

Quality Times

Section 1309

November 2006



Northern Colorado
Section

Website: www.asq1309.com
Email: info@asq1309.com



November Monthly Meeting

Section 1309 Monthly Membership Meeting

Date: 11/15/06

Time: 5:30—7:00 pm, with boardmeeting afterwards

Please RSVP to: info@asq1309.com

Topic: Design-for-Reliability: How to Deliver Reliable Products at Low Cost

Location: Poudre Valley Fire Authority, 102 Remington Street, Ft. Collins

Dinner: (pizza or subs) and soda to be provided

Speaker: Bill Tian

In today's highly competitive world market, it is crucial to deliver highly reliable products fast and at low cost. However, many companies have spent a lot of time doing reliability prediction, burn-in, or ESS, their products are still suffering in the marketplace due to poor reliability performance at customers and they are paying very high warranty cost. What is wrong with their practices? Can we find a better solution to deliver high reliability more efficiently and effectively? This presentation will discuss what are wrong with some of the traditional reliability practices and misuses and lesson learned of these methods. Then, a suite of design-for-reliability best practices will be presented, which include margin design, derating design, FMEA/FTA, and HALT/HASS, etc. Reliability must be designed-in and built into a product from the very beginning and reliability practices must be imbedded into product development."

Dr. Xijin (Bill) Tian is a Reliability Expert at Hewlett-Packard Company. He is a senior member of both IEEE and ASQ, and an ASQ Certified Reliability Engineer. Dr. Tian received his Ph. D. degree in mechanical engineering from the University of Arizona specialized in reliability engineering. He has over 15 years experience in reliability engineering, reliability testing, reliability management, and reliability education. He has co-authored two books and published numerous papers on reliability testing, electronic component reliability, and reliability prediction. His expertise is in design-for-reliability, accelerated reliability testing, reliability modeling, HALT testing, and systems reliability.

<i>Contents</i>	<i>Page</i>
<i>Monthly Meeting</i>	<i>1</i>
<i>Upcoming National Events</i>	<i>2</i>
<i>Job Openings, ASQ 1309 Program Calendar</i>	<i>3</i>
<i>Six Sigma Articles and Board Openings</i>	<i>4</i>
<i>Fall 2006 ASQ Boulder Section 1313 Course Offerings</i>	<i>5</i>



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National Quality Education Conference *Dallas, TX, Nov 12—14, 2006*

NQEC is an outstanding opportunity for educators seeking awareness, commitment, refinement and measurable progress through continuous improvement approaches and processes. Learn best practices in leadership, strategic planning, stakeholder expectations, information management, process management and more.

More details at: <http://www.asq.org/conferences/quality-education-conference/>

CFSM (CSat) Seminar *Cincinnati, OH Nov 15—16, 2006*

Customer-Focused Satisfaction Measurement is a two-day seminar designed for anyone who leads or manages customer-focus and satisfaction measurement (CSM) initiatives. This seminar emphasizes improving the service culture within the organization as well as measuring and improving customer satisfaction performance. It is relevant across job functions and all customer satisfaction stakeholders (whether from quality, marketing, or customer service) will benefit. The seminar will help any organization that is truly committed to customer satisfaction to do a better job in meeting customer needs. The seminar begins with the foundations of key ideas and vocabulary. Alternative customer satisfaction measurement (CSM) approaches are evaluated, to tailor an approach to meet the organization's purpose and commitment to customer-focus. Upon completion of the seminar, participants will understand the critical success factors (and how to influence them) to build a great service culture. Attendees will also have the ability to create and implement some simple customer satisfaction measurement (CSM) processes designed to foster continuous improvement.

Web site: <http://www.asq.org/cs/courses>

ASQ Certification Local Exam Schedule

Exam Date	Application Deadline	Certification Exam
Dec 2, 2006	Oct 6, 2006	CCT, CQA, CQE, CQIA, CSQE, QPAC, SSGB

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Job Openings

For current job openings please visit: <http://www.asq1309.com/jobopenings.htm>.

Submit your resume or job opening to: info@asq1309.com if you'd like it to be posted on our job site.

ASQ1309 Program Calendar

November 15
Bill Tian
Design-for-Reliability: How to Deliver Reliable Products at Low Cost

Newsletter or Website Submissions

Please contact info@asq1309.com for newsletter or website submissions. Acceptable submissions received before the 20th of each month will be included in the following month's newsletter or website. Examples of submissions are:

- Job Postings
- ASQ Member Resumes
- Ads (there is a fee for advertisements)
- Conference Information



Remember to go to www.asq.org for ASQ news, events, courses, job searches, and updates to your profile.

Leadership Tip
*Adapted from ASQ Friday Fast Facts**

Create an Action Plan

"Planning is crucial in effective leadership because it provides the group with a concrete direction and identifiable means to achieve its goals. People are better able to adapt to changes if there is a specific plan of action laid out. A leader should initiate planning and exert effort in communicating plans as clearly as possible to everyone involved. This will strengthen group members' decision-making skills and allow the leader to effectively delegate."

