

# The Chairman's "Corner"



AMERICAN SOCIETY  
FOR QUALITY™

AKRON-CANTON SECTION 810

## The "Tally Sheet" Newsletter

Welcome!! We are almost a month into the New Year and I, for one, have already blown my first resolution. I wanted to have this article written at least a week before the Tally Sheet deadline; and here I am ... less than twenty-four hours until the deadline. So ... how are your resolutions surviving so far this year?

Some quick business items. I found the Timken Faircrest plant tour to be thoroughly enjoyable. My thanks to The Timken Company and its employees for hosting our December tour. A special thanks goes out to Dick Mautz for setting the tour up for us. Watching documentaries about steel making just doesn't have the same effect as being there and watching all of the stages of billet production. It was impressive!!

Congratulations to Dick Mautz! He retired from The Timken Company December 20<sup>th</sup>. Fortunately for the Section and its leadership Committee, Dick has only retired from Timken, and is planning on keeping this 'young pup' in line and on track for the betterment of our Section!!

I missed the official announcement but, web 'registration' for the World Conference on Quality and Improvement (WCQI) in Milwaukee is now open. If you go to [wcqi.asq.org](http://wcqi.asq.org) you can find all of the latest information, including the 16-page Preliminary Conference brochure, plus register for the Conference.

I am feeling inspired this month, and I am going to indulge myself with a little ranting. I have been an avid reader for as long as I can remember. Lately, I have found myself paying a lot of attention to various 'non-quality specific' industry trade magazines and their Editors. The editorials provide a bit of human contact in a sea of ads and technical articles.

There has been the usual talk about outsourcing, loss of jobs and benefits, the global economy, and the lack of skilled workers in the US. I am especially interested in the last point ... lack of skilled workers and the Editorialists' reasoning behind this American shortcoming.

Invariably, the subject of education arises as part of the reason for not having skilled labor. One Editorialist even went as far as to twist an old saying about teachers to include college educators. You remember the saying "those that can't [succeed], teach"? Well, this person came up with something along the line of, "those that can't teach become college educators specializing in education as a subject".

All of the attacks on education come close to home for me. My mother was a teacher. I have a B.A. in physical education and, at

one time, was certified to teach in three subject areas. I am, also, married to a teacher. I do not teach children because in the late 80's I hated all of the rules and regulations, the politics, the lack of parental involvement, and the finger pointing.

Educators have become the 'scapegoat' of all of those who refuse to accept responsibility for our educational system. Wow ... what an inflammatory statement!!

Right here at home teachers must work within the 'system' in which they are employed. Teachers must "leave no child behind", and it is in these teachers' best interest that their students pass competency testing. After all, we are going to penalize school Systems that don't meet the expectations created by our current government. We have all been around long enough to know that, when the penalties start, it will be the teachers who will be blamed, and let go. It is hard for teachers to take care of their family if they are not employed!

On the subject of competency testing, I would be willing to bet there are little-or-no questions dealing with quality, design engineering, human resources, metalworking, or any other subjects pertaining to the skills that everyone is so lamenting the lack of.

I believe that the refusal to accept responsibility for our educational system actually occurs on two levels ...

The first is the "personal level". Parental lack of involvement is a glaring example of not taking responsibility. The next time you see your child or grandchild's teacher, ask them how many parents they actually know on sight and, then, how many of those parents take advantage of opportunities for communication such as parent-teacher conferences. The answer just may surprise you!!

The second is actually on the "constitutional level". Each and every American of age has the right to vote. We have the opportunity to vote for school funding, school board members, and various government leaders. We have the opportunity to vote people in who will create an educational system that produces the skilled workers America so desperately needs. Yet, on election day, we hear of voter turnouts that are less than 50%, 40%, 30%, even 25% of the eligible voters.

Instead of pointing fingers at the hard working men and women in our classrooms, let's stand up for the American worker and change the system!! Give those teachers the funding, direction, and support to teach our children the skills that are needed to fill the available jobs here at home before those jobs go off-shore.

