



# Saginaw Valley Quality Source

Saginaw Valley Section 1004 Newsletter

Volume 1

January 2002

## Dinner Meeting Notice

**Date:** Wednesday, January 9, 2002  
**Location:** Broadstreet North

**Agenda:** 6:00 PM Social Time  
6:30 PM Business Meeting  
7:00 PM Dinner  
7:45 PM Speaker

There will be a cash bar available from 6:00 to 6:30.

**Buffet Dinner will include:** Grilled Medallions of Beef with Cognac Sauce, Fricassee of Whitefish with Ginger Sauce, Fresh field greens with choice of homemade dressings, Fresh Fruit Salad with tart cherries and honey orange dressing, Pasta salad with fresh vegetables and dill dressing, Parmesan pesto roasted redskin potatoes, Sauteed seasonal vegetables, Sauteed green beans with roasted peppers and wild mushrooms, Bread and butter, Coffee or tea

Cost is \$17.00 for members w/reservations and \$19.00 for members and non-members at the door. Dinner RSVP needs to be called in by **Wednesday, January 2, 2002**. Call Barb Amberg at (989) 757- 4645.

### Topic: Six Sigma, What's Different?

More words about what is different. Tool Kit versus Process, Involvement at the Top, Deployment and Management Processes, Projects as the way to get things done, Financial Measures Traceable from Project to Bottom Line, Demonstrable, Visible Successes, GE as Chief Champion And More.



# *Saginaw Valley Quality Source*

## **About the Speaker:**

### **H. Barry Bebb, Ph.D.**

Dr. H. Barry Bebb is a Senior Consultant at the American Supplier Institute. Dr. Bebb has successfully helped several corporations to significantly reduce cost and improve market performance of their products. His corporate career spans from theoretical physics to general management. He successfully pursued innovative management systems, products, and technologies while constantly increasing his management responsibilities at IBM, Texas Instruments, and Xerox. During the early 1980's, Dr. Bebb was appointed Vice President and General Manager of one Xerox's largest Business Units to become part of the senior management team that implemented very large changes throughout the corporation to successfully regain industry leadership and win the Malcolm Baldrige National Quality Award in 1989. He retired from Xerox in 1990 to establish a consulting company.

He has devoted much of his corporate and consulting careers to improving what might be called *Customer Driven Engineering Excellence*. He has organized conferences, keynoted conferences, given many invited presentations, and organized and led short courses for professionals – all concerning the role of *Design Engineering and Product Development Processes in Global Competitiveness*.

Dr. Bebb has focused on two areas: Product Development Processes and Deployment Methodologies with recent emphasis on Six Sigma and Design for Six Sigma. He strives to help corporations create and pervasively implement development processes and supporting environments capable of consistently delivering products broadly recognized as the world's best. Prior to joining ASI, his clients included Ford Motor Company (North America and Europe), Johnson & Johnson, John Deere, General Electric, Kodak, Xerox, Motorola Six Sigma Institute, Six Sigma Academy, Baumhardt and Partner (Switzerland), Industrial Research Institute, and several start-up companies.

While at Xerox, Dr. Bebb was a representative to the Industrial Research Institute (IRI) and is an IRI Emeritus member. He also served on several technical advisory committees including:

- National Science Foundation's Engineering Division (1986-88)
- National Research Council's Committee on Engineering Design Theory and Methodology (1989)
- ASEE Fred Merryfield Design Award Committee (1990-1995)
- Advisory board of the College of Engineering of several major universities (1980's).

He participated in and keynoted World-Wide Annual Planning Conferences for AT&T and GE. He is a member of several professional societies, has published many papers, and holds three patents.

Barry received his Master Black Belt in February 2001 and Certification in March 2001. Product Development & Management Association certified him as the New Product Development Professional Certification. He received his Ph.D. from the College of Applied Science and Engineering, University of Rochester, and 25 years later, that the College's highest annual alumni honor, **Outstanding Alumnus Award** (1991).

