

Gabriel's Horn

July, 2008

The official newsletter of the San Gabriel Valley section
of the American Society for Quality
www.asq702.org

Our Mission

To further the Knowledge and Professional Accomplishments of our Members
and Quality Professionals in our Community Dedicated to
Performance Excellence and Quality Improvement.

Message from the Chair

Dear Fellow ASQ San Gabriel Section members,

It is with humility, gratitude and excitement that I begin service as Chair of the ASQ San Gabriel Valley Section – 0702. I wish to thank CG Mistry for the past and continued service. During his term as chair, our section grew significantly in both numbers of members attending our monthly meetings as well as member value.

I want to congratulate and welcome our new board officials and other member leaders in our section

CG Mistry – Programs and Audit Chair
Jean Flores – Vice Chair and Secretary
Nal Lokeshwar – Treasurer
Rosemarie Christopher – DRD for region 7
Larry Bartkus – Section Support
Larry Phelan – Newsletter Chair
Marina Guevrekian – BioMed Division Liaison
Isabelle Gartner – Food, Drug and Cosmetics Division Liaison and Education Chair
Brian Bui – Programs Vice Chair
Akhilesh Gulati – Section Support
Dwayne Nesser – Nominations, Education and Arrangements Chair
Mihir Dash – Technology and External Communications Chair
Bennet Chin and Ravi Rathinam – Membership Chair
Lori Bensen – Recertification Chair

I will retain the Certifications along with exam proctoring for now.

I am gifted to all our member leaders who will mentor and help me in all the endeavors for our section.

My primary focus is to enhance membership value by focusing on the following key items

- More special programs (like the Minitab training we had in April)
- Bring more members to our monthly meetings
- Enhance our section website (www.asq702.org)
- Introduce E-newsletters
- Collaborate with neighboring sections for joint events (like our Quality Day)

If you think there are any other items which we our section need to focus on please bring it to my attention.

Very soon we will perform a survey for our section members using www.surveymonkey.com to get closer to our member needs.

Regards – Kandy Senthilmaran – kanthassamy@hotmail.com or ksenthilmara@csc.com

ASQ NEWS

In order to receive announcements and communications distributed by E-mail, you must keep your E-mail address at ASQ Headquarters up to date.

Here is how to update your E-mail address:

- Go to www.asq.org
- Enter your member number and password in the “Log in Now” section
- Select the “Manage Your Membership” blue box in the upper right-hand corner of the page.
- Update your E-mail address under “Change Contact Information”
- If you need additional help, E-Mail ASQ Customer Care at help@asq.org or call 800-248-1946 (U.S. and Canada only)

Announcements of Coming Programs and Activities

July Program –

Value Stream Mapping to Add Value and Eliminate Muda

In this hyper competitive world, THE rule is, “The Customer is only willing to pay for what adds value to him.” So it is an absolute necessity to be able to analyze a process and eliminate everything that does not add value. Value Stream Mapping is the tool to record, clarify and analyze the present state of a process and plan the improved state. It captures both the qualitative and quantitative state of a process. Once the improved process is implemented, comparing the new Value Stream Map to the previous map shows the reduction of process time, floor space and inventory.

Larry Phelan is a quality manager at the Chemistry Systems Business Center of Beckman Coulter, Inc. in Brea, California. His current assignment is developing and conducting quality, regulatory and design control training.

He has over thirty years experience in the medical device industry and prior to that he worked in the geophysical instrumentation and military instrumentation industries. He holds a BS in Electrical Engineering from Cal Poly Pomona and a MBA from the University of Pepperdine. He obtained a certification in Total Quality Management from U.C.L.A. and Certified Quality Engineer and Certified Mechanical Inspector from the American Society for Quality.

June Program –

Quality in China, India and other Exotic places by Chris Christensen

Mr. Christensen started right off getting the audience's attention by showing the amount of product that comes from and the amount of business that is conducted with these exotic places. He then used recent news headlines to make the point that not all these suppliers are meeting the necessary level of quality.

He explained that the tried and true quality tools that quality professionals currently use are not sufficient to detect the problems because the root of the problems is not caused by process variation, but by cultural differences. Mr. Christensen gave several good references where we could begin to learn and understand about these differences. He then offered a set of quality tools that are more appropriate when dealing with projects and products from these exotic places.

