

February 2000



Gabriel's Horn

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

MONTHLY MEETING: FEBRUARY 17, 2000



Six-Sigma Initiatives & Understanding Supply Chain

Location: Pomona Valley Mining Company

Think about this:

The limits of our processes dictate the quality level contained in our delivered products.

Of prime importance for corporate head survivability is "Bottom Line" growth. This need for survival is what necessitates the need for improvement initiatives. But how does a company cultivate growth without incurring more cost than benefit?

Although there are many ways to cultivate growth, from a single perspective, it is cultivated through initiatives that provide true, long term, economic value added mechanisms to its processes. This additional value is subsequently passed to its customers via its more valuable products. In return, corporate heads expect increased market share as well as revenues that exceed the cost of the improvement initiative.

Adding long term value to a company's processes is the foundation from which Six Sigma initiatives emerge. Adding value is commensurate with defect reduction, and the ensuing reduction in cycle time, as well as increases in reliability. Granted, as Quality efforts increase there becomes a point where diminishing returns can be expected.

Later this year, our chapter will address the subject of diminishing returns in a Pro/ Con debate on Six Sigma

MEETING STARTS AT 6:00 PM.

AGENDA

Registration & Networking	5:30 pm
Tom Higgins	6:00 pm
Dinner	7:00 pm
Ben Nouri	8:00 pm
Adjourn	9:00 pm

MONTHLY MEETING BUFFET MENU

Choice of 3 Entrees, 3 Salads & Fresh Seasonal Fruit.
Oven browned potatoes,
Fresh Seasoned Vegetables,
Sourdough Rolls & Butter
Assorted Desserts
Coffee & Tea

initiatives. What this months presentation will focus on is a Six Sigma success story. Our speaker, **Tom Higgins**, will relate a story which began during the first quarter of 1999, and culminates during the last quarter with a 82% reduction in defects and an overall cost savings of >\$250,000 in rework labor charges alone.

MONTHLY MEETING RESERVATIONS

Dinner with 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
FEBRUARY 14, 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, DAN CURTIS

Wow, a new millennium. Have you kept your new year's resolutions so far. Maybe you do not have any. I know most resolutions are hard to keep, like quitting smoking, exercise more, eating healthy, save more money, etc. Let me tell you of one that I find easy to keep.

Oh, it is none of the above suggestions, it is participating in our Section's future and making a difference. I have been contributing to our Section's success for more than six years. We (Executive Committee) have an open invitation for anyone to come and listen, watch, participate in discussion and have a free meal.

I have committed to this ASQ involvement as my New Year's resolution for several years. This is one of the easiest ones to keep. I also commit this same objective to my management at work, as

one of my goals for professional and personal development.

Our last board meeting we had three new faces and one person has committed to help with the board on a permanent basis. This is very encouraging. Most of our Board members have been participating for years and enjoy the experience. We always welcome new ideals and additional help. Come on down and get involved. You will not be disappointed.

Elections for the section executive board are coming. Positions that will be voted on are: Chair, Vice-Chair, Treasurer and Secretary. Elections will take place at an upcoming dinner meeting. If you are interested in one of the positions, contact me at the numbers found inside this newsletter.

12th Annual Quality Management Conference

February 9-11, 2000
San Francisco

Register Today!
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Keynote Speakers
Tom Curley (President, Publisher - USA Today)
Lori Silverman (President, Partners for Progress)
Dr. Samuel K.M. Ho, Visiting Scholar, School of Hong Kong Baptist University)

SAN GABRIEL VALLEY SECTION 0702 1999-2000 EXECUTIVE COMMITTEE

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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).



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ASQ 0702 Golf Classic

The San Gabriel Chapter will be sponsoring our first annual Golf Tournament - called "The ASQ Classic". We are negotiating on the usual events (Closest to the Pin, Longest Drive & Double your Money) as well as prizes for Lowest Net Score, etc. Depending on the level, we may even play "best Ball". This may also include lunch as well.

We're estimating the cost to be approx: (\$80). This is a good way to network, meet new people in your profession as well as just being with your ole buddies.

We are thinking of putting this event on sometime during the summer. If interested, please fax the following information or E mail to **Steve "Tiger" Kuramoto** (Fax 818-543-1471; E mail Steve.Kuramoto@disney.com):

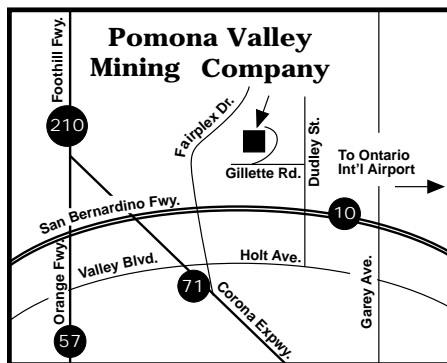
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(if no handicap, put in n/a)
Would you attend:

... cont'd from Page 1: **February 17 Membership Meeting**

Mr. Higgins is currently employed by Aerojet, Azusa as a Senior Systems and IntegrKation Engineer. He holds a Bachelor and Masters degree in Business Administration from the University of La Verne, and is also a Six Sigma Black Belt certified by Six Sigma Qualtec.