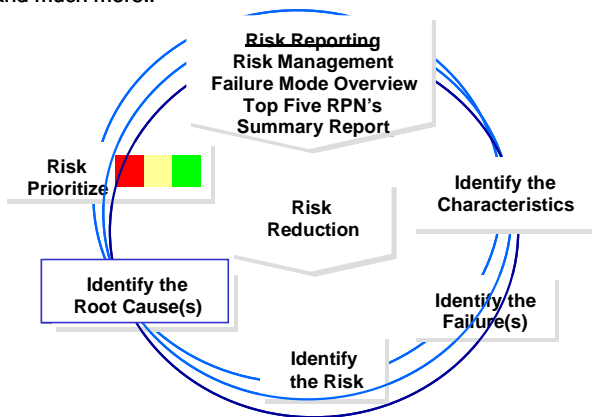
# Saginaw Valley Quality Source

Introducing QSE Solutions!

WWW.QSEprocess.com

The Quality Systems Engineering Team has accomplished their GOAL to provide user - friendly, fast, efficient, cost-effective applications. Giving companies the tools for continuous improvement cost saving initiatives.

**QSE FMEA APQP** demonstrate the relationship of the Process Flow, FMEA, Characteristics Specifications, and Control Plan, includes Color Coded Automatic RPN Reporting, Document Control, Gage plan, Error proofing and much more..



**QSE Quality Concern** 8D, 7D, Corrective Action, Concern Resolution what ever your company calls it Quality Rejections - this database tracks them all. Gives user a visual of the concern as well as tracks team identification, respond and receiving time.

**QSE Photos** users can keep pictures in an easy retrievable database; each page is a record and can be copied and used many times. Your digital pictures will import, copy and paste to this file for use in all other QSE-Applications.

**QSE Reaction Plan** your customers want to know what you plan to do if the controls fail? Who will be responsible to do it? The Reaction Plan Application has been created for tracking and updating this information.

**QSE Instructions** your employees want to know "What to do, How to do it". The Instruction Application has been created for tracking and updating this information. If your company wants visual details of the operation being performed, pictures can easily be imported into the full view.

**QSE Team Tracking** tracks team member name, email, title, phone, team dates, times, progress and attendance.

## FMEA, APQP Training Manual & Software

CS9000 | SAE J1700 | MIL-STD-1600 | QS9000

The easiest 50 page training manual you will ever use (75% graphics) walks you through each step.



- ▶ Five Phase Solution , that Generates All Reports from ONE Input.
- ▶ Microsoft Excel files Import and Export to and from Application.
- ▶ The First Integrated FMEA, APQP, RPN Reporting application and Quality Training Worldwide.
- ▶ Manual has AIAG FMEA Task Force Copyright Permission.
- ▶ Low Cost Application eliminates High Cost Risk.
- ▶ The Solution America Society for Quality (ASQ) Wanted to Publish

### ASQ (American Society for Quality) Reviewers Comments:

§The links between each of the steps in the PPAP/APQP process become very evident with this package. Many organizations create these documents in a fragmented manner and never follow any logical, integrated approach. The software will help correct this problem.

§I would recommend the software since it would be useful to any company who is serious about documenting and improving their processes. This software takes a lot of the trivia and minor decision making out of process work.

§The author is exceptionally well qualified to write about this subject. I do not believe I know anyone with this depth of knowledge and experience in this area.

§The logical way that the software relates to processes and forces coordination between all elements of process development and troubleshooting would be very useful.

§This was the easiest software package I ever installed. I wish more programs took this approach.

§I do not think there is anything readily available in this area. There are some expensive software packages for charting, defining, developing and re-engineering processes but they tend to be glorified flow chart programs and they don't produce the reports or the level of detail that this package includes. I do believe the author has identified a neglected and underserved area.

**Quality Systems Engineering Inc.**  
**Call or email for Free Trial Version**  
**Sales@QSEprocess.com 1-810-229-7329**

Q S E

# Saginaw Valley Quality Source

## MOTT COMMUNITY COLLEGE ASSOCIATES DEGREE IN QUALITY ASSURANCE

ON-LINE/WWW CLASSES AVAILABLE

8 Classes for core curriculum, Intro, SPC, ISO/QS/TS, Metrology, Team Problem Solving, Adv. Prob Solving

Contact: Jack McLellan, 810-232-3762  
or [jmclella@mcc.edu](mailto:jmclella@mcc.edu)

*The following is a listing of the Executive Committee members for the 2001-2002 fiscal year. If you have any questions, please feel free to contact any committee member.*