Mr. Christensen is a very big advocate that U.S. companies must use suppliers in these exotic places, but his point is that the U.S. companies must develop new and very different ways of managing products and projects with them.

Mr. Chris Christensen's website is <http://www.camcinc.com>

ASQ Certification

2008 ASQ Certification Schedule

<u>Certification</u>	<u>Application Deadline</u>	<u>Exam Date</u>
Quality Engineer (CQE)	Oct. 3, 2008	Dec. 6, 2008
Quality Auditor (CQA)		
Six Sigma Green Belt (SSGB)		
Software Quality Engineer (CSQE)		
Quality Improvement Associate (CQIA)		
Calibration Technician (CCT)		
Quality Process Analysis (CQPA)		
Six Sigma Black Belt (SSBB)	Aug. 15, 2008	Oct. 18, 2008
Manager of Quality/Organizational Excellence (CMQ/OE)		
Quality Inspector (CQI)		

Quality Technician (CQT)
Biomedical Auditor (CBD)
Reliability Engineer (CRE)
HACCP Auditor (CHA)

ASQ launched three new Web-based certification preparation programs to help you prepare for the ASQ Certified Quality Auditor, Certified Biomedical Auditor, or Certified HACCP Auditor exams by identifying your strengths as well as your additional areas of study. These programs provide enough questions for at least three completely unique exams. After answering each question, you will receive an explanation and the correct answer. Once you have completed the program, you will receive a graphical summary of your scores. For more information, please visit:

[Certified Quality Auditor Question Bank: CQA Certification Preparation](#)

[Certified Biomedical Auditor Question Bank: CBA Certification Preparation](#)

[Certified HACCP Auditor Question Bank: CHA Certification Preparation](#)

Other Section Activities

New Members

Section 702 would like to welcome the new members

Freddie Diaz
Manoj Gupta
Jean Pierre B. Mauftras
David Schultz
Michael Smith

Also, if there is something you would like to see included in the newsletter or any suggestions for the newsletter, please contact us directly or through the section's eMail, chair@asq702.org.

July 7 executive board meeting

July 16 meeting

Value Stream Mapping

speaker: Larry Phelan

August 4 executive board meeting – Quality Management Plan

August 20 meeting

Joint meeting with Biomedical Discussion Group

Root Cause Analysis

speaker:

August 25 executive board meeting (rescheduled because of holiday)

August ?? Workshop ½ day

Microsoft Project

Speaker: tbd

September 17 meeting

How to setup a Center of Excellence

speaker: Sara J. Mayo

October 11 Quality Day joint effort with L.A. Chapter

Cal State Dominguez Hills

Organizational Excellence

October 15 meeting

Joint meeting with Biomedical Discussion Group

Program to be announced

November 3 executive board meeting

November 12 (rescheduled)

Joint meeting with Food, Drug and Cosmetic Division

Program to be announced

To be held at Golden State Foods

December no meeting

2009

January 21 meeting

Joint meeting of Section and Biomedical Discussion Group

Program to be announced

February 18 meeting

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

If you would like to be an editor of one of the sections of this newsletter, or if you have an article even for just one newsletter, please contact us directly or through the section's eMail, chair@asq702.org.

Industry News

Service Industry

Looking for an editor for this feature.

Food Industry

Looking for an editor for this feature.

IT/Software Industry

Editor: Kandy Senthilmaran

ITIL

What is ITIL?

Information Technology Infrastructure Library (ITIL) is a framework of best practices designed to enhance quality services in the Information Technology sector, and this framework is customizable.

