



Gabriel's Horn

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

January 2000

MONTHLY MEETING: JANUARY 20, 2000



Performance Improvement at M.A. HannaRubber & Simulation Game

Location: Pomona Valley Mining Company

Performance improvement is what all our initiatives are about. Whether we employ SPC techniques or reengineering, TQM or kaizen, downsizing or rightsizing, the intent of the exercise is to improve performance.

We start the year with a presentation from companies that have embraced such initiatives to improve their performance. Our first speaker is **Andrew Wallace**, Plant Manager at M.A. HannaRubber Compounding. Located in Santa Fe Springs, recently completed elan manufacturing training and implemented their first kaizen event. Training included sessions in quality and performance improvement tools and techniques, and sessions on team building and kaizen. This effort resulted in throughput increase of 42.9% and WIP reduction by 41%.

Andrew Wallace, Plant Manager, will describe their experience. **Andrew** has worked in the rubber industry of over 12 years, spending 11 years with Dow Corning where is worked as production manager. He holds a BS in Operations Management from Cal Poly Pomona.

Our planned after dinner speaker dropped out as he has to go to Hong Kong. Instead, we will hold a simulation game that will involve everyone and demonstrate how we can structure production lines

MEETING STARTS AT 6:00 PM.

AGENDA

Registration & Networking	5:30 pm
Andrew Wallace	6:00 pm
Dinner	7:00 pm
2nd Speaker	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

differently to achieve tremendous gains. Come prepared to participate in this exciting session!

You do not want to miss this session.

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
JANUARY 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**

FROM THE SECRETARY, STEVE KURAMOTO

Looking for a new job? Whether you are unemployed or just looking for a challenging position, we (ASQ) can offer assistance in finding the right job for you.

You have several options you can take:

1. ASQ has a job Hot line 310-217-7574, here you can actually post your resumes as well as obtain information on jobs available.
2. You can use the website www.asq.org. Here, there will be other Southern California chapters who also post job listings.
3. ASQ National also has a website & job placement service that is available to all members. This site is excellent because you can look for job postings

across the nation. If you prefer to call their number is 800-248-1946.

4. Our membership dinner meetings on the 3rd Thursday is a good forum to network with people in your profession. These meetings are at the Pomona Valley Mining Co in San Dimas. You can call me at 818-265-6741 for further details.

We all must be competitive and even now, if you are not looking, this is the best time to update your resumes. Ways to make yourself competitive is to upgrade yourself through ASQ certification in the areas of QE, QA, QM as well as software positions or mechanical inspector.

By the way, certification exams are offered twice a year. You can get your

applications through ASQ National. You can even get refresher courses as well through some chapters.

One last point, even though you may be unemployed, ASQ has a program for subsidizing membership dues. So, if you have not yet renewed your membership, you can request a "justification" form from ASQ National.

The new millennium has arrived, so get started on a "reinvented" yourself and go for it.

Steve Kuramoto
Secretary - ASQ S. G. Chapter.

SAN GABRIEL VALLEY SECTION 0702 1999-2000 EXECUTIVE COMMITTEE

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909-982-6552 (H)
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909-982-7161 (FAX)
Email: gulati@pivotmc.com

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909-466-4177 (FAX)

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213-217-6056 (W)
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COMM. QUAL. COUNCIL NATIONAL QUALITY

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714-255-1624 (H)
310-332-8909 (W)
310-332-1879 (FAX)
Email:
hefnejo@mail.northgrum.com

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GABRIEL'S HORN PUBLICATION

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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).

Job Opportunities

QUALITY ASSURANCE ENGINEER. Must be analytical. Analyze SPC; perform CPA and Gage R&R, Create Inspection Plans, Corrective Actions, Coordinate Inspection Activities, MRB, Document Control, Calibration Program and Internal Audits. Prefer CQE, ISO / QS 9000 / GMP / Supervisory experience. Contact Nanci Van Sickle, 909-428-6722..

