

# July 2000



# Gabriel's Horn

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

## MONTHLY MEETING: JULY 20, 2000



- *Disaster Preparedness*
- *Quality in Manufacturing*
- *Impact on Patient Care*

**Location:** Pomona Valley Mining Company (map Below)

Our evening begins with a presentation by **Tom Viscount**, Emergency Services Director for the American Red Cross of Santa Monica. He will motivate attendees to become "disaster prepared" by offering vital information in an interesting and lively manner. Tom will begin the presentation by giving background on the history, facts and myths surrounding earthquakes in California. Tom will also share anecdotes and personal experiences that will help participants see the importance of committing to an effective disaster preparedness plan before, and not after the next earthquake. Tom will close by going over what to do during and after an earthquake, and what should be included in each person's disaster supplies kit. The presentation will be geared towards preparedness at home and in the workplace, because an effective plan must include both.

**Tom** joined the Red Cross of Santa Monica in 1994 and in 1997 he took on the responsibility for the Emergency Services, and is a frequently requested speaker on the subject of disaster preparedness and mitigation.

After dinner, **Patricia Plesh**, RN, BSN, MA, Design Review Engineer at Allegiance Healthcare Corporation, will tell us how quality in manufacturing impacts patient care. Allegiance Healthcare Corp. manufactures custom procedure packs for hospitals and clinics. We will have the opportunity to see product samples, to learn how the custom procedure packs evolved, the advantages and disadvantages of custom procedure packs, the quality measures in manufacturing and the hospital arena and even hear some of the complaints/issues by end users.

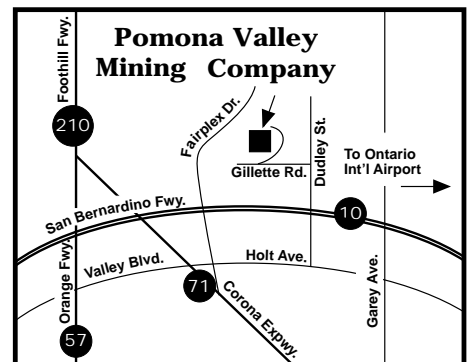
**MEETING STARTS AT 6:00 PM.**

### AGENDA

Registration & Networking	5:30 pm
<b>Disaster Preparedness</b>	6:00 pm
Dinner	7:00 pm
<b>Quality Impact on Patient Care</b>	8:00 pm
Adjourn	9:00 pm

### MONTHLY MEETING BUFFET MENU

Choice of 3 Entree's  
Salads. Fresh Seasonal Fruit  
Potatoes & Vegetables  
Sourdough Rolls & Butter  
Assorted Desserts, Coffee Tea



Dudley Ramp off the Fwy 10

**Pomona Valley Mining Co. Restaurant**  
1777 Gillette Road, Pomona, CA 91768  
909-623-3515

Parking is complimentary. Valet optional.

## 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  
JULY 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**

## TL 9000 OVERVIEW - AN 8 HOUR COURSE PRESENTED BY ASQ SECTION 702 AND PIVOT

TL 9000 is the latest quality management system standard to take an industry by storm. This time it's telecom - but maybe tomorrow it will be another high tech industry. TL 9000 affects all suppliers (whether hardware, software, or services) to the telecom industry. Like its base, ISO 9000, it is a guideline as to how companies are to operate to ensure consistent/improving quality of their product or service. And telecom is leading edge in requiring benchmarking measurements to earn registration - a first for any industry! Come learn what may impact your day to day world either now or in the future.

This workshop focuses on the telecom industry's new TL 9000 requirements. Participants will learn about the requirements beyond the core ISO 9000 QMS elements and specific requirements for hardware, software and service suppliers to

the industry. In addition, attendees will also understand the new customer focused metrics that will be required as well as potential impacts for implementing TL 9000 into an organization that may or may not already have a QMS in place.

- Topics covered:  
 Background of TL 9000  
 TL 9000 Structure  
 Metrics and Registration (process only)  
 TL 9000 Content  
 - Laying the groundwork  
 - Adders  
 - Metrics  
 Impact on Implementation

Note:  
 The course assumes the participants are familiar with the ISO 9000 elements and registration process.

