENTS 2003

MONTHLY SECTION MEETINGS

(We meet the 3rd Wednesday of each month)

May 21 Six Sigma Success Stories - Son Tran & Peter Wright
 Jun 25 Audit Checklists / Section Volunteer Recognition - Lori Benson
 Jul 16 ISO 9000:2000 Lessons Learned / Best Practices - Bea Ng / Jim Rivas

Note: Topics and Speakers are subject to change

For
Reservations & Info.
 Check Website OR
 Call 877-SGV-0702 OR
 respond to E-VITE

CERTIFICATION/EXAMINATION

All exams - at AQC in Kansas City:
 CQE/CQA/CSQE/CQIA/CCT (pilot exam)
 CQT/CQMgr/CRE/CMI/HAACP/Biomedical/SSBB
 CQE/CQA/CSQE/CQIA/CCT

Exam / Appl. Deadline

May 18 / ~~Apr 4~~
 Jun 7 / ~~Apr 4~~
 Oct 18 / Aug 22
 Dec 6 / Oct 3

REMINDER

Update your E-mail address/contact info at ASQ National website/customer service (see info below).

We have gone all electronic.

So, If you **MUST** have hard copy of the newsletter, you should call the ASQ 702 phone # or send an email to us

(gulati@akhilinternational.com) so we can make a list of those without web/email access.

Get the latest newsletter here:
www.asq702.org/newsletter.htm

REFRESHER COURSES**

Vinny Sharma
 909-983-0772; vinayak_g_sharma@astaris.com

INTERNET OFFERING:

None this month

MONTHLY EXECUTIVE BOARD MEETINGS (See page 7 for details)

June 2 @ 6:00 pm, July 7 @ 6:00 pm

Membership Renewals are ***DUE BY June 30, 2003!***

THOSE OUT OF WORK CAN GET DUES RELIEF FROM ASQ TO REMAIN A MEMBER FOR HALF THE COST. RENEW TODAY AT [HTTP://WWW.ASQ.ORG/RENEW](http://www.asq.org/renew)

For other Refresher Course information contact: **San Gabriel Valley Section - Vinny Sharma at 909-983-0772

Inland Empire Section - Pamela Locatel at 909-683-7243, **Los Angeles Section** - Carl Moore at 562-941-4584,

San Fernando Valley Section - Angel Luna at 818-586-4371 or call ASQ Headquarters at 800-248-1946 for other Sections.

ASQ'S CUSTOMER SERVICE CENTER

EMAIL: cs@asq.org

PHONE: 800-248-1946 or 414-272-8575

FAX: 414-272-1734

MAIL: American Society for Quality

600 N. Plankinton Avenue

PO Box 3005

Milwaukee, WI 53201-3005

TO CHANGE YOUR ASQ EMAIL PREFERENCES:

* Sign in to ASQNet

<http://www.asq.org>

* Choose/Change your preferences at

<http://www.asqnet.org/perl/registry/edit/index.pl>

* If you need ASQNet password assistance go to

http://www.asqnet.org/help_signinB.html

* If you need additional help, write to help@asq.org

DOOR PRIZE WINNERS - APRIL 2003

ISO 9000:2000 Transition Posters:

Eddie Kubomoto

Scott Khemthong

Paul Hoffman

Anju Kapoor

Project Management Memory Joggers

Akhilesh Gulati

Eric Lao

ISO 9000:2000 Implementation Posters

Saylor West

Nancy Maclean

Charles Li

April Door Prizes were provided by:

ASQ 702 & CMTC - Boris Koropey

JOB OPPORTUNITIES

QUALITY ENGINEER ORANGE, CA CORPORATE HEADQUARTERS

Sybron Dental Specialties, Inc. and its subsidiaries are leading manufacturers of value-added products for the professional dental, orthodontics, endodontics, and infection-control products segments in the United States and abroad. The primary subsidiaries of Sybron Dental Specialties are Kerr Corporation, Ormco Corporation, and Metrex Research Corporation, while SybronEndo operates as a division of Ormco Corporation and Orascoptic is a division of Kerr.

Kerr develops, manufactures, and markets a comprehensive line of consumable products to the dental industry worldwide. Ormco engineers, manufactures, markets and distributes a complete array of consumable orthodontic products worldwide. Metrex develops, manufactures and markets consumable infection-prevention products to the dental and health care markets. SybronEndo manufactures diverse endodontic products. Orascoptic is a leader in dental magnification. We currently have an outstanding opportunity for a Quality Engineer to join us at our Orange, CA Corporate Headquarters.

The successful candidate will write protocols and perform validations for quality systems, process controls, inspection equipment, and products. Secondary responsibility will include general process validation and quality engineering support.

