



Gabriel's Horn

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

MONTHLY MEETING: AUGUST 19, 1999



**JOINT MEETING WITH APICS
QUALITY IN CONTINUOUS FLOW MANUFACTURING
&
DFT IMPLEMENTATION AT
NORTHRIDGE MANUFACTURING GROUP**

See Page 4 for Details



FROM THE PAST CHAIR

It's the end of the year for ASQ. Most of you have renewed your membership (if you haven't there is still time) for the coming year. It's the time of year for the officers to change for all of the sections in the region. July will bring new section leadership. **Dan Curtis** will be your section chair, **Tony Iacobacci** will be the vice chair, **Louise Deffenbaogh** will be the section treasurer and **Steve Kuramoto** will be the section secretary. I would like to thank these people for their willingness to serve on the executive board for the next year.

I would also like to thank the rest of the members of the executive committee who have worked so diligently over the past year. **Dan Curtis** has served as vice-chair and programs chair. **Tony Iacobacci** has served as treasurer, librarian, and awards and recognition chair. **Ron Proeschold** has been making sure that every month we have good food and a great place to have our meetings. **Bea Ng** has been providing the photographs each month of our meetings and other events. **Ron Rudolph** has been editing the newsletter each month in addition to being the section archivist and

publicity chair. **Ralph Whitehead**, your sections previous chair, has been in the position of nominating chair. **David Halasi** has been responsible for the audits of the section assets. **Akhilesh Gulati** has been the section's membership chair and responsible for workshops and conferences. **Drew Hefner** has been the dual role of maintaining the section website and taking care of recertification packages. **Stephen Sheng** has been responsible for the Community Quality Council and National Quality Month. And last, but certainly not least, **Azza Elattar** for her recaps of our monthly section meeting newsletter, **Sue Khalil** for her contributions to SMP, **John Schulz** for his never-end quest for job listings and **Larry Bartkus** for his ad hoc wisdom and executive committee involvement

As you can see it takes many people to keep the section going. This is my last month as section chair and I would like to express my sincere gratitude to the elected officers and the rest of the board for their hard work this past year. I would also like to invite those of you who have not been to a section meeting for awhile to join us soon.

Thanks for your support.

Roger Olson

MONTHLY MEETING RESERVATIONS

- Dinner with Reservations** \$25.00
- At the Door, No Reservation** \$30.00
- Full Time Student w/valid ID** \$10.00
- Program Only: No Charge**

MAKE RESERVATIONS NO LATER THAN
AUGUST 16, 1999

**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
800-317-4147**

EDITORIAL:**POSTAL NOTES**

Someone once made the cynical observation that "no good deed goes unpunished." This is certainly not my philosophy as a rule, but in this instance . . . let me explain. It was a typical Saturday afternoon. It was about 3 pm and I was coming home from my work. First I walk my dog; then I check the mailbox. I live in a condo and the mailboxes are these free-standing units grouped in strategically obscure locations all over the complex. Anyway, I've got mail . . . mostly junk and a letter from my daughter who lives in Seattle. Great! As I'm heading for my garage I notice that two doors on the back-side of four units (where the postal carriers insert individual mail) are open but locked. Overcome with a severe case of the Dudley Do-Right syndrome, I decide that I'll call the branch office and report

this mishap. Who knows, maybe there'll be a reward. Perhaps they'll stop giving me my neighbors mail and vice versa. This is too good an opportunity to pass up!

My heart is pounding. It's now 3:30 pm and I'm dialing the number I've found in the phone book for the local branch of the U.S. Post Office. After 15 rings, a woman answers. I explain in great detail the significance of my discovery. Devoid of any measure of gratitude, she informs me that i must report this matter to a Postal Inspector and proceeds to give me a phone number outside my area code. Mildly ticked I write the number down. Second call, ten rings and another explanation. This time I'm more fortunate. I'm given an 800 number to call so at least it's not going to cost me anything

to continue my pursuit. Third call and by now I'm giving the Reader's Digest version of my findings. Would you believe it . . . I get yet another phone number to call . . . an unlisted number for the *local branch* of the U.S. Post Office. It's 3:45 and the person on the other end takes my information and replies that someone will drive by and check out the situation. The receiver goes "click" at the other end. Reward be damned! What happened to a simple thank you? I wait patiently at my bedroom window for about 10 minutes. A guy drives up in this beat-up old Buick. Gets out of his car . . . looks around . . . walks over to the mail boxes . . . swings

continued on page 4 . . .

