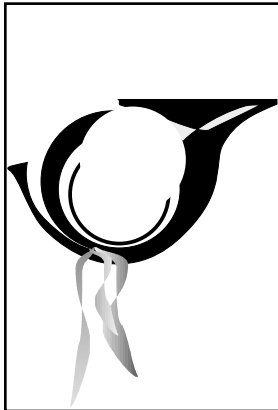




# Gabriel's Horn

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



Value Stream Mapping (Clinic)

Managing Culture and Change for Lean Implementations

OCTOBER 15, 2003

The pre-dinner clinic is an introduction to the practice of Value Stream Mapping (VSM). VSM is a method of studying the sources of waste and non-value added steps in the Value Stream. VSM identifies process improvement and defect reduction opportunities that form the basis for a lean/six sigma implementation plan.

**Terry Weiner** is a Senior Consultant for the California Manufacturing Technology Center. He specializes in consulting in quality management systems and lean manufacturing. Terry was trained by Toyota on the Toyota Production System. He is a Six Sigma Black Belt and is an ASQ Certified Quality Manager, Quality Auditor and Quality Engineer. Terry is the current Chairperson of ASQ Section 706, San Fernando Valley.

#### Cynthia Olson:

In every company, at some time, management recognizes a need to change. That's usually when the trouble starts!

"It is not the strongest of the species that survive, nor the most intelligent, but the ones most responsive to change." (Charles Darwin)

#### Keynote Topics

Anatomy of a company's culture.  
How a company's culture affects its ability to change and survive.  
Why employees resist change.

*Cont'd on page 9. . .*

To invite a non-ASQ member or co-worker to this meeting, have them RSVP at:  
<http://evite.com/s.soukup@verizon.net/702-101503>

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

1st Sign-in / Networking	5:30 - 6:00 pm
Pre-dinner clinic	6:00 - 6:50 pm
2nd Sign-in / Networking	6:50 - 7:10 pm
Buffet Dinner (optional)	7:10 - 7:50 pm
News / Announcements	7:50 - 8:00 pm
Keynote Presentation	8:00 - 8:50 pm
Surveys / Door Prizes	8:50 - 9:00 pm

## MEETING RESERVATIONS

### Menu (all Optional)

**All you can eat Buffet - \$25.00**

*Soup du Jour / Salad of Mixed Greens,  
Tomato, Cucumber, Basil and Balsamic  
Vinaigrette / Artichoke Heart and Pasta  
Provencale / London Broil with Sauce  
Forestiere and Buttered Fettucine /  
Charbroiled Orange Soy Glazed Chicken  
Fresh Seasonal Vegetables · Rolls and Butter*  
•• 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](mailto:s.soukup@verizon.net)
3. Use the E-vite Sent to you

## From the Chair



October is and has been celebrated as National Quality Month (NQM) for many years now, but lately, you just don't hear much about it. Does industry not care about quality anymore?! Of course we do, but in a much different way.

No longer is quality the role of the quality department or inspection group. It's everyone's role. More and more companies are pushing to get more out of their people. Workers are being asked to multi-task and be successful in a multitude of cross-functional roles, not just one. For example, machinists are now being asked to be a production scheduler, purchasing agent, inspector and manufacturing engineer, on top of their normal duties.

The focus on quality has shifted to making organizations stronger through diversification. In this day and age, the more you

know, the better your job security is.

I believe a cornerstone to quality, at all levels of a company, is effective communication. Without good communication, everything breaks down.

I am currently a participant in a 90-hour class at my current company. The very first module (3 classes, 3 hours each) was all about Effective Communication.

Do you really know your co-workers? your customers? your friends and family? What is the best way to deal with each of them, based on their personality styles? If you don't know, maybe its time you learned.