This comprehensive presentation will touch upon the four steps that are the basis of Aerojet's Six Sigma Strategy, and how these steps were applied to the presented success story. If time permits, we will also discuss the infamous Long Term Short Term Shift, and how this natural phenomena effects performance evaluations and reporting.

After dinner, we will have a presentation by **Ben Nouri**, General Manager, BEI Duncan. Ben Nouri is Operation's Manager for BEI Duncan Electronics in Tustin, CA. The company supplies sensors and systems to the automotive industry. Ben is responsible for Manufacturing, Purchasing, and Supply Chain Management. During the past 2 years, Ben has worked to improve efficiency of operations and compliance to the QS90000 Automotive Standard. Ben formerly worked as Manufacturing Manager at Harman-Motvie in Northridge. Please join us while Ben shares his experiences and challenges in meeting the Automotive Industry's latest Quality requirements. . To read more details on this speaker



Dudley Ramp off the Fwy 10
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1777 Gillette Road, Pomona, CA 91768
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Parking is complimentary. Valet optional.

and this topic please visit the Gabriel's Horn on the Section Website at <http://www.asq702.org>.




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

January 10 - 14 2000
 February 14 - 18 2000
 March 13 - 17 2000


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February 08-10 2000
 April 04-06 2000


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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 liable for entire fee. Substitutions are allowed.

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COMING EVENTS 2000

MONTHLY SECTION MEETINGS

- Feb 17 Six-sigma Initiative - Tom Higgins (Senior Systems and Integration Engineer, Aerojet)
Understanding Supply Chain - Ben Nouri (General Manager, BEI Duncan)
- Mar 16 Tour, Daily Bulletin, Rancho Cucamonga
- Apr 20 Process Improvement
- 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

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

Application Date


Exam Date

- Mar. 4
- Apr. 7
- Aug. 25
- Oct. 13
- Jun. 3
- Oct. 21
- Dec. 2

COURSES / CONFERENCES & SEMINARS


- Apr 3 - May 17 CQE Refresher course
- Apr 3 - May 8 CQA Refresher course

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,
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

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Section 0702
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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?**Think Inside The Box!**

I first came across this line (Think Inside The Box) in an ad for a cereal - they were telling kids that they should buy their cereal because the box contained a toy! A wonderful play on words - especially knowing how commonplace it is to use the phrase 'thinking outside the box'!

What does this have to do with us as quality professionals? Let us link the words 'Think' (meaning to get ideas) and 'Box'. Does something come to mind?

Yes, you are right! I am referring to the 'Idea Box', also known as the 'Suggestion Box'. Wouldn't you like more ideas from your employees? The ideas could be for streamlining processes, reducing waste, improving customer service, etc.

Do you get ideas from your employees? How often? How do you facilitate it?

Many companies nowadays believe their employees can provide them with ideas for improvement. They often have a 'Suggestion Box' (locked!) in the lunch room. A few employees even submit suggestions . . . and may hear back a few months later . . . with the result that the

suggestions stop coming and the program dies a premature death.

Many companies, however, think that 'Thinking Inside The Box' is a wonderful idea - it helps them think 'outside' the box. At one company I know, the suggestions are evaluated regularly by an employee volunteer. Selected ideas are returned to the person who suggested it - with the implicit permission to proceed with the implementation of the idea. Results become evident in increased efficiencies, revenue, cost savings, morale and energy, and a reduction in employee turnover.

Of course, in a company with a culture that is counter to employee feedback and innovation, it may not be easy to get such a program going. Employees are likely to be distrustful of management and the suggestion box is likely to get a lot of complaints. But if the company is serious, this soon becomes evident to the employees. They realize that the intention is not to complain, but rather to think how they can help improve things. Ideas start coming for local improvements in the employees' own area - that is what employees are most familiar with. Eventually as the culture

changes and employee confidence and morale improves, people start meeting and improvement becomes a way of life.

Outside the box is where innovation happens: fresh ideas, creative solutions, breakthroughs, brainstorming, blockbusters. It often begins by 'thinking inside the box'!

**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 meeting will be held on Monday, February 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**".

JANUARY MEMBERSHIP MEETING DOOR PRIZE WINNERS

Elias Bermudez - Hair Care Products
Jim Missett - Dilbert Address Book

Pat Nutter - Brunch Ticket for (2) at Pomona Valley Mining Co.
Jamie Young - Surprise envelope (gift certificate for Starbucks)



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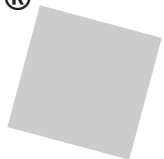
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