



Gabriel's Horn

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

April 2000

MONTHLY MEETING: APRIL 20, 2000



- **Lessons from the launch industry failures**
- **AS9100 Implementation at Northrop Grumman**

Location: Pomona Valley Mining Company (map on page 3)

During the last 18 months, the launch industry (Lockheed, Boeing, ILS, Proton, etc) has seen a number of very visible and expensive failures. Some of these included multi-billion dollar government payloads. As a result, both Lockheed and Boeing initiated a series of independent investigations to assess why this trend was occurring. At the same time, the government launched a parallel effort called the Broad Area Review or BAR. Each of these investigations took approximately 6 months and the information gathered has a real important series of messages which involve quality, not only of interest to the launch industry. **John Lunardi** will give some examples of lessons learned and corrective actions his team at Boeing are taking.

John Lunardi is responsible for leading the Boeing Huntington Beach Quality and Safety Organization, which provides support to a number of business units including ELS (Expandable Launch System), RSS (Reusable Space Systems), IDS (Integrated Defense System) and ISS (International Space Station).

John graduated from Cal Poly Pomona in 1984 with a BS in Operations Management and hired into the company shortly thereafter. Starting as a Process Quality Engineer at Rockwell International's Autonetics facility in Anaheim, California, John spent 14 years at Rockwell, working on a number of programs in a variety of management positions. In 1997 John joined the Boeing Quality team in Seattle, and for two years chaired the Boeing Procurement Quality Integration Team or PQIT, while also leading the Information & Communication Systems (I&CS) Procurement Quality organization. He has been

MEETING STARTS AT 6:00 PM.

AGENDA

Registration & Networking	5:30 pm
John Lunardi	6:00 pm
Dinner	7:00 pm
Frank Mariot	8:00 pm
Adjourn	9:00 pm

MONTHLY MEETING BUFFET MENU

- Choice of 3 Entree's
- Fresh Seasonal Fruit
- Oven browned potatoes
- Fresh seasoned vegetables
- Sourdough Rolls & Butter
- Assorted Desserts
- Coffee Tea

a member of both Rockwell and Boeing Quality Process Councils since 1992 and sees those forums as an effective and necessary vehicle essential for integrating the Boeing Company.

After dinner, we will have a presentation by **Frank Mariot** from Northrop Grumman's Integrated Systems and Aerostructures Sector. Frank is the Western Regional Manager for Materiel Quality. Frank has been involved in the Aerospace Quality Assurance field for over 23 years. He holds a Bachelors Degree in Business Management and a secondary Degree

cont'd on page 3 . . .

MONTHLY MEETING RESERVATIONS

Reservations	\$25.00
At the Door, No Reservation	\$30.00
Full Time students w/valid ID	\$10.00

Program only: No Charge.

MAKE RESERVATIONS NO LATER THAN
APRIL 17, 2000

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

**For Reservations. . .
Call ASQ, Section 702 at
877-SGV-0702**

**CORPORATE ASSISTANCE
REQUESTED**

Section 0702 Executive Board is seeking the donation of a lap-top computer to facilitate the recording of monthly meeting agenda by our Section Secretary. Your contribution is tax deductible and will afford your company a Friend of Gabe status with all rights and benefits. Please contact **Dan Curtis**, Section Chair (see contact info below) or leave a message with your section service at 877-SGV-0702

VENDOR SHOWCASE

Section 0702 Executive Board is planning to have various vendors showcase their products / services at the monthly meetings - for a nominal fee. If you have an interest in tapping this pool of Quality professionals by showcasing your products and services to them directly, please contact our Publicity Chair, **Ralph Whitehead** at 626-932-3360.

**ASQ VIP - VERY IMPRESSIVE PERSON
DOUG ZELLMAN**

The Executive Board meeting in January had 3 new people who showed up to learn more about our Section and what we do. They all indicated that they would like to get involved in supporting the Section in some way. They are **Doug Zellman, Tom Higgins** and **Pat Nutcher**.

