



THE QUALITY TIMES

The ASQ Newsletter of the Wabash Valley, Section 0919
and Illinois Eastern Olney, Section 2000
September, 2006

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Upcoming Dates

- Sep. 14 Wabash meeting
- Sep. 21 Olney meeting

- Oct. 6 Application Deadline for
CCT CQA CQE CQIA
CQPA CSSGB CSQE
exams
- Oct. 12 Wabash meeting
- Oct. 19 Olney meeting
- Oct. 21 Exams for CBA CHA
CMQ CQI CQT CRE
CSSBB

- Nov. 16 Olney meeting
- Nov. 17 Wabash meeting

- Dec. 2 Exams for CCT CQA
CQE CQIA CQPA CSSGB
CSQE

- Dec. Wabash meeting
- Dec. Olney meeting

- Jan. 11 Wabash meeting
- Jan. 18 Olney meeting

The next ASQ Wabash Valley 0919 Meeting will be:

September 14, 2006, Thursday

5:30 PM Tour of Ivy Hill Corporation, 4025 3rd Parkway, Terre Haute, IN 47804. People attending the tour must submit their name and company in advance of the meeting. No walk-ins will be allowed. You may join us for dinner, even if you do not go on the tour, reservations still required.

7:00 PM Dinner at Gerhardt's Bierstube Restaurant, 1724 Lafayette Avenue, Terre Haute, IN 47804. Dinner will be family style, \$10 per person, with ASQ and SME paying the additional costs for the meal. Reservations required by Monday, September 11, contact Roy Boissy (812) 237-8329 or arrangements@asqwabashvalley.org
Joint SME, ASM and ASQ meeting. Everyone welcome.

The next ASQ Illinois Eastern Olney 2000 Meeting will be:

September 21, 2006, Thursday

ASQ Wabash Valley 0919 Future Meetings

October 12, 2006, Thursday

6:00 PM Dinner at Holiday Inn, 3300 US Hwy 41 S, Terre Haute, IN 47802

7:15 PM Dr. Bernard McGarvey, Measurement Error

Reservations required by Monday, October 9, contact Roy Boissy (812) 237-8329 or arrangements@asqwabashvalley.org
Joint SME, ASM and ASQ meeting. Everyone welcome.

November 17, 2006, Friday

Steel pan theory and concert, Indiana State University
Times and location will be given later.

Reservations required by Tuesday November 14, contact Roy Boissy (812) 237-8329 or arrangements@asqwabashvalley.org
Joint SME, ASM and ASQ meeting. Everyone welcome.

December, 2006

Holiday Celebration, spouses are invited.
Times and location will be given later.

For reservations, contact Roy Boissy
(812) 237-8329 or
arrangements@asqwabashvalley.org
Joint SME, ASM and ASQ meeting.
Everyone welcome.

January 11, 2007, Thursday

Specialty Blanks tour, 1033 Crawford
Street, Terre Haute, IN 47803
Times will be given later.

Reservations required by Monday, January
8, contact Roy Boissy (812) 237-8329 or
arrangements@asqwabashvalley.org
Joint SME, ASM and ASQ meeting.
Everyone welcome.

February 8, 2007, Thursday

Dr. LeRoy Franklin talk on Statistics
Times and location will be given later.

Reservations required by Monday, February
5, contact Roy Boissy (812) 237-8329 or
arrangements@asqwabashvalley.org
Joint SME, ASM and ASQ meeting.
Everyone welcome.

March 8, 2007, Thursday

Novelis tour, 5901 North 13th Street, Terre
Haute, IN 47805. Steel toed shoes
required. Safety glasses and earplugs will
be provided. This is the former Alcan
facility. Times will be given later.

Reservations required by Monday, March 5,
contact Roy Boissy (812) 237-8329 or
arrangements@asqwabashvalley.org
Joint SME, ASM and ASQ meeting.
Everyone welcome.