SAN GABRIEL VALLEY SECTION 0702 1999-2000 EXECUTIVE COMMITTEE

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ARRANGEMENTS

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909-466-4177 (FAX)

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PRESIDENT**

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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, 909-464-1520 (W), 909-944-7729 (H), 909-464-1525 (FAX)

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).

**San Gabriel Valley Section 0702
JUNE MONTHLY MEETING RECAP**

By Azza Elattar, Ph.D

It was a special evening for the volunteers who worked very hard and put so much effort into running 0702 Section; honoring them and watch and listen to their remarkable accomplishments; thereafter Executive Board Members elected officers sworn in.

After the dinner, the annual recruiter night began with two distinguished recruiters (headhunters):

1. Rosemarie Christopher, Phone (818) 552-2036, MED EXEC International, specializes in placements for medical devices and pharmaceutical industries, including
 - a - Clinical Research
 - b - Clinical support
 - c - Quality Assurance
 - d - Regulatory Affairs (Vice Presidents, directors, managers, medical Writer, etc.)
2. John B. Kerr, Executive Search, Plastic Specialty, Phone (909) 798-KERR

They explained how they fill job positions, how they expand the horizon of the job applicants, what employers look for, interview tips, and talked about common observations and recommendations.

The highlighted recommendations to job applicants were:

1. 75% of the job are found through the job applicant and only 25% through recruiters.
2. Depend on your own networking, be clever.
3. Call several recruiters, stay in touch, be straight forward, and establish good work relationships with them.
4. Choose recruiter which close to your industry, have solid resume, and focus on your accomplishments.
5. Send Executive Briefing with your resume when the job requirements are available, example:

Employer Requirement

1. Management of public library service area.
2. Supervision of 14 full-time support employees.
3. Ability to plan budget and formulate policy.

Applicant Skills

1. Experience as head reference Librarian at University of Smithtown.
2. Supervised support staff of 17.
3. During my last year, I was Responsible for budget and reformation of circulation rules.

Send an Executive Briefing with every resume, it will substantially increase the job applicant chances of obtaining an interview with the company.

Job Opportunities

QA ENGINEER SMC, the world's largest manufacturer of air control equipment needs Quality Engineer. Candidate must have a four year technical degree and two plus years of experience in supplier quality system management, ISO 9001, Internal Quality System, Product Auditing, Quality Planning, continuous improvement and problem solving techniques, and statistical principles and application. Candidate must have two years experience in an electro-mechanical environment using MS Office, ASQ, CQE or ACQ. Good benefits including 401K. Send resume to: SMC Pneumatics, Inc. Attn: RC, 14191 Myford Road, Tustin, Ca 92780. ladeg@deltanet.com. Include Salary history with resume or Email. EOE.

QUALITY ENGINEER -Exceptional opportunity for a strong QE to become a key factor in the QA dept. of a growing medical device injection molding co. Related experience & technical education required. Fax resume and salary history to H/R - (909) 949-0539 or mail to 2052 W. 11th St., Upland, CA 91786.

To list openings, call John Schulz @ 909-987-4673 ext. 443 or FAX: 909-466-4177, Email: jcs@inland.net

Note:

ASQ's Personnel Listing Service (PLS) is a monthly nationwide newsletter dedicated to bringing you the latest employment openings in the quality field. It is free to ASQ members. To order, call 800-248-1946.

**PROFILES IN QUALITY
LOUISE DEFFENBAUGH**

Office Held: Treasurer

Career: Quality Engineer - Supplier Quality, Boeing, Huntington Beach.

Personal: 2 children, 3 grand children; 30 years living in Pasadena; volunteer in local political campaigns; active in Homeowners Association.

Education: Quality Technology certificate from Pasadena City College and Citrus College.

Professional Involvements: ASQ - Section 0702; ASQ Leadership Training.

Favorite Pastime: Reading, watching old movies and home decorating. Attending political rallies and fundraisers.

Quality Quote: "Our involvement, dedication and watchfulness will make the difference."



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**JOINT MEETING WITH APICS
QUALITY IN CONTINUOUS FLOW MANUFACTURING
&
DFT IMPLEMENTATION AT NORTHRIDGE MANUFACTURING GR**

Call 800-317-4147 for reservations

Our presenter Joe DeSimone is a Quality consultant and trainer with both BS and AS degrees and over 17 years experience in manufacturing industries. He is a Senior member of both ASQ and SME, a Fellow of the Institute for Advancement of Engineering and is certified by ASQ as a CMI, CQT, CQE and CRE. Joe has taught courses in SPC, GD&T, JIT, and Measurement Uncertainty both for community colleges and private clients.

