



Chairman's "Corner"



As the Section prepares for the coming program year, a number of thoughts race through my mind. Some will wait for later. ASQ and Section Members are customers and stakeholders, and the leadership team is working hard to offer a challenging and informative program for the 2004-05 year. Our annual calendar will be published in August with seven (7) monthly programs, two (2) conferences, and one (1) tour. Place a note in your planner now that the Section's first program evening is Thursday, September 16th.

As quality professionals, we are challenged to sort between "the job" and being a professional or carrying your duties and opportunities to the next higher level. It is difficult as some companies eliminate or reduce customer service and quality departments while others are awakening and adding to these areas. Customer service is still number one with me, including the restaurants I continue to patronize, medical services, or recently purchasing a new bicycle. I no longer continue to shop where they do not show that the business, or person, really wants or deserves my money. In addition to just walking away, I typically find a manager and voice my concern. My approach is low key, but always indicates I like to shop and buy locally and do business in NE Ohio.

How can you personally make a difference in your work environment, your neighborhoods, your shopping, or your business associations?

Respectfully, Russ (Ed Russell, CQA, CQM)

Section Management Program

Mark Holdredge (CQM, CQE, CQA) – 1st Vice Chair, Akron-Canton Section

The Section Management Program (SMP) was developed to assist the sections of the American Society for Quality in planning and implementing services and programs that will meet the needs of their current and future members. It is a tool that assists our section in developing a management plan that is in alignment with the Society's objectives and the local needs of the members of our section.

Its similar to running a business or managing a project at work. A plan is required to facilitate success. SMP encourages our section to continually measure, address and improve customer (member) satisfaction by incremental improvements based on our section's goals and objectives.

Over the next several months the Akron-Canton Section Executive Committee will be formulating and finalizing our business plan for the 2004-2005 year. Your input is welcome. Please share your ideas on how you would like to see your section grow and improve. Information on how to contact the Executive Committee members can be found in our calendar and on our web site at www.asq-akron-canton.org.

The Problem Is Not The
Result But The Process.

- Katsuya Hosotani

Quality Comes Not From
Inspection But From
Improvement Of The Process.

- Mary Walton

Observations/Findings/Non-Compliances

Nick Koumoutzis (CQM) – NCK Consulting, Inc.

During the course of an audit, there are several terms that are used quite frequently. In many cases, they may also be used interchangeably. This, not being an English lesson is not going to focus on which term is proper and which is not. Instead, let's focus on what they mean to the auditor and the auditee.

Observations:

- Methodology observation
- Quality audit observation
- Non-compliance observation

One method used to find objective evidence is observation. This relates to the methodology observation, listed above. Here we use the skill of observation to either confirm that the quality system documentation is being followed, and is effective, or confirm that a non-compliance issue exists.

According to ISO8402 a quality audit observation is a "statement of fact made during a quality audit and substantiated by objective evidence." This could be an output of the methodology observation. Once again this is non-judgmental. Statements of facts are used to judge, but they are neutral.

During the internal audit, we may find things that for some reason we can't judge, even if we are sure a non-compliance exists. Perhaps there is not enough information to make a determination, or perhaps the issue is out of scope.

Another situation may be that a situation is technically in compliance, but conditions exists which could lead to future non-compliance. In all three cases a non-compliance can't be written, yet the situation needs to be addressed. This is where the non-compliance observation is used. Unlike the methodology, or quality audit observation, the non-compliance observation is judgmental in nature. The key here is you want some type of action.

Findings:

A finding can also be several things. Mostly, it is the same as the quality audit observation. Another definition is a non-compliance issue. Once again, the first definition does not necessarily need addressing, where as the second requires action.

Non-Compliances:

A non-compliance exists where there is a non-fulfillment of a requirement. This requirement may be regulatory, or possibly a requirement of the organization's quality system. This term is also identified as a non-conformance. This is a judgmental term, in that we are stating that the quality system, or part of it, does not comply with requirements. Action is required! Non-compliances must be substantiated with observations or findings, and backed by objective evidence.

Non-compliance may be classified based on severity. Major and minor are the most common classifications. It is important to note that there is no requirement to classify non-compliances. Some organizations deliberately avoid classifications to prevent the feeling of failure on the part of audited activities. Others use them to prioritize corrective actions.

Because of the various definitions of the above items, you might want to develop your own definitions. As you build your quality system and begin to audit it, use your definitions consistently. This should help eliminate confusion and lead to better corrective actions, and a more realistic quality system.

NCK Consulting, Inc. helps organizations become world-class companies by focusing on customer satisfaction through ISO 9000 and TS16949 training and implementation. For more information about NCK Consulting, Inc., e-mail: sales@nckconsulting.com or visit our website at <http://www.nckconsulting.com>.

Quality Improvement Will Result From
People Improving Their Processes And From
Management Improving The System.

- Thomas Pyzdek

Quality Needs To Be Constantly Improved,
But It Is Just As Necessary To Make Sure
That Quality Never Deteriorates.

- Shigeru Mizuno

Your Fall-2004 Education Program

The following courses are scheduled during our Fall Semester. For a detailed course description, see the Education Flyer, or visit our web site www.asq-akron-canton.org. Call Joe Decker (330) 730-7857 for more information, or to register.

