



Gabriel's Horn

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

August 2000

MONTHLY MEETING: AUGUST 24, 2000



• Tour - Joseph Filippi Winery

Meeting Date:
August 24
4th Thur.

Location: Joseph Filippi Winery, Rancho Cucamonga

I recently had the opportunity to visit the Filippi Winery and what hit me first was the impressive facilities. I was able to taste their vines in a comfortable atmosphere and found them to be very smooth. Certainly impressed me.

This took me back to the time when Gino Filippi described the different kinds of grapes and what it took to make a good wine. I was fascinated with the work that goes behind not only in producing a good wine, in assuring that it meets Federal Regulations, but also maintaining the quality of the products - from getting the grapes with just the right sugar content, to the right amount of acidity in the wine. A truly fascinating process.

Wonder how one becomes a Master Vintener. Perhaps we can find out, when we take a tour of the plant and have an opportunity to not only tour the plant, but ask questions and perhaps, only perhaps, consider this to be a new career opportunity.

The Filippi Winery is in the Cucamonga-Guasti region, considered to be California's oldest wine growing district. Wines from this region date back to 1838 when Ibucio Tapia planted vines in his Rancho Cucamonga (site of oldest winery est. 1839, located at Foothill and Vineyard Ave.).

Founded in 1922, the Joseph Filippi family has been growing quality wine grapes continuously in the Cucamonga Valley. Today, under the direction of fourth generation family members, their family winemaking tradition continues. They farm approximately 200 local acres (also courcing grape product from other regions) to produce their wines. In order to preserve the local viti-

TOUR STARTS AT 6:00 PM.

culture history, they have been taking a proactive role to revitalize old vineyards and restore a local historic winery.

During the tour we will not only get a typical tour but will get to understand what quality means to Filippi Winery. How do they measure it, how do they assure that it meets the requirements, how do they measure consumer preferences and how do they meet them.

Quality with an alcohol perspective? Now that is something you would not want to miss.

Make reservations early. Number on the tour is limited.

Joseph Filippi Winery
12467 Baseline Road, Rancho
Cucamonga, CA 91739
909-899-5755

Directions:

From 10: Take Milliken north, East on Baseline.

From 15: Take Baseline West.

MONTHLY MEETING RESERVATIONS

Reservations	\$5.00
At the Door, No Reservation	\$7.00
Full Time students w/valid ID	\$5.00

MAKE RESERVATIONS NO LATER THAN
AUGUST 18, 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**

FROM THE CHAIR
ANTHONY IACOBACCI

To All Members:

Effective October 2, 2000, the executive board of this section will begin **dissolution proceedings** for the San Gabriel Valley Section of the American Society for Quality.

Over the past four years, we have seen a decline in member involvement and have reached an impasse. The board works to plan educational programs in which we have received low attendance or have had to cancel the programs altogether.

A portion of one's membership dues is given to each section. This money is to

be spent on providing training and education to our members. We develop a monthly program, print a newsletter, and have between 10 and 25 people attend a meeting.

Just so you know. The minimum cost of our dinner meeting is \$500.00 for 25 persons, our newsletter cost is between \$500.00 and \$800.00 for 500 copies. Yes, we sell advertising but that does not support the section.

If we plan a dinner meeting, guarantee our minimum of 25 persons, and only 14 show up. We have lost money. How many organizations do you know that can survive this?

**IF YOU WANT
THIS SECTION TO CONTINUE,
YOU MUST RESPOND.**

Call, fax, email, or regular mail. Somehow you need to let us know.

Don't get us wrong, we are not out of money. We are out of ideas without membership commitment and feedback.

Sincerely,

The Executive Board.

SAN GABRIEL VALLEY SECTION 0702
1999-2000 EXECUTIVE COMMITTEE

CHAIR

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GABRIEL'S HORN PUBLICATION

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

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

Monthly Meeting, July 20, 2000 - Recap By Azza Elattar, Ph.D.

Tom Viscount, Emergency Services Director of American Red Cross of Santa Monica gave a sparkling talk on Disaster Preparedness (what we do before and after earthquake disaster). Tom started his talk by discussing all the types and history of the Natural Disasters: Floods, Hurricanes, Tornados, and Earthquakes.