The course does not provide for the distribution

**Fee:** \$195.00  
**Date:** July 20, 2000, Thursday  
 8:00 am - 4:00 pm  
**Venue:** Diamond Bar  
**Registration Deadline:** June 25  
**To register:**  
 Make check to ASQ Section 702 and **mail to:**  
 Akhilesh Gulati, Programs Chair  
 1080 Jefferson Street, Upland, CA 91784

**Questions?**  
 Call Akhilesh at 909-982-0161

of Handbook 1 (TL 9000 Adders) nor Handbook II (TL Metrics). If students would like their own copy for the class, they can be purchased directly from ASQ (800-249-1946) at the cost of \$90 each. A few of the handbooks will be available during class for the students to review.

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

<p><b>CHAIR</b>                  Anthony Iacobacci                  909-596-9400 (H)                  310-320-7345 (W)                  310-320-6368 (FAX)                  Email:                  aiacobacci@hermach.com</p>	<p><b>SECRETARY</b>                  ARCHIVIST                  Ron Rudolph                  909-944-7729 (H)                  909-982-1025 Ext 271 (W)                  909-949-0539 (FAX)                  Email: horneditor@aol.com</p>	<p><b>EDUCATION</b>                  PHOTOGRAPHER                  Bea Ng                  626-963-2884 (H)                  Email: MrISO-9000@juno.com</p>	<p><b>PLACEMENT SERVICE</b>                  John Schulz                  909-682-1743 (H)                  909-987-4673 x443 (W)                  909-466-4177 (FAX)                  Email:                  john.schulz@safetran.com</p>	<p><b>DEPUTY DIRECTOR</b>                  SECTION MGMT PLAN                  STUDENT BRANCH                  COORDINATOR                  Roger Olson                  909-484-7545 (H)                  888.734-3447 (W)                  909-484-9377 (FAX)                  Email: reolson@earthlink.net</p>
<p><b>CO-VICE CHAIR</b>                  EXAMINING                  COMM. QUAL. COUNCIL                  Stephen Sheng                  626-281-2139 (H)                  626-289-9199 (W)                  Email: auditing@aol.com</p>	<p><b>NEWSLETTER EDITOR</b>                  Patrick Natcher                  714-258-7500 Ext. 623 (W)                  714-258-8120 (FAX)                  Email:                  QualityInfo@aol.com</p>	<p><b>PUBLICITY</b>                  Ralph Whitehead                  626-339-9474 (H)                  626-932-3360 (W)                  626-932-3350 (F)                  Email: r.whitehd@csllc.com</p>	<p><b>WEBSITE</b>                  RE-CERTIFICATION                  Drew Hefner                  714-255-1624 (H)                  310-332-8909 (W)                  310-332-1879 (FAX)                  Email:                  hefnejo@mail.northgrum.com</p>	<p><b>REGION 7 DIRECTOR</b>                  Paul Blixt                  562-806-4370 (W)                  562-806-4365 (FAX)                  Email: pblixt@sempra.com</p>
<p><b>CO-VICE CHAIR</b>                  Steven Kuramoto                  909-861-0354 (H)                  818-265-6741 (W)                  818-543-1471 (FAX)                  Email:                  stevekuramoto@disney.com</p>	<p><b>NEWSLETTER REPORTER</b>                  Azza Elattar                  909-396-0927 (H)</p>	<p><b>AUDIT</b>                  David Halasi                  626-287-3537 (H)                  626-302-6891 (W)                  626-302-8597 (FAX)                  Email: halasidz@sce.com</p>	<p><b>MEMBERSHIP COMMITTEE</b>                  Jean Flores 909-948-0042 x131                  David Gomez 310-332-8117                  Dan Dorn 310-332-5624                  Tom Higgins 626-332-5624</p>	<p><b>ARRANGEMENTS</b>                  Open  <b>ADVERTISING</b>                  Open  <b>EXAMINING</b>                  Open  <b>STUDENT BRANCH</b>  <b>PRESIDENT</b>                  Open</p>
<p><b>TREASURER</b>                  Louise Deffenbaugh                  626-795-2871 (H)                  714-896-6429 (W)                  714-896-2654 (Fax)                  Email: Agnes.L.Deffenbaugh@boeing.com</p>	<p><b>NOMINATING/TELLERS</b>                  MEMBERSHIP DATABASE                  Dan Curtis                  562-941-2479 (H)                  310-331-1814 (W)                  310-332-1879 (FAX)                  Email:                  curtida@mail.northgrum.com</p>	<p><b>PROGRAMS/SPEAKERS</b>                  WORKSHOP/CONFERENCE                  Akhilesh Gulati                  909-982-6552 (H)                  909-982-0161 (W)                  909-982-7161 (FAX)                  Email: gulati@pivotmc.com</p>		