Course	Class Number	Instructor	RU	Fee	Start Date	Day of Week	Time
Basic QC	111	Jerry Pedoto	2.0	\$320	13-Sep-04	Monday	7:00-9:00 pm
Intermediate Quality Control (Correspondance Class)	211C	Bob Brigeman	2.0	\$320	13-Sep-04	NA	NA
Measurement Systems Analysis (MSA)	265	Dilip Shah	2.0	\$320	14-Sep-04	Tuesday	6:00 to 8:00 pm
NDT (Non-Destructive Testing)	235	Howard Mercer	2.0	\$320	15-Sep-04	Wednesday	6:00 to 8:00 pm
Geometric Dimension & Tolerancing	255	Les Heckeler	2.0	\$320	14-Sep-04	Tuesday	6:00 to 8:00 pm
CMM Programming Basics	350	Jeff Pfouts	1.0	\$220	08-Sep-04	Wednesday	6:00 to 8:00 pm
Beyond Certification using ISO9004	423	Nick Koumoutzis	1.0	\$220	14-Sep-04	Monday	7:00 to 9:00 pm
Advanced Product Quality Planning (APQP)	471	Jeff Pfouts	1.0	\$220	13-Sep-04	Monday	6:00 to 8:00 pm
Production Part Approval Process (PPAP)	472	Bob Brigeman	1.0	\$220	18-Oct-04	Monday	6:00 to 8:00 pm
Process FMEA	473	Dilip Shah	1.0	\$360	08-Sep-04	Wednesdays	7:00 to 9:00 pm
CQA Refresher	405	Joe Decker	2.4	\$360	08-Sep-04	Wednesdays	6:00 to 9:00 pm
CQE Refresher	400	Dilip Shah	2.4	\$380	13-Sep-04	Monday	6:00 to 9:00 pm
Leadership Skills	440	Rich Edelen	1.2	\$360	14-Sep-04	Tuesday	6:00 to 9:00 pm
Certified Quality Manager Refresher	460	Joe Decker	2.4	\$360	24-Aug-04	Tuesday	6:00 to 9:00 pm
ISO 9001:2001 Implementation	470	Bob Brigeman	2.0	\$240	22-Nov-04	Monday	7:00 to 9:00 pm

Our programs can also be customized to meet your needs and brought to your organization. Give us a call - it would be our pleasure to visit your facility and discuss training opportunities!

The Akron-Canton ASQ Education Program classes will be held at the Portage Lakes Career Center, 4401 Shriver Road, unless identified otherwise. From Interstate 77, exit at Exit 118 (Route 241 - Massillon Rd). Go south for 1.2 miles; turn right onto Steese Road; go 0.3 miles to Shriver Road; turn left. The school is on the left side, 0.4 miles after turning. Enter the facility by the south entrance (near the flagpole). This is a premier technical training center. The campus is set on 47 acres in Green, Ohio. Located near the juncture of Interstate I-77 and State Route 241, it is 10 minutes from downtown Akron and 15 minutes from downtown Canton. It is comprised of two modern buildings (118,000 square feet) with state-of-the-art technology and equipment. Hot and cold beverages, sandwich and snack vending machines are available in the cafeteria. Saturday classes are held at the Holiday Inn Express at the Arlington Road and I-77 interchange.

Thinking About Taking A Certification Exam This Year ??

Contact ASQ National Headquarters at <http://www.asq.org>, or at 800-248-1946, for a list of ASQ exams, their scheduled dates, application forms, and applicable information.

For Section information on certifications and re-certifications contact: Vera Teachout.
The Timken Company ... 7070 Stonecreek Avenue, NW ... Canton, Ohio 44721-2810.
Phone: 330-471-5315 ... Fax: 330-458-6315 ... E-mail: teachout@timken.com.

**Human History Becomes
More And More A Race
Between Education And
Catastrophe.**

- H. G. Wells



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Fall Education Summary Inside

ASQ Akron/Canton New Members: May / June—2004



- | | |
|---------------------------|------------------------------|
| John E Cook | Smithers Quality Assessments |
| Debora J Duke | Mactac |
| Kimberly Guinn | Little Tikes |
| Mary Kosovich | Student |
| John A Leone | Smithers Quality Assessments |
| John W Ratliff | Hyson Products |
| Michael D Russo | No Company Listed |
| Frederick D Brady | The Timken Company |
| Richard N Edelen | Global Concepts LLC |
| Khaled Hassan El-Shabrawy | OMS |
| Robert W Hoff | The Timken Company |
| John Krug | The Timken Company |
| Shawn M Mays | Morgan Precision Instruments |

CONGRATULATIONS ... !!

The Following Section Members Have Received Recognition By The Society In The Noted Bodies-Of-Knowledge ...

CQIA:

Michael Vachon
Joshua Wood

Section Officers
2004-2005 Program Year

- Chair: Ed (Russ) Russell
- 1st Vice Chair: Mark Holdredge
- 2nd Vice Chair: Jeff Pfouts
- Secretary: Michael Marley
- Treasurer: Jeff Pfouts

As Members of the Akron-Canton Section, please help these elected Officers to continue with tradition, and make the Section a value to the Society, the community, and to your personal goals.

New "Section Operating Agreement" Imposed By National

In an effort to 'simplify' Section "by-laws" requirements, as mandated by National, the