

# June 2000



# Gabriel's Horn

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

## MONTHLY MEETING: JUNE 15, 2000



- **Officer Installation - - Awards & Recognition**
- **Communication - - - - Interactive Session**

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

Yes, friends, another membership year comes to an end and another team of fellow members is waiting excitedly to take advantage of the opportunity to learn / improve their leadership skills. A new team will be taking on the Section Leadership.

Of course, we do not want to forget those who gave of their time to run this volunteer professional organization and availed of the opportunities this membership brings. Join us this month to recognize those who volunteered their time to bring terrific programs to you this year and show our support to those willing to take on the challenge for the coming year.

And there is more!

After dinner, we will have an interactive session on communication skills. The biggest impediment to improving quality, productivity and employee satisfaction is communication. At this meeting we will thus have a session on Communication. Not just another lecture, but where we learn by doing.

This interactive session will entail that each of us participate in a role-play and learn how we can use better communication to improve quality, productivity and collective satisfaction. With your help we will be able to see the 'as-is' communication patterns and the improved 'to-be' communication patterns - all facilitated by a team of your fellow members.

**A truly interactive session this meeting should not be missed!**

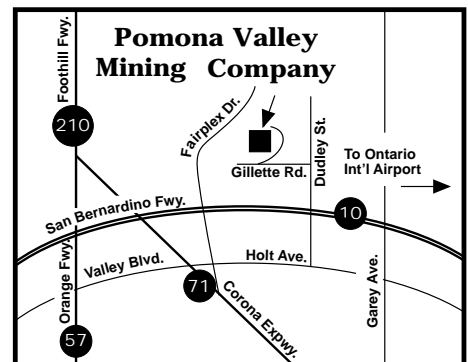
### MEETING STARTS AT 6:00 PM.

#### AGENDA

Registration & Networking	5:30 pm
Installation/A&R	6:00 pm
Dinner	7:00 pm
Interactive Session	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  
JUNE 12, 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>  <b>Dan Curtis</b>                  562-941-2479 (H)                  310-331-1814 (W)                  310-332-1879 (FAX)                  Email:                  curtida@mail.northgrum.com</p>	<p><b>SECRETARY</b>  <b>Steven Kuramoto</b>                  909-861-0354 (H)                  818-265-6741 (W)                  818-543-1471 (FAX)                  Email:                  stevekuramoto@disney.com</p>	<p><b>EDUCATION PHOTOGRAPHER</b>  <b>Bea Ng</b>                  626-963-2884 (H)                  Email: MrISO-9000@juno.com</p>	<p><b>PLACEMENT SERVICE</b>  <b>John Schulz</b>                  909-682-1743 (H)                  909-987-4673 x443 (W)                  909-466-4177 (FAX)                  Email:                  john.schulz@safetran.com</p>	<p><b>MEMBERSHIP COMMITTEE</b>  <b>Jean Flores</b> 909-948-0042 x131  <b>David Gomez</b> 310-332-8117  <b>Dan Dorn</b> 310-332-5624  <b>Tom Higgins</b> 626-332-5624</p>
<p><b>VICE CHAIR, AWARDS &amp; RECOGNITION LIBRARIAN</b>  <b>Anthony Iacobacci</b>                  909-596-9400 (H)                  310-320-7345 (W)                  310-320-6368 (FAX)                  Email:                  aiacobacci@hermach.com</p>	<p><b>NEWSLETTER EDITOR ARCHIVIST</b>  <b>Ron Rudolph</b>                  909-944-7729 (H)                  909-982-1025 Ext 271 (W)                  909-949-0539 (FAX)                  Email: horneditor@aol.com</p>	<p><b>PUBLICITY</b>  <b>Ralph Whitehead</b>                  626-339-9474 (H)                  626-932-3360 (W)                  626-932-3350 (F)                  Email: r.whitehd@csllc.com</p>	<p><b>SECTION MGMT PLAN</b>  <b>Sue Khalil</b>                  818-333-3410 (H)                  213-217-6056 (W)                  Email: Skhalil@mwd.dst.ca.us</p>	<p><b>DEPUTY DIRECTOR STUDENT BRANCH COORDINATOR NOMINATING/TELLERS DATABASE MEMBERSHIP</b>  <b>Roger Olson</b>                  909-484-7545 (H)                  888.734-3447 (W)                  909-484-9377 (FAX)                  Email: reolson@earthlink.net</p>
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<p><b>NEWSLETTER EDITOR ASSOCIATE</b>  <b>Pat Nutchter</b>                  714-258-7500 Ext. 623 (W)                  714-258-8120 (FAX)                  Email:                  patrick.nutchter@beiduncan.com</p>	<p><b>PROGRAMS/SPEAKERS WORKSHOP/CONFERENCE</b>  <b>Akhilesh Gulati</b>                  909-982-6552 (H)                  909-982-0161 (W)                  909-982-7161 (FAX)                  Email: gulati@pivotmc.com</p>	<p><b>WEBSITE CERTIFICATION</b>  <b>Drew Hefner</b>                  714-255-1624 (H)                  310-332-8909 (W)                  310-332-1879 (FAX)                  Email:                  hefnejo@mail.northgrum.com</p>	<p><b>ARRANGEMENTS</b>                  Open  <b>ADVERTISING</b>                  Open  <b>EXAMINING</b>                  Open</p>	

### 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, 909-944-7729 (H)

**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 Recap by Azza Elattar, Ph.D Monthly Meeting, May 18, 2000

It was a unique and delightful night. It was the "Miller Time"! Joseph Taverna, Quality Assurance Manager at Miller Brewing Company, was the pre-dinner speaker. He presented the flow chart of Miller Brewing processes and their quality control system. Joseph described how the quality is extremely important to the Beer Industry; examples:

- Schmidt Beer disappeared from the market due to disintegration in quality
- Japan Beer company "Keri" lost business and "Miller" picked it up.
- A Book published by Jack Martells "The Beer Can Collectors" showed the numerous brands of beer and few survivals (the ones that kept high quality).