### GABRIEL'S HORN PUBLICATION

**Publisher:** American Society for Quality, San Gabriel Valley Section 0702, P.O. Box 3144, San Dimas, CA 91773

**Editor:** Pat Natcher, 714-258-7500 Ext. 623 (W)

**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).

## From the Chair

Welcome to a New Year, for the American Society for Quality that is. Please allow me to introduce myself and the other members of the Executive Board for the July 2000 - June 2001 year. I am **Anthony (Tony) Iacobacci**, your Section Chair, Librarian, and Awards & Recognition chairperson. I have been with this Section for four years. Our Vice Chair for this year will be **Steve Kuramoto**. Louise Deffenbaugh will continue as Treasurer and Ron Rudolph will continue as Archivist and take on the position of Secretary.

This fine newsletter has been the prodigal son of **Ron Rudolph** for the past four or five years. Ron is turning over the mouth-piece (after a thorough washing, of course) of the wonderful "Gabriel's Horn" to our new Newsletter Editor, **Pat Nutcher**. Pat will manipulate this wonderful instrument every month and with the help of our Newsletter Reporter, **Azza Elattar**, they will make the recordings on these pages interesting and educational. **Bea Ng** will continue as our Education Chair and Photographer with **Ralph Whitehead** as Publicity Chair, spreading the word about upcoming events. Auditing the financial strength and assets of the Section is a behind the scenes position that is performed by **David Halasi**.

The speakers and programs that a member will encounter at the monthly dinner meetings will continue to be the work of **Akhilesh Gulati**. Akhilesh will also continue as the Workshops and Conferences chairperson. **Stephen Sheng** will continue in the position of Examining Chair and at spreading the words of quality on the Community Quality Council. **John Schulz** is continuing as Placement Service Coordinator for not only our section but also many of the other sections in Region 7. **Roger Olson** will create a Section Management Plan to help keep our section progressing forward and will act as the Student Branch Coordinator at Cal Poly Pomona.

**Joseph "Drew" Hefner** (no relation to Hugh) will continue to review your Recertification packages as well as refine our section website <[www.asq0702.org](http://www.asq0702.org)>. Last year's Section Chair, **Dan Curtis**, will fill the positions of Nominating Tellers and Membership Database Chair. He will be compiling all of the membership data in our new Membership Database. You will be receiving a call from him in the near future, please give him a few minutes of your time so he can verify your member information.

I am sure that you are wondering, what can a member ask of the Executive Board? Almost anything, the revenue that we have comes from the dues that the members pay, that revenue is to be used to provide educational programs and information to the members of this section. We, the Executive Board, volunteer our time to serve you.

Moreover, what can we, the Executive Board, ask of you, the members? Almost anything (if you will do it is another question). Really, we only ask for a few things:

1. That you give us a few minutes of your time when we call.
2. That you give us your feedback when we ask for it.
3. That you give us your ideas when you have them, and
4. That you spread the word about ASQ. If you are coming to a meeting, bring somebody with you. If you are not coming to a meeting, then encourage one of your staff or friends to go in your place.

Please, if you have a question, complaint, compliment, or idea, call us, write or Email any member of the Executive Board. Remember that we volunteer our time to serve you.