### Section 1004 Executive Committee 2001-2002

<b>Barb Amberg</b>	Section Chair	(989) 757-4645	<b>Karl Eckerle</b>	Recertification	(989) 758-3630
<b>Geoffrey Withnell</b>	Vice Chair	(810) 750-7600	<b>Christine Eckerle</b>	Section Management	(989) 686-9442
<b>Mike Amberg</b>	Treasurer	(248) 340-4411	<b>Troy Rohn</b>	Publicity	(989) 757-3195
<b>Jim Galm</b>	Education	(989) 757-5691	<b>Jamie McGee</b>	Past Chair	(989) 496-3322
<b>Mike Kasperski</b>	Secretary	(989) 671-9891	<b>Ken Zimmer</b>	Student Sections	(989) 757-6102
<b>Bill Menzl</b>	Membership	(989) 496-5804	<b>Bill Menzl</b>	On-line Chair	(989) 496-5804
<b>Jerry Peterson</b>	Programs	(248) 328-9788	<b>Michele Withnell</b>	Health Care	(989) 893-4504

#### From the Webmaster/Membership Chair:

ASQ National has now improved the way they handle e-mail for members. Previously the only option was to either opt-in or out for e-mails. Now there are four choices for which type of e-mails you want to receive:

- ASQ Products and Services (includes ASQwire)
- ASQ Society Business
- My Section
- My Division

Please use the link at our website (<http://www.asq1004.org>) under **Your Membership** above to update your preferences and add your e-mail address if you have not done so already. **Please indicate that you would like to receive e-mail from the section at a minimum as we really want to communicate important information to our members. Rest assured we will not abuse the honor and we hold your information private at all times.**

If you wish to update any of your membership data such as address or e-mail address, there is now an on-line form which can be found at a link under **Your Membership** at our website as well.

The website also has the ability to take dinner meeting reservations on line and to sign up for the e-mail only option of the section newsletter. The e-mail only option for the newsletter will allow for reduced expenses to the section and also gives you 1000 points towards the Casino Night! Any questions can be directed to [webmaster@asq1004.org](mailto:webmaster@asq1004.org).

# *Saginaw Valley Quality Source*

## **American Society for Quality**

Saginaw Valley Section 1004

### **Certified Quality Engineer Refresher Course**

**The Saginaw Valley Section** of the American Society for Quality is offering a refresher course covering the [COE Body of knowledge](#) in preparation for Quality Engineer Certification. In addition, selected topics from the [Six Sigma Black Belt Body of Knowledge](#) will be included for those considering pursuit of this new certification. (hyperlinks active with Internet access)

#### **Where:**

Classes will be held at Dow Coming's Midland Plant 166 Conference Room located at 3901 S. Saginaw Road in Midland. Maps provided on request.

#### **When:**

Tuesday evenings, February 19 to May 26, 2001, 5:00 PM to 8:00 PM. Participants will determine any spring break date(s) the first night of class.

#### **What:**

Topics covered include Design of Experiments, Quality Concepts, PDCA, Quality Control tools, Basic and Advanced Statistics, Probability, Frequency Distributions, Statistical Inference, Control Charts, Metrology and Calibration, Inspection and Test, Sampling, Quality Audits, Preventative and Corrective Action, and many others.

#### **Instructors:**

The course will be facilitated by a variety of volunteer quality professionals based on their areas of certification and expertise. Instructional and reference materials, useful in taking the certification exam are provided as part of the course fee. Extensive commitment to individual study should be anticipated for those desiring certification. Additional reference materials will be recommended.

#### **Course Fees:**

ASQ Member \$345.00, Nonmember \$395.00. Course fees will be based on ASQ membership status the first night of the course, and are due the first night of the course to purchase the course materials, delivered the second night of the course. Please make checks payable to ASQ Section 1004. Proceeds are used to fund section activities throughout the year.

#### **Certification Examination, Deadlines, and ASQ Membership:**

The Certification examination is scheduled for Saturday, June 1, 2002, and may be taken at a variety of locations statewide. Deadline for application for the exam is March 2, 2002. ASQ Membership is not required, but recommended. Application materials are available at [ASQ Membership application and examination registration](#). Alternatively, you can contact ASQ directly at 1-800-248-1246 to apply.