ITIL defines the objectives, activities, inputs, and outputs of many of the processes found in an IT organization. It primarily focuses on what processes are needed to ensure high quality IT services; however, ITIL does not provide specific, detailed descriptions about how the processes should be implemented, as they will be different in each organization. In other words, ITIL tells an organization what to do, not how to do it

Origins of ITIL

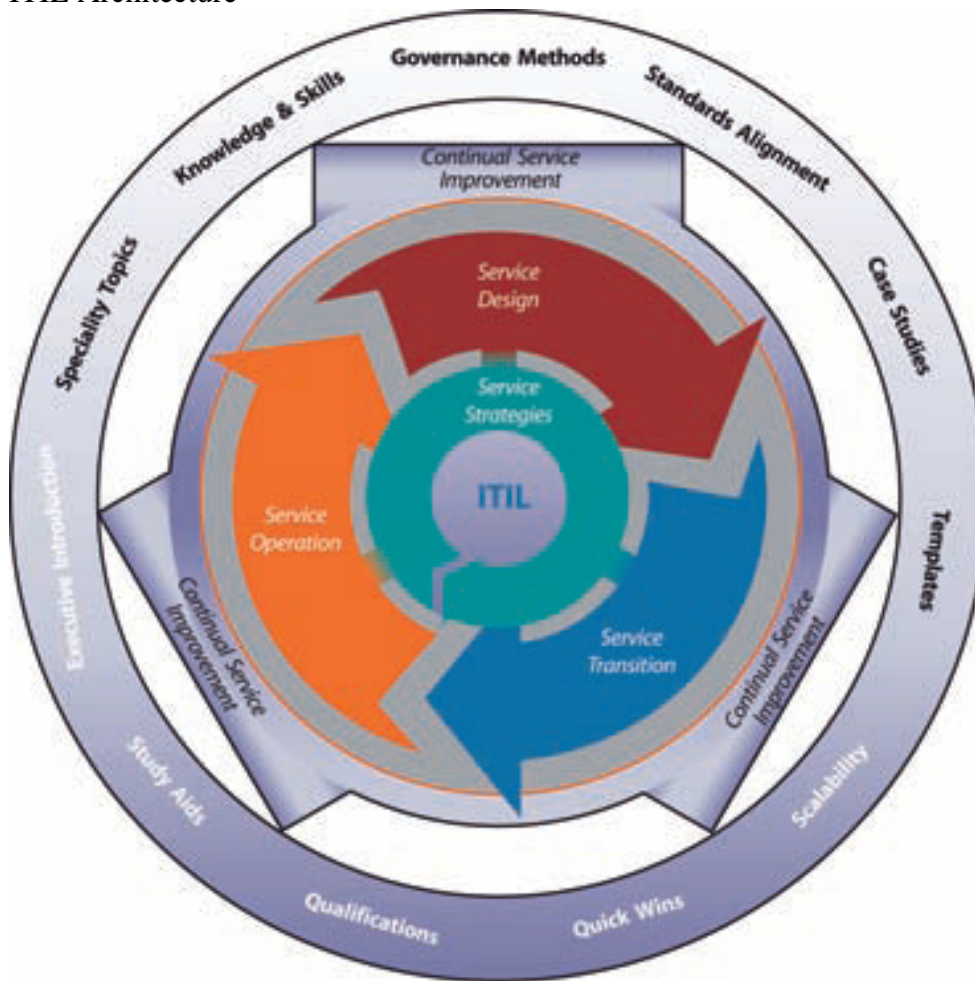
- The original ITIL transpired in the 1980s, when the British Government determined that the level and quality of IT service provided to them was inadequate
- Central Computer and Telecommunications Agency (CCTA), now called the Office of Government Commerce (OGC), was tasked to develop a better framework
- Large companies and government agencies in Europe quickly adopted this framework in the 1990s
- Since then ITIL has generally been considered a de fact international standard for IT Service Management *

* Van Bon, Jan: "The Guide to IT Service Management, Vol. I", page 131. Addison-Wesley, 2002

