

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.

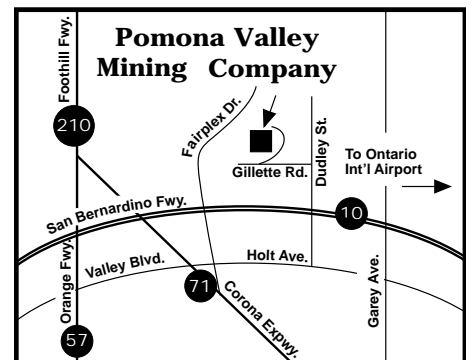
MEETING STARTS AT 6:00 PM.

AGENDA

Registration & Networking	5:30 pm
Miller Brewing	6:00 pm
Dinner	7:00 pm
Mission Foods	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>CHAIR Dan Curtis 562-941-2479 (H) 310-331-1814 (W) 310-332-1879 (FAX) Email: curtida@mail.northgrum.com</p>	<p>SECRETARY Steven Kuramoto 909-861-0354 (H) 818-265-6741 (W) 818-543-1471 (FAX) Email: stevekuramoto@disney.com</p>	<p>patrick.nutcher@beiduncan.com EDUCATION PHOTOGRAPHER Bea Ng 626-963-2884 (H) Email: MrISO-9000@juno.com</p>	<p>PLACEMENT SERVICE John Schulz 909-682-1743 (H) 909-987-4673 x443 (W) 909-466-4177 (FAX) Email: john.schulz@safetran.com</p>	<p>MEMBERSHIP COMMITTEE Jean Flores 909-948-0042 x131 David Gomez 310-332-8117 Dan Dorn 310-332-5624 Tom Higgins 626-332-5624</p>
<p>VICE CHAIR, AWARDS & RECOGNITION LIBRARIAN Anthony Iacobacci 909-596-9400 (H) 310-320-7345 (W) 310-320-6368 (FAX) Email: aiacobacci@hermach.com</p>	<p>NEWSLETTER EDITOR ARCHIVIST Ron Rudolph 909-944-7729 (H) 909-982-1025 Ext 221 (W) 909-949-0539 (FAX) Email: horneditor@aol.com</p>	<p>PUBLICITY Ralph Whitehead 626-339-9474 (H) 626-932-3360 (W) 626-932-3350 (F) Email: r.whitehd@csllc.com</p>	<p>SECTION MGMT PLAN Sue Khalil 818-333-3410 (H) 213-217-6056 (W) Email: Skhalil@mwd.dst.ca.us</p>	<p>DEPUTY DIRECTOR STUDENT BRANCH COORDINATOR NOMINATING/TELLERS DATABASE MEMBERSHIP Roger Olson 909-484-7545 (H) 888.734-3447 (W) 909-484-9377 (FAX) Email: reolson@earthlink.net</p>
<p>TREASURER Louise Deffenbaugh 626-795-2871 (H) 714-896-6429 (W) 714-896-2654 (Fax) Email: Agnes.L.Deffenbaugh@boeing.com</p>	<p>NEWSLETTER REPORTER Azza Elattar 909-396-0927 (H)</p>	<p>AUDIT David Halasi 626-287-3537 (H) 626-302-6891 (W) 626-302-8597 (FAX) Email: halasidz@sce.com</p>	<p>COMM. QUAL. COUNCIL NATIONAL QUALITY MONTH Stephen Sheng 626-281-2139 (H) 626-289-9199 (W) Email: auditing@aol.com</p>	<p>REGION 7 DIRECTOR Paul Blixt 562-806-4370 (W) 562-806-4365 (FAX) Email: pblixt@sempra.com</p>
	<p>NEWSLETTER EDITOR ASSOCIATE Pat Nutcher 714-258-7500 Ext. 623 (W) 714-258-8120 (FAX) Email:</p>	<p>PROGRAMS/SPEAKERS WORKSHOP/CONFERENCE Akhilesh Gulati 909-982-6552 (H) 909-982-0161 (W) 909-982-7161 (FAX) Email: gulati@pivotmc.com</p>	<p>WEBSITE CERTIFICATION Drew Hefner 714-255-1624 (H) 310-332-8909 (W) 310-332-1879 (FAX) Email: hefnejo@mail.northgrum.com</p>	<p>ARRANGEMENTS Open ADVERTISING Open EXAMINING 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.



Specializing in

Permanent & Contract
Executive Searches

In

Quality Assurance & Regulatory Affairs

Rosemarie Christopher
Phone 800.507.5277
Fax 818.552.2475
email:rosechristopher@sprintmail.com
www.medexecintl.com

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

Name _____ Company _____

Address _____ City/State/Zip _____

Phone _____ Fax _____

MasterCard
 Visa
 Discover
 American Express
 Check
 P.O.# _____
 With Hotel

Card Number _____ Expiration Date _____ Signature _____

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.

