

November '99



Gabriel's Horn

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

MONTHLY MEETING: NOVEMBER 18, 1999



Statistics in Business
Larry Bartkus

Jointly with APICS at their meeting location
Call Lisa at 909-673-1902 for reservations & location details

This month we will be holding another joint session with APICS at their location, and the speaker is one of our Section's prominent members, **Larry Bartkus**.

The field of statistics will be reviewed from a practical and fun viewpoint. The many applications of calculations utilized to help the business professional make accurate assessments of situations will be explored. Items such as distribution curves, OC curves and zero tables will be shown to begin a fresh outlook on our daily decisions. True math haters can even walk away with perhaps a couple of useful tools from the discussion. Reference sources for the presentation will include "How to lie with statistics". Many examples of actual industry uses for these techniques will be demonstrated. If nothing else, you will surely hear a slightly off-balanced individual's distorted view of the world we all share.

The speaker, **Larry Bartkus**, is the Quality Assurance Director for Calmar Inc. with over 25 years of experience in the quality profession. He has presented training programs on Statistical process Control & Design of Experiments in many industries including plastics, electronics and medical devices. A graduate of Montclair State University with a degree in Chemistry, Larry is a Certified Quality Engineer and Sr. Member of ASQ. He has served as guest speaker for the

MEETING STARTS AT 6:15 PM.

AGENDA

Registration & Networking	5:30 pm
Dinner	6:45 pm
Speaker	8:00 pm
Adjourn	9:10 pm

MONTHLY MEETING BUFFET MENU

Vegetarian Penne Pasta with Marinara sauce and fresh vegetables

Chicken stuffed with wild rice, topped with Medira & wild mushroom sauce

Peach Melba for dessert

Society of Manufacturing Engineers, ASQ and Society of Plastics Engineers. Larry is the instructor for the Design of Experiments sessions of the CQE Refresher Course and author of the chapter DOE.

You do not want to miss this session.

MONTHLY MEETING RESERVATIONS

Dinner with Reservations	\$25.00
At the Door, No Reservation	\$30.00

MAKE RESERVATIONS NO LATER THAN
NOVEMBER 15, 1999

**JOINT MEETING WITH APICS AT
THEIR LOCATION**

For Reservations. . .

Call LISA AT 909-673-1902

FRIENDS OF GABE

San Gabriel Valley Section 0702 is one of nine Southern California Sections of the American society for Quality. since 1946, ASQ has been the organizational leader in identifying, communicating and “. . . to the ongoing development, advancement, and promotion of Quality concepts, principles and techniques.”

At the local level, Section 0702 is comprised of members from the public and private sectors, in manufacturing and service industries and in a wide range of job specialties, who are professionally and personally committed to quality improvement.

Section 0702 seeks “FRIENDS” to sponsor membership meetings, publication of our monthly newsletter Gabriel's Horn (which reaches approximately 600 quality professionals each month), as well as other section activities and educational events,

workshops, seminars and conferences scheduled for the current 1999-2000 program year.

In return for your tax-deductible contribution of \$1000, you will receive EXPOSURE:

In Gabriel's Horn...

- A published company profile
- Year long listing as a Quality Leader and a 'FRIEND OF GABE'
- A one year subscription

On our new Section 0702 Web Page...

- Year long listing as a Quality Leader and a 'FRIEND OF GABE'

At Monthly Section Meetings...

- Complimentary registration & dinner for two at any three meetings of your choice
- Complimentary display of your company literature

Recognition at the business announcement portion of each meeting

At Educational Conferences, Workshops and Seminars...

- Published recognition on press releases /advertisements of the event
- complimentary display space for company literature
- Announced recognition before keynote address

At Year-End (June) Awards & Recognition Banquet...

