

The Chairman's "Corner"



AMERICAN SOCIETY
FOR QUALITY™

AKRON-CANTON SECTION 810

The "Tally Sheet" Newsletter

Welcome To The 2005-06 Program Year!!

It is hard to believe that yet another year has come and gone. And what a busy year it was! Thanks to Ed Russell and the Section Leadership Committee, we had a full program year of technical clinics and dinner meetings, awesome conferences and, of course, an excellent education curriculum.

The 2004-05 program year was also one of change. We saw new initiatives from ASQ headquarters, including the evolution of the Living Community Model and the beta testing of the Economic Case for Quality (ECQ) [see related article below]. Locally, change hit close to home, with many Members experiencing layoffs and relocations. On a positive note, we welcomed new Members and volunteers, started expanding into the healthcare arena, and applauded many individuals who advanced themselves professionally and attained new certifications.

My thanks go out to all of the contributors to last year's success. These people are to numerous to name here, but they include a long list of speakers, instructors, and selfless volunteers. You have set many worthy standards for us to strive for in this coming year.

This year is shaping up to be another exciting one for the Akron-Canton Section. We have taken your suggestions and are going to explore,

"Economic Case for Quality"

On August 4th I had the privilege to share with the Section Leadership Committee what I learned during June training sessions from ASQ HQ, regarding the new "unknown" initiative known as the Economic Case for Quality. This was the first step in rolling this initiative out to the entire Section. At the end, Chairman Jeff Pfouts made me re-think the initiative in a different light, when he posed a very general question ... "Now that you have had the training, what's your definition of the 'Economic Case for Quality'". I paused for a second, thinking past the details from HQ and the responses from the Leadership Committee, to arrive at the following definition: "The opportunity for Section Members to explain the economic impact of Quality/Continuous Improvement on the bottom line to Senior

Executives". I'd like you, as a reader, to look deeper, and to focus on the word "opportunity", which has the following definitions by Webster:

- A favorable or advantageous circumstance or combination of circumstances.
- A favorable or suitable occasion or time.
- A chance for progress or advancement.

After reading through these definitions it becomes more clear, concise, and elementary to me of the root to this initiative. It is a platform for "opportunity" to grow both as a professional and as an ASQ Section 810 Volunteer. Not only will you be learning things that you can re-apply back on your own jobs, but you will be helping your fellow Section Members in

among other things, what ASQ's Divisions have to offer. At your request, we are planning to present many practical subjects and examples that will benefit you both personally and professionally. We are expanding our conference offerings to include a technical clinic and dinner meeting on our regular Thursday night in October and March, that coincides with the Friday conference subject matter. And, we will continue to offer an exceptional education curriculum.

This year is, once again, geared towards you... our valued membership. The Section Leadership Committee wants to give you every opportunity to expand yourselves personally and professionally. Please feel free to avail yourself of our many educational and networking opportunities. We will also continue to have opportunities available to expand your practical and leadership skills through volunteer positions on the SLC or sub-committees such as education, conferences, and the new ECQ focus group [see related article, page #3].

Please feel free to contact any of the SLC Members, including myself, if you have any questions or comments at any time during this coming year. Watch the Tally Sheet, your e-mail and the Section website for further details as they develop. We look forward to seeing and working with you throughout the year!

Jeff Pfouts - Section Chair (ASQ CQT, CQA)

their organizations with similar problems.

So, take "advantage" of this occasion, and learn more about how you can "progress and advance" your career by participating on the Economic Case for Quality Team. I encourage everyone interested to contact Jeff Pfouts, or myself, to begin on your "opportunity".