#### **Course Contact:**

Please call Jamie McGee at (989) 687-2783 to reserve your place. Course will be limited to 40 people on a first come – first served

# *Saginaw Valley Quality Source*

## EASTERN MICHIGAN UNIVERSITY

### MS Degree in Continuous Improvement (Quality) Methods

Join other professionals in post-graduate study culminating in an MS degree with a major in Quality. The program is currently offered in Ypsilanti, Livonia, and Flint. It has also been offered at other public sites in Michigan and at dedicated corporate locations. Please call for further information if a corporate site better suit your needs.

Our students are typically mid-career individuals with quality-related responsibilities in areas such as manufacturing, social services, education, construction, food services, finance, government, healthcare and printing. The curriculum consists of 30 semester hours and includes: Value Analysis, Cost of Quality, Human Factors in Continuous Improvement, Lean Practices, Customer Satisfaction, Quality Systems: Practice & Theory (TQM), Quality Planning, Operational Auditing, Statistical Process Control (SPC), Design of Experiments, Geometric Dimensioning & Tolerancing, Reliability, Research Methods, and a capstone research project or thesis. The program can be tailored to meet the diverse needs of any organization seeking to improve. Those applying to the program must have a baccalaureate degree with an overall grade point average of 2.5. Note that individual courses may be taken prior to admission to the graduate degree program.

For further information, call the Department of Industrial Technology at: 734-487-2040, or send e-mail to Bob Chapman at: [chaphook@aol.com](mailto:chaphook@aol.com).

### **Advertising space available in this newsletter**

Circulation 450+

1/8 page	\$35.00 month
1/4 page	\$75.00 month
1/2 page	\$140.00 month
Full page	\$200.00 month

Is your company looking for a quality professional; Quality Manager, Engineer, Technician or Auditor? Post your first job offer here in this Newsletter for free. We distribute to over 450 quality professionals in the Mid-Michigan Area.

For more information about space, contact:

Troy Rohn, ASQ CQE, CQA

Delphi Automotive, Saginaw Steering Systems

[troy.rohn@delphiauto.com](mailto:troy.rohn@delphiauto.com)

(989) 757-3195

**You can visit our ASQ Section 1004 Web Page at:**

<http://www.asq1004.org>

# *Saginaw Valley Quality Source*

Note from the Chairperson (Barb Amberg)

Elections were held at the December dinner meeting and the following individuals will be serving the Saginaw Valley section from July 2002-June 2003.

Chairperson: Greg Rovoll

Vice-Chairperson: Todd Bero

Treasurer: Jean Esckelson

Secretary: Rudy Salinger

Examining Chairperson: Karl Eckerle

SMP Chairperson: Christine Eckerle

Education Chairperson: Jim Galm

Program Chairperson: Shelly Bennett

Newsletter Chairperson: Troy Rohn

Membership & Website Chairperson: Bill Menzl

Executive Committee Member: Jamie McGee

Past Chairperson: Barb Amberg

Again we welcome all those new participants to the Executive committee and thank those who continue to serve the membership. I would again like to extend the offer to all of our members to get involved by attending Executive committee meetings, helping teach refresher courses, participating on committees, proctoring exams, attending dinner meetings or in any way that you feel you could participate. Please distribute the CQE Refresher course information to anyone you think may be interested in taking this course.

**Happy Holidays from the ASQ - Saginaw Valley section.**

## **Casino Night Update!**

Are you collecting your points for the Casino Night?? Just a reminder that there are numerous opportunities to collect points, all of which can be found on the Internet page. The committee is working hard to finalize plans for the prizes, more to come in the future.

Were you able to solve last month's questions??? Here are a couple more to earn you some bonus points. Remember, no cheating with the internet, you must be able to calculate the answers.

The questions below all use a fair 52 card deck. You are dealing yourself a poker hand where you have to at least 3 of a kind to have a winning hand. You dealing yourself a pair of jacks and a pair of sixes.

1. What is the probability of making the 3 of a kind if you only discard the single non paired card?
2. What is the probability of making the 3 of a kind if you discard 3 total cards (you will have to discard one pair).



*American Society for Quality*

Saginaw Valley Section (1004)

P.O. Box 14947

Saginaw, Michigan 48601-0947