April 12, 2007, Thursday

Student donation night. Times and location
will be given later.

Reservations required by Monday, April 9,
contact Roy Boissy (812) 237-8329 or
arrangements@asqwabashvalley.org
Joint SME, ASM and ASQ meeting.
Everyone welcome.

April 30 to May 2, 2007

ASQ World Conference on Quality and
Improvement (WCQI), Orlando, FL
<http://wcqi.asq.org/>

May 10, 2007, Thursday

Challenge X update, Rose-Hulman Institute
of Technology
Times and location will be given later.

Reservations required by Monday, May 7,
contact Roy Boissy (812) 237-8329 or
arrangements@asqwabashvalley.org
Joint SME, ASM and ASQ meeting.
Everyone welcome.

June, 2007

Golf outing at the Country Club of Terre
Haute, 57 Allendale Street, Terre Haute, IN
47802
Picnic to follow after the golf outing.
Times will be given later.

For reservations, contact Roy Boissy (812)
237-8329 or
arrangements@asqwabashvalley.org
Joint SME, ASM and ASQ meeting.
Everyone welcome.

ASQ Illinois Eastern Olney 2000 Future Meetings**October 19, 2006, Thursday****November 16, 2006, Thursday****December TBD, 2006****January 18, 2006, Thursday****February 15, 2006, Thursday****March 15, 2006, Thursday****April 19, 2006, Thursday****May 17, 2006, Thursday**

Above dates are subject to change.

Certification Corner

Congratulations to the following individuals that received an ASQ Certification on June 3, 2006.

Scott Alexander, CQE
John Bowan, CQE
Jan Lee, CQA
Wesley Richardson, CSSGB
Charles Shelton, CSSGB
Bill Wortman, CSSGB

Upcoming Certification Dates

Exam Date October 21, 2006
Application Deadline August 18, 2006
CBA, CHA, CMQ/OE, CQI, CQT, CRE,
CSSBB

Exam Date December 2, 2006
Application Deadline October 6, 2006
CCT, CQA, CQE, CQIA, CQPA,
CSSGB, CSQE

Exam Date March 3, 2007
Application Deadline January 12, 2007
CBA, CHA, CMQ/OE, CQI, CQT, CRE,
CSSBB

Exam Date June 2, 2007
Application Deadline April 6, 2007
CCT, CQA, CQE, CQIA, CQPA,
CSSGB, CSQE

Exam Date October 20, 2007
Application Deadline August 17, 2007
CBA, CHA, CMQ/OE, CQI, CQT, CRE,
CSSBB

Exam Date December 1, 2007
Application Deadline October 5, 2007
CCT, CQA, CQE, CQIA, CQPA,
CSSGB, CSQE

ASQ Changed the name of the Certified Mechanical Inspector (CMI) to the Certified Quality Inspector (CQI) in April, 2006. The CQI Body of Knowledge (BoK) is the same as the CMI BoK was previously.

The current ASQ Certifications are:

CBA - Biomedical Auditor
CCT - Calibration Technician
CHA - HACCP Auditor
CMQ/OE - Manager of Quality /
Organizational Excellence
CQA - Quality Auditor
CQE - Quality Engineer
CQI - Quality Inspector
CQIA - Quality Improvement Associate
CQPA - Quality Process Analyst
CQT - Quality Technician
CRE - Reliability Engineer
CSQE - Software Quality Engineer
CSSBB - Six Sigma Black Belt
CSSGB - Six Sigma Green Belt

More information on all ASQ Certifications may be found at <http://www.asq.org/certification/>
This page also has a link to lists of everyone that has passed ASQ Certification Exams during the previous year.

ASQ Member Activity

Welcome new 0919 and 2000 Section Members:

Paul Adams	Khalid Osman
Mark Inlow	Cynthia Page
Chuck Kluge	Shawn Waltz
Ricky Liggett	

Internet Information and Web Sites

This month we will describe how to log into the ASQ web site, if you are an ASQ Regular or Senior Member; and review the ASQ Discussion Boards.