Find additional information on making the "Economic Case for Quality" at:

"www.asq.org/economic-case/index.html"
and
"www.asq-akron-canton.org"

Joshua D. Wood
(ASQ CQM, CQA, CQIA)
Section Audit Committee Chair
ECQ Team Member

Technical Clinic & Dinner Meeting

Thursday, September 15th

356th Fighter Group Restaurant

4919 MT. PLEASANT ROAD - NORTH CANTON, OHIO 44720

The 'Speaker'

Dilip Shah (ASQ Senior) has 25+ years of industry experience in metrology, electronics, instrumentation, measurement, and computer applications of statistics in the Quality Assurance areas. He has been employed in various positions with Phillips Electronics (UK), Kodak Ltd. (UK), Instruments Division of Monsanto Corporation, Flexsys America, and Alpha Technologies. He is a Principal of **E = mc³ Solutions**, providing training and consulting solutions in ISO9000/TS 16949, ISO17025, measurement and computer applications.

Dilip is certified by ASQ as a Quality Auditor, Quality Engineer,

and Calibration Technician. He volunteers his time with the Akron-Canton Section (Chair, 2001-2002). He is a member of the advisory board of the University of Akron Engineering and Science Technology Division. Dilip belongs to the Statistics, Automotive, Inspection and Measurement Quality Divisions (Chair, 2003-2005) of ASQ. He co-authored The Metrology Handbook (ASQ Quality Press), and participated in the development of ASQ's Calibration Technician exam. Dilip is involved with both the NCSLI (National Conference of Standards Laboratories, International) and the Measurement Science Conference.

AUDITOR TRAINING

Nick Koumoutzis (ASQ CQM) -
NCK Consulting

In ISO 9001:2000, and in all of the offshoots (TS, TL, etc.), there is the requirement for auditors to be trained. But, just how is this training accomplished? How much training is needed? What type of training is required?

The ISO 9001:1994 standard mandated that auditors be "trained internal auditors" (4.1.2.2), and one could qualify individuals based on education, training and experience (4.18). ISO 9001:2000 changed this significantly by using the word "competent" (6.2.1). We all know individuals who are highly trained, yet cannot perform. We, also, know of individuals who can perform, although they have had no formal training. The questions then become ... how do we go from 'untrained' to 'trained', then from 'trained' to 'competent'?

Training the Untrained ...

** The first step in auditor training is selecting auditor candidates:*

A lot of organizations select their auditors based on who has the most available time, not who could be the most effective. Ideally, internal auditor candidates should be those who hold personality traits

that are compatible with the requirements of internal auditing. Attention to detail, impartiality, and objectivity are some of the basic traits necessary.

** The second step is identifying what type of training is required:*

There are many methods to train internal auditors. Formal training, self-study, and on-the-job training are the most common. The method chosen needs to be based on the individual's need and the resources available. For example, an EMS auditor who is branching out to perform QMS audits might need only to study the QMS and standard. Whereas, someone totally unfamiliar with auditing and QMS will need a much more formalized training.

** The third step is finding a training source:*

Training sources could be either internal to the organization, or from external sources. Internally, look for experienced, competent (we'll talk about this in a minute) auditors who have a demonstrated ability for explanation. Just being able to perform is not enough. The trainer also needs to be able to communicate and express to the trainee the required information and skills. The wrong trainer could destroy the entire internal auditing program. The right one could let the program do magic!

There is usually more choice in external training sources. Perhaps too much choice. Where should you go to find the expertise for training your internal auditors? Okay, this is the easy part. Off the top, search the web for leads. Also, talk to your local ASQ Section for references. In addition, you can ask colleagues for recommendations.

** Finally, you must evaluate the training:*

There are four generally-accepted levels of training. The first is the "How well did you like the training?" question. This is the least helpful in determining the effectiveness of training. Neither is the second level, which

Technical Clinic

5:30PM —> 6:30PM

Free Admission

"What Is Metrology"

Dilip Shah (ASQ CQE, CCT, CQA)

E=mc3 Solutions

Dinner Meeting

6:30PM —> 8:30PM

Dinner ... 6:30PM Start ... \$20
Meeting ... 7:30PM Start ... Free

"ASQ's Measurement Quality Division"