- Honorable mention and presentation of award plaque

For more information on how to become a 'Friend of Gabe', please contact:

- Dan Curtis, Section Chair, 310-331-1814
- or
- Leave a message @ 800-317-4147

SAN GABRIEL VALLEY SECTION 0702 1999-2000 EXECUTIVE COMMITTEE

CHAIR

Dan Curtis
562-941-2479 (H)
310-331-1814 (W)
310-332-1879 (FAX)
Email:
curtida@mail.northgrum.com

VICE CHAIR, AWARDS & RECOGNITION LIBRARIAN

Anthony Iacobacci
909-596-9400 (H)
310-320-7345 (W)
310-320-6368 (FAX)
Email:
aiacobacci@hermach.com

TREASURER

Louise Deffenbaugh
626-795-2871 (H)
714-896-6429 (W)
714-896-2654 (F)
Email:
Agnes.L.Deffenbaugh
@boeing.com

SECRETARY

Steven Kuramoto
909-861-0354 (H)
818-265-6741 (W)
818-543-1471 (FAX)
Email:
stevekuramoto@disney.com

NEWSLETTER EDITOR ARCHIVIST

Ron Rudolph
909-944-7729 (H)
909-464-1520 (W)
909-464-1525 (FAX)
Email: horneditor@aol.com

NEWSLETTER REPORTER

Azza Elattar
909-396-0927 (H)
Email: U07121@mwd.dst.ca.us

ARRANGEMENTS

Open
**EDUCATION
PHOTOGRAPHER**
Bea Ng
626-285-3620 (H)

PUBLICITY

Ralph Whitehead
626-339-9474 (H)
626-932-3360 (W)
626-932-3350 (F)
Email: r.whitehead@cslc.com

AUDIT

David Halasi
626-287-3537 (H)
818-302-6891 (W)
818-302-8597 (FAX)
Email: halasidz@sce.com

PROGRAMS/SPEAKERS WORKSHOP/CONFERENCE

Akhilesh Gulati
909-982-6552 (H)
909-982-0161 (W)
909-982-7161 (FAX)
Email: gulati@pivotmc.com

ADVERTISING

Open
EXAMINING
Open

PLACEMENT SERVICE

John Schulz
909-682-1743 (H)
909-987-4673 x443 (W)
909-466-4177 (FAX)

SECTION MGMT PLAN

Sue Khalil
818-333-3410 (H)
213-217-6056 (W)
Email: Skhalil@mwd.dst.ca.us

COMM. QUAL. COUNCIL NATIONAL QUALITY

MONTH
Stephen Sheng
626-281-2139 (H)
626-289-9199 (W)
Email: auditing@aol.com

WEBSITE CERTIFICATION

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

STUDENT BRANCH PRESIDENT

Open

DEPUTY DIRECTOR STUDENT BRANCH COORDINATOR NOMINATING/TELLERS DATABASE MEMBERSHIP

Roger Olson
909-622-6565 (H)
909-622-1655 (W)
909-622-1798 (FAX)
Email: reolson@earthlink.net

REGION 7 DIRECTOR

Paul Blixt
562-806-4370 (W)
562-806-4365 (fax)
Email: pblixt@sempra.com

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, 909-464-1520 (W), 909-944-7729 (H), 909-464-1525 (FAX)

Design, Printing, Distribution: Akhil International, 909-982-0161

Articles, advertising, photographs, and letters should be addressed to the editor.

DEADLINE: THE 25TH OF THE PRECEDING MONTH(OR 35 DAYS IN ADVANCE).

Job Opportunities

PURCHASING MANAGER for a manufacturer of sensors and actuators in the Inland Empire. Will manage 4 buyers. Must have a clear understanding of materials and costs. Will interface with engineering regarding material differences. Will interface with sales regarding quotes. Must be very cost conscious and pay attention to "bottom line" pricing. Must have previous exposure to purchasing of metals. Some travel involved. works closely with supplier development engineer and quality department. Salary \$60-70K (negotiable).

APPLICATIONS ENGINEER for a manufacturer of sensors and actuators in the Inland Empire. Will work for th potentiometer are of a large manufacturing firm. Must have an Engineering degree. Position is similar to a Sales Engineer position. Previous experience within the automotive industry desirable. Exposure to a high volume type manufacturing environment required. Salary \$60K - 70k (negotiable).