Mr. DeSimone is the president of CDCON, INC., a consulting firm specializing in custom programming, state funding, Inter/Intranet services, manufacturing, and productivity improvements.

"The best way to improve productivity is to have high quality and do it right the first time." Continuous Flow Manufacturing (CFM) improves the throughput and capacity of production processes, thereby making companies more profitable. In order to implement CFM, a company must start with Quality processes capable of producing high yields at high production rates. After this basic need has been met, techniques such as SPC, QFD, DOE, and others can be applied to continually improve products and shorten delivery times so as to meet or exceed customer's expectations.

MEETING STARTS AT 6:00 PM.

AGENDA

| | |
|---------------------------|---------|
| Registration & Networking | 5:00 pm |
| Flow Manufacturing | 6:00 pm |
| Dinner | 7:00 pm |
| APICS | 8:00 pm |
| Adjourn | 9:00 pm |

**MONTHLY MEETING BUFFET
MENU**

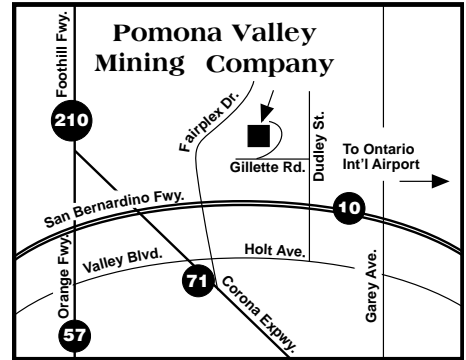
- Choice of 3 salads & fresh fruit

- Choice of 3 Entrees

- Oven Browned Potatoes
- Fresh seasonal vegetables
- Sourdough rolls & butter
- Assorted desserts, coffee & tea

The after dinner presentation will cover DFT as Implemented at the Northridge Manufacturing Group (NMG). The talk will be split in 4 sections:

1. DFT - What is it?
2. The implementation process.
3. Current Manufacturing Operation.
4. DFT looking forward at NMG.



Dudley Ramp off the San Bernardino Fwy (10)
Pomona Valley Mining Co. Restaurant
 1777 Gillette Road
 Pomona, CA 91768
 909-623-3515
 Parking is complimentary. Valet optional.

Virgil R. Frazier III, CPIM has been in Manufacturing and Material Management for over 20 years. He has held positions in Production, Warehousing, Inventory Management and MPS/Production Planning. He is currently Demand Planning Manager for the Northridge Manufacturing Group. Virgil is also serving as an APICS instructor for the San Fernando Valley APICS Chapter at CSUN.

POSTAL NOTES

continued from page 2

the doors open and closed a few times . . . takes out his keys and relocks the doors. Back in his care and he's gone. Me? I'm still at the window trying not to go postal! I calmly retrieve the junk mail from the trash can, write the phrase "Return to sender" eleven times and quietly walked over to the mail drop.

In the continued interest of quality . . .

Ron Rudolph
Editor



**CONGRATULATIONS
TO SECTION 0702!**

During the month of June Section 702 received two awards. The first was from ASQ "headquarters" acknowledging and thanking Section 702 for financial support and for the volunteers from the Section that contributed to the huge success in Anaheim at the Annual Quality Congress in May. The second award was a Regional Directors Award for Excellence. Section 702 was one of three sections in region seven to receive the award. There are 12 sections in region 7.

The following persons attended six (6) or more dinners in the 1989-99 section year.

| | |
|----------------|--------------------|
| John Chin | Louise Deffenbaugh |
| Azza Elattar | Akhilesh Gulati |
| Joseph Hefner | Anthony Iacobacci |
| Richard Lui | Bea Ng |
| Roger Olsen | Ron Proeschold |
| Sonny Tangpiti | Larry Tipton |

We acknowledge these persons because they have gone the extra mile to come out and support the section and increase their knowledge.

We (the Section officers) challenge each member to come our and see what we are all about. If you're not happy, let us know.

COMING EVENTS 1999

MONTHLY SECTION MEETINGS

- Aug 19 Quality in Continuous Flow Manufacturing
Presented by Joe DeSimone
Joint meeting with APICS
- Sep 16 Gage R&R
Presented by **David Marcroft**

Note: Topics and Speakers are subject to change

For
Reservations
and Information for the
SAN GABRIEL VALLEY
SECTION 0702
Call 800-317-4147.

