

# May 2000



# Gabriel's Horn

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

## MONTHLY MEETING: MAY 18, 2000 : FOOD INDUSTRY



- **Miller Brewing**
- **Mission Foods**

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

Most of the ASQ Section 702 meetings focus on the manufacturing sector. We have had some meetings where we had speakers from the service industry; at other times we had speakers from the health care industry. This month our focus is on the food industry.

Most of us have wondered how the food industry defines quality and what do they do to ensure quality and safety. Many of us also drive past the Miller Brewing Company and wonder what quality programs they have. Wonder no more.

One of our fellow members, **Joseph Taverna** is a QA Manager there and has graciously agreed to give us a presentation on the quality process at **Miller Brewing Company**.

After dinner, we will have a presentation by **Martin Sanchez**, Quality Manager at **Mission Foods**, manufacturer of tortillas and tortilla chips. Come hear what constitutes quality in this industry - the size of chips, the salt content, the thickness of the chip? What do they measure, how do they measure? Are they more concerned about food safety or food quality (taste? cosmetics?).

**This is a session not to be missed!**

If you are in the quality food and / or have anything to do with food, you should plan on attending this session. The last time we had someone from the food industry, we had standing room only! So check it out.

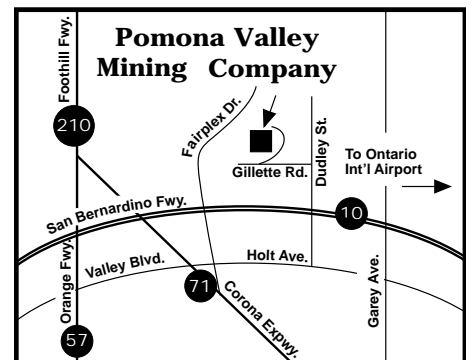
**MEETING STARTS AT 6:00 PM.**

### AGENDA

Registration & Networking	5:30 pm
<b>Miller Brewing</b>	6:00 pm
Dinner	7:00 pm
<b>Mission Foods</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  
MAY 15, 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**

### CORPORATE ASSISTANCE REQUESTED

Section 0702 Executive Board is seeking the donation of a lap-top computer to facilitate the recording of monthly meeting agenda by our Section Secretary. Your contribution is tax deductible and will afford your company a Friend of Gabe status with all rights and benefits. Please contact **Dan Curtis**, Section Chair (see contact info below) or leave a message with your section service at 877-SGV-0702

### 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 our Publicity Chair, **Ralph Whitehead** at 626-932-3360.

### CALIFORNIA SEEKS STATE QUALITY AWARD EXAMINERS

The combined California Awards for Performance Excellence "CAPE 2000" invites you to participate in the California Awards Board of Examiners program. Upon application, you will participate in three days of training to become a certified Examiner. A certified Examiner is qualified to serve on the Board of Examiners for the CAPE 2000 awards program. Examiners receive extensive training and coaching, as well as experience in the assessment of some of the finest companies in California. Application Deadline is May 31, 2000. Training begins in June. Contact us for an examiner application, examination schedule, and award program information. Please contact Alicia Petterson at the California Council for Quality and Service (858) 486-0400, email Alicia@ccqs.org, or visit the website at www.ccqs.org.

### SECTION MEMBERS EARN CERTIFICATION CONGRATULATIONS!

CQA: **Karl D. Cox**  
 CQE: **Procoro Herrera Jr.**  
 CQE: **Stephen K. Sheng**

### APRIL DOOR PRIZE WINNERS

**Scott Edsell** - Quality Audit Handbook  
**John Kotkoff** - Quality Audit Handbook  
**Dan Dorn** - Joico Facial products

## 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>patrick.nutcher@beiduncan.com  <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>
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<p><b>ASSOCIATE</b>  <b>Pat Nutcher</b>                  714-258-7500 Ext. 623 (W)                  714-258-8120 (FAX)                  Email:</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, April 20, 2000

Pre-dinner, **John Lunardi**, chair of Boeing Procurement Quality Integration Team (PQIT) and leader on Information and Communication Systems (I&CS) started his presentation by briefly reviewing Boeing Aerospace business groups, including Expendable Launch System (ELS), Reusable Space Systems (RSS), Integrated Defense System (IDS), and International Space Station (ISS). Then, John discussed in detail how Boeing and Lockheed investigated the root cause(s) and the trends for very expensive failures which occurred in the launch industry. Similar (parallel) investigation was carried out by the Board Area Review (BAR), launched by the government. The results of the investigation from both sides were gathered, reviewed and discussed. It was found that the root cause 'always' is related to quality.

Example: The shuttle malfunction engine control system (sending telescope into orbit)

Result of the investigation: Phillips small screws edge stepped on electrical wire and created a short in the electric power system which caused to shuttle to shut down, i.e., engine control failed.



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Lessons Learned from the Investigations:

- Maintain open communication, lack of communications is the main problem. Interface between design engineer and manufacturing engineer is imperative; 80% if failures are due to engineering requirements.
- Change from 'system' management to 'process' management. Everyone must be sensitive to the effects of change. Focus on value-added processes.
- Work with suppliers, ensure reliability-quality culture that should result in lower cost, on-time delivery and increased satisfaction for all customers.
- Increase visibility and control of sub-tier suppliers.
- Understand entire process. Quality matters, Boeing committed to quality as a key value of the organization.