With very imperative information, Tom showed how natural Hazards are inevitable while natural Disasters are not. For example, earthquake can happen any time of the day or the night, regardless of the season. Earthquake is unpredictable, no solid studies or data support when it happens. It was estimated that total of 200,000 earthquakes happened in California in the 1990's. So be prepared for the worse and to be on your own for 3 days or more. Preserve mobile disaster supplies kit consisting of the following items:

Drinking water (rotate & replace), first aid kit and book, food that is nutritious and liked by your family members, extra food for pets, working flashlights and extra batteries and light sticks, medications, extra reading glasses, portable radio and extra batteries, plastic bags for traps, waste, and rain ponchos, and sturdy shoes and comfortable clothing. Store these supplies in easily accessible locations. Do not panic when the earthquake strikes, do not run, the doorway is the safer place. Take first aid class/CPR. Get involved and be a volunteer. Help people out. You can help people in Florida for hurricane disaster, give Red Cross a call.

Prepare an earthquake safety plan with members of your household by practicing the following:

- Emergency locations
- Practice Duck, Cover and Hold
- Discuss with your family what to do when an earthquake strikes at home
- List out of town contacts and alternate contact
- Make your home earthquake safe
- Know where to find vital documents and account numbers
- Assign responsibility for the following jobs: check for gas leaks, check plumbing, inspect for damage, and check on neighbors & corral pets.

Information and materials concerning earthquake safety and preparedness can be obtained from Governor's office of emergency services, Los Alamitos, CA. Tel. 310-795-2900. Information and materials about geology and earthquake hazards can be obtained from U.S. Geology Survey, Earth Science Information Center, 345 Middlefield Road, Menlo Park, CA 94025, Tel. 415-329-4390.

After dinner, Patricia Plesh, RN, BSN, MA, Design Review Engineer at Allegiance Healthcare Corporation (manufacturer of custom procedure packs for hospitals and clinics) gave a very interesting talk on how Allegiance makes the custom procedure packs and how the quality (mainly combination/sterilization and precision) in manufacturing has extreme impacts on patient care. Patricia brought with her samples of the packs, everything required for surgery (sterile pack: plungers, suction tubing, surgeon gown, medical mask, medical hair cover, stencils, skin cleaning pans, joint cuts medical staplers, skin cleaner such as Xeroform petroleum dressing sterile non-adhering fine mesh absorbent gauze, etc. The complete 'pack' was wrapped and with everything in place for a timely use. Each component has complete set up an standard procedure, including disposal procedure. Once the 'Pack' is opened, it has to be used in 10-15 minutes; contamination (loose debris, hair falling) is taken seriously. it cost the customer \$100 per minute to set up the 'Pack'. Half of Allegiance' sales are from the non-U.S. market.



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Individual needed to develop relational database (file/server) applications using MS Access. Will setup and link defect code files, RMA numbers, Corrective Action Reports, etc. Will generate pareto charts, graphs, and prepare visual presentations for Management. Will participate in ISO/QS9000 Audits and facilitate record keeping, including PPAP submissions to automotive customers. Requires good understanding of statistics and problem solving techniques. Must be familiar with MS Office applications including Word, Excel, Powerpoint, Access, etc. Prefer AA or BS in Electrical or Mechanical Engineering and 1 year related experience. Successful candidate will enjoy alternate Fridays off, with a 9/80 workweek. Send/Fax resume to H.R. Manager, BEI Duncan Electronics, 15771 Red Hill Ave, Tustin, CA 92780; Fax (714)258-4629. EOE M/F/D/V

Quality Assurance Manager

Fadal Machining Centers, a Thyssen-Krupp company, is a leading manufacturer of vertical machines centers. Seeking a Quality Assurance Manager for our design, marketing and manufacturing facility in Chatsworth. Our candidate is well versed in all facets of quality assurance, possessing an outstanding ability to obtain collaboration at all levels of the organization in the achievement of Fadal quality initiatives and objectives.

contd on Page 7 . . .



ISO 9001:2000 TRAINING COURSES

Transition to ISO 9001:2000 Standard

October 26 - 27 December 14 - 15

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

- September 11 - 15
- October 16 - 20
- November 13 - 17

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

- August 14 - 16
- October 23 - 25

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

- October 09 - 13

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.



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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.
10% discount will be applied for two or more from the same company.