Qualifications include:

- * Four-year degree in a technical discipline.
- * 2 - 5 years of experience in software validation for a FDA regulated industry.
- * Knowledge in software quality assurance.
- * Project management skills sufficient to manage up to 10 concurrent projects requiring from 1 to 18 months for completion.
- * Verbal/written communication skills sufficient to effectively communicate complex technical issues.
- * The ability to travel.

Ideal candidates will also possess professional certification as a Software Quality Engineer or Process Quality Engineer, as well as process quality engineering experience.

Sybron Dental Specialties recognizes the innovation and energy of its employees with competitive compensation and a full range of benefits including medical/dental/vision, pension plan, 401(k), on-site fitness center, (optional: insert other benefits) and much more. Please e-mail your resume and salary requirements (indicating "Sybron/Quality Engineer Job # 580B/Orange" in the subject line) to: careers@sybrondental.com or fax to (714) 516-7953. You may also visit our web site at www.sybrondental.com for more information on Sybron Dental Specialties. We are proud to be an EEO/AAP employer. **Contact:**

Michelle Pelletier
Human Resources Coordinator
714-516-7499

.....
1. QUALITY ENGINEER

This person will lead quality initiatives, systems development and process improvement.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Apply quality system elements, as necessary, to continuously improve, and achieve the quality objectives.

Assure compliance with all aspects of the Quality Management System.

Apply appropriate gauges, tools and statistical methods and to ensure control of key process and product characteristics.
Analyze the results of customer relation measures, to improve products and processes, and to reduce warranty costs.
Evaluate process capability and apply appropriate statistical techniques and control methods to meet the quality, performance and cost objectives.
Participate in product and process planning / design, gage design and service development.
Organize and coordinate ongoing reliability testing to aid in the development of new designs and improved evaluation of field failures.
Work with suppliers (internal and external) to increase awareness of quality expectations, evaluation ratings, certification, and continuous improvement of the products and services they provide.

EDUCATION and/or EXPERIENCE

College Degree and 5 plus years experience in quality and / or manufacturing supporting both processes and procedures. Candidate must have experience in handling multiple projects and utilizing resources to drive bottom line results in areas of methods, systems, and process flow. Candidate must be able to effectively communicate with all areas of the business in both verbal and written format. Experience with ISO/ QS quality systems is required, ASQ certification in Quality Engineering (CQE) is a plus.

Job information:

Location: CA - Los Angeles County
Job Type: Full / Permanent
Salary: \$65,000.00 - \$75,000.00 per year

2. QUALITY ENGINEER

This position will be responsible to write protocols and perform validations for quality systems, process controls, inspection equipment, and products. Secondary responsibility includes general process validation and quality engineering support.

Job Requirements:

Education/Experience:

Four-year degree in a technical engineering discipline. 2 - 5 years experience in writing protocols and validations for a FDA regulated industry.

Skills/Abilities:

Knowledge in writing validations and protocols within a medical device environment. Project management skills sufficient to manage up to 10 concurrent projects requiring from 1 - 18 months for completion. Oral and written communication skills sufficient to effectively communicate complex technical issues.

Special Qualifications and/or Remarks:

Ideal candidates will possess quality engineering experience. Must be able to travel. Six-sigma, JIT, lean manufacturing experience highly desirable. GNP knowledge experience also highly desirable.

Job information:

Location: CA - Orange County
Job Type: Full / Permanent
Salary: \$65,000.00 - \$70,000.00 per year

Contact information for above two jobs:

Contact: Robert Gladnick
Email: robg@jkroh.com
Company: Jeff Kroh Associates
Phone: 310.231.0313

RADICAL THINKING?

Functional Fixation!

Are you a victim of Functional Fixation? We all have been at one time or another. Admit it, recognize it, adjust for it, and challenge yourself not to fall victim to it again! But before you can take action, you first need to understand it.

Here's a working definition: It is the connection you make between an object and its function, and are unable to break away from that mindset.

In order to demonstrate this fixation, a German psychologist, Fran Dunker, conducted an experiment in 1926.

He put a group of people in a room with a table in the center. On the table were three objects: a candle, a book of matches, and a box of thumbtacks. In addition, there was a corkboard hanging on a wall of the room. The task for the group was to attach the candle securely to the corkboard on the wall so that it could be lit safely.

Seems pretty easy, doesn't it? How would you do it? Pin the candle to the corkboard using the thumbtacks? Melt a strip of wax along the length of the candle and stick it to the corkboard? Melt the candle, attach the thumbtacks to it and attach the thumbtacks to the corkboard?