Here at 702, we too believe that the success of our section is based on effectively communicating to our membership. In line with that, you will notice that over a third of the goals we have set up in our 2003-04 Section Management Plan – SMP (shown later in this issue), specifically focus on how we can better communicate to our members. Each of you will play a vital role in our success of achieving each of our

SMP goals for the new fiscal year. Please take a moment to review our sections' goals and try to see how you can directly or indirectly help us to meet the goals set forth in our plan.

For example, if you are a new member, we want you to be active and come out to at least one dinner meeting within your first three months as a new 702 member (Goal # 6). You don't know what you're missing if you don't show up.

By participating in the upcoming Section Survey, you will be providing valuable feedback to us and effectively communicating your individual needs (Goal # 11). We can't provide for your needs if we don't know what they are.

By providing us with some ideas on possible local organizations we can hold a joint meeting with (Goal # 7), you will be communicating to us that you care about this section and want to see it grow. We need to make more non-traditional industries

*Cont'd on page 11. . .*

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### GABRIEL'S HORN PUBLICATION

**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: SEPTEMBER 17TH MEETING

"How to Relax in A Stressed Out Society" - Speaker Dr. Ray Gery  
(Summary by Darlene Chiu)

The September dinner meeting literally brought the members to their feet. Dr. Ray Gery, started his presentation off by getting everyone on their feet and writing key words with our NOSES! Sound strange? Maybe, but it sure was FUN and got everyone involved early on.

Here's a recap of Dr. Gery's presentation, with an emphasis on some things to consider about your life...

Some interesting facts...

- Did you know that stress is the cause of 95% of all diseases?
- Most people in the work force burnout after 4 years.
- Eighty percent of people do not enjoy or like their jobs.
- Vacations put too much pressure on people to relax.

We are a society addicted to drugs. The number one drug of choice is sugar.

Then comes alcohol, and caffeine, and nicotine, and Valium, etc. etc.

What is stress?

Stress is anxiety. And anxiety is fear.

There are two types of stress:

Internal vs. External. Stress

Examples of external stress include crossed-arms and legs while tapping one's foot, tics, facial expressions, etc.

Examples of internal stress include keeping your frustrations inside and being quiet. Your body language always shows what you are feeling.

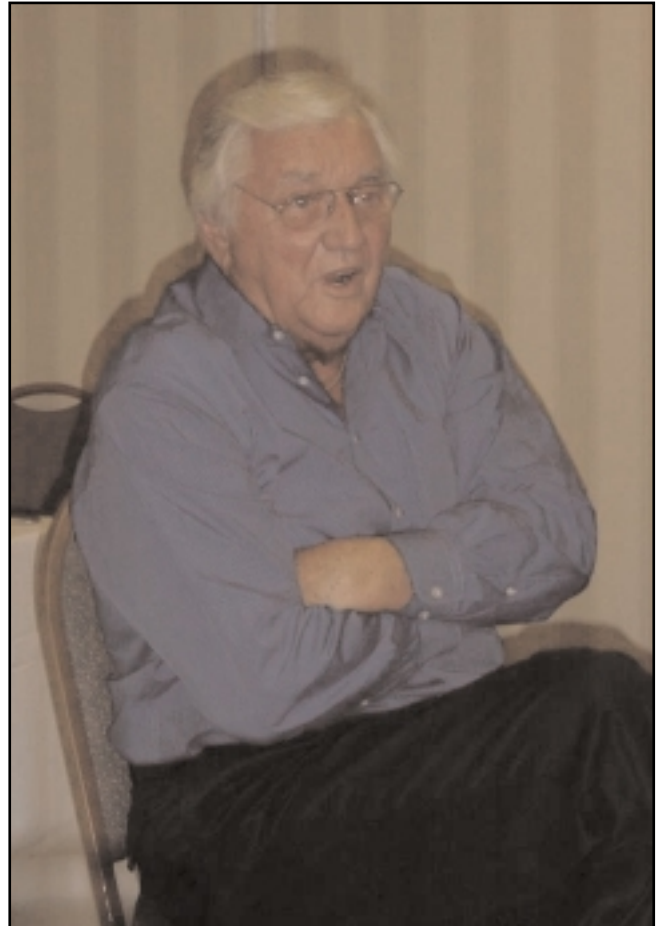
How do you change stress?

