



AMERICAN SOCIETY  
FOR QUALITY™

# Q - T I P S

November 2005

## November 3 Section Meeting Program

### ”No Computer! How do I \_\_\_\_\_?”

“The business of solving quality problems today is vastly different than we old-timers encountered 50 years ago. We found it necessary to invent some tricks computers just can't perform, and are still useful today.” –Oz Godsey

Oz will take a 'pencil and paper approach' to statistical methods, to provide some great techniques for use when a computer is not available for data analysis.

Come and take advantage of listening to Oz's approach and ask some questions of a person who was on the forefront of the use of statistical analysis in the quality world. You'll be amazed at the simplicity and clarity of his approach to statistics.

Speaker: Oz Godsey

Oz is a long time member of the Society, joining ASQ in 1947. He was your Region 14 Director for 6 years back in the 1980s, and assisted in the formation of Section 1416 when it became an entity separate from the Dallas Section.

Oz is a statistician/quality engineer, holding a CQE and CRE. He was honored as a Fellow in the Society in 1967. Oz holds a PE (Quality) from the state of California. His Society activities have been at national, regional and local levels, presenting at numerous meeting programs, tutorials and conference sessions over his tenure. You'll see no PowerPoint presentations from him. BYO paper, pencil, and calculator to partake in the fun!

#### General Tutorial: "Measurement System Analysis" (Variable GR&R Studies)

Understand how to calculate, analyze, and interpret measurement system capability using repeatability and reproducibility, precision/tolerance (P/T), precision/total variation (P/TV), and use both ANOVA and control chart methods for non-destructive measurements.

Speaker: Ken Kipers, Master Black Belt, Tyndall Consulting

#### Alternate Tutorial: "The Role of Quality in Achieving and Sustaining Sarbanes-Oxley Compliance"

The *Sarbanes-Oxley Act (SOX)* is arguably the most significant legislation affecting publicly held companies that has occurred since the Securities Act of 1934. This legislation introduced major changes to the regulation of corporate governance following the collapse of Enron, WorldCom and others.

This session will provide a high-level overview of the Sarbanes-Oxley Act from a non-financial professional's perspective. The discussion will include Quality's role in delivering tried and tested principles, processes, and tools that have been instrumental in providing a framework for the alignment of ISO and SOX requirements into a synergistic, value-added business framework. It's all about good quality process deployed in the achievement of compliance.

Speaker: Thomas J. Bradley, Ph.D., Director of Quality, Bell Aerospace Services, Inc.

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### Seminar at Sea—2005



This is the second time that the Fort Worth Section has offered this event; the first being in the summer of 2003. The Seminar coordinator, John Breckline stated that not only was this a way to earn some meaningful RUs (and they were), but it was also a way to involve the family. John expects that it is highly likely that we will be doing SAS-III in 2007; contact John for more info.

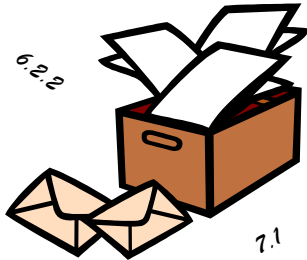
Seminar at Sea II was successfully launched this past August, from the port of Galveston, for a five day tour of the Gulf of Mexico. Sure, there were the obligatory stops at exotic ports and trips to Mayan ruins and swims on sandy beaches. But in spite of those distractions—we were still able to conduct two days of morning and afternoon sessions. Sessions consisted of formal presentations and also included open forums for selected quality topics.

Presentations included: Structured Problem Solving, Thinking Outside the Box, Quality Magmt. in Iraq; Developing Memory Skills, Personal Attribute Awareness.



Voyagers—left to right top; Rilla Masters, Brad Masters, John Breckline, Jane Breckline, Cleo Butcher, Bob Mitchell, Gilda Mitchell, bottom; Loren Masters, Jarrod Masters





7.4.1

5.6.1

## The Auditor's Corner - Control of Records!

When that ISO Guy shows up at audit time—above all else, he is going to look for evidence that your quality system is in compliance and is meeting requirements. Finding that evidence can be “easy” or it can be - well, it can be less than easy. It all depends on how well you have kept your records.

7.3.7

7.5.4

Remember, your typical process model consists of inputs which include customer requirements (which might be written as a specification, drawing or work instruction). The typical model then consists of a transformation activity (doing the work required). And finally it consists of outputs (the product or service). But another output of your process, is usually some detailed information of how many you did, how quickly you did them, what materials you consumed, what your quality or performance level was, etc. This information, be it written on paper or entered into a database, is a “record” of that activity. Simple right!