After dinner, **Frank Mariot**, Western Regional Manager for Material Quality/Northrop Grumman's Integrated Systems and Aerostructures Sector, gave a brief review on Northrop Grumman's business as a customer and supplier to Boeing, including FA18, B7, B2, etc. followed by discussion on the single Domestic and International Quality System Standard (AS9100/EN9100) and their relation to ISO 9000.

History: D1-9000 published in 1996, followed by AS9000 in 1997, followed by AS9100 (as Aerospace Supplier Quality Requirements) in 1999. Then, AS9100 and EN9100 combined together to standardize everything, globally. The latest is AS9100 Enhancements: Supplements to basic ISO 9001, underway and will be available in the fourth quarter of year 2000; with focus on the following items:

- Purchasing: product identification and traceability, to ensure process and product integrity.
- Process Control: key characteristics, process documentation, inspection and test records, first article inspection process.
- Inspection and Testing: detail procedures, inspection documentation, inspection and test records, first article inspection process.
- Control of Nonconforming Material: corrective action flow-down to sub, material review authority, regrading material, scrap, customer notification (timely).
- Internal Quality Audits: procedural correction, qualified / trained audit.
- Servicing: data retrieval and analysis, technical information.
- Statistical Techniques: quality management, process control, above the shop floor process, design verification.

In summary, **Frank Mariot** stated: work with suppliers to ensure their processes are robust, provide best value, and allow Northrop Grumman, ISA (International Standards Aerospace) to be a non-intrusive factor in their business operations.



# ISO 9001:2000 TRAINING COURSES

## Transition to ISO 9001:2000 Standard

- June 8 - 9   
  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

- May      08 - 12  
 June     12 - 16  
 July     24 - 28

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

- June      05 - 07  
 August    14 - 16

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.**

ASQ702/04/00

# COMING EVENTS 2000

## MONTHLY SECTION MEETINGS

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

CQE / CQA / CSQE

CQT / CMI / CRE / CQ Mgr

CQE / CQA / CSQE

Application Date

Aug. 25

Oct. 13

Exam Date

Jun. 3

Oct. 21

Dec. 2

### COURSES / CONFERENCES & SEMINARS

**TL 9000 - A 1-day Seminar coming in July.**

Look for details in the June issue. (or call Akhilesh Gulati 909-982-0161 for details)

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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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?**

*What Would You Like It To Be?*

One of my Toastmaster Club members, Dave, tells us a story that, in my opinion, we could all learn from.

He has a son who has for a long time had difficulty recognizing color. He sees it but somehow has never been able to express it. When he paints, it is usually black and white - colors do not really make sense.

Then one day, Erin came back from school excited. He had a rolled sheet of paper in his hands along with a note from his teacher. The teacher's note said that this day she was amazed. This boy had made tremendous progress with color.

Dave could not wait and asked Erin to show him the picture he had drawn. Dave was certainly impressed. The explosion of colors was breathtaking. This was the most beautiful picture he had seen - especially drawn by Erin. Dave's face lit up and so did Erin's. But Dave was also perplexed. He was not sure what it was that Erin had drawn. Erin, being the sensitive person that he is, recognized this very quickly. He said, Dad, don't you like it?"

Dave told him that it was the most beautiful explosion of color he had seen, but he was unable to guess what it was.

Erin was still beaming as he said, "What would you like it to be?"

These words ring in my ears as I think of all the times we meet with our customers, our peers and our bosses. "What would you like it to be?"

So simple, yet so powerful. What a punch the words have! If only we could use them with our customers and peers, with our bosses, we would have a clear understanding of expectations, of requirements.

Just last month I was at a client site training the people on Lean Manufacturing. We had decided to cover soft as well as hard skills. We also studied goal setting and S.M.A.R.T. goals (Specific, Measurable, Action-oriented, Realistic, Time Constrained) and I wanted people to understand the need for being specific, to understand what exactly it was that the customer (peer, supervisor, team member) wanted. We started trying to understand what 'good quality' meant.

Someone said, excellent product. Others said, smooth. Yet another, on time. None of the statements was specific enough and just one person said that we should understand what the customer wants. No one seemed to realize that quality is what the customer says what it is. For a customer who purchases a steel rod that will be cut to length at the customer's facility, a rod with smooth edges is not

necessarily of a higher quality than one with rough edges!

A simple question, "What would you like it to be?" can help us communicate better; help us understand customer expectations.

Don't like this column, let me know, "What would you like it to be?"



**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 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".

**CALL FOR NOMINATIONS**

The Executive Committee of **San Gabriel Valley Section 0702 of ASQ** have nominated the following members for officer positions for 2000-2001. Additional nominations for the following elected positions are open through May, 2000 to all Section members in good standing.

- Chair - Anthony Iacobacci**
- Vice Chair - Steven Kuramoto**
- Secretary - Ron Rudolph**
- Treasurer - Louise Deffenbaugh**

If you are interested or would like to nominate a fellow member, please contact:

**Dan Curtis @ 310-331-1814**  
**Anthony Iacobacci @ 310-320-7345**  
...or leave a message with your section service @  
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