The advantages of logging into the ASQ web site include that you can change your personal preferences, renew membership, and have access to Members only benefits. To log in, go to the ASQ International web site at <http://www.asq.org>. In the "Log In Now" area on the right, enter your Member number and Password, then click Log In.

To manage your membership, including e-mail preferences and address changes, click on "Manage your membership" near the top right of the page.

To see the ASQ Discussion Boards, scroll down to the "My ASQ Communities" section and in the "My Discussion Boards" click on "More Discussion Boards."

Items here are listed in a three tier structure, with the top level being the "Discussion Board List." Any topics that you have not reviewed have a red filled dot to their left. If you click on a topic, such as "Quality Progress," you will see a list of Topics in that category, which is at the middle level of the Board. Clicking on a topic, will take you to the post and any replies, which are at the bottom level of the Board. For some posts, there are more than one page of posts and these are accessed by clicking "Next" at the bottom of the page. To go up one level, click "Back to Topic List" at the bottom of the page. From the middle level, click "Go Back to Discussion Board List" to return to the top level.

Before posting a new topic, please do a search to see if your question has already been answered. Discussion Board rules are given at <http://www.asq.org/discuss/> Do not post the same question on more than one topic area. You may not advertise your company or seek or offer employment through these boards.

There is a wealth of information on the ASQ Discussion Boards, and if you post a new topic, you will usually get great feedback. When you finish, click on Log Out to exit the ASQ Members Only access areas.

ASQ Wabash Valley, Section 0919, and Illinois Eastern Olney, Section 2000
<http://www.asqwabashvalley.org/>

ASQ International
<http://www.asq.org>

ASQ Sharepoint Site
<http://asqgroups.asq.org/sites/>

ASQ Section Volunteer Community
<http://asqgroups.asq.org/SectionVolunteerCommunity/>

SME Wabash Valley, Chapter 275
<http://chapters.sme.org/275/>

ASM Wabash Valley
<http://chapters.sme.org/275/asm.htm>

ASQ Wabash Valley Officers and Committee Chairs for 2006 to 2007

Wil Decker, Chair
Michael Hayden, Vice Chair
Larry Arnold, Secretary
Bill Wortman, Treasurer

Roy Boissy, Arrangements Chair
Wes Richardson, Auditing Chair
Roy Boissy, Certification Chair
Wes Richardson, Database Chair
Bill Wortman, Education Chair
Dan Pulliam, Examining Chair
Frank Bensley, Historian
Brenda Oliveira, Immediate Past Chair
Wil Decker, Internet Liaison
Vicki Shaw, Membership Chair
Wes Richardson, Newsletter Editor
Wil Decker, Placement Chair
Larry Arnold, Program Chair
Vicki Shaw, Publicity Chair
Dan Pulliam, Recertification Chair
Roy Boissy, SMP Chair
Frank Bensley, Nominating Chair

ASQ Illinois Eastern Olney Officers and Committee Chairs for 2006 to 2007

Kenneth Stark, Chair
Beverly Couch, Vice Chair
Jeff Kohn, Treasurer
Robert Griswold, Secretary
Ken Large, Auditing Chair
Beverly Couch, Arrangements Chair
Ron Weedon, Education Chair
Ron Weedon, Membership Chair
Sharon Forth, Newsletter Editor
Beverly Couch, Program Chair
Cary Moudy, By Laws
Cary Moudy, SMP
Sharon Forth, Section Online

You may send an e-mail to any of the above individuals by sending to either asqwabash@yahoo.com or wabashadmin@asqwabashvalley.org and including the name of the person you wish to contact. Place ASQ Wabash Valley or Olney in the Subject line. Your e-mail will be forwarded to the indicated person.