Jeff Pfouts - Section Chair (ASQ CQT, CQA)

## Technical Clinic & Dinner Meeting

**Thursday, February 16<sup>th</sup>**

**356<sup>th</sup> Fighter Group Restaurant**

4919 MT. PLEASANT ROAD - NORTH CANTON, OHIO 44720

### Technical Clinic

5:30PM —> 6:30PM

Free Admission

**"ISO 17025 ... Changes To The System, Effective May-2005."**

Roxanne Robinson - Vice President  
American Association for Laboratory Accreditation

### Dinner Meeting

6:30PM —> 8:30PM

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

**"The Status Of Domestic Accreditations, And Associated Recognition Issues (NACLA/MRA)."**

Roxanne Robinson - Vice President  
American Association for Laboratory Accreditation

**Make Reservations To Attend The January-2006 Meetings Through Either Your ARRANGEMENTS COMMITTEE "CONTACT" \* Or The Section Web Site.**

\*

#### CONTACT

#### AKRON-Area:

Les Heckeler

#### PHONE / E-MAIL

330-796-7847

[les.heckeler@lmco.com](mailto:les.heckeler@lmco.com)

#### CANTON-Area:

Richard Mautz

330-837-3878

[dickmautz@sssnet.com](mailto:dickmautz@sssnet.com)

#### DOVER-Area:

Marianne Burns

330-364-6000

[mburns@baerlocher-usa.com](mailto:mburns@baerlocher-usa.com)

#### WOOSTER-Area:

Jeff Massoni

330-345-7319

[jmassoni@msmp.net](mailto:jmassoni@msmp.net)

## Measurement Uncertainty Workshop

Based on the ANSI/NCSLI Z540-2 Guide

February 23-24, 2006 (9:00 am to 4:30 pm daily)

ISO 17025 requires that measurement uncertainties of the various parameters in the calibration and testing process be quantified in order for the calibration/tests to be traceable and valid. This workshop covers the necessary topics required by the ISO 17025 standard for compliance. Workshop participants gain hands-on experience on quantifying measurement uncertainty which can be applied in any testing and calibration application.

The workshop is designed for technicians, engineers, metrologists, quality/laboratory managers and other personnel who want to understand the concept of applying and managing Measurement Uncertainty data. The workshop content is arranged in a basic, building-block format so that participants can understand and implement all aspects of Measurement Uncertainty. Timely, hands-on Measurement Uncertainty examples are given during the workshop to provide familiarity and experience.

### Topics Covered

Basic Statistics	Standards and Practices
Definitions and Basic Concepts	Combining Uncertainty Methods
Uncertainty Distributions	Determining Expanded Uncertainty
Uncertainty Calculations	Analyzing and Reporting Uncertainty
Applying Uncertainty Data	Special Topics (T.A.R. vs. T.U.R. etc.)
Analyzing and understanding Calibration Reports	Decision Rules

New ISO 17025:2005 data analysis requirements explained!

*This workshop uses computer spreadsheets (Microsoft Excel®) to demonstrate Measurement Uncertainty techniques. Workshop participants are encouraged to bring a scientific calculator to the workshop to perform exercises. All other materials are provided. Use of a laptop computer is encouraged but not necessary. A spreadsheet template is provided to the attendees.*

**E=mc3 Solutions** provides training and consulting solutions in Quality related topics, SPC, Measurement Uncertainty, Metrology, ISO 9000, ISO/TS 16949 and ISO 17025. The workshop instructor has over 25 years of industry experience in metrology, electronics, process instrumentation, measurement, and computer applications of statistics in the Quality Assurance areas. He is the co-author of The Metrology Handbook published by the ASQ Quality Press and participated in the development of ASQ's Certified Calibration Technician Exam. He is a senior member of ASQ, IEEE, and NCSL International and holds ASQ CQE, CQA and CCT certifications.

If you wish to arrange for an overnight stay during the workshop, please contact the Holiday Inn directly at the telephone number listed on the right side.

## Measurement Uncertainty Workshop Registration

Name \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone (\_\_\_\_) \_\_\_\_\_

E-mail \_\_\_\_\_ Confirmations will be notified by e-mail.