CERTIFICATION/EXAMINATION

| | Application Date | Exam Date |
|--------------------------|------------------|-----------|
| CQT / CMI / CRE / CQ Mgr | Aug 20 | Oct 16 |
| CQE / CQA / CSQE | Oct 8 | Dec 4 |

COURSES / CONFERENCES & SEMINARS

- Sep 22 CQA Refresher Course (6 sessions)
Presented by ASQ San Gabriel Valley Section 0702
See insert for information and registratin.

For other Refresher Course information contact: San Gabriel Valley Section - Bea Ng at 626-285-3620
Inland Empire Section - Ken Albrecht at ken_albrecht@bourns.com, Los Angeles Section - Carl Moore at 310-900-2344,
or call ASQ Headquarters at 800-248-1946 for other Sections.



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| September 13-17 | October 12-14 |
| October 04-08 | December 07-09 |

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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:

Ron Rudolph @ 909-464-1520

(Email: horneditor@aol.com)

or leave a message with our answering service
800-317-4147

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 800-317-4147 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

WEB ON!

Section 0702

Our new website address:

<http://www.asq702.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 **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.

WELCOME

As members, you are invited to attend our Board meeting on the first Monday of the month. Meet your Section Officers and see how we work to get you good programs.

RADICAL THINKING?*Input, Output or Throughput?*

Soon after I completed my MS in Naval Architecture and Marine Engineering some fifteen years ago I got introduced to the concept of 'Throughput'. *The Goal* (author: Eliyahu Goldratt) had just been published and I was intrigued as I considered the flaws in the way we commonly measured manufacturing performance. Prior to my two years at the University of Michigan, I had spent eight years as a Marine Engineer and within the confines of our small plant, we had sort of followed the principles laid out in *The Goal*. I found it interesting that what I learned at the University did not necessarily focus on throughput, but on input or output! What is even more surprising is that even today many companies continue to swear by the old paradigms.

Shop floors are kept busy churning out product. When defects are discovered, rework and repair is the norm and no one really tries to get to the root cause. Companies are thus unable to ship on time or keep up with demand and back orders continue to grow. Increased overtime may be incurred with no evident benefit. Interpreting this to be a capacity issue, companies purchase new, faster

equipment. Often they seek computer integrated solutions thinking that the computer will resolve all their problems. What they end up doing is producing defective products faster! The focus being on local output (how much is produced at each stage) rather than on overall throughput (the rate at which the system generates money). Changing customer demands does not make life easier either!

For most small companies, it seems hard to imagine that it is not necessarily the machine or the operator that caused the capacity constraint.

The culprit could be the company policy that states that all machines must be running at all times in order to maximize return on the equipment. The culprit could be our system which says that we reward people based on the number of pieces they process or customer complaints they resolve. A poorly designed machine, the distribution system or a weak corrective/preventive action system may be causing the constraint.

As time to market and time to produce become more and more relevant today

(with customers demanding ever faster service) the need to respond to customers is more critical than ever. However, this does not mean that companies increase output, rather that they have the flexibility to meet changing demand in a timely manner. By understanding and managing their processes, understanding and managing their constraints, companies can become more agile. By focusing on throughput, companies can be more responsive to the need for speed. They can improve their operations and their profitability.



Input, output or throughput - you decide.

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 may be reached at 877-pivot-mc. Web site: <http://www.pivotmc.com>

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: **Program & Speakers, Examining and Publicity, 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 service at **800-317-4147**. So pick up the phone and give us a call . . . you'll be glad you did!

Upcoming meeting is on Monday, August 2nd, August 30th

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"**.



ISO 9000 / ISO 14000 REGISTRATION

BVQI is considered by many, from small businesses to Fortune 500 Companies to be the "Registrar of Choice". BVQI has registered over 10,000 companies worldwide to the ISO 9000 Series of Standards and is the leader in ISO 14000 registration. BVQI is also the most widely accredited registrar in the world today. Among our many accreditations are the RAB, UKAS, RvA, DAR, and SCC accreditations shown below.

If your company is considering registration, we are sure that you will be satisfied with the ongoing service, the local auditors and the reputation that BVQI registration provides. Please call today for a free brochure or quote.

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is designed for the Auditing Professional who understands the standards and principles of auditing and the auditing techniques of examining, questioning, evaluating, and reporting to determine a quality system's adequacy and deficiencies. The CQA Certification needs to be re-certified every 3 years either by Recertification Units (RU's) or by taking the CQA exam and passing it.

