



# The Lighthouse

## October 2006

Elyria/Lorain Section 814  
Mission Statement

*To advance community and member quality excellence through educational opportunities, non-competitive information exchange, networking, forming alliances and leadership growth*



### Table of Contents

<i>October 11<sup>th</sup> Meeting</i>	1
<i>Chair's Message</i>	1
<i>Message from the Editor</i>	2
<i>Publish with Quality Press</i>	2
<b>CERTIFICATION CLASS CALENDAR</b>	4
<i>Your Executive Committee</i>	4

This is a problem that is happening more and more and is global in scope. He will also explain what you can do to protect yourself and your credit. I believe this presentation falls under "Quality of Life". Your Executive Committee also invites you to present subjects that you would like to give in the area of either traditional non-traditional quality.

### New Section Members

Please welcome the following new members to Section 0814.

**Tracey A. Arkey**

**William T. Lechten**

**Ryan C. Moreau**

Check out the Section's Web Site  
See all the latest changes  
[www.eriecoast.com/~asq0814](http://www.eriecoast.com/~asq0814)

### October 11<sup>th</sup> Meeting

**WHAT:** Identity Theft and Fraud – Ed Satterfield, FBI

**WHEN:** Wednesday, October 11<sup>th</sup>, 2006 at 6:00 PM

**WHERE:** Elyria Holiday Inn  
(near Midway Mall) [See Map Here](#)  
1825 Lorain Blvd  
Elyria, Ohio 44035

As in the past, the meeting will continue to feature "heavy hors d'oeuvres" for the participants. Come enjoy a fun way to increase your understanding of LEAN principles and apply them with your ASQ colleagues!

### Chair's Message

In an effort to give you, the members, more value to your membership in ASQ, we are going to offer presentations that cover different areas that you would not traditionally think of as "quality". This month's speaker will be Ed Satterfield, a FBI Agent, located in Elyria, and his presentation will be on the problem of identity theft and the fraud that will occur in your name and how it affects you and your credit.

### Tech Corner

#### The Joiner Seven Step Method

*From Wikipedia, the free encyclopedia*

The Plan-Do-Check-Act cycle can (and should) be applied at all levels of improvement. However, it is useful to have a fuller, more detailed macro P-D-C-A that applies to the project as a whole. This provides us with:

- a framework with which we can visualize progress through a project,
- check-steps that allow us to see that we are not trying to proceed too quickly through part of the improvement process without having gained sufficient understanding,
- a means of documenting a project.

One useful framework to do this is the "7 Step Model", developed by Joiner Associates (Brian L. Joiner). As well as providing a disciplined framework for progressing through a project, the 7 Step model provides a good framework for documenting a project. The 7 Steps are:

#### STEP 1 Define Project Purpose and Scope

- Focus on strategically important problems
- Choose an appropriate project team and team leader
- Clarify the project mission
- Determine how much progress can be expected
- Formulate a framework and execution plan for the project

#### STEP 2 Current Situation

- Understand the present process
- Determine customer needs and expectations
- Flow chart the process
- Collect data to identify the real problem
- Standardize the process, if necessary

#### STEP 3 Cause Analysis

- Dig down for the root causes of the problem
- Identify the major potential causes
- Verify them with data, if possible

#### STEP 4 Solutions

- Choose between alternative solutions
- Keep solutions simple
- Identify barriers to implementing solutions
- Plan and make necessary changes (use PDCA)

#### STEP 5 Results

- Evaluate the solutions
- Collect data, to compare before and after improvement
- Compare results with what we expected

#### STEP 6 Standardization

- Standardize the new process
- Document the changes made
- Error proof the process

#### STEP 7 Future Plans

- Review what has been learned from this project
- Decide whether to continue with this project, or

- Close project, and move on to a more pressing project

## Message from the Editor

**This newsletter is our method for informing you, the members of Section 0814, on meetings, plant tours, educational opportunities and other valuable information to you as Quality professionals. We hope that this information is useful and relevant to your daily activities both professionally at work and personally at home. In addition, attending the meetings, plant tours, and classes will earn you recertification units (RU's) to help maintain your certifications.**

**To make this newsletter more useful to you we would like your input on how to improve it. In addition to your suggestions we would also like give you the opportunity to publish some of your experiences or knowledge to the other members of the section. Please send your suggestions to [michael.haessly@adelphia.net](mailto:michael.haessly@adelphia.net)**

If you would like to opt out of receiving this e-mail please update your profile on the ASQ website as such. If this is the first time that you have received this newsletter then you need to opt in to receiving e-mails and also need to update your profile on the ASQ website.