ASQ702/04/00

COMING EVENTS 2000

MONTHLY SECTION MEETINGS

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

May 18 Food Industry
Jun 15 Officer Installation / Awards & Recognition; Annual Recruiter Night

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.



EAQA USA Registrars

THE POWER OF CERTIFICATION

Serving Commerce, Technology and the Environment

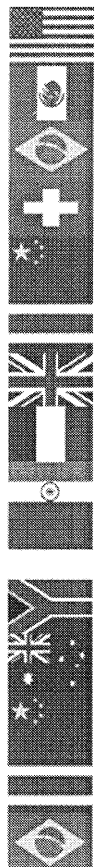
Industries we serve include:

- Aerospace • Automotive • Electrical/Optical Equipment • Computers
- Software/ Information Technology • Construction • Training/Consulting
- Metal Products • Manufacturing / Fabrication • Mineral Products
- Textile Products • Plastic/Rubber Products • Chemical Products
- Real Estate/Financial • Heavy Machinery • Wholesale Distribution
- Mining/Quarrying • Electrical Generation • Nuclear Fuels
- Engineering Services • Technical Services

ISO 9000 ISO 14000 AS 9000 QS 9000 TickIT Software

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:

Ron Rudolph @ 909-944-7729

(Email: horneditor@aol.com)

or leave a message with our answering service
877-SGV-0702

WANTED! QUALITY RELATED BOOKS AND PUBLICATIONS

As we continue to upgrade and expand our collection of books and publications at the San Dimas Public Library, we also continue to ask for your tax deductible donations to help us in our effort. If you have a donation or would simply like a current list of materials available, call ASQ, Section 0702 at 877-SGV-0702 and leave your name, phone number, and a brief statement . . . we'll get back to you as soon as possible.



Remember . . . the San Dimas Library is located at 145 N. Walnut Avenue in San Dimas. For information call 909-599-6738 and for Reference/Circulation call 909-599-0060. Current library hours are as follows:

Tuesday 12:00 noon - 8:00 pm
Wednesday, Thursday 1:00pm - 8:00 pm
Friday, Saturday 10:00 am - 5:00 pm
Sunday, Monday Closed

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>

Advanced Measurement Labs, Inc.

ISO 9002 Certified

- | | |
|---|---|
| <input type="checkbox"/> FIRST ARTICLE INSPECTION | <input type="checkbox"/> REVERSE ENGINEERING |
| <input type="checkbox"/> NON CONTACT MEASUREMENT | <input type="checkbox"/> FAST TURNAROUNDS |
| <input type="checkbox"/> DIGITIZING | <input type="checkbox"/> NIST TRACEABLE REPORTS |

1 800 2 CMM LAB

(1 800 226 6522)

www.cmmlab.com

Sun Valley, CA

Santa Clara, CA

Cincinnati, OH

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 @
877-SGV-0702

- ISO 9001
- ISO 14001
- QS-9000
- AS9000
- SA 8000
- TickIT



**First Class Service...
World Class Recognition**

BVQI has helped over 17,000 companies in 70 countries achieve their registration goals. Our experience with companies of all sizes and industries allows BVQI to provide you with a fair, consistent and common sense approach to achieving registration.

BVQI's registration services are recognized by 17 national accreditation bodies including RAB, UKAS, RvA, and JAB. We have a strong reputation throughout the U.S. and abroad, so a BVQI certificate is a symbol of excellence accepted worldwide.

For more information visit our website: www.BVQINA.com.

For a free, no obligation quote or more information, please call us.

BVQI West Coast Office
24441 Mira Verde
Laguna Niguel, CA 92677
Ph. (949) 249-1227 FAX (949) 249-1216

P
O
S
T
E
R
P
R
I
N
T
S

Printing & Design
Ph: 909-982-0161
Fax: 909-982-7161



Akhil International
A Group Gulati Enterprise

3-ring binders • Ad design • Ad specialties
Brochures • Buttons • Digital printing
Labels • Offset printing
Poster prints • Presentation folders
Training Manuals

**Custom Printed
Post-it®
Signs
and Notes**





CD DUPLICATION

ASQ



San Gabriel Valley Section
AMERICAN SOCIETY FOR QUALITY
Post Office Box 3144
San Dimas, CA 91773
877-SGV-0702

TM

NON-PROFIT
ORGANIZATION
U.S. POSTAGE
PAID
Rancho Cucamonga,
California
Permit No. 91233