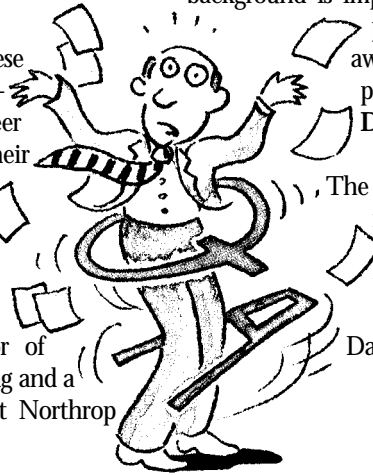
It is refreshing to see these guys with the desire to get involved with volunteer activities and giving of their time to benefit others. Their time and services will be of great value to the section.

Doug Zellman is Director of Quality at Ralee Engineering and a former coworker of ours at Northrop

Grumman Corp. He has an extensive background in the Quality field as well as being a Certified Manufacturing Engineer. Doug's last position at Northrop was a 'Super Rep' where he supported our supplier base as a Quality and M.E. Rep. The background is impressive and his accomplishments have been awesome. It has been a pleasure working with **Doug**.

The next time you are at a meeting, introduce yourself and enjoy the conversation.

Dan and Ron



**SAN GABRIEL VALLEY SECTION 0702
1999-2000 EXECUTIVE COMMITTEE**

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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

Editor: Ron Rudolph, 909-944-7729 (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).

Gateway to Profits

May 20, 2000 Half Day Seminar on Lean Manufacturing Sponsored by Orange Empire ASQ

Gateway Consulting Group has developed a seminar that will guide you through the techniques you can use to reduce your production costs up to 30%! We've taught others how to achieve these results and we will show how you can too! We've all heard of initiatives such as Lean Manufacturing, Six Sigma, TQM, IPPD, ERP, etc., but do you know which is best for you or how to use them? In this seminar, we will describe and define the essentials of these initiatives. Furthermore, we will provide you with tools to help you choose the initiative that is right for you!

Saturday, May 20, 2000 \$50 by May 12, \$60 at the door (incl. breakfast & parking)
 8 AM to Noon (Registration at 7:30 AM) Earn: 0.5 Recertification Units
 Crowne Plaza Hotel, 17941 Von Karman, Irvine Contact: Patricia Brinker (310) 638-6167

Class size may be limited. Walk-ins may not be able to attend. Call the Hotel first (949) 863-1999.

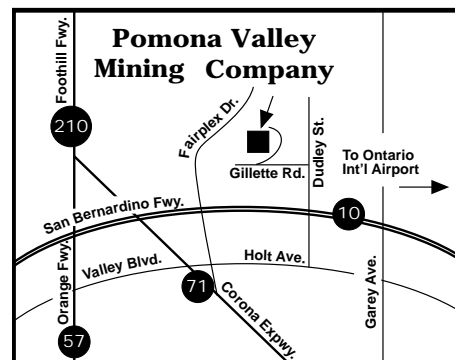
Registration Information: Make check payable to: ASQ Orange Empire Section 0701 and mail with this completed form to: Julie McWilliams, 10647 Bell St., Stanton, CA 90680.

Name _____ Company _____
 Address _____
 Phone _____ Fax _____

... cont'd from Page 1

April 20, 2000 Meeting

in Quality Systems Management. Frank's presentation will focus on the Aerospace Industry's move to a single Domestic and International Quality System Standard (AS9100/EN9100) and their relation to ISO9000. He will discuss the activities of the IAQG (International Aerospace Quality Group) and the AAQG (American Aerospace Quality Group) towards this end and the approach that the Boeing Company and Northrop Grumman are adopting in their implementation strategy. Join us and find out how Northrop Grumman, ISA will implement AS 9100 on their supplier base in 2000.



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ISO 9001:2000 TRAINING COURSES

Transition to ISO 9001:2000 Standard

- April 6 - 7
- June 8 - 9
- August 17 - 18
- October 26 - 27

The first day will cover all changes incorporated in the ISO Standard.
 The second day will focus on implementing those changes into your QMS.
Cost: \$595.00 Includes all training materials, standards and refreshments.
\$695.00 Includes two nights hotel stay as well.

ISO 9000 Auditor/Lead Auditor

Includes ISO 9001:2000

- May 08 - 12
- June 12 - 16
- July 24 - 28

All 1994 *and* 2000 ISO 9001 requirements will be covered in this extensive 40 hour training course.

This course is IRCA registered, RAB accepted (IATCA A7823) as meeting the training requirements for registration as Lead Auditor, Auditor or Provisional Auditor.