At Miller Brewing company, quality is controlled and documented at each step, from raw materials (malt, hops) to end product (beer). They have 150,000 tests on the brewing side per year and more than 20,000 microbiological tests. Quality sheet and control chart in all steps are listed by the hour. products certified specs, procedures, and test methods are well documented and accessible on-line to every Miller employee, inside and outside California. Examples of test: nature of the malt,

nature of hops, carbon dioxide level, alcohol level, color, taste, bitterness, etc.

Miller has different quality teams throughout the process and they all work together, for example: Operation team consists of:

- Quality staff of each plane
- Plant manager
- Quality manager and operations managers
  - micro analytical staff
  - packaging labeling
  - true quality engineers
  - quality education coordinator
  - sensory coordinator.

Miller Brewing has continuous improvement system to meet customer satisfaction and exceed their expectations. It has the highest quality rating in the American Customer Satisfaction Index. Miller achieved 13% cost reduction in 1988, 7% in 1999 and the goal for Y2K is 10%.

After dinner, Aditya Sharma, Director Research & Development at D&F Industries, discussed the quality system in making the medicine pills (tablets) at D&F. They test and analyze all components (from raw material to ed product) at every step, with well documented instructions.

Types of tests:

- purity of raw materials,
- composition of the binder (to prevent lumps formation),
- compression, moisture content, coat uniformity and thickness (to make the pill shiny and slippery),
- color,
- air quality,
- air flow,
- pill shape (round, oval, hexagonal),
- dissolution and disintegration (how well the pills absorb in the human body), etc.

D&F produces one million pills in 8 hours, in very clean environment with fully automated equipment with fully automated equipment.

*Suggestion from the audience: combine the two speakers and make Beer in Pill (tablet) form; just add cold water to the pill and enjoy your Miller/D&F Beer. It was a very good suggestion. Miller Brewing Company will consider and think about it. Watch the Miller Ad; you may find the new brand (Pills) in Supermarkets soon.*



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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

- July 24 - 28
- August 21 - 25
- September 11 - 15

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**  
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**Cancellation Policy: Cancellations must be received in writing and will be subject to a \$50.00 handling fee. Cancellations within 5 business days of course are responsible for entire fee. Substitutions are allowed.**

ASQ702

# COMING EVENTS 2000

## MONTHLY SECTION MEETINGS

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

Jun 15	Officer Installation / Awards & Recognition An interactive session on Communication
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

CQE / CQA / CSQE

CQT / CMI / CRE / CQ Mgr

CQE / CQA / CSQE

Application Date

Exam Date

Jun. 3

Aug. 25

Oct. 21

Oct. 13

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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**Phone 714-373-3773 Fax 714-373-3775 Email [info@eaqausa.com](mailto: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:

**Ron Rudolph @ 909-944-7729**

**(Email: [horneditor@aol.com](mailto: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

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?**

*Its the Small Stuff!*

"Don't sweat the small stuff," is what we have been told over and over again. Yet, if we look at our professional and personal lives, we find that it was the small stuff that made all the difference!

This point was brought home last month at an ASQ meeting where we heard one of our speakers give a talk on failures in the space program. Oh sure, we hear all about the failures that make the headlines and sell the newspapers, making everyone the expert, but what about the little stuff that really matters?

We heard a case about an engine shutdown before launch. After intensive investigation it was discovered that the fault lay in a short circuit. Not the short of short circuit one would expect, though. A phillips screw driver had slipped and caused a nick in a cable. Somehow this nick grew eventually leading to a short circuit which caused a shutdown. Fortunately this occurred while still on Earth!

Think of all the failures at work that you have had. Most of us are busy thinking of the big picture, but miss the details - and read 'disaster!'

There is an often told story of how a Mazda made in Japan lasted longer and had lower maintenance costs than a Mazda made in the US. Reason? We here we happy when we

could make the product to specs. In Japan however, the focus was on the details. Making to specs was not good enough - they had to make the variation as small as possible - that small difference of a few 'thou' made all the difference.

These days there are many brands of all electronic goods. I can purchase a person to person communicator (walkie-talkie) anywhere from \$59 a pair to \$129 each set! The difference is in the small stuff that increases reliability and clarity - especially as the signal gets weaker.

I wonder how many of you are wine connoisseurs. A few months ago at a fancy restaurant with my wife, we happened to overhear someone order an expensive wine. Soon the maitre'd came to the table with a different wine. He explained to the customer that they were out of the wine the customer had requested, but this wine was as good as the other wine. This customer knew his wines. He asked the maitre'd whether he knew where the wines came from. The maitre'd very proudly and correctly explained that the two wines were from the same region; in fact they came from vineyards that were adjacent to each other - and only a one foot stone wall separated them. The customer very calmly inquired whether the maitre'd knew the prices of the two different wines. One was double of the other! I cannot use the customer's description here (not print-

able in a quality publication) but the essence was that the distance between the two vineyards was 'small stuff' but it accounted for a lot of difference in the quality and the price.

It is always the small stuff that differentiates the best from the second best. The small stuff - where the quality really shines!



**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, June 5th.**

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".

**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.

- ISO 9001
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