ASQ Region 9, RD and DRD

Richard McKeever, Regional Director
Mollie Brown, Deputy RD
John Chalmers, Deputy RD
Richard Coy, Deputy RD
Sylvester Newton, Deputy RD
Dorothy Shook, Deputy RD
John Vandembenden, Deputy RD

Supplier Management Learning Opportunities

ASQ's Customer-Supplier Division is pleased to bring two of its most popular courses to the Upper Midwest region the week of September 25, 2006. **Quality Audits for Improved Supplier Performance** and **Supplier Certification: The Quality Link in Supply Chain Management** are both 1-day courses, which will be offered on back-to-back days in each of four different cities (Chicago area Sept 25-26; Indianapolis Sept 26-27; Cincinnati area Sept 27-28; and, Cleveland area Sept 28-29). While each class has a different emphasis, they are very complementary Supplier Management approaches.

Quality Audits for Improved Supplier Performance is taught by Dennis Arter. Topics addressed in this 1-day course include:

- Supplier Quality
- Purchasing Controls
- Your Audit System
- Preparing to Audit
- Fieldwork
- Reporting Results
- Follow up

Supplier Certification: The Quality Link in Supply Chain Management is taught by Richard Gould. Topics addressed in this 1-day course include:

- Supplier Certification?
- Introduction and Definitions
- Specifications
- What about ISO & Clones?
- Choosing Suppliers
- The Players
- Supplier Performance Measurement

Significant discounts for early registration (by September 1); attending both courses; or for

sending three or more from the same company. For more information; to download a brochure; or, to register for the course, please visit www.asq.org/cs/courses.

ASQ Passwords

ASQ is requesting that members change their ASQ web site password, if it is still set to the default password. For more information, login the ASQ web site, then go to:

<http://www.asq.org/members/leaders/change-password.html>

To change your password, logon the ASQ web site, then go to:

<http://www.asq.org/perl/members/chpd.pl?login=1>

Question of the Month

Given that each number from 1 to 48 may only be drawn once. What are the probabilities of picking in advance of the drawing, 0 of 6, 1 of 6, 2 of 6, 3 of 6, 4 of 6, 5 of 6, and 6 of 6 numbers in a random drawing of 6 numbers. Note that the order of the numbers drawn does not matter? Note that your answer not only must have the correct values, but must include an explanation of how you arrived at the values.

If you think you know the answer, send an e-mail to asqwabash@yahoo.com. The first person with the correct answer will have their name listed in next month's newsletter.

The answer will be given next month.

The Quality Times newsletter is a publication of ASQ Wabash Valley, Section 0919 and Illinois Eastern Olney, Section 2000.

Articles, comments or other feedback may be sent to:

Wesley Richardson, Newsletter Editor
10037 E. Flesher Avenue
Terre Haute, IN 47803-9638
asqwabash@yahoo.com

Information for the October newsletter must be submitted by September 25, 2006.

A

Academic Quality Improvement Project (AQIP): A forum for institutions to review each other's action projects.

Acceptable quality level (AQL): In a continuing series of lots, a quality level that, for the purpose of sampling inspection, is the limit of satisfactory process average.

Acceptance number: The maximum number of defects or defectives allowable in a sampling lot for the lot to be acceptable.

Acceptance sampling: Inspection of a sample from a lot to decide whether to accept that lot. There are two types: attributes sampling and variables sampling. In attributes sampling, the presence or absence of a characteristic is noted in each of the units inspected. In variables sampling, the numerical magnitude of a characteristic is measured and recorded for each inspected unit; this involves reference to a continuous scale of some kind.

Acceptance sampling plan: A specific plan that indicates the sampling sizes and associated acceptance or nonacceptance criteria to be used. In attributes sampling, for example, there are single, double, multiple, sequential, chain and skip-lot sampling plans. In variables sampling, there are single, double and sequential sampling plans. (For detailed descriptions of these plans, see the standard *ANSI/ISO/ASQ A3534-2, Statistics—Vocabulary and Symbols—Statistical Quality Control*.)