The CQA Education/Experience Requirements.

are to have a minimum of eight years of on-the-job experience in the quality field, out of which at least three years are in the professional, decision making technical, or management position. Having a Master's or doctorate will waive five years of job related experience. Having a Bachelor's degree will waive four years of job related experience. Having an Associates degree will waive two years and having a Certification through a community college or vocational school will waive one year.

The 6 week course will be held Wednesdays from 6:00 to 9:00 PM beginning Sept. 22nd and ending on Oct. 27th, in preparation for the Dec. 4th exam. The course fee will be \$200.00 for ASQ members (all sections welcome) and \$280.00 for non-members (persons submitting membership application with course registration will be charged member's fee - separate checks required). CLASS SIZE WILL BE LIMITED TO THE FIRST 25 REGISTRANTS!

Course Content:

| | | |
|----------|-----------|--|
| 9/22/99 | Session 1 | Audit Administration, Ethics & General Knowledge |
| 9/29/99 | Session 2 | Audit Preparation |
| 10/6/99 | Session 3 | Audit Performance |
| 10/13/99 | Session 4 | Audit Reporting, Corrective Action & Closure |
| 10/20/99 | Session 5 | Auditing Tools and Techniques |
| 10/27/99 | Session 6 | Audit Statistics |

Location:

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City of Industry, CA.
(Larry Bartkus - 626-937-2656)
60 Frwy, exit at Seventh St. heading
north, turn right at Gale Ave. & turn
left at Turnbull Canyon Rd to Calmar.

REGISTER NOW TO RESERVE A PLACE. You cannot reserve a place by phone.

Course fee INCLUDES a comprehensive set of notes for each session. Application forms for the exam will be distributed on the first session.

----- Mail-In Registration Form -----

Name: _____

ASQ Member #: _____

Address: _____

Telephone: _____ (H)

_____ (O)

The following information is optional, but will help us tailor the course to your needs:

Years experience in (1) Auditing (General): _____ (2) Internal: _____ (3) External: _____
(4) Product Audits: _____ (5) Process Audits: _____ (6) Systems audit: _____

Education Level: _____

Industry Type: _____

Course fee must be enclosed. Make checks payable to "SAN GABRIEL VALLEY SECTION, ASQ". Deadline for receipt is Sept. 15, 1999. Cancellation after Sept. is not refundable. Presented by five instructors in the SGV section of ASQ.

Mail to: Bea H. Ng
1100 S. Palm Ave.
San Gabriel, CA. 91776

Questions (?) - Phone: (626) 285-3620 (home)

PLEASE POST AT YOUR WORK PLACE



Quality Assurance Services of North America

ISO 9000 & ISO 9000-3 TickIT

Training Courses in Huntington Beach, California

ISO 9000 Auditor/Lead Auditor Training Courses



Held from 8:00 am to 5:30 pm at our Huntington Beach Training Facility



All 1994 ISO 9001 / Q9001 requirements in this extensive 40 hour training course, will be covered



This course is registered (A07823) through IRCA / IQA and is RAB recognized as meeting the training requirements for registration as Lead Auditor, Auditor, and Provisional Auditor

\$1395 COST **\$1595***

Includes all training materials & refreshments *Includes five nights hotel stay as well

- Sept 13-17 Dec 13-17
- Oct 04-08
- Nov 15-19

ISO 9000 Internal Auditor Training Courses



Held from 8:00 am to 5:30 pm at our Huntington Beach Training Facility



We will cover all 1994 ISO 9001 / Q9001 requirements in this extensive 24 hour course presentation, with a 30 minute examination on the last day



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

\$745 COST **\$845***

Includes all training materials & refreshments *Includes three nights hotel stay as well

- Oct 12-14
- Dec 07-09

TickIT/ISO 9000-3 Software Auditor Training Courses



Held from 8:00 am to 5:30 pm at our Huntington Beach Training Facility



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 and Provisional Auditor

\$1595 COST **\$1795***

Includes all training materials & refreshments *Includes five nights hotel stay as well

- Nov 08-12

Name _____ Company _____

Address _____ City/State/Zip _____

Phone _____ Fax _____

MasterCard Visa Discover American Express Check** P.O.# _____ **With Hotel***

Card Number _____ Expiration Date _____ Signature _____

****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 liable for entire fee. Substitutions are allowed.

5251 McFadden Ave., Huntington Beach, CA 92649 • Phone 714-898-0893 • Fax 714-373-3767 • E-mail info@qasna.com