SUPPLIER DEVELOPMENT ENGINEER for a manufacturer of sensors and actuators in the Inland Empire. Position reports to the Supply Chain Manager. Will work as a liaison between engineering and purchasing. Manufacturing Engineering degree required. Works closely with suppliers to eliminate potential problems. Will be incharge of the Supplier Certification Program. Will travel to suppliers location. Previous automotive manufacturing experience a plus. Must have high volume manufacturing experience. Salary \$60K - 70k (negotiable).

ADVANCED MANUFACTURING MANAGER for a manufacturer of sensors and actuators in the Inland Empire. Must have 7 years of experience as a Manufacturing Engineer. Must have previous automotive industry experience and have a clear understanding of high volume sensors and advanced processes. Will be responsible for taking the prototype from Design Engineering and formulating the tooling and manufacturing process to build the product. Will interface consistently with Mexico facility. Engineering degree required. Salary \$80K - 95k (negotiable).

For each of the above four positions, please fax resume to Chrisanne at 909-606-9202 or Email to mavericksearch@earthlink.com or call 909-606-9102.

To list openings, call John Schulz @ 909-987-4673 ext. 443 or FAX: 909-466-4177, Email: jcs@inland.net

Note:

ASQ's Personnel Listing Service (PLS) is a monthly nationwide newsletter dedicated to bringing you the latest employment openings in the quality field. It is free to ASQ members.

To order, call 800-248-1946.

.....
Dear members of Section 702 of ASQ:

We have been seeing a steady drop in meeting attendance, in participation at the Section board and in contribution to this newsletter, Gabriels' Horn. So at this juncture we are wondering whether, you the members are really interested in your Section organizing membership activities. If you feel that the topics presented are not of interest to you and attending meetings is a waste of time, you need to let us know of your interest. If there are topics you would like to see presented, you need to let us know. Otherwise you put the existence of the Section in jeopardy. We await your response.

Call Tony Iacobacci at 310-320-7345 or Email him at aiacobacci@hermach.com

M E M B E R S

Do you want your Section to Exist?

Do you want your Section to hold meetings?

Do you want your Section to continue to publish Gabriel's Horn?

Then contact us and let us know.

Call Tony Iacobacci at 310-320-7345 or Email him at aiacobacci@hermach.com



Quality Assurance Services of North America

ISO 9000 & ISO 9000-3 TickIT

Training Courses in Huntington Beach, California

ISO 9000 Auditor/Lead Auditor Training Courses	ISO 9000 Internal Auditor Training Courses	TickIT/ISO 9000-3 Software Auditor Training Courses
<p style="text-align: center;"></p> <p style="text-align: center;">Held from 8:00 am to 5:30 pm at our Huntington Beach Training Facility</p> <p style="text-align: center;"></p> <p style="text-align: center;">All 1994 ISO 9001 / Q9001 requirements in this extensive 40 hour training course, will be covered</p> <p style="text-align: center;"></p> <p style="text-align: center;">This course is registered (A7823) through IRCA/ IQA as meeting the training requirements for registration as Lead Auditor, Auditor, and Provisional Auditor</p> <p style="text-align: center;">\$1395 COST \$1595*</p> <p style="text-align: center;">Includes all training materials & refreshments *Includes five nights hotel stay as well</p> <p style="text-align: center;"><input type="radio"/> December 13-17 1999</p> <p style="text-align: center;"><input type="radio"/> January 10-14 2000</p>	<p style="text-align: center;"></p> <p style="text-align: center;">Held from 8:00 am to 5:30 pm at our Huntington Beach Training Facility</p> <p style="text-align: center;"></p> <p style="text-align: center;">We will cover all 1994 ISO 9001 / Q9001 requirements in this extensive 24 hour course presentation, with a 30 minute examination on the last day</p> <p style="text-align: center;"></p> <p style="text-align: center;">This course meets ISO 9000 requirements for the training of Internal Auditors</p> <p style="text-align: center;">\$745 COST \$845*</p> <p style="text-align: center;">Includes all training materials & refreshments *Includes three nights hotel stay as well</p> <p style="text-align: center;"><input type="radio"/> December 07-09 1999</p> <p style="text-align: center;"><input type="radio"/> February 08-10 2000</p>	<p style="text-align: center;"></p> <p style="text-align: center;">Held from 8:00 am to 5:30 pm at our Huntington Beach Training Facility</p> <p style="text-align: center;"></p> <p style="text-align: center;">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</p> <p style="text-align: center;"></p> <p style="text-align: center;">This IRCA/IQA registered course (A13019) meets the IRCA/BCS training requirements for TickIT Software Lead Auditor, Auditor and Provisional Auditor</p> <p style="text-align: center;">\$1595 COST \$1795*</p> <p style="text-align: center;">Includes all training materials & refreshments *Includes five nights hotel stay as well</p> <p style="text-align: center;"><input type="radio"/> November 08-12 1999</p> <p style="text-align: center;"><input type="radio"/> March 20-24 2000</p>

