



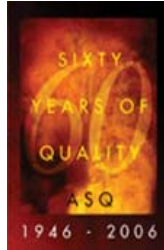
ASQ

AMERICAN SOCIETY FOR QUALITY™

# Q - T I P S

March, 2006

## ASQ Turns 60



**1946**—World War II was over and the industries of North America were quickly returning factories that had been making tanks, bombers, and jeeps back into manufacturers of refrigerators, sewing machines, and station wagons. The thirst for consumer goods was unquenchable and customer demand far outstretched most factory capacities. Just as many of the returning GI's were not satisfied to simply go back to the farm after they had seen Paris, so to were many manufacturers unwilling to go back to their old ways.

Prior to the war—the knowledge of how to use scientific quality control concepts was known and was being practiced in places like General Electric and Bell Telephone, but for the most part, American Manufacturing was one of inspect and reject, rework and ship. Inertia being what it is, it is hard to give up old habits; that is unless you can blow up the factory and start over. Bingo! In 1946 virtually every factory in the country was being rebuilt, retooled and restaffed. What better time then to start doing things right the first time! And what better time to coordinate and propagate that knowledge of those professionals who were willing to lead the new quality effort by creating an organization whose mission was for the betterment of American Quality.

Thus, the American Society for Quality Control (ASQC) was formed on February 16th of that year with 253 members. Among those first 253 were the names like, Dodge, Romig, Juran, Shewhart. The first ASQC president was George Edwards, director of quality assurance at Bell Telephone Labs; the first publication was a magazine called *Industrial Quality Control*.

In the years that have followed, that new organization has seen many milestones, has changed its name once and its look many times (for a time line of ASQ—[see page 5](#)). ASQ (still remains focused on North American Manufacturing, but it has also established itself as a champion of quality in education, healthcare, the service sector and government. ASQ has expanded now to more than 100 countries and counts more than 10,000 international members among its overall membership of more than 100,000—that is an estimable legacy for those 253 pioneers and one, for those of us who now are numbered in the 100,000, should revere and respect—and one that we must continue to support and strengthen.

## March Meeting Notes

*“Hello friends, I'm your Vitameatavegamin Quality Consultant. Is your Quality System tired, run - down, listless? Does it poop out at audits? Is your Management Representative unpopular? If so, The answer to all your problems is in this little bottle.*

VITAMEATAVEGAMIN.”

With these remarkable words, reprised from one of “I Love Lucy’s” most memorable programs straight out of TV Land—our Tutorial speaker for the evening, Cindy Walters, of Medtronic energized our March Audience with her witty segue from “Lucy” to her company’s quality journey of empowering many members of their work force - not with a bottle of VITAMEATA VEGAMIN, but with ASQ Certifications—and more specifically, certification as CQIAs (Certified Quality Improvement Associates).



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Rick Riemer
- Certification/Recertification  
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Jesus Alvarado-Proctors  
Reda Barker-Records
- Newsletter/SMP  
Bob Mitchell-Chair  
Tom McKay-SMP
- Membership  
David Dyer-Chair  
Sonya Ayers  
Jim Healy  
Greg Kinnan  
Gene Walzer
- Placement  
Steve Mooty-Chair  
Derrell Harmon
- Arrangements  
Jim Conkle-Chair  
Gary Zipen  
Roy Farley
- Outreach  
Tony George-Chair  
Teri Savage  
Bob Getty-UNT
- Audit / Historian  
Dolores Harris-Chair
- Webmaster  
Heather Willden
- Database Manager  
Greg Kite
- Sponsorships  
Debbie Reichardt  
Arun Kumar
- Recognition  
Debbie Newkirk-Chair
- Internet Liaison  
Greg Westall
- Members at Large  
Donna Smith  
Karren Roettele

## March Program

### “Hot Topics - Roundtable Discussions”

In the March meeting, we took a different format... no speaker to give us all the answers. We found that for any given topic, when you get experienced quality people together—one person's new problem is someone else's old one. The plan was to set up "Table Topics"...focused discussion topics in which the attendees broke into groups...carrying the discussion where the participants cared to take them. We were able to explore the pros and cons of an issue pertinent to one or more of the participants, success stories and how obstacles were successfully overcome were discussed.