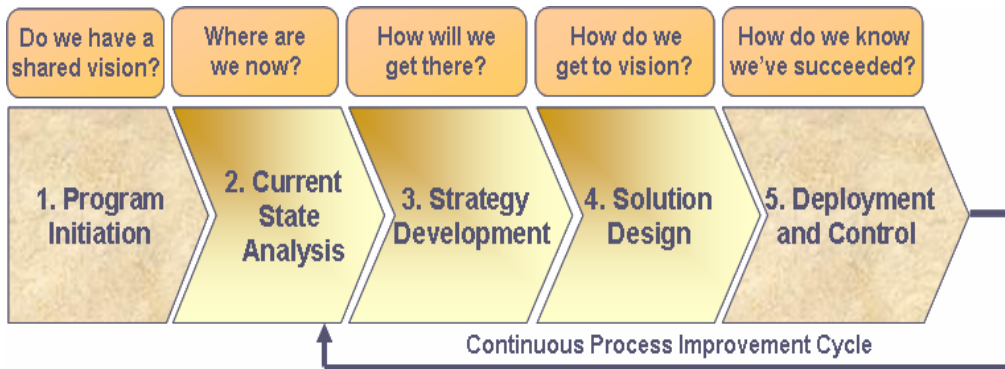
- In 2000, Microsoft used ITIL as the basis on which Microsoft Operations Framework (MOF) was built
- In 2001, version 2 of ITIL was released in which the Service Support and Service Delivery books were redeveloped into more compact usable volumes

- In the years which followed it became, by far, the most widely used IT service management framework in the world
- In 2007, version 3 of ITIL was released. This adopted more of a complete lifecycle approach to IT service management, with increased emphasis on IT-Business integration