Unfortunately these ideas do not work as they

do not secure the candle to the corkboard safely. All these ideas relied upon the three objects to continue to operate in their familiar/normal functions. The test group, suffered from Functional Fixation!

People saw the function of the thumbtacks - to connect two objects; the function of the wax - to help attach the candle; the function of the thumbtack box - to hold the thumbtacks.

This fixation on familiar functions limited the ability of these people to find other uses of the objects (like using the box as a horizontal surface to attach the candle safely (the box would be pinned to the corkboard).

Functional Fixation can be crippling to an organization trying to find innovative solutions to common or reoccurring problems. We are constantly faced with various challenges at our workplace and we often struggle to find creative solutions. By being able to "think out of the box" (e.g., use familiar objects in different settings, or different uses of familiar objects), we could come up with many different answers. Most solutions have been implemented by somebody, somewhere. The challenge is to break away from Functional Fixation and apply these to your situation (e.g. benchmarking).

During a training session on Setup Reduction,

my trainees were surprised at how setup time could be reduced using everyday objects - things they had been using in different settings!

Many books on Creative Thinking and Brain Teasers often bring these fixations to our attention. Another application I use with clients prior to starting a problem solving session is to give them a scenario and ask them to tell me what happened. Here's one for you: a man was found dead in a cabin in the woods. What happened? Hint: start by asking yourself what assumptions you immediately made and challenge them.

Do you suffer from Functional Fixation? Have a story? Kindly send it to me.



Akhilesh Gulati

Past Chair and Senior Member of the American Society for Quality, San Gabriel Valley Section. Principal with PIVOT, a management consulting firm specializing in implementing

Change Strategies, Lean Manufacturing and ISO 9000 quality systems. Provides training for Tools & Techniques for Lean Enterprise and Six Sigma Black Belts.
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EXECUTIVE COMMITTEE, AN OPEN INVITATION . . .

We extend an open invitation to all Section 0702 Members to get involved with your Section's Management. We all have something to contribute, no matter how busy our schedules. Your Executive Committee has several openings . . . **check them out on page 2.**

And as always, attending a Board Meeting is not a commitment to becoming an active Board Member. We still meet on the first Monday of each month (except holidays) in which case we will meet on the second Monday. The meetings start at 6 pm and remember . . . **dinner is on us!** If you're interested or even the least bit curious, then please call **Stephen Soukup** at **562-698-3465** or leave a message on our *new service number* at **877-SGV-0702**. So pick up the phone and give us a call . . . you'll be glad you did!

Next meeting will be held on Monday, June 2 and July 7 at 6pm.

Our Board meeting location is at **MARIE CALLENDARS**, 3117 E. Garvey Avenue North, West Covina; Phone: 626-339-5491. Take Barranca exit north off the San Bernardino (10) Freeway . . . just look for "RESTAURANT ROW". Meeting takes place in the Library Room.

ASQ WEB CONNECTIONS!

Section 0702: <http://www.asq702.org>
Region 7: <http://www.asqregion7.org>
ASQ National: <http://www.asq.org>

Program: May 21...*Cont'd from front page*

is the Quality Manager for Invensys Climate Controls, formerly Robertshaw, located in Long Beach.

Son completed his Six Sigma Black Belt Certificate program at CSU Fullerton, is an ASQ CQM, CQE, CRE, Six Sigma Black Belt, and RAB-Certified QMS Auditor. Son received his MS in Quality Assurance from CSU Dominguez Hills and his BS in Industrial Technology from West Coast University where he graduated with honors. He is the Director of Quality Assurance at Alcoa Fastening Systems in the City of Industry.

You will be awarded 0.3 Recertification Units (RU's) for attending this presentation.

Two Six Sigma / Black Belt Memory Joggers from GOAL/QPC will be given away as door prizes.

Check out our Web site www.asq702.org
Membership Meeting information • Past Meeting Handouts
Officers List • Section 702 Newsletter • Calendar of Events
Check the latest books in our Library

ASQ



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1/2 Page	\$ 85	\$ 850
Full Page	\$150	\$ 1500
Inserts	\$100	\$ 1000

Gabriel's Horn currently reaches approximately 400 Quality Professionals in Southern California each month.

If you are not currently an ASQ member of Section 0702, a subscription to *Gabriel's Horn* is available for \$14 per year.

For additional information or to place an ad, please contact:
Akhilesh Gulati @ 909-982-0161

or leave a message with our answering service
877-SGV-0702

Ricky's Trickys

In 1978, what month during regular production did
Chevrolet not make any Corvettes?
Answer in next month's issue.

Correct answer to last month's question.

1961

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