The suggested topics were:

- Quality Management
- Supplier Quality
- Six Sigma
- CQIA as an Organizational Quality Awareness Program

Each table nominated a facilitator and a scribe and, with just a little nudge, the fun began. At the end of the session, we were asked how we liked the format. It was overwhelmingly supportive.

### Certification Refresher Classes –March Starts

The next set of refresher classes **begin in March**. Detail information is on the web page [www.asqfortworth.org](http://www.asqfortworth.org), including the registration form. We now can take all major credit cards, and accept registrations via a 24-hour secure fax number. We need a minimum count of four participants to make any class a “GO”.

If you are ‘**new to quality**’ and want to get a feel for what it’s all about, we recommend the Certified Quality Improvement Associate (CQIA) refresher. It gives an overview of quality concepts and benefits, the value of employee participation (teams) and a look at the extensive ‘tool-set’ available in the quality profession. **OR, if you have changed jobs** within the profession, participating in an appropriate refresher would give you a solid foundation of knowledge for that position. You can do all this without planning to take the exam. Visit our web site and click on **CERTIFICATIONS** to view the Body of Knowledge for any of them. Our ‘forever’ policy lets you come back at no added cost when you’re ready to prepare for the exam.

The following are current plans for refresher classes. If you have any questions, contact Donna Neary by email [donnaneary@sbcglobal.net](mailto:donnaneary@sbcglobal.net) or phone at 817-490-7245

**Exam date: 03-June-06**      **Application Date: 07-APR-06**

CQE	Sat	8-12	\$450	3/11/06	10 classes – 4 hours	AA Training Center (@ 183 / 360)
CQA	Wed	6- 9	\$450	3/22/06	9 classes – 3 hours	AA Training Center (@ 183 / 360)
CQIA	Wed	6- 9	\$250	4/11/06	6 classes – 3 hours	AA Training Center (@ 183 / 360)

**Exam date: 21-October-06**      **Application Date: 18-AUG-06**

Class	Day & Time	Fee	Start	Classes / hours ea	Location
CMQ	Wed 6-9:30	\$550	8/01/06	10 classes – 3.5 hours	AA Training Center (@ 183 / 360)
CBB	Sat 8-1	\$550	8/05/06	10 classes – 5 hours	AA Training Center (@ 183 / 360)
CQT	Sat 8-12	\$350	8/19/06	8 classes – 4 hours	AA Training Center (@ 183 / 360)

Note the CQM certification has been replaced by the Certified Manager of Quality / Organizational Excellence (CMQ/OE) listed as CMQ in chart above.

No classes are planned for the following: CSQE, CRE, CCT, CMI. Please advise us if you have a group interested in a class and we will work to make it happen.

Discounts are available for companies sending 5 or more people, and we may the class to your location. Scholarships are available for unemployed. More information at: [www.aswfortworth.org](http://www.aswfortworth.org)

## Notes from the Section Chair

Hi Y'all,

March certainly is a busy month; the holidays are well over and it looks like we are back to business as usual. See all the education and involvement opportunities detailed in the content. It starts with our March 2 meeting... with a different format for the program portion of it. We'll be facilitating 'table topic' discussions around 4 separate issues. Come... give your expertise... get a question answered.

On Feb 21, we held our first-ever (in my Ft Worth tenure) New Member Orientation. We've been identifying and acting upon many ideas to welcome new ASQ members into the Section. This event had four key components: (1) personal networking among the new members and the leaders attending, (2) an overview of ASQ and the benefits of membership, (3) a detailed description of the services and opportunities available through the Section, and (4) viewing of the "Right the First Time" CD some of you had seen as a tutorial last year. All participants gave us 'high grades' (TAKS time) in the information shared and the personal touch of such a meeting. We'll definitely schedule another one in a couple months. Watch for the date, and join us (new or not).