Thank you and I look forward to an event filled year.  
**Anthony Iacobacci**



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# ISO 9001:2000 TRAINING COURSES

## Transition to ISO 9001:2000 Standard

- 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

- August 21 - 25
- September 11 - 15
- October 16 - 20

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

- 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**  
**Phone 714-898-0893 Fax 714-373-3767 Email info@qasna.com**

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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.**

# COMING EVENTS 2000

## MONTHLY SECTION MEETINGS

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

July 20	Quality at Red Cross & Allegiance Healthcare Corp: Quality in Manufacturing - Impact on Patient Care in the Acute Hospital setting
Aug 17	AQMD
Sep 21	Team Building
Oct 18	ISO 14000 - Industry experience over the past 3.5 years

Note: Topics and Speakers are subject to change

### CERTIFICATION/EXAMINATION

CQT / CMI / CRE / CQ Mgr

CQE / CQA / CSQE

### Application Date

Aug. 25

Oct. 13

### Exam Date

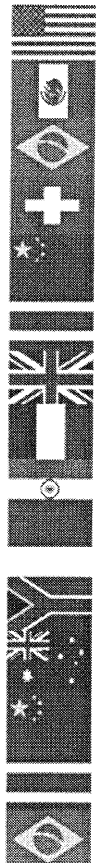
Oct. 21

Dec. 2

### COURSES / CONFERENCES & SEMINARS

**TL 9000 - A 1-day Seminar coming July 20 - see page 2.**

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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**15475 Chemical Lane, Huntington Beach, CA 92649**  
**Phone 714-373-3773 Fax 714-373-3775 Email info@eaqausa.com**

## 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.asenet.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.

## 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?**

*Whither Customer Service?*

A customer goes into a print shop with some copy for printing. When preparing the document for printing, the pre-pressman notices that the word, "the" is repeated in a sentence. Being diligent about the quality of work and customer care, he removes the duplicate 'the' before he prints the job.

Was that good customer service? Was it great customer service?

Let us repeat the scenario: A customer goes into a print shop with some copy for printing. When preparing the document for printing, the pre-pressman notices that the word, "the" is repeated in a sentence. Being diligent about the quality of work and customer care, he calls the customer and mentions the duplicate 'the'. The customer is impressed and tells him that the duplicate "the" is deliberate; the piece is part of another mailer that offers a free gift to prospects who find the mistake! The printer leaves the duplicate 'the' in.

Was that good customer service? Was it great customer service?

Lets take another case.

A customer looking for T-shirts for an event, brought a film negative to the shirt printer. She explained the order to the customer and left the film with the artwork. When the job went into production, the silkscreen press operator thought

that the image did not look right. He stopped production and called the supervisor/ sales-rep (it was a small company) and explained the situation. The supervisor/ sales-rep said that the customer had provided the artwork negative, so that is what they should produce. Why else would the customer give them the negative? She did not want to give the customer grief; rather give them exactly what they had ordered.

Was that good customer service? Was it great customer service?

Repeat the scenario: A customer looking for T-shirts for an event, brought a film negative to the shirt printer. She explained the order to the customer and left the film with the artwork. When the job went into production, the silkscreen press operator thought that the image did not look right. He stopped production and called the supervisor/ sales-rep (it was a small company) and explained the situation. The supervisor/sales-rep called the customer and explained her dilemma. The customer was grateful for the call and asked the sales-rep to change the artwork/film neg as appropriate to correct the customer's mistake. The customer had provided the negative hoping to make the printer's job easier. It had been up to the printer to determine if the negative provided was what they needed to print the shirts. The sales-rep just saved the company a loss, gained the appreciation of a customer.

Was that good customer service? Was it great customer service?

I realize that I have not listed any of the most common customer complaints - I would like to hear your examples of excellent customer service, or lousy service. We would like to publish your responses. Send them to me at gulakh@aol.com or fax to 909-982-7161.

Whither Customer Service?



**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 **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, July 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". Phone: 626-339-5491

**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:

Publicity Chair  
**Ralph Whitehead**  
626-932-3360.

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