Change what you think. If you change what you think, you can change your outlook on stress.

Anxiety breeds anxiety. Anxiety produces the opposite result of what is desired. If you take yourself too seriously, you can suffer from mental illness!

Life is too important to take too seriously. Otherwise, the joke is on you.

Did you know that anxiety and depression results in a reduced mental recall (immediate and long-term)?



Dr. Gery demonstrates someone who is "stressed out"

Laughter breaks down defense mechanisms. It brings the closest distance between two people. It can strengthen your immune system, enhance your cardiovascular flexibility, increase your intellectual performance and information retention, replenish your creative juices, draw yourself into experiencing the present, and make you wonder why you wasted all those years being serious.

The essence of humor is the ability to laugh at yourself.

So how do you resolve stress?

1. Change your thinking. Is what you're thinking working for you? Don't focus on right/wrong, otherwise you are just getting stuck on issues. Note: Anxiety is forced; relaxation flows.
2. "Get up" 15 to 20 minutes earlier.
3. Always start your day by reading the funnies, the comics.

Cont'd on page 4. . .

# A Member's View, September 17th

...Cont'd from pg. 3



702 members review Dr. Gery's information

Members write words in the air with their noses with Dr. Gery



4. Avoid loud noise (TV, radios, music, whatever).
5. Laugh an "awful lot!" Laugh with others. Laugh, as much as possible, at yourself. Why? Because we are so very funny, especially when we take ourselves seriously!!!
6. Slow down – Don't make a big hurry for a little reason! Life doesn't have to be a headache on a noisy street.
7. MAKE A FUNNY LIST ABOUT YOURSELF!
8. Get a balanced life = Work-Play-Love

And who are you?

1. A person who thinks, feels, and chooses.
2. A person in this world to enjoy this world and to make this world a better place.
3. An individual first, a male or female second.
4. Find the right person for you by being the right person.
5. A father or mother. A daughter or son. A sister or brother. A friend.

Note: Active listening is the greatest evidence that we care. Listen actively, don't give advice.

Ask yourself these questions:

Whence?

- Where do we originate?

Why?

- Why are we here?

Whither?

- Where are we going?

We are here to enjoy being here.

Do you just want to Work, Save, and Die !?!

Be a part of people's lives. Make it a better world.

It is more blessed to give and help others than to receive.

Without a doubt, Dr. Ray Gery inspired the section members. He made us think differently about our lives and showed us how we can make minor changes to win the battle against STRESS.