Dilip Shah (ASQ CQE, CCT, CQA)
E=mc3 Solutions

**Make Reservations To Attend Through Either Your
ARRANGEMENTS COMMITTEE CONTACT *
Or The Section Web Site.**

| * | <u>CONTACT</u> | <u>PHONE</u> | <u>E-MAIL</u> |
|-----------------|----------------|--------------------|---------------------------|
| AKRON-Area: | Les Heckeler | 330-796-7847 | les.heckeler@lmco.com |
| CANTON-Area: | Richard Mautz | 330-471-3636 | mautz@timken.com |
| DOVER-Area: | Marianne Burns | 330-364-6000 | mburns@baerlocher-usa.com |
| N. CANTON-Area: | Barb Gardner | 330-499-9200-x2968 | bgardner@hoover.com |
| WOOSTER-Area: | Jeff Massoni | 330-345-7319 | jmassoni@msmp.net |

measures knowledge gain. Giving a 'pre' and 'post' test might identify what the trainee has learned, but not if the trainee can use what was learned. The third level is the best for evaluation. It measures if the trainee can now perform the tasks outlined in the training. The fourth level measures if there was any increase in profitability since the training. Because many different things impact profitability, this is quite hard to determine.

From Trained to Competent ...

Training is not enough. In order to have a successful internal auditing program, auditors must be not only trained, but competent. Competence, on the other hand, comes from one source ... demonstrated ability. Once an auditor is trained, then the competence level can be ascertained. This can be easily performed by having a "qualified" individual observe, or witness, the auditor in action. If the auditor is capable of successfully conducting an audit, the auditor is deemed competent. Periodic reviews/evaluations ensure the competency level increases. A very useful guide to the management of audit programs and competence of quality and environmental management system auditors is ISO19011. It is applicable to all organizations that need to conduct internal and external quality audits or to manage an audit program.

Summary:

The most important part of an internal auditing program is to have good competent auditors. This is accomplished through training and evaluation. Even competent auditors need some maintenance. Periodic training, reading newsletters, attending professional meetings, witnessing audits, and independent research, will keep an auditor's skills sharp and well honed.

For information about NCK Consulting:
e-mail "sales@nckconsulting.com", or visit their website at <http://www.nckconsulting.com>.



Save the Date!

ASQ Section 810's Fall Conference

Friday, October 21, 2005

Join us at Kent State University's Stark Campus, in their Professional Education and Conference Center, for a day dedicated to Quality Management Systems.

Watch for the October Tally Sheet, for further details, or go to our Section web site. To register ... contact Dilip Shah (ASQ CQE, CCT, CQA) at EMC3solu@aol.com.

"Opportunities Available"

Sounds like the headlines right out of a "help wanted" ad doesn't it? It is, and yet it isn't. Sometimes, things have a way of becoming bigger than just a mere phrase, especially in context with something else. In this case, the "something else" is the Akron-Canton Section of the American Society for Quality.

As I have rushed into this new program year, I have been thinking about a lot of things and one of them is just how this "opportunity" came about. I first joined the quality ranks nine years ago, working off shifts, inspecting parts, teaching metrology techniques to operators, and generally lending a hand wherever needed. My exposure to ASQ came about a year later through a CQT refresher course led by none other than past chair Jeff Massoni. After completing the course, I remember just how overwhelmed I was by this whole world of quality beyond my circle of employment.

Our vice-president/owner had sponsored this course and he expected us to take the certification exam. Being the outspoken (and politically less refined) person that I was at the time...I told him that it was a waste of his money to sign me up for the test. It took another three years to convince the admini-

stration to pay for my membership in 2001.

In hindsight...three years of missed "opportunities."

In an act of courage, I decided to take advantage of the professional opportunity that I had read about in the Tally Sheet. I arrived at the 356th Fighter Squadron, walked upstairs, and sat by myself. Fortunately, I did not sit by myself for long. A friendly hand attached to someone familiar to most of you reached out to me along with "Hello. My name is Dilip. Welcome to our Section meeting". I was then introduced to others of the Section, enjoyed the presentation, and was invited to sit in on the next Section Leadership Committee meeting. I did so, and have been hooked ever since.