~ Cost ~

\$1395.00

Includes training materials & refreshments.

\$1595.00

Includes five nights hotel stay as well.

ISO 9000 Internal Auditor

Includes ISO 9001:2000

- April 03 - 05
- June 05 - 07
- August 14 - 16

All 1994 *and* 2000 ISO 9001 requirements will be covered in this extensive 24 hour course presentation, with an examination on the last day.

This course meets ISO 9000 requirements for training of Internal Auditors.

~ Cost ~

\$745.00

Includes training materials & refreshments.

\$845.00

Includes three nights hotel stay as well.

TickIT/ISO 9000-3 Software Auditor

- July 17 - 21

Through lectures, case studies and workshops this course is designed to train both Information Technology and Software Professionals in the principles and practices of quality systems auditing.

This IRCA / IQA registered course (A13019) meets the IRCA/BCS training requirements for TickIT Software Lead Auditor, Auditor or Provisional Auditor.

~ Cost ~

\$1595.00

Includes training materials & refreshments.

\$1795.00

Includes five nights hotel stay as well.

All courses are held from 8:00 AM to 5:30 PM at our Huntington Beach Training Facility.



5251 McFadden Ave., Huntington Beach, CA 92649
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Make checks payable to QASNA
Cancellation Policy: Cancellations must be received in writing and will be subject to a \$50.00 handling fee.
Cancellations within 5 business days of course are responsible for entire fee. Substitutions are allowed.

ASQ702/04/00

COMING EVENTS 2000

MONTHLY SECTION MEETINGS

Apr 20 Launch Industry Failures - John Lunardi
 AS9100 Implementation at Northrop Grumman - Frank Mariot
 May 18 Food Industry
 Jun 15 Officer Installation / Awards & Recognition; Annual Recruiter Night

**For
 Reservations & Info.
 Call
 877-SGV-0702**

Note: *Topics and Speakers are subject to change*

CERTIFICATION/EXAMINATION

CQE / CQA / CSQE

CQT / CMI / CRE / CQ Mgr

CQE / CQA / CSQE

Application Date

Apr. 7

Aug. 25

Oct. 13

Exam Date

Jun. 3

Ocr. 21

Dec. 2

COURSES / CONFERENCES & SEMINARS

Apr 3 - May 17 CQE Refresher course
 Apr 3 - May 8 CQA Refresher course
 (See insert for registration information)

For other **Refresher Course** information contact: **San Gabriel Valley Section - Bea Ng at 626-963-2884**
Inland Empire Section - Pam Locatel at 909-683-7243, Los Angeles Section - Carl Moore at 310-900-2344,
San Fernando Valley Section - Angel Luna @ 818-586-4371
 or call **ASQ Headquarters at 800-248-1946** for other Sections.



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Size	1 Issue	Yearly
Business Cards	\$ 20	\$ 200
1/4 Page	\$ 45	\$ 450
1/2 Page	\$ 85	\$ 850
Full Page	\$ 150	\$ 1500
Inserts	\$ 100	\$ 1000

Gabriel's Horn currently reaches approximately 600 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:

Ron Rudolph @ 909-944-7729

(Email: horneditor@aol.com)

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

WANTED! QUALITY RELATED BOOKS AND PUBLICATIONS

As we continue to upgrade and expand our collection of books and publications at the San Dimas Public Library, we also continue to ask for your tax deductible donations to help us in our effort. If you have a donation or would simply like a current list of materials available, call ASQ, Section 0702 at 877-SGV-0702 and leave your name, phone number, and a brief statement . . . we'll get back to you as soon as possible.



Remember . . . the San Dimas Library is located at 145 N. Walnut Avenue in San Dimas. For information call 909-599-6738 and for Reference/Circulation call 909-599-0060. Current library hours are as follows:

Tuesday 12:00 noon - 8:00 pm
Wednesday, Thursday 1:00pm - 8:00 pm
Friday, Saturday 10:00 am - 5:00 pm
Sunday, Monday Closed

A complete listing of books & publications can be found on your Section Website: <http://www.asq702.org>

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Section 0702

Our website address:
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HELP!