Fiscal Year 2003-04

**Business Plan for Section: San Gabriel Valley / Section 0702**

#	Objective	Activity Title	Activity Description	Activity Date(s)	Measure	Goal	Contact+
1	Increase member value	Certification refresher course	Conduct refresher course in SGV	2003-2004	# of refresher courses	Minimum one refresher course	R.Olson
2	Increase member value	Section meetings	Conduct regular meetings	2003-2004	Sign-in list	Minimum 10 meetings	J.Flores
3	Increase member satisfaction	Member needs assessment	Conduct member needs assessment to learn about: desired topics, desired times and desired locations	Conduct assessment by November 30, 2003.	Present results at January executive committee meeting.	Complete project on time	G.Fisher/S.Soukup
4	Increase member retention	Monthly "unpaid" member drive	Executive committee members to call unpaids each month	2003-2004	% of possible contacts	To contact 100% of contactable unpaids	B.Chin
5	Increase member retention	Recognition of new members	Publicly recognize new members attending meetings	2003-2004	Mention of public recognition in the newsletter	All eligible members	S.Soukup
6	Increase new member participation	Welcome new members	Welcome Package, discount dinner voucher, publish names in newsletter, call to invite them to attend meetings	2003-2004	% of new members attending X (# new members attending meetings) / (# new members)	Attendance at the meetings of minimum 25% of new members within 3 months of invitation	B.Chin/C.Olson
7	Collaboration	Joint Meetings	Joint meetings with other sections or associations	2003-2004	# of meetings	Minimum one joint meeting	J.Flores
8	Communication to members	Timely communication	Notice of section meetings	2003-2004	# of days between posting of Evite and meeting	Send at least one week before the meetings	S.Soukup
9	Communication to members	Implement communication plan	Newsletter	2003-2004	Monthly newsletter	Publish at least 10 times a year	S.Soukup
10	Communication to members	Implement communication plan	Publish business plan/status/results	2003-2004	Updated SMP plan published in newsletter	Publish quarterly	N.Lokeshwar
11	Communication to members	Implement communication plan	Publish meeting attendance and satisfaction survey results	2003-2004	Survey result report	Publish survey results on website monthly	S.Soukup/B.Chin
12	Communication to members	Update website	Go on line with updated website meeting and in the newsletter quarterly	July 1, 2003-September 30, 2003	Launch of updated website	September 1, 2003	S.Soukup/Webmaster
13	Communication to members	Financial report	Send Press Releases of section events	2003-2004	Report	Quarterly publication	P.Hoffmann
14	Increase Section Awareness	Public relations	Publicly recognize members who pass certification examinations and recertifications	2003-2004	# of press releases in local newspaper	At least one	S.Soukup
15	Recognition of members	Recognition of Certification	Award members based on the attendance at section meetings	2003-2004	Newsletter/website	Public recognition of all eligible members	L.Benson/S.Soukup
16	Recognition of members	Recognition of participation	Recognize services of the volunteers	2003-2004	Presentation of awards and publication in the newsletter	Award all members attending more than 50% of the meetings	S.Soukup/N.Lokeshwar
17	Recognition of volunteers	Recognition of involvement	Canvass eligible members to become senior members	2003-2004	Presentation of awards and publication in the newsletter	Recognize all volunteers	S.Soukup/N.Lokeshwar
18	Increase senior membership	Increase Senior Members		2003-2004	# of new senior members	Increase # of senior members at least 20%	C.Olson

## Welcome New Members

Frank Acosta	Pacific Consolidated Industries
Scott Davidson	Fleetwood Container & Display
Bernie Gutierrez	Toyota Racing Development
Linda Renaud	Southern California Edison
Frances Slaven	Southern California Edison
Andrea Spiegelberg	ASQ
Gene Tiong	Sybron Dental Specialties

ASQ 702 Welcomes these new members to our family. Please take the time to welcome them in at the next ASQ 702 dinner meeting and make them feel special

### Recertify in Time!!!

If your ASQ recertification deadline date was June 2003, you have until December 31st, 2003 to submit your recertification journal packet. Check out the new dates and contact Lori Benson: l.benson@verizon.net

<http://www.asq.org/cert/recert/index.html>

## October 702 Member Service Anniversaries

### Celebrating 10 Yrs With ASQ 702

Riyaz Merchant - Medsep  
ASQ Member Since 1993

### Celebrating 20 Yrs with ASQ 702

Ted O'Miela - Sybron Dental Specialties  
ASQ Member Since 1993

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

## Membership Status

Our Section currently has 324 members, of which 7 are new members this month.

There are currently 64 members who have not renewed their memberships yet !!! Renew today at:  
<https://secure.asq.org/ecommerce/rennewals/login.jsp>

See more info on our members at our website:  
[www.asq702.org/members.htm](http://www.asq702.org/members.htm)

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# COMING EVENTS 2003

## MONTHLY SECTION MEETINGS

(We meet the 3rd Wednesday of each month)

Oct 15 Pre-Dinner Clinic - Value Stream Mapping - Terry Weiner  
Post-Dinner Presentation

- Managing Change and Culture for Successful Lean Implementations - Cindy Olson

Nov 19 - How Much Are Your Habits Costing You? - Jim Muller

Dec 17 - No Meeting / Happy Holidays!