I have served as a volunteer on the SLC as a Member of the Arrangements and Conference Committees, the Koality Kid Liaison, Audit Chair, and Treasurer. I have taken many Section-sponsored classes, attended conferences, earned certifications, and I have even taught a few classes. I have taken advantage of a lot of "opportunities", and here I am...

So. What is my point? "Opportunities Available" can be a very powerful thing. I wanted you to see what it has been for me. If you are someone new, I wanted you to get a

glimpse of what the opportunity can be. For you veterans, I wanted you to remember what it has been for you both personally and professionally. I could go on forever but our current Treasurer, Larry Tobey, has kindly taken the time to put together an article on the benefits of being a volunteer. Look for it in the October Tally Sheet, and consider where you would like to go in your life.

A BIG opportunity looming on our horizons is the Economic Case for Quality. This Section is only one of seventeen participating in the second phase. The opportunity is real and huge for the people who can and want to put themselves in front of people, from Mom and Pop Owners to multi-million dollar CEO's, and talk about what is possibly their first love...Quality! Please see newcomer Joshua Wood's introduction to the ECQ [**see page #1**].

Been to our website lately? Yep!! It needs updated. Feeling adventurous and creative? We are looking for a Webmaster!! This is a great opportunity for someone who is a self-starter with Internet savvy.

Your Section has all kinds of opportunities available for you. Contact me or any other Member of the SLC for more information.

Jeff Pfouts - Section Chair (ASQ CQT, CQA)



The Tally Sheet
Newsletter

**AKRON-CANTON
SECTION 810**

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PO Box 392
Tallmadge, OH 44278

Editor: Michael D. Marley
Phone: 330-796-1666
Fax: 330-796-6471
Email: michael_marley@goodyear.com

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ASQ Akron/Canton New Members July—2005



Scott R Ashworth
Samuel A Beverly
Allan Cohn
Lisa A Dabrowny
Douglas A Dillon
Donald W Finley
Jay V Gardiner
Michael P Haessly
Sean H Harrison
Thomas W Johnson
Virgil A Kuhl
John E Reiter
Robert R Rinderman
Darla J Rueschman
Joseph M Slish
Gregory P Wies
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Johnson Quality Training
MActac
FirstMerit Bank
R R Rinderman PE
Genie Company
Diebold
Goodrich Corporation
Atm Corporation
Sogeti USA LLC

Tally Sheet Articles

Articles For Publication In The Section's Newsletter Can Be Forwarded To The Editor For Consideration. They Should Be Pertinent To Aspects Of Quality And Reliability, And Can Be Either Business Related Or A Personal 'Lessons Learned' That Might Benefit The Membership. Forward Articles To "michael_marley@goodyear.com".

September Section Meeting Topics

METROLOGY:

Metrology is the science of measurement. The science of weather prediction is Meteorology. Without accurate measurements, the world commerce would grind to a standstill. The September Technical Clinic provides some insight into metrology, discussing the history, issues of traceability, and other interesting facts.

MEASUREMENT QUALITY DIVISION:

ASQ's Measurement Quality Division has over 3,000 members worldwide. The MQD was chartered in 1991, having grown from the ASQ's Metrology Technical Committee which was formed in 1972. Over the years, the Technical Committee and now the Division actively participated in national and international standards development, including ISO technical committees TC176 and TC207. Division representatives have contributed to ISO 10012 and ANSI/NCCL Z-540-1; major standards describing the quality system required for measurement and calibration in laboratories, service firms, and manufacturing.

Level 2 Achievement !!

Congratulations To The Akron-Canton Section For Being (1) Of (119) Sections To Successfully Complete The Requirements Of The 'Section Management Process' (SMP) Level 2, For The 2004-2005 Program Year.