COMING EVENTS 2000

MONTHLY SECTION MEETINGS

- Aug 24 Plant Tour - Josph Filippi Winery, Rancho Cucamonga
- Sep 21 Plant Tour - KippGroup / Porex (winner of CA Best of Class Award), Ontario
- Oct 18 Plant tour - site to be determined

Note: *Topics and Speakers are subject to change*

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

CERTIFICATION/EXAMINATION

CQT / CMI / CRE / CQ Mgr
CQE / CQA / CSQE

Application Date

Aug. 25
Oct. 13

Exam Date

Ocr. 21
Dec. 2

COURSES / CONFERENCES & SEMINARS

- GD&T** - call 909-982-0161 if interested
- Basic SPC** - call 909-982-0161 if interested
- Beginning DOE** - call 909-982-0161 if interested

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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ADVERTISING RATES FOR GABRIEL'S HORN

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:

**Pat Nutcher @ 714-258-7500 Ext 623
(Email: QualityInfo@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 listing of books may be requested by contacting **Anthony Iacobacci**, Section Librarian (see Pg. 2 for contact info)

ASQ WEB CONNECTIONS!

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

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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 **Tony Iacobacci**, 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.

DOOR PRIZE WINNERS JULY 2000 MEETING

Michelle Berteig and Dave Beaumont

both won

Brunch tickets for 2 to Pomona Valley Mining Co.

RADICAL THINKING?

“The Force Multiplier”

“Airless and cold, its innumerable celestial bodies set in perpetual motion, space is without beginning or end. Governed by the power of its own forces, space has no respect for person or government. It neither harbors ill will for travellers seeking selfish gain nor grants special favor to those in pursuit of a noble cause. It is dangerous for even the prepared, yet forgiving of the inept.

While humanoids and other life forms have travelled into the far reaches of interstellar space for thousands of millennia, only four centuries have past since the first manned spacecraft orbited Earth. Unlike primitive civilizations where competitive advantage favored whoever could amass the largest force, this is an age in which brain rules over brawn. To be certain, the productive applications of technology yield far greater results than the most arduous labors of human effort in the production of goods, search for knowledge, discovery of the unknown, or mortal combat.

The twenty-fourth century is also an era in which all advanced societies possess some technology having a degree of advantage over that held by other civilizations or alliances. But, as there is abundant and highly sophisticated technology to be found among all advanced species, technology is no longer the great force multiplier that it once was.

It is also true that just as leaders have never been more effective than the people around them, even if equipped with sophisticated technology, the poorly trained and ineffectively led can never perform at their best. Consequently, competence has now replaced technology as the force multiplier in this era of interstellar travel.”

Admiral Andrea Brand
Superintendent Starfleet Academy

Yes, friends, the above quotes came from the book: Star Trek - Leadership Lessons.

Amazing how the sentiments apply today as well. Of course, we do not use the words ‘force multiplier’ casually, if at all, but we can easily replace them with ‘competitive factor’.

Training businesses are having a heyday as companies and people try to upgrade their skills and remain competitive. Buying equipment alone does not ensure success. Competence is a key factor.

New programs are sprouting every other day - from TQM to reengineering to six-sigma black belts, technology is advancing at an unprecedented pace, and we continue to be trained and retrained! Not only are companies spending to improve the skill levels and thus competence of their employees, even state governments are

budgeting for grants to help local businesses increase the skill levels of their employees.

Why? Because that is the only way to remain competitive. Companies can and do purchase new equipment, but unless their people are able to use the new sophisticated equipment competitively, it will all be a waste.

Did we really believe that technology alone is the *Force Multiplier*?



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 on 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 **Tony Iacobacci**, our Section Chair at **310-320-7345** 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 meeting will be held on Monday, August 7th.

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”**. Phone: 626-339-5491

cont'd fr. Page 3.

Job Opportunities

Minimum BS degree, 5 years quality management experience, worked with manufacturing of electro-mechanical devices/machines. ASQ Certification desirable. Experience with TQM training, team facilitation, implementation of ISO/QS 9000, and Reliability and Maintainability. A mechanical engineering or machine tooling background preferred. Good communication skills and excellent human relations capability in a diverse work environment.

We offer a competitive compensation and benefits package, including a 401(k) Plan. Send resume with salary history to

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