2004 - Send Us Your Suggestions on Future Topics / Speakers!!

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

## CERTIFICATION/EXAMINATION

CQT/CQMgr/CRE/CMI/HAACP/Biomedical/SSBB  
CQE/CQA/CSQE/CQIA/CCT

## Exam / Appl. Deadline

Oct 18 / ~~Aug 22~~  
Dec 6 / Oct 3

## REFRESHER COURSES\*\*

Roger Olson

909-484-9377 (Fax) roger@systemsquality.com

## INTERNET OFFERING:

None this month

## UPCOMING CHATS - OCTOBER

Sustainability

October 23, 2003

12:30 p.m. - 2:00 p.m. Central Time

Guest Speaker: Michael Dreikorn

Click here for more info:

<http://www.asq.org/members/interact/chat/dreikorn.html>

### REMINDER

Update your E-mail address/contact info at ASQ  
[www.asq.org/contact/index.html](http://www.asq.org/contact/index.html) or call 800-248-1946.

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](mailto: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](http://www.asq702.org/newsletter.htm)

## OTHER OFFERING:

**Six Sigma Black Belt Training (160 hrs.)**

When: Starts October (four weeks, one week per month through January - EVENINGS & WEEKENDS OFFERED)

Instructor: Akhilesh Gulati

Location: Four Points Sheraton, Monrovia

Info: Call 909-985-9294 for more information

## MONTHLY EXECUTIVE BOARD MEETINGS (See page 14 for details)

November 3 @ 6:00 pm, December 1 @ 6:00 pm

## Membership Renewals are PAST DUE after 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 - Roger Olson at 909-484-9377

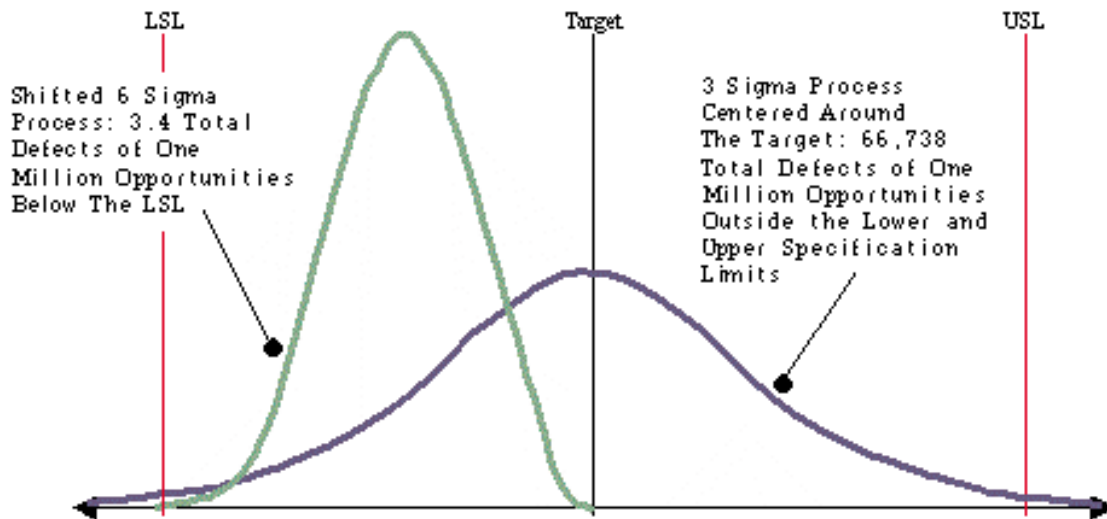
Inland Empire Section - Pamela Locatel at 909-683-7243, Los Angeles Section - Carl Moore at 562-941-4584,

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

# Six Sigma - The Basics

by Chris Nance

Six Sigma is a disciplined, data-driven approach and methodology for eliminating defects in any given process: from manufacturing to transactional and from product to service. It is rooted in mathematics and statistics. The objective of Six Sigma methodology is the implementation of a measurement-based strategy that focuses on process improvement and output variation reduction so that  $\pm$  six standard deviations lie between the mean and the nearest specification limit (see Figure 1.1, below). This will allow no more than 3.4 defect Parts Per Million (PPM) opportunities, also known as Defects Per Million Opportunities (DPMO), to be produced.