Payment: Check No \_\_\_\_\_ VISA/MC \_\_\_\_\_ AMEX \_\_\_\_\_

Make checks payable to: EMC3 Solutions

Amount Authorized: \$ \_\_\_\_\_

Registration Fee: \$ 795.00 (Before Feb. 3, 2006) \$ 895.00 After Feb. 2, 06 (PER ATTENDEE)

Name on Credit Card: \_\_\_\_\_

Credit Card No: \_\_\_\_\_

Expiration Date: \_\_\_\_\_ CVV Code on Back: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

(REQUIRED FOR CREDIT CARD AUTHORIZATION)

Payment must be received prior to workshop start date.

### Workshop Site:

HOLIDAY INN  
6001 ROCKSIDE ROAD  
INDEPENDENCE, OH  
44131  
Tel: 216-524-8050  
Fax: 216-524-9280

### Register by mail:

E = mc3 Solutions  
197 Great Oaks Trail #130  
Wadsworth, Ohio 44281-8215

### Register by Phone:

(330) 328-4400

### Register by SECURE FAX:

(330) 336-3974

### Register by e-mail:

emc3solu@aol.com

**Cancellation Policy:** Attendees may cancel two weeks prior to workshop date for a full refund. After that, 50% fee is refunded until the day before class. No refunds after class start date. Substitutions are accepted before class. We are not responsible for travel and lodging fees incurred.

## Quality Systems Management

presents

## INTERNAL AUDITING SERVICE

### WHY?

Most internal audit programs eventually fail to meet top management's expectations due to several common causes:

- **Availability of auditors** (as a result of right-sizing, attrition and extensive developmental costs most organizations do not have enough competent auditors)
- **Overlooked opportunities** (independent internal auditors rarely have the technical expertise needed to identify value-added, cost-saving opportunities)
- **Cancelled audits** (changing production demands, customer needs and special projects often preempt internal audit schedules causing delay or reduction in audits)

### WHAT?

QSM provides a cost-effective alternative for internal auditing. Your organization's policies, procedures, work activities and related results are audited (using the process approach) to all applicable standards and relevant requirements. Comprehensive, value-added audits are ensured by a professional ASQ, RAB, AIAG and IATF accredited auditor with ten years experience in 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> party auditing. Reasonable rates are available on a fixed hourly basis. For further details, references, auditor's credentials, scheduling and/or additional services contact:

Paul Theken, MBA  
ptheken@qsmgmt.com  
(330) 284-3535  
5632 Everhard Rd., NW  
Canton, Ohio 44718

**SPECIAL OFFER** - Travel expenses waived for ASQ Members

## Judges Needed For Science Fairs

Science Fair "season" is approaching. Judges are needed. There will be four opportunities to participate.

We participate at the Akron Science Expo (Feb 25); Western Reserve Science Day at the University of Akron; District 13 Science Day (Stark, Carroll, Tuscarawas and Harrison counties); and Wadsworth. Dates will be announced as they are available. Saturday's in March are the primary dates.

Judging is a morning activity. Start is approximately 8:00 AM, and completion is by 12:00 noon.

If interested, contact either **Dan Lewton** (ASQ CMI, CQT, CQA, CQM) @ [dlewton@howdenbuffalo.com](mailto:dlewton@howdenbuffalo.com) ... or ... **Bart Hamilton** (ASQ CQE, CQM) @ [bartpham@juno.com](mailto:bartpham@juno.com).

## Volunteers Needed : National Engineers' Week

We are looking for volunteers to help launch a new program to expand membership in our Section. This year we will participate at events during "National Engineers' Week", between February 19<sup>th</sup> and 25<sup>th</sup>. If you have an interest in helping with the event, or if you know someone who is interested, contact me either at 330-327-3060 or by e-mail at [nick@nckconsulting.com](mailto:nick@nckconsulting.com). It is very important to identify potentially new Members, and to show them what the Society has to offer.

Nick Koumoutzis – Publicity Chair (ASQ CQM)

## "Spring-Time Activities"

The following Section 'annual activities' are set ... **mark your calendars:** The Aeros ball games are May 26<sup>th</sup> & June 9<sup>th</sup> (Friday evenings). FIREWORKS and PICNIC are included. The golf outing will be Friday, June 16<sup>th</sup> at the Pines. More reminders in future issues of the Tally Sheet.