Your Section is in constant need of instruction and test sites for our workshops, refresher course and examination testing. Does your company have a conference room or similar space they could make available to Section 0702 for our educational needs? An inquiry on your part would greatly help your Section and its Members. Contact **Dan Curtis**, Section Chair or leave a message with our phone service. You have an opportunity to render a great service to your Section. A "special thank you" will be printed in *Gabriel's Horn* to you and your company for your effort and generosity.

BE PRO-ACTIVE!

If you are moving, changing your mailing address, or changing jobs, please contact the national office of ASQ @ 800-248-1946 and let them know. doing this as soon as possible is the only way to keep your mailing labels current for **Gabriel's Horn**. Your Newsletter Editor receives pre-printed labels and is unable to alter membership information.

CALL FOR PAPERS

Our Section is planning a one-day conference on
Six Sigma / Lean Enterprise

If you would like to present a paper, please contact our Section
Chair, **Dan Curtis** (see contact info on Page 2)

RADICAL THINKING?

You Do Make a Difference!

How often have you said or heard said, "I am only one person, I can't change anything here. This is how this company works. Nothing I do matters. Nobody recognizes what I do . . ."

I have always believed that everyone in an organization matters although it hasn't necessarily been easy to convince people along those lines. Then I came across this note, from many years ago, when I was still working as a design and production engineer at a shipyard in Wisconsin:

My typewriter works quitx wlll xxcxpt for one kxy. Somxtimxs it sxxms to mx that our group is likx my typewriter; not all thx kxys arx working propxrlly. You may say, "Wxll, I am only onx pxson. It won't makx much dif-fxrncx." But you say, for thx group to bx xffctivx, it nxxds thx activx participation of vxxy pxrson.

So thx nxxt timx you think that your xffort is not nxxdx,

rxmxbxr my typewriter and say to yourself, "I am a kxy pxson and nxxdx vxry much!"

As I left the engineering community, went back to school to get my MBA and then joined the consulting world, I was soon exposed to meetings and more meetings. As an organizational change consultant, I became increasingly cognizant of meeting management (we had a lot of these with clients who had had it with meetings!). The 'typewriter kxy' came back to mind.

One 'kxy' could cause a lot of disruption in a meeting. We had to find and work with this 'kxy' and we could achieve results very quickly. We needed to understand what was behind this 'kxy' that kept us from running effective meetings, from achieving results.

As we and our clients learned to 'problem-solve' once again there was a 'kxy' that was defective and made all the difference.

This one short paragraph applied to so many situations that I have since kept it carefully and today it emerged as I sat down to pen my radical thoughts (?) for this month.

Go forth, make a copy of the bold copy and paste it. Let everybody know that even though

he/she may be just one small key in the organization, he/she can make all the difference in the quality of the outcome. Let them know - You Do Make A Difference!



Akhilesh Gulati
Past Chair and Senior Member of the American Society for Quality, San Gabriel Valley Section. Partner with PIVOT, a

management consulting firm specializing in implementing Total Quality Change Strategies and ISO 9000, building on a foundation of quality. Has taught courses in Manufacturing Excellence, Information Technology, and Benchmarking & Reengineering at UCLA Extension. He also teaches Design for Manufacturing Excellence. He may be reached at 877-pivot-mc.

Web site: <http://www.pivotmc.com>

He also owns Akhil International, a printing, design and promotional products company. (See ad back page)

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 . . . and you just might be the perfect candidate for the following position: **Examining, Arrangements and Advertising.**

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 **Dan Curtis**, our Section Chair at **310-331-1814** 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!

Upcoming meetings will be held on Monday, April 3rd & May 1st.

Our Board meeting location is at **MARIE CALLENDAR'S**, 3117 East Garvey Avenue North, West Covina. Take Barranca exit north off the San Bernardino (10) Freeway . . . just look for "RESTAURANT ROW".

CALL FOR NOMINATIONS

The Executive Committee of **San Gabriel Valley Section 0702 of ASQ** have nominated the following members for officer positions for 2000-2001. Additional nominations for the following elected positions are open through May, 2000 to all Section members in good standing.

- Chair - Anthony Iacobacci**
- Vice Chair - Steven Kuramoto**
- Secretary - Ron Rudolph**
- Treasurer - Louise Deffenbaugh**

If you are interested or would like to nominate a fellow member, please contact:

Dan Curtis @ 310-331-1814

Anthony Iacobacci @ 310-320-7345

...or leave a message with your section service @

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