ELECTRONIC TEST & MEASUREMENT REPAIR & CALIBRATION TECHNICIAN. Require general purpose and RF experience. Must be well-trained in DC to high RF and microwave in the millimeter highly desirable. Self reliant, self-motivated and trustworthy individuals meeting the qualifications above need apply. Salary commensurate with experience. Company information: small facility, comfortable surroundings, casual dress. Technical sales company for reconditioned test & measurement equipment and microwave components. President/CEO is design engineer. Contact Max Sands or Diane Sands at Max Sands Enterprises Inc., 11328 Burbank Blvd., North Hollywood, CA 91801-2441. Ph: 818-508-7500; Fax 818-780-3784, Email: info@mse-inc.com or maxsands@worldnet.att.net Web: www.mse-inc.com

SR. QUALITY ENGINEER Rainbird Sales, Inc. Reporting to the Quality Manager the Sr. Quality Engineer will lead quality process improvement efforts and support engineering activities for assigned product line. This highly visible position will analyze quality concerns and direct efforts to eliminate root causes, as well as identify supplier quality issues and follow up with corrective actions. You will also be responsible for training and assembly procedures development objectives and participating in special studies as directed. Need BS in Engineering with 3+ years technical experience in a manufacturing or assembly environment. An advanced technical degree or an MBA is highly desirable. Must be able to handle multiple tasks with minimal supervision, and demonstrate leadership ability. Knowledge of quality tools (SPC, Pareto analysis, gage R&R, capability studies, scatter diagrams, poka-yoke methods, etc.) is required while ASQ certification in one or more areas (CQE, CMI, CQM, CRE, etc.) and thorough knowledge of statistics (ANOVA, regression, design of experi-

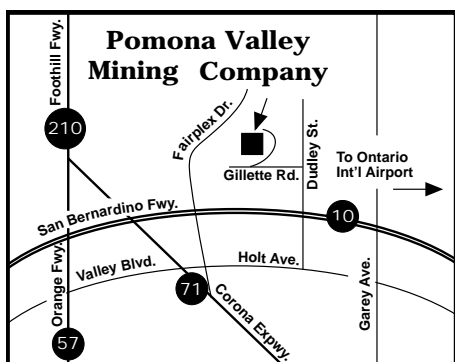
ments, t-tests, sampling plans, etc.) is highly desirable. Should have a proven track record with significant, measurable results. Ability to communicate in Spanish is highly desirable. Rainbird offers a competitive salary and benefits package to all their employees. Contact: Donna Young, Rainbird Corporate Services, 145 North Grand Avenue, Glendora, CA 91741-2569. Ph: 626-852-7108, Fax: 626-852-7219; Email: dyoung@rainbird.com.

QUALITY MANAGER: SILICON VALLEY North American operations of multibillion dollar manufacturing company needs your expertise and leadership as a dynamic quality professional to take them to the next level of sophistication in quality management. This high visibility position, reporting to the Executive VP, will interface with quality managers at other facilities on a broad spectrum of quality related strategic initiatives. The manager will lead and inspire a highly skilled 20 plus person quality team in the drive to increase profitability through the reduction of defects and process improvement at this near capacity facility. The desired leader will have 10 years experience in a quality conscious company to include 8 years in management. Experience in SPC required. ISO certification preferred. The rewards will include the opportunity to exchange ideas with other tip professionals, to integrate your best practices and ideas into a world class operation and to develop a team of bright and eager quality professionals. This company demands respect and rewards quality. Contact: Bruce Goodwin (Director), McIntyre Company, 6221 Riverside Drive, Suite One South, Dublin, Ohio 43017. Ph: 614-889-6000, Fax: 614-889-0723, Email: bgoodwin@mcintyre-co.com

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.

JANUARY 20 MEMBERSHIP MEETING LOCATION AND DIRECTIONS



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.