7.3.5

8.5.3

7.5.3

But what does the Standard Say? Among other things: ISO 9001:2000 paragraph 4.2.4 says: *Records Shall be established and maintained to provide evidence of conformity to requirements and of the effective operation of the quality management system.* It goes on to say that they must be *readily identifiable and retrievable.*

The most typical problem encountered by auditors with regard to records is that they can't be easily found. If your auditor should say: “May I see your inspection report for these items...” and then he proceeds to reel off a list of a half dozen items, some just days old, but others, several months old. Does your current system allow you to quickly say to him: “These first three are in the file cabinets in the Quality Office, but the others are in box 2005-17 & 18 located on the second tier of aisle B16.” You quickly go there and sure enough, there they are. That's doing it right and that is doing it, not only to satisfy your auditor, but also to satisfy your business needs; it could have been your customer calling with a concern about your product! Does your current system allow for effective record maintenance and retrieval?

7.3.2

8.5.2

7.3.4

7.6

7.3.6

7.2.2

Another problem typically seen, even when the record archive location system is working flawlessly, is a failure to know what documents to save as records in the first place. Fortunately, the ISO standard lists several specific activities that will need to have “records maintained.” This includes items such as records of internal audit (8.2.2), records of management review (5.6.1), records of corrective action (8.5.2), etc. For a minimum list, just look for the word “record” in the ISO Standard (I've sprinkled them here too).

8.2.2

8.2.4

7.5.2

As opposed to not maintaining the minimum requirement of records, there are also some who just like to archive everything—remember, this activity needs to make business sense. For example, there is no requirement to include your Quality Manual, Procedures and Work Instructions onto your record retention list, but many companies do. You won't be written up for including those documents if you want to, but there is no requirement to include them either.

8.3

A final problem seen is a misunderstanding regarding disposition. The intent of the standard is that you eventually dispose of most of your records. But if the record should happen to be held longer than the minimum time listed—that too is not a nonconformance—not per ISO. Some companies spend extra resources trying to locate and destroy records on the exact day that they become eligible for destruction—not necessary.

Bob Mitchell

—Quality is like buying oats—if you want nice clean fresh oats—then you have to pay a fair price, but if you can be satisfied with oats that have already been through the horse—well that comes a little cheaper. Anon.—

**Greater Fort Worth Section Vision—To be the area's leading resource and recognized champion of matters relating to quality.**

**Greater Fort Worth Section Mission—To serve the needs of our membership and the community by providing a local forum for information exchange, professional support and continuous learning.**

**November Meeting Notice**

When: Thursday, November 3, 2005 (Reservations are not required)

Where: **Diamond Oaks Country Club** (See map below)

Time: 5:30 Networking

6:00 General Tutorial *Measurement System Analysis*-Ken Kipers, Tyndall Consulting  
 Software Tutorial *The Role of Quality in Sarbanes-Oxley Compliance*  
 Thomas J. Bradley, Ph.D., Bell Aerospace Services, Inc.

6:45 Dinner Cost **\$15** - Dinner not required to attend meeting

7:15 Business Meeting

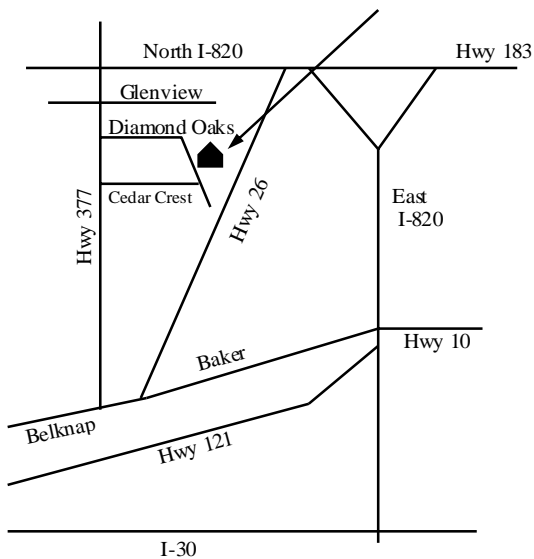
7:30 Program *"No Computer! How do I \_\_\_\_\_?"*  
 Oz Godsey

8:30 Adjourn

In the event of inclement weather....please tune to KVIL (103.7 FM), WBAP (820 AM) radio; or visit our website at [www.asqfortworth.org](http://www.asqfortworth.org) for possible cancellation notices.

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