Accreditation: Certification by a duly recognized body of the facilities, capability, objectivity, competence and integrity of an agency, service, or operational group or individual to provide the specific service or operation needed.

Accuracy: The characteristic of a measurement that tells how close an observed value is to a true value.

Action plan: A specific method or process to achieve the results called for by one or more objectives. May be a simpler version of a project plan.

Activity network diagram: An arrow diagram used in planning and managing processes and projects.

Advanced Product Quality Planning (APQP): Segment of QS-9000 process that uses tools to offer the opportunity to get ahead of problems and solve them before the problems affect the customer.

Affinity diagram: A management tool used to organize information (usually gathered during a brainstorming activity).

Alignment: The actions taken to ensure a process or activity supports the organization's strategy, goals and objectives.

American Association for Laboratory Accreditation (A2LA): An organization that formally recognizes another organization's competency to perform specific tests, types of tests or calibrations.

American Customer Satisfaction Index (ACSI): Released for the first time in October 1994, an economic indicator and cross industry measure of the satisfaction of U.S. household customers with the quality of the goods and services available to them—both those goods and services produced within the United States and those provided as imports from foreign firms that have substantial market shares or dollar sales. The ACSI is co-sponsored by the University of Michigan Business School, ASQ and the CFI Group.

American National Standards Institute (ANSI): ANSI is a private, nonprofit organization that administers and coordinates the U.S. voluntary standardization and conformity assessment system. It is the United States' member body in the International Organization for Standardization, known as ISO.

American Society for Nondestructive Testing (ASNT): The world's largest technical society for nondestructive testing (NDT) professionals.

American Society for Quality (ASQ): A professional, not-for-profit association that develops, promotes and applies quality related information and technology for the private sector, government and academia. The Society serves more than 108,000 individuals and 1,100 corporate members in the United States and 108 other countries.

American Society for Quality Control (ASQC): Name of the Society from 1946 through the middle of 1997; then changed

to ASQ.

American Society for Testing and Materials

(ASTM): Not-for-profit organization that provides a forum for the development and publication of voluntary consensus standards for materials, products, systems and services.

American Society for Training and Development (ASTD):

A membership organization providing materials, education and support related to workplace learning and performance.

American standard code for information interchange (ASCII):

Basic computer characters accepted by all American machines and many foreign ones.

Analysis of means (ANOM):

A statistical procedure for troubleshooting industrial processes and analyzing the results of experimental designs with factors at fixed levels. It provides a graphical display of data. Ellis R. Ott developed the procedure in 1967 because he observed that nonstatisticians had difficulty understanding analysis of variance. Analysis of means is easier for quality practitioners to use because it is an extension of the control chart. In 1973, Edward G. Schilling further extended the concept, enabling analysis of means to be used with non-normal distributions and attributes data where the normal approximation to the binomial distribution does not apply. This is referred to as analysis of means for treatment effects.

Analysis of variance (ANOVA):

A basic statistical technique for analyzing experimental data. It subdivides the total variation of a data set into meaningful component parts associated with specific sources of variation in order to test a hypothesis on the parameters of the model or to estimate variance components. There are three models: fixed, random and mixed.

Appraisal cost:

The cost involved in ensuring an organization is continually striving to conform to customers' quality requirements.

Arrow diagram:

A planning tool to diagram a sequence of events or activities (nodes) and the interconnectivity of such nodes. It is used for scheduling and especially for determining the critical path through nodes.

AS9100:

An international quality management

standard for the aerospace industry published by the Society of Automotive Engineers; also published by other organizations worldwide, as EN9100 in Europe and JIS Q 9100 in Japan. The standard is controlled by the International Aerospace Quality Group (see listing).

Assessment: A systematic process of collecting and analyzing data to determine the current, historical or projected status of an organization.