- Abbas Abedi, The Instant Stress Management System

Six Sigma Articles

Read Six Sigma Forum Magazine's current sample article:

Sarbanes-Oxley and Six Sigma: Windfalls and Pitfalls

Building on SOX compliance efforts, organizations can leverage Six Sigma to aggressively pursue other process improvement projects.

Other interesting articles:

ROOT CAUSE ANALYSIS

Using the Verification Matrix

INTERNATIONAL SIX SIGMA

DMAIC Integration Necessary for Success

PROCESS IMPROVEMENT

Sarbanes-Oxley and Six Sigma: Windfalls and Pitfalls

PROCESS CONTROL

Improve Gage R&R Results

See <http://www.asq.org/pub/sixsigma/> for access to these articles.

Volunteer For ASQ Section 1309 Board

Open Positions:

Education Chair: Plans and manages educational and certification review classes.

Reminder!

There is no December newsletter or meeting.

See you in Jan. 2007

Fall 2006 ASQ Boulder Section 1313 Course Offerings

Course name	Instructor	Course Fee (1)	Exam Date	Exam Application Deadline	Course Dates & Times	Course Registration Deadline
1305 - Certified Software Quality Engineer (CSQE) Review	Arnold Miller 303-385-6671	\$400/ \$450 (2)	Dec 2, 2006 Jun 2, 2007	Oct 6, 2006 Apr 6, 2007	Oct 11, 18, 25, Nov 1,8,15,22,29, 2006 (6 PM-9 PM, 24 hrs total)	Sep 27, 2006
1301 - Certified Quality Engineer (CQE) Review * NEW BODY OF KNOWLEDGE FOR DECEMBER 2006 EXAM	Monrad Monsen 303-673-2438	\$400/ \$450 (2)	Dec 2, 2006* Jun 2, 2007	Oct 6, 2006 Apr 6, 2007	Oct 28, Nov 4, 11, 2006 (8 AM – 5 PM, 24 hrs total)	Oct 14, 2006
1302 – Certified Quality Auditor (CQA) Review	Yule Peterson 720-304-3046 Joan Fiore 303-939-8077	\$400/ \$450 (2)	Dec 2, 2006 Jun 2, 2007	Oct 6, 2006 Apr 6, 2007	Nov 4, 11, 18, 2006 (8 AM – 5 PM, 24 hrs total)	Oct 21, 2006
1318 - Certified Quality Improvement Associate (CQIA) Review	Yule Peterson 720-304-3046 Joan Fiore 303-939-8077	\$250/ \$300 (2)	Dec 2, 2006 Jun 2, 2007	Oct 6, 2006 Apr 6, 2007	Nov 18, 2006 (8 AM – 5 PM, 8 hrs total)	Nov 4, 2006
1303 - Certified Quality Technician (CQT) Review	Ted Brzycki 303-678-1184	\$400/ \$450 (2)	Oct. 21, 2006 Mar 3, 2007 Oct 20, 2007	Aug 18, 2006 Jan 12, 2007 Aug 17, 2007	Sep 30, Oct 7, 14, 2006 (8 AM – 5 PM, 24 hrs total)	Sep 16, 2006
1304 - Certified Mechanical Inspector (CMI) Review	Dave Woolever 303-776-5406	\$400/ \$450 (2)	Oct. 21, 2006 Mar 3, 2007 Oct 20, 2007	Aug 18, 2006 Jan 12, 2007 Aug 17, 2007	Sep 30, Oct 7, 14, 2006 (8 AM – 5 PM, 24 hrs total)	Sep 16, 2006
1310 – Certified Manager of Quality / Organizational Excellence (CMQOE) Review	Yule Peterson 720-304-3046 Joan Fiore 303-939-8077	\$400/ \$450 (2)	Oct. 21, 2006 Mar 3, 2007 Oct 20, 2007	Aug 18, 2006 Jan 12, 2007 Aug 17, 2007	Contact instructor for available dates (12 hrs total)	Sep 16, 2006
1321-Six Sigma Overview Benefits, Basic tools, Analysis, Success Planning	Janet Mutthersbough 303-641-3136	\$325/ \$375 (2)	No direct ASQ Exam. This is a well-rounded introductory course that fits company leaders and potential team members.		2006 (16 hrs) (Times by appointment)	Call for times
1322-ESD Simplified ESD: practical applications, economical ESD protection, understanding ESD control and monitoring compliance	Janet Mutthersbough 303-641-3136	\$225/ \$275 (2)	No direct ASQ Exam. Training may be specialized for your needs		2006 (8 hrs or tailored to your needs)	Call for times

(1) Course fee for ASQ or other professional society member/non-member. (2) **Cost of primers, texts, workbooks, etc. are not included and must be purchased by the student prior the first class. Contact the Boulder Education Chair for details.**

See <http://www.asq1313.org/> for instructor, course and registration info.