John Breckline

[Quality Calendar on Page 6](#) →

### MBNQA Celebration – March 23

Dallas is jointly hosting a celebration to recognize the DFW area 2005 Malcolm Baldrige winners.

Date: **March 23, 2006** Times: 5:30 Social, 6:15 Dinner, 7:00 Program

Recognizing: **Park Place Lexus** and **Richland College**

Location: **Double Tree Hotel**, 4099 Valley View Drive, Dallas, Texas

**Cost:**

register **before March 13**, \$25 per person,  
\$200 for a table of 8

register **after March 13**, \$30 per person,  
\$240 for a table of 8

Some details of the event:

- **Who can attend?** We're encouraging all members to attend and bring their significant other and/or business associates. This is open to the public.
- **Can you attend without eating?** Yes, at the nominal fee of \$5.
- **What's the agenda?**
  - Dale Crownover, CEO Texas Nameplate (Baldrige recipient 1998 and 2004) and former chairman of the board, Quality Texas Foundation;
  - David Branch, CEO Branch-Smith (Baldrige recipient 2002) and current chairman of the board, Quality Texas Foundation;
  - Raymond Marlow, former CEO (retired) of Marlow Industries (Baldrige recipient 1991); former founding chairman of the board, Quality Texas Foundation.

And the 2005 Baldrige recipients

**Let's add to the value of the Baldrige Recipients honors by showing them how proud we are of them.**

**Sign up today... Join the Celebration!** See [www.asqdallas.org](http://www.asqdallas.org) for details

### Cowtown Quality Roundup – April 28

**Save this date in your calendar:** [Friday, April 28](#), 8:00 am to 4:30 pm at Tarrant Community College South, Ft Worth.

We plan to open registration very soon with full capability to accept credit card payments as part of a single-step process (last year we had a two-step method, adding more room for processing errors and coordination with TCC).

Keep Watching !

**Presentation topics include:**

ISO and Auditing topics  
Quality Management – a wide variety  
A TMAC Track (lean / operational excellence)  
Advanced Six Sigma topics  
Encore Presentations (from the 2005 Roundup and expanded meeting tutorials and program topics) More !!!

**Cost:** \$87

**Registration:** Via Web—by Apr 21 to get Goodies!

**Lottery:** First fifty are eligible—\$400 top prize.

**More Info:** Call John Breckline at 817-491-7921, or email at:  
[breckline@usa.com](mailto:breckline@usa.com)

## ASQ Conference: WCQI – May 1-3

Just in case you missed it, ASQ HQ is hosting their annual World Conference on Quality / Improvement (WCQI) in Milwaukee. Official opening activity is on Sunday night, with the full program from Monday morning through Wednesday noon. We have four members of the Leadership Committee attending, and we'd love to link up with you (dinner?) at the conference. Collectively, we can share the discount for multiple participants from the same organization (Section 1416), IF we coordinate a bit before registering.

Flight discounts are available (\$175-225 fares). The hotel is the big budget hit at about \$150/night.

Early Bird registration deadline is March 17. By meeting this deadline, and utilizing a 'group' discount, you can register for the full conference for \$625 vs. the \$840 anytime fee. Worth it? Contact me if interested [jbreckline@usa.com](mailto:jbreckline@usa.com)

For more information and the full conference brochure, hotlink to: <http://wcqi.asq.org/>

## Quality Quotes & ISO

We can evade *quality*, but we cannot evade the consequences of evading *quality*. - Ayn Rand (paraphrased)  
**Corrective Action 8.5.2**

We can lick gravity, but sometimes the paperwork is overwhelming.  
- Werner von Braun, **Document Control 4.2.3**

Large skepticism leads to large understanding. Small skepticism leads to small understanding. No skepticism leads to no understanding. - Xi Zhi, **Analysis of Data 8.4**