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ISO 9000 Auditor/Lead Auditor Training Courses

Held from 8:00 am to 5:30 pm
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All 1994 ISO 9001 / Q9001
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This course is registered
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 as meeting the training
 requirements for registration
 as Lead Auditor, Auditor,
 and Provisional Auditor

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

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

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

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

February 08-10 2000
 April 04-06 2000

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 *Includes five
 training materials nights hotel
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March 20-24 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

- Jan 20 **PERFORMANCE IMPROVEMENT**
Kaizen Implementation Success Story - M.A. HannaRubber, Andrew Wallace, General Manager
- Feb 17 Six-sigma - two views (David Novick & Jack Revelle -- Tentative)
- Mar 16 Tour, Daily Bulletin, Rancho Cucamonga

Note: *Topics and Speakers are subject to change*


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

CERTIFICATION/EXAMINATION

	Application Date	Exam Date
CQT / CMI / CRE / CQ Mgr	Jan. 7	Mar. 4
CQE / CQA / CSQE	Apr. 7	Jun. 3
CQT / CMI / CRE / CQ Mgr	Aug. 25	Ocr. 21
CQE / CQA / CSQE	Oct. 13	Dec. 2

COURSES / CONFERENCES & SEMINARS


For other Refresher Course information contact: San Gabriel Valley Section - Bea Ng at 626-285-3620
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.



QASNA

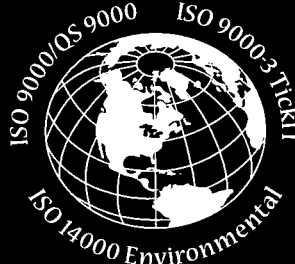
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IT TickIT / ISO 9000-3
Software Auditor

March 20 - 24



ISO 9000 QS 9000 ISO 9000-3 TickIT
ISO 14000 Environmental

Lead Auditor	Internal Auditor
January 10 - 14	February 8 - 10
February 14 - 18	April 4 - 6

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Huntington Beach, CA 92649

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
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 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?

Flavors of the Month!

The Christmas season is upon us and we see cheers all around. People are busy buying gifts and going through the excitement of wrapping them up, the joy of seeing their loved ones open the gifts and of course, the anticipation of opening their own gifts.

Other months have their own holidays and traditions. We go through these year after year, with each holiday (flavor of the month) serving to remind us to care for those around us, to remember those who may have passed along, to celebrate life, to take time out to relax and to enjoy the successes that we have achieved . . . to rejuvenate us. Although we go through this every year it does not take away the joy and we wait for it in anticipation.

Of course, there are people who will complain about the excesses of the holidays, of the stupid formalities they have to go through, of the gifts they have to purchase and wrap (. . . to what extent? . . . they will be thrown away or not be appreciated!). They may even argue about the disruption these 'changes' cause!

A couple of weeks ago I was watching a TV program when this pattern suddenly lit

up that proverbial bulb in my head! We all complain about the "flavor of the month" programs at our companies. In fact we even had a discussion forum in our publication, The PIVOT Palette, on this very phenomenon and at least one person pointed out how these flavors serve to rejuvenate the organization.

Think of the programs your organization has initiated over the past few years. Think how staid and uneventful your work life would be without those improvement programs. The programs may have been variations of something you had implemented earlier (we celebrate the same holidays every year!) but it caused you to sit up and do something differently (or forced you to be more cautious) - albeit for a short time only. It brought about change and some disruption and excitement (positive or negative) that got your juices flowing! Isn't that the purpose of the change initiative? To get people to sit up and step outside their proverbial 'box'?

If the disruption is done properly (like intervention in medical treatment) the results can be dramatic. If not, it still gets everyone out of the daily stupor!

Sure, these flavors of the month can get frustrating, especially if a new program is dumped upon you before you are able to achieve any measurable results with the last one. But that is the same as having one holiday season after another without getting a breather! That too can get monotonous and take away from the joy! Usually though, they serve to rejuvenate people.

So before your criticize the next new program, think about it in this new light. Flavors do tingle the palate!



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 Manufacturability and Lean Mfg. He may be reached at 877-pivot-mc. Web site: <http://www.pivotmc.com> He also owns Akhil International (see ad on back page).

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 Manufacturability and Lean Mfg. He may be reached at 877-pivot-mc. Web site: <http://www.pivotmc.com> He also owns Akhil International (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 **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, January 10th.

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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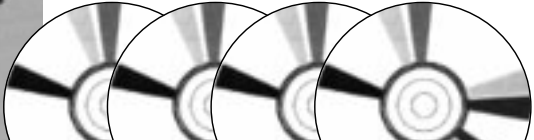


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