The Figure 1.1 statistical representation illustrates quantitatively how a given process is performing. To achieve Six Sigma, a process must not produce more than 3.4 defects per million opportunities. A Six Sigma defect, therefore, is defined as anything outside of the customer specifications. A Six Sigma opportunity can then be stated as a probability: that is the total quantity of chances for a defect.

Six Sigma is a structured problem solving tool that "utilizes information and statistical analysis to measure and improve a company's operational performance, practices and systems by identifying and preventing defects in manufacturing and service-related processes".

The representative sub-methodologies of the Six Sigma process are accomplished through the use of DMAIC and DMADV (also referred to as DFSS). The first acronym, DMAIC, stands for define, measure, analyze, improve, and control. This process should be used when a product or process is in existence but is not meeting customer specification or is not performing adequately. DMADV represents define, measure, analyze, design, and verify. This process should be used when a product or process is not in existence and one needs to be developed.

Prerequisite to implementation of Design for Six Sigma demands an organizational growth strategy that includes preparation and commitment by top management. Training and certification requirements must be budgeted and approved as cost effective. The basis for implementation requires a project team facilitator, known as champion, who attains a Green Belt, Black Belt, or a Master Black Belt status through professional instruction and subsequent certification.

The singular situation, in which this technique would not be optimal, lies in its failure to be implemented. While change can be a painful process, the failure to change can be life threatening to an organization.

**program**

...Cont'd from pg. 1

Overcoming barriers to change.  
How to change your company culture to increase the chances for a successful initiative.

Cynthia Olson is a partner and consultant with Systems Quality Consulting. She provides training and consulting in ISO 9000 and Lean Manufacturing.

## September Meeting Door Prize Winners

Barbie Doll - Carolyn Gery  
Barbie Doll - Edie Kubomoto  
Barbie Doll - Chris Chin  
Shakira Barbie - Cindy Cook  
Matchbox Cars - Herminigildo Biado  
Golf Shirt - Dr. Gery  
Golf Shirt - Elvia Muros  
Golf Shirt - George Herrick

Shirts graciously donated by Southern California Edison  
Toys generously donated by Mattell

**Send us your  
articles  
and  
success stories for  
publication  
in this newsletter**

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|----------------------------------|-------------|------------------|
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| • ISO 9000:2000 Internal Auditor | Phoenix, AZ | Nov. 12-13, 2003 |
| • ISO 9000:2000 QMS Lead Auditor | Phoenix, AZ | Oct. 27-31, 2003 |

Contact us at: [www.dnvtraining.com](http://www.dnvtraining.com)  
800-486-4524 or 888-216-0284



**RADICAL THINKING?*****Creating Change: What Not To Do!***

I am amazed at the conflicting messages organizations send to their employees.

Joe was brought in as General Manager to turn-around a manufacturing facility and was given a few months to reach certain mandated goals by the parent organization. The former management team was let go and a new team was brought in, with Joe having some say in the selection process.

Joe set about the task quickly. He noted that the plant had been run in a rather directive manner and there was a lot of waste in the organization. There was need for culture change and he wanted to empower the workforce to make positive change. He also realized that empowerment is the result of freedom multiplied by capability. He needed to support both variables if he was to bring about this kind of change in an organization where nobody knew anything beyond their immediate jobs and did not care otherwise. He started with sharing information about the company and began with an aggressive Lean training program and approval of the parent organization. He set a requirement that they work on improvement projects upon completion of training. Midway, he even convinced the parent organization to send in their experts to conduct a kaizen event to reinforce his efforts. Things seemed to be moving along well. Productivity was on the way up, employees were excited about the process changes and coming forth with suggestions and action plans to make

improvements. Even marketing was beginning to apply lean principles.