## Publish with Quality Press

Write for the world's leading publisher of quality related books!

ASQ Quality Press is looking for future authors to develop and expand upon the publishing division of the largest and most renowned quality organization. We welcome proposals on all quality-related topics, and are actively recruiting authors with book proposals specifically related to Service Quality and Six Sigma Green Belts.

To enjoy the prestige and recognition of publishing your book with Quality Press, submit your proposal today.

Visit <http://qualitypress.asq.org/author/acquisition.html> to learn about our proposal guidelines. Or contact the Quality Press acquisitions editor, Annemieke Hytinen, via e-mail at: [ahytinen@asq.org](mailto:ahytinen@asq.org)

## Auditing Humor

**You know you're a real auditor when...**

You have the family org chart posted on the refrigerator

Your kids have a training matrix show what must be accomplished in order to reach their next birthday!

You ask to see the Gage R&R before you allow your blood pressure to be checked

You consider yourself well dressed if your socks match

You buy your spouse the complete set of ISO 9000:2000, or the AIAG Supplier Seven Pack

You can write and talk at the same time, use ergonomic pens, but still get writer's cramp

You have a non-ISO/QS vocabulary of 800 words

You have a checklist for everything

You can cite the ISO 9001 standard and the QS-9000 requirements, right down to the sub-clause, but not your own shirt size

You issue nonconformities to everyone including hotels, airlines, restaurants, rental car agencies, your paperboy, etc. whether you are auditing them or not

You say, "How do you know that?", "Do you have any objective evidence to support that?" when all they say was, "Gee, isn't it a nice day?"

You speak and they get the feeling that they're having a conversation with the IRS or Detective Columbo

You can read any and all documents upside down and right to left

You know the ABC's of compromise from A to B

You leave your car running and facing 2away from the building during the closing or wrap-up meeting

Your briefcase contains a Phillips screwdriver, a copy of both ISO 9001:1994 and ISO 9001:2000, a copy of QS-9000, half of a peanut butter sandwich and a Snicker bar

You really don't find any of the above all that funny!

# CERTIFICATION CLASS CALENDAR

**Classes are always offered in conjunction with the certification and require a minimum of 6 students.  
If less than 6 students register for a class it may be canceled.**

<b>Exam Date</b>		<b>December 2, 2006</b>
<b>Registration Date</b>		<b>October 13, 2006</b>
<b>CBA</b>	<b>Biomedical Auditor Certification</b>	
<b>CCT</b>	<b>Calibration Technician Certification</b>	XXXXXXXXXX
<b>CHA</b>	<b>HACCP Auditor Certification-</b>	
<b>CMI</b>	<b>Mechanical Inspector Certification</b>	
<b>CMQ/OE</b>	<b>Quality Manager Certification</b>	
<b>CQA</b>	<b>Quality Auditor Certification</b>	XXXXXXXXXX
<b>CQE</b>	<b>Quality Engineer Certification</b>	XXXXXXXXXX
<b>CQIA</b>	<b>Quality Improvement Associate Certification</b>	XXXXXXXXXX
<b>CQPA</b>	<b>Quality Process Analyst Certification</b>	XXXXXXXXXX
<b>CQT</b>	<b>Quality Technician Certification</b>	
<b>CRE</b>	<b>Reliability Engineer Certification</b>	
<b>CSQE</b>	<b>Software Quality Engineer Certification</b>	XXXXXXXXXX
<b>CSSBB</b>	<b>Six Sigma Black Belt Certification</b>	

## Your Executive Committee

<b>Position</b>	<b>Name</b>	<b>e-mail</b>
Chair/Recertification Chair	Thomas Copeland	<a href="mailto:tccopeland@adelphia.net">tccopeland@adelphia.net</a>
Vice/Chair, Health Care Chair	Kim Shumyla	<a href="mailto:kshumyla@lifeshare.cc">kshumyla@lifeshare.cc</a>
Program Chair	Marc Kelemen	<a href="mailto:nanomarc@wowway.com">nanomarc@wowway.com</a>
Education Chair	Michael Haessly	<a href="mailto:michael.haessly@adelphia.net">michael.haessly@adelphia.net</a>
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**ASQ**

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**MEETING: Wednesday, October 11<sup>th</sup>, 2006**