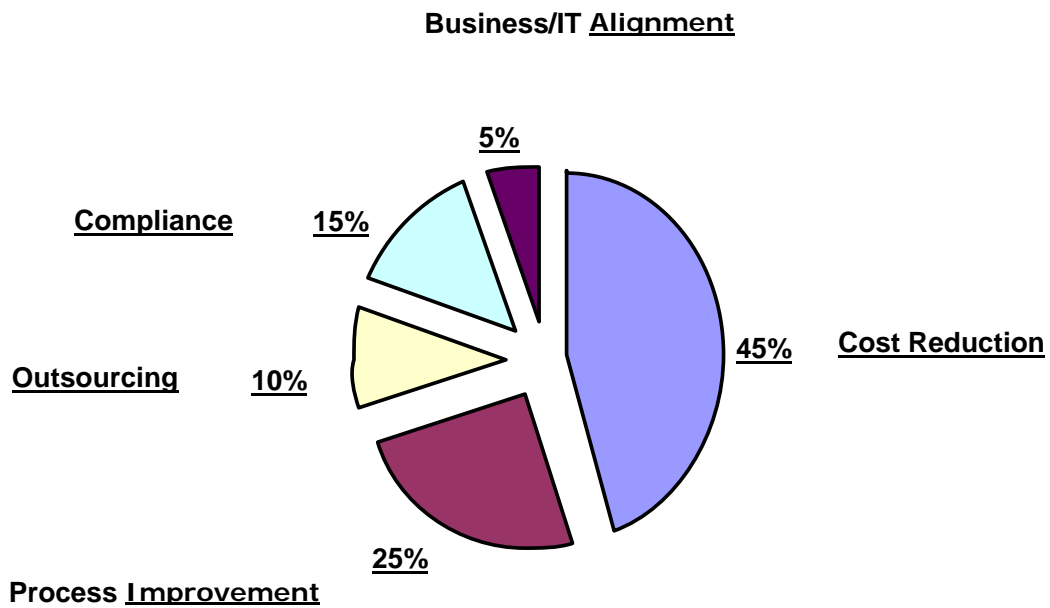
ITIL Architecture



ITIL Implementation Approach

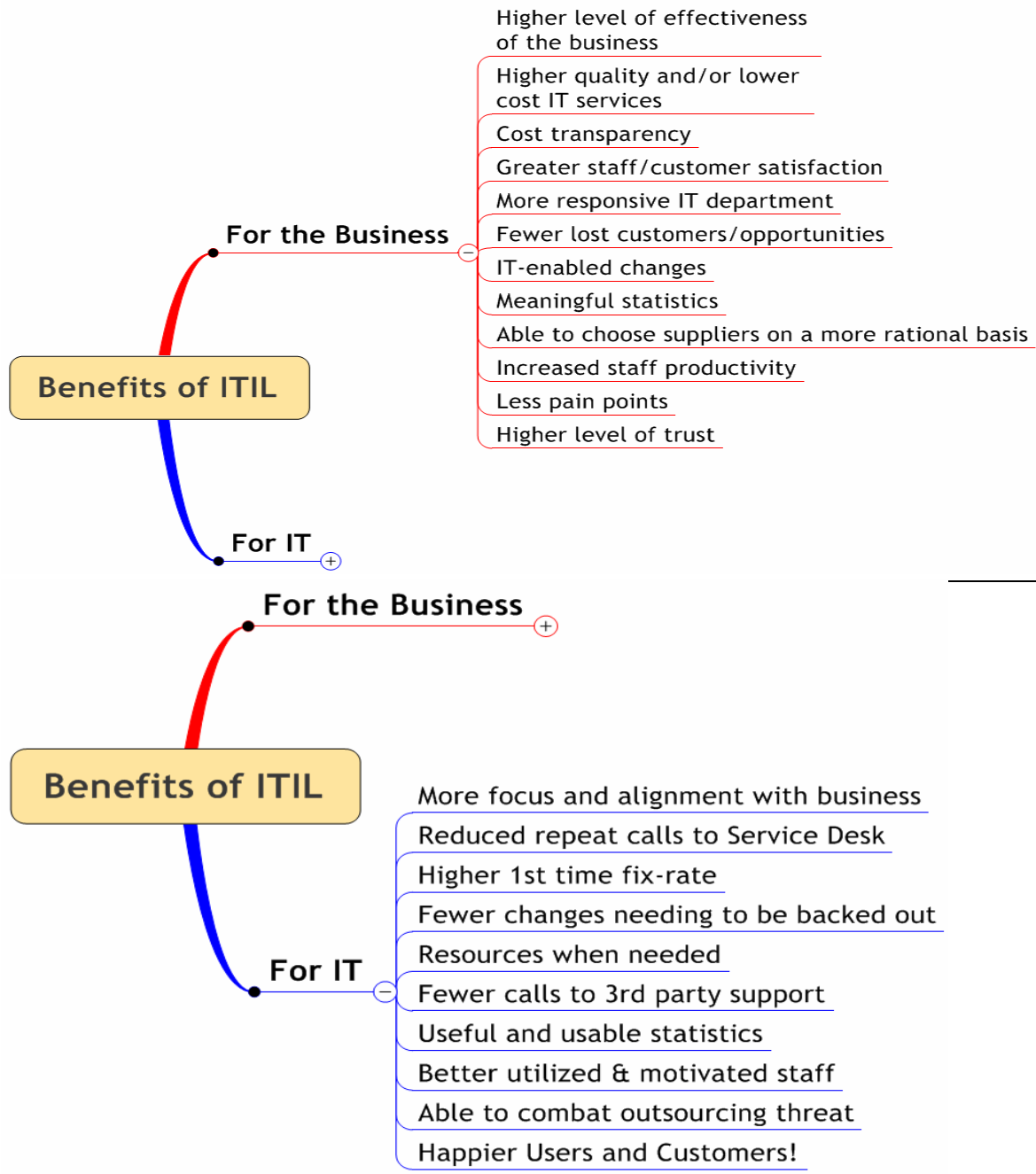


Key reasons for ITIL adoption



Source: Gartner

ITIL and ITSM Benefits for the business



Reference

<http://www.itil-officialsite.com/home/home.asp>

Medical Device Industry

Editor: Larry Phelan

Know your local U.S. FDA

The Los Angeles District Office, located in Irvine, is a member of the FDA's Pacific Region. The Los Angeles district director is Alonza Cruse. He is supported by Pamela Schwikert, the director of compliance; Monica Maxwell, director of domestic investigations; J. Lawrence Stevens, director of import branch; Richmond Yip, complaint coordinator; and supervisors Vickie Anderson, Vien Le and Tanya Malais.

The Los Angeles district has four remote posts. They are: Canoga Park with supervisors Judy Strojny and William Bowman; Ontario with supervisors Katherine Jacobitz and Evanguel Strickland; Phoenix with supervisors Brenda Steward-Munoz and Gilbert Meza; and San Diego supervised by James Stump.

Quality Topic

Radical Thinking

By Akhilesh Gulati

Reconnecting the Enterprise through LEAN

A recent conversation with the General Manager of a manufacturing organization that was in the process of implementing Lean methodologies provided insights as to their ongoing results. He was excited about what was happening in his company. Initiatives in the past had not been successful. And he now understood why, as well as why the employees blamed management and vice versa, for the respective failures.