# ISO 9001:2000 Internal Auditor Training



Training - Consulting - Productivity Integration

**EAGLE FORCE, Inc.**



Register Now

Cost - \$595.00 (495.00 if more than one)

While process internal auditing is a requirement of ISO 9001:2000, many organizations are not realizing tangible benefits. What you will learn in this course is how to conduct value-added internal audits.

## Process Based Internal Auditing

This is the best internal auditor training available in the market today. Your internal auditors will learn process auditing techniques using actual case studies in a Socratic learning environment

## The Certification Implementation / Training Process Includes:

- An overview of ISO 9001:2000 requirements
- Planning a Process Audit
- Executing a Process Audit
- Following Process Audit Trails
- Reporting Audit Findings
- Writing effective Corrective Actions
- Understanding the changing audit focus of a maturing management system

## Who should attend:

- Quality Management
- Production Managers
- Senior Management
- Supplier Development Personnel
- Existing Internal Auditors
- Sales Personnel

## Internal Auditor Training Schedule

Cleveland OH  
Dec 8-9

Atlanta, GA  
Jan 10-11

San Diego CA  
Jan 25-26

Huston, TX  
Feb 9-10

Canton, OH  
Feb 16-17

Grand Rapids, MI  
March 2-3

Washington DC,  
March 8-9

Contact us to register  
[www.eagleforceinc.com](http://www.eagleforceinc.com)  
330-212-5606



**The Tally Sheet**  
**Newsletter**

**AKRON-CANTON**  
**SECTION 810**

Published Since 1958

PO Box 392  
Tallmadge, OH 44278

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

**NON-PROFIT ORG**  
**US POSTAGE**  
**PAID**  
**AKRON OH**  
**PERMIT NO 916**

**ASQ Akron/Canton New Members**

**December—2005**



Richard M Doncaster	Biznitek, Inc
Bill Lechten	Wellman Products Group
Kartik Madhok	Rubbermaid Home Products
Michael J Rohrer	Graco Children's Products

**ASQ Education : Winter-2006 Session**  
**Registration 'In Process' For Saturday Classes**

The Education Committee is taking registration for the scheduled Winter-2006 Saturday courses. Visit your Section's web site @ "[www.asq810.org](http://www.asq810.org)" for registration information.

Course #	Course Description	Start Date	Member Cost	Non-Mem Cost	RU's	Course Duration
* 500	Continuous Improvement	01/28/06	\$400	\$440	0.8	1-Day
* 262	Excel For QA Applications	02/11/06	\$360	\$400	0.8	1-Day
* 301	AIAG SPR (3 <sup>rd</sup> Edition)	02/11/06	\$440	\$480	1.6	2-Alternate Saturdays
* 501	Introduction To Minitab	02/18/06	\$360	\$400	0.8	1-Day
* 494	ISO/TS 16949:2002 Overview	01/28/06	\$360	\$400	0.8	1-Day

**Thank You, Barb Gardner ... And, Best Wishes !!**

Section Member Barb Gardner (ASQ CQE) has recently retired from The Hoover Company, and is moving out of Ohio. For many years she has participated on the PACT Committee, now part of the Arrangements Committee. There will always be a need for Section Members to participate as volunteers within various Offices and Committees of the Section. Barb is one example of what ASQ volunteers are all about.

**Certification Exams Results**

**Congratulations** To The Following Section Members, For Becoming Certified By The Society In The Following "Bodies Of Knowledge" !!

**Good Work !!**

- + Certified Quality Auditor (CQA)  
George B. Downey  
Richard M. Wolf  
Traci L. Barnett  
Richard Scarsella  
John Krug  
George W. Bush
- + Certified Quality Improvement Associate (CQIA)  
Linda R. Wolfe  
Tom J. Pence
- + Certified Mechanical Inspector (CMI)  
James M. Kaiser  
Dylan A. Hart  
Brian T. Rogers
- + Certified Quality Manager (CQM)  
James A. Thorp  
Michele P. Carbone
- + Certified Quality Technician (CQT)  
Sandra A. Rinaldi
- + Certified Reliability Engineer (CRE)  
Christopher J. Smith