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 liable for entire fee. Substitutions are allowed.

5251 McFadden Ave., Huntington Beach, CA 92649 • Phone 714-898-0893 • Fax 714-373-3767 • E-mail info@qasna.com

GH0702

COMING EVENTS 1999

MONTHLY SECTION MEETINGS

Nov 18 Joint meeting with APICS - at their location.
 Statistics in Business - presented by Larry Bartkus

Dec **NO MEETING SCHEDULED**

Note: *Topics and Speakers are subject to change*

**JOINT MEETING WITH APICS AT
 THEIR LOCATION**

**For Reservations & Location
 Call LISA AT 909-673-1902**

CERTIFICATION/EXAMINATION

CQE / CQA / CSQE

Application Date

Oct 8

Exam Date

Dec 4

COURSES / CONFERENCES & SEMINARS

For other Refresher Course information contact: San Gabriel Valley Section - Bea Ng at 626-285-3620
 Inland Empire Section - Pam Locatel at 909-683-7243, Los Angeles Section - Carl Moore at 310-900-2344,
 or call ASQ Headquarters at 800-248-1946 for other Sections.



QASNA Your Management System Solution

Incorporated

Lead Auditor:
December 13-17 1999

Internal Auditor:
December 7-9 1999

- ✓ Need a hotel? Stay on the Beach! QASNA can arrange it for you.
- ✓ Can't make it to California? No problem. QASNA will come to you! We offer on-site courses tailored to fit your needs.
- ✓ Our courses are also available in Spanish



5251 McFadden Ave., Huntington Beach, CA 92649 Phone 714-898-0893 Fax 714-373-3767 Email info@qasna.com



EAQA USA Registrars

The Power of Certification
 Serving Commerce, Technology and the Environment

EAQA scopes of ISO 9000, ISO 14000 and TickIT/ISO 9000-3 accreditation includes these and many other industries

Aerospace	Chemical Products	Computers/Software	Automotive	Construction
Heavy Machinery	Metal/Mineral Products	Electrical/Optical Equipment	Mining/Quarrying	Engineering Services
Plastic/Rubber Products	Manufacturing/Fabrication	Wholesale Distribution	Electrical generation	Technical Services

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 @ 909-464-1520
(Email: horneditor@aol.com)

or leave a message with our answering service
800-317-4147

WANTED! QUALITY RELATED BOOKS AND PUBLICATIONS

As we continue to upgrade and expand our collection of books and publications at the San Dimas Public Library, we also continue to ask for your tax deductible donations to help us in our effort. If you have a donation or would simply like a current list of materials available, call ASQ, Section 0702 at 800-317-4147 and leave your name, phone number, and a brief statement . . . we'll get back to you as soon as possible.



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

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

WEB ON!

Section 0702
Our new website address:
<http://www.asq702.org>

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.

WELCOME

As members, you are invited to attend our Board meeting on the first Monday of the month. Meet your Section Officers and see how we work to get you good programs.

RADICAL THINKING?