Assignable cause: A name for the source of variation in a process that is not due to chance and therefore can be identified and eliminated. Also called "special cause."

Association for Quality and Participation

(AQP): Affiliate organization of the American Society for Quality (ASQ) dedicated to improving workplaces through quality and participation practices.

Attribute data: Go/no-go information. The control charts based on attribute data include percent chart, number of affected units chart, count chart, count per unit chart, quality score chart and demerit chart.

Attributes, method of: Measurement of quality by the method of attributes consists of noting the presence (or absence) of some characteristic (attribute) in each of the units under consideration and counting how many units do (or do not) possess it. Example: go/no-go gauging of a dimension.

Audit: The inspection and examination of a process or quality system to ensure compliance to requirements. An audit can apply to an entire organization or may be specific to a function, process or production step.

Automotive Industry Action Group (AIAG):

The originator and sole source of the QS-9000 series of standards. ASQ's Automotive Division maintains a liaison to this group.

Availability: The ability of a product to be in a state to perform its designated function under stated conditions at a given time.

Average chart: A control chart in which the subgroup average, X-bar, is used to evaluate the stability of the process level.

Average outgoing quality (AOQ): The expected average quality level of outgoing product for a given value of incoming product quality.

Average outgoing quality limit (AOQL): The maximum average outgoing quality over all possible levels of incoming quality for a given acceptance sampling plan and disposal specification.

Average run lengths (ARL): On a control chart, the number of subgroups expected to be inspected before a shift in magnitude takes place.

Average sample number (ASN): The average number of sample units inspected per lot in reaching decisions to accept or reject.

Average total inspection (ATI): The average number of units inspected per lot, including all units in rejected lots (applicable when the procedure calls for 100% inspection of rejected lots).

B

Baldrige Award: See "Malcolm Baldrige National Quality Award."

Baseline measurement: The beginning point, based on an evaluation of the output over a period of time, used to determine the process parameters prior to any improvement effort; the basis against which change is measured.

Benchmarking: An improvement process in which a company measures its performance against that of best in class companies, determines how those companies achieved their performance levels and uses the information to improve its own performance. The subjects that can be benchmarked include strategies, operations, processes and procedures.

Benefit-cost analysis: An examination of the relationship between the monetary cost of implementing an improvement and the monetary value of the benefits achieved by the improvement, both within the same time period.

Best practice: A superior method or innovative practice that contributes to the improved performance of an organization, usually recognized as "best" by other peer organizations.

Big Q, Little Q: A term used to contrast the difference between managing for quality in all business processes and products (big Q) and managing for quality in a limited capacity—traditionally only in factory products and processes (little q).

Black Belt (BB): Full-time team leader

responsible for implementing process improvement projects—define, measure, analyze, improve and control (DMAIC) or define, measure, analyze, design and verify (DMADV)—within the business to drive up customer satisfaction levels and business productivity.

Blemish: An imperfection severe enough to be noticed but that should not cause any real impairment with respect to intended normal or reasonably foreseeable use (see also "defect," "imperfection" and "nonconformity").

Block diagram: A diagram that shows the operation, interrelationships and interdependencies of components in a system. Boxes, or blocks (hence the name), represent the components; connecting lines between the blocks represent interfaces. There are two types of block diagrams: a functional block diagram, which shows a system's subsystems and lower level products and their interrelationships and which interfaces with other systems; and a reliability block diagram, which is similar to the functional block diagram except that it is modified to emphasize those aspects influencing reliability.

Board of Standards Review (BSR): An American National Standards Institute board responsible for the approval and withdrawal of American National Standards.

Body of knowledge (BOK): The prescribed aggregation of knowledge in a particular area an individual is expected to have mastered to be considered or certified as a practitioner.

Bottom line: The essential or salient point; the primary or most important consideration. Also, the line at the bottom of a financial report that shows the net profit or loss.