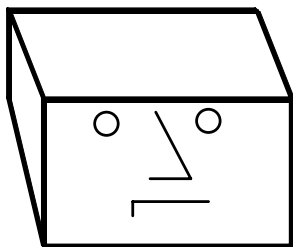
Nothing you can't spell will ever work. - Will Rogers  
**Planning 5.4**

Antidotes are what you take to prevent dotes.  
- Anonymous, **Preventive Action 8.5.3**

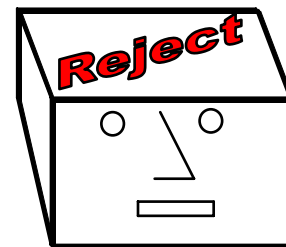
Artificial intelligence will never be a match for natural stupidity.- Anonymous,  
**Competence, Awareness and Training 6.2.2**

## "The MRB Cage"

BoxMan



"I'm not worried - The AQL is 2.5 - the inspector couldn't find me with the Hubble Telescope!"



"Hey, I didn't know I was the only one on the order!"

### The ASQ Timeline

- 1946 The American Society for Quality Control is formed on February 16 by 253 members.
- 1947 Oz Godsey Joins ASQ.
- 1948 ASQC's Code of Ethics establishes.
- 1949 First Shewhart Medal is awarded to Leslie Simon.
- 1951 The Fifth Annual Technical Conference (first one fully sponsored by ASQC)
- 1956 Headquarters operations are consolidated in Milwaukee.
- 1959 ASQC and the American Statistical Association jointly create Technometrics.
- 1960 The Education and Training Institute Board is formed.
- 1966 The Certified Quality Engineer (CQE) is introduced.
- 1968 *Quality Progress* replaces *Industrial Quality Control*.
- 1972 John Breckline takes his first ASQC stats class.
- 1974 The sustaining corporate membership program is introduced.
- 1982 Greater Fort Worth Section 1416 chartered.
- 1984 October is designated National Quality Month by Congress.
- 1987 The Malcolm Baldrige National Quality Award is established. CQA Introduced.
- 1990 The Registrar Accreditation Board (RAB) is founded.
- 1991 ASQC celebrates its 45th anniversary and membership exceeds 100,000.
- 1994 Eleven elementary schools participate in the Koalaty Kid training initiative.
- 1995 The Certified Quality Manager program is developed.
- 1996 The Certified Software Quality Engineer is introduced.
- 1997 ASQC drops "Control" from its name, becomes ASQ.
- 2000 Hazard Analysis and Critical Control Point" (HACCP) add-on for CQA. Certified
- 2001 The Certified Quality Improvement Associate (CQIA) program is introduced.
- 2002 Calibration Technician Certification is introduced.
- 2004 ASQ launches a "Living Community Model" with new tagline: Make Good Great™
- 2006 60<sup>TH</sup> Anniversary celebrated.



# Cowtown Quality Calendar

[www.asqfortworth.org](http://www.asqfortworth.org)

## March 2006

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		2/28 CS Division Supplier Audit 	1 CS Division Supplier Certif. 	2 Dinner Mtg  6:00	3	4 ASQ Exams  7:30 am
5	6	7 Science Fair 	8	9	10	11 CQE Class 
12	13	14	15	16 Leader Mtg 	17	18
19	20	21	22 CQA Class 	23 MBNQA Celebration 	24	25
26	27	28	29 CQA Class	30	31	1 CQE Class

## April 2006

Sun	Mon	Tue	Wed	Thu	Fri	Sat
2	3	4	5 CQA Class 	6 Dinner Mtg  6:00	7 Exam App 	8 CQE Class 
9	10	11 CQIA Class 	12	13	14 	15 
16 	17	18	19	20 Leader Mtg 	21	22
23	24	25 CQIA Class	26 CQA Class	27	28 Cowtown Quality Roundup 	29 CQE Class Milwaukee Leader Tng
30 WCQI Milwaukee 						