But there was a problem. Sales were not increasing at the rate expected by the parent organization and failed to meet the pre-determined fixed sales targets. Sure, there had been positive changes and productivity improvements. There was more of a positive attitude, but the big number was still a disappointment. The Operations Manager was let go and project teams lost someone who was providing guidance and support. Fortunately the drop in morale did not last. Most people continued to think in terms of improvement although the skepticism of some of the veteran employees returned.

A couple of weeks later two more managers were let go, including Joe, the General Manager. Can you imagine the message being sent to the plant? The person heading the improvement drive had been let go!! That is how much the effort was valued; there was no communication to the workforce. A manager showed up from another plant to say that he would be overseeing the facility and would drop in once a week or two.

What do you think the impact on the change and improvement effort was? The veterans rested in their age-old wisdom, "We told you so; nothing changes here! It is all a farce!" The change effort became just another passing phase!



It appears that the faux pas made with regards to making change happen included:

1. Improper communication with the workforce about the changes affecting them
2. Deterrence to the formation of a cohesive team at the management level
3. Inadequate time to adapt to changes and consideration of a sluggish marketplace
4. Inadequate resolve and commitment to implement new ideas as the direction was lost

In order to make change effective we cannot afford to send conflicting messages. Change is positive if it is focused on process improvement and supported by clear direction. What are your observations?

**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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Website: <http://www.pivotmc.com>

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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 toll-free number at **877-SGV-0702**. So pick up the phone and give us a call . . . you'll be glad you did!

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**Next meeting will be held on Monday, November 3 and December 1 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>

## From the Chair

...Cont'd from pg. 2

aware of us, what quality is really all about and how the tools of quality can make a positive impact in any and every business out there.

Please do your part as an ASQ member, and know that we are working hard for you.

This month, while we think about quality, lets remember that it all starts with effective communication. One of the best ways to communicate, is to LISTEN. Listen to your spouse, your kids, your co-workers, your boss and your customers. Understand their needs. Put yourself in their shoes. Then and only then, can you communicate your ideas to them, with your words.

My ears are open. I'm listening to each and every one of you. What would you like to tell the section and I about our future? About the future of Quality? Will you let it die, or do something to make it strong again? Where would you like to go? I look forward to your comments and suggestions, as always.

Send me an E-mail with your input at [s.soukup@verizon.net](mailto:s.soukup@verizon.net)

## Refresher Course

Section 702 is planning on offering refresher courses in the future. We need your input on which refresher courses our section members would like to see offered in the San Gabriel Valley.

Please contact our Education Chair, Roger Olson at [roger@systemsquality.com](mailto:roger@systemsquality.com) and indicate which of the ASQ certifications (i.e. CQIA, CQE, CQA, CQMgr, CSSBB, etc.) you would have an interest in attending.

### ASQ'S CUSTOMER SERVICE CENTER

EMAIL: [cs@asq.org](mailto: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:

- \* Visit <http://www.asq.org>
- \* Click on the "ASQ Membership Sign-in" button and loginn using your member number and password
- \* Then click on "My Account" button and choose the "Change work/home addresses and e-mail" option to update your information and preferences.
- \* If you need additional help, write to [cs@asq.org](mailto:cs@asq.org)

## WANTED - ASQ SENIOR MEMBERS

Looking for another way to promote your professional growth, and accomplishments in quality or the allied arts and sciences to your employer or potential employer? Submit an application for advancement to the grade of ASQ Senior Member. Contact ASQ National and request an application (B0130), or contact Cindy Olson (888) 734-3447 or E-mail - [cynthia@systemsquality.com](mailto:cynthia@systemsquality.com) for more information.

Check out our Web site [www.asq702.org](http://www.asq702.org)

Membership Meeting information • Past Meeting Handouts  
Officers List • Section 702 Newsletter • Calendar of Events  
Check the latest books in our Library

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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**

# ASQ



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