The Cracked Pot

A water bearer in India had two large pots, each hung on each end of a pole which he carried across his neck. One of the pots had crack in it, and while the other pot was perfect and always delivered a full portion of water at the end of the long walk from the stream to the masters house, the cracked pot arrived only half full.

For a full two years this went on daily, with the bearer delivering only one and a half pots full of water in his masters house. Of course, the perfect pot was proud of its accomplishments, perfect to the end for which it was made. But the poor cracked pot was ashamed of its own imperfection, and miserable that it was able to accomplish only half of what it had been made to do.

After two years of what it perceived to be a bitter failure, it spoke to the water bearer one day by the stream. "I am ashamed of myself, and I want to apologize to you." "Why?" asked the bearer. "What are you ashamed of?"

"I have been able, for these past two years, to deliver only half my load because this crack in my side causes water to leak out all

the way back to your masters house. Because of my flaws, you have to do all of this work, and you don't get full value from your efforts" the pot said.

The water bearer felt sorry for the old cracked pot, and in his compassion he said, "As we return to the masters house, I want you to notice the beautiful flowers along the path." Indeed, as they went up the hill, the old cracked pot took notice of the sun warming the beautiful wild flowers on the side of the path, and this cheered it some. But at the end of the trail, it still felt bad because it had leaked out half its load, and so again the Pot apologized to the bearer for its failure. The bearer said to the pot, "Did you notice that there were flowers only on your side of the path, but not on the other pot's side?"

That's because I have always known about your flaw, and I took advantage of it. I planted flower seeds on your side of the path, and every day while we walk back from the stream, you've watered them. For two years I have been able to pick these beautiful flowers to decorate my masters table.

Without you being just the way you are, he would not have this beauty to grace his house."

Someone recently sent me this story and reading it made me think how it applies to our organizations. Is there someone who works with you who feels s/he is not contributing? Can we find their strengths and help them too be the cause of beauty?

When we feel low, let us think of the *cracked pot!*



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 may be reached at 877-pivot-mc. Web site: <http://www.pivotmc.com>

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: **Program & Speakers, 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 service at **800-317-4147**. So pick up the phone and give us a call . . . you'll be glad you did!

Upcoming meeting will be held on Monday, December 6th

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".

Opportunity Drawing Winners: **Doug Zellman** - Starbucks Gift Certificate; **Bernice Romo** - Suave Body Wash; **Gary Hengeveld** - Book - "Beyond Potential" by Steve Stephano; **Jose Abellaneda** - Brunch Tickets - Pomona Valley Mining Co.; **Glenn Grossno** - Starbucks Gift Certificate; **Dan Curtis** - Book - "Beyond Potential" by Steve Stephano



ISO 9000 / ISO 14000 REGISTRATION

BVQI is considered by many, from small businesses to Fortune 500 Companies to be the "Registrar of Choice". BVQI has registered over 10,000 companies worldwide to the ISO 9000 Series of Standards and is the leader in ISO 14000 registration. BVQI is also the most widely accredited registrar in the world today. Among our many accreditations are the RAB, UKAS, RvA, DAR, and SCC accreditations shown below.

If your company is considering registration, we are sure that you will be satisfied with the ongoing service, the local auditors and the reputation that BVQI registration provides. Please call today for a free brochure or quote.

BUREAU VERITAS QUALITY INTERNATIONAL

Western Headquarters
3595 Teller Street, Suite 301
Lakewood, CO 80235

Phone: (888) 986-6668 Fax: (303) 986-9788



Orchestrating Continuous Improvement and Change Strategies

Management Consultants
ISO 9000 / 14000 / AS 9000 / QS 9000
Process Redesign
Benchmarking / Reengineering
Lean Manufacturing / TOC
Strategy
ESD Control
Customer Satisfaction



Specializing In

High Technology.
Manufacturing. Design.
Healthcare. Service. Education.
Government.

877.pivotmc

Call Today
For Consultation



San Gabriel Valley Section
AMERICAN SOCIETY FOR QUALITY
Post Office Box 3144
San Dimas, CA 91773
800-317-4147

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