The difference, he stressed, was not in the content of the program, but the implementation of it and the associated transformation of his company's culture. And although the content of the training was rich and the speeches from the CEO inspirational, the employees were excited when they were able to work together on meaningful projects. While projects required as part of the initiative helped them get started on this path, his display of commitment, support for ongoing improvement projects, and appropriate recognition of performance made all the motivational difference. It improved communication between management, employees and customers. It *reconnected* the organization!

Based on the initial momentum, successes, and sense of ownership from the employees, the General Manager also began a few other efforts focused on communication that supplemented the initiative:

Bringing the employees together for ongoing short training sessions. These were conducted by the organization's management or other employees and the "train-the-trainer" concept was encouraged.

Holding brief sessions to share successes/failures. Avoidance of risk taking was not discouraged any more

Leading brief sessions to review the organization's purpose, its vision, its challenges, strengths and concerns. These were conducted on an ongoing basis vs. a one shot deal as things change and people want to and have the right to know. It was also an opportunity to nip the proverbial grapevine in the bud!

Facilitating 'vent' sessions to allow employees to share concerns regarding issues that were preventing them from delivering a good product on time. Out of these meetings came great ideas for improvement and became a feeder for Lean projects.

Generally there seems to be a 'disconnect' of some sort in organizations. There is a general consensus that communication between management, employees, and customers is a good thing and most are willing to do it. The challenge always appears to be 'how'? A message to be communicated needs to be clear in a number of ways: what is to be communicated, who is the target audience, how do they best receive the message (e.g. medium, frequency, level of detail).

As a corollary, while organizations often know what they want to achieve, the 'how' also eludes them. Are they, for example, trying to re-energize and re-focus? Business initiatives in the past (e.g., Quality Circles, TQM, Reengineering), all sought to gain the same type of improvements. However, after a few well publicized success stories, organizations soon started searching for the next panacea!

Employee involvement, with purpose, seems to provide the answer. And Lean/Six Sigma programs motivate organizations at all levels, from the 'expert' to the 'worker bee'. These initiatives provide not only a purpose, but also the tools, and the structure to ensure repeatability and leverage successes throughout the organization. If implemented correctly, they should support the company's strategy and help address the following questions: What do we stand for? What gave birth to this organization? What is our purpose? What is our vision? What are our challenges? What do we do well?

This creates the sharing, clarifies the vision, confirms the commitment, re-establishes the direction, generates new ideas, re-ignites the organization's values, and instills pride. Improvement projects become the norm and a way of doing business - a part of the everyday culture.

By working in these common forums and leveraging these tools we can begin to come together. Administration, engineering, production, marketing, quality, etc. can all start uniting as a team, understanding each other, and working towards a common purpose. We all want to do good work and make the organization successful. So why live with the feeling that *'they'* don't get it? Let's *re-connect!*

Akhilesh's website is <http://www.pivotmc.com> or you can E-mail him at gulati@pivotmc.com

Networking for Quality Professionals

Mentoring

Why are we involved with a professional society? For many it is to learn and increase our skills and knowledge about Quality. For some, it is to give back to the profession we are passionate about.

Having a trusted mentor is a benefit for both the mentor and the protégé. The mentor receives satisfaction through knowing that his or her expertise is being utilized...the protégé gets accelerated learning...both can gain a life long friendship. Mentors can act as coaches, counselors, teachers, and advisors. If your at the level of your career to give back, I encourage you to use your network within ASQ to seek a protégé. Spread your expertise; gain the satisfaction which comes from giving back to your community. If you're new to your profession, consider asking an experienced colleague to be your mentor. This might take a lot of gumption to build up the courage to ask...trust me, it's quite flattering to be asked. Use your membership in our professional society toward networking opportunities, and what a great network connection...mentor-to-protégé.

By Holly Duckworth, Region 7 Director

You have been attending the section meetings. Have you started communicating with your fellow members?

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

If anyone knows of any Quality courses being held by a local junior college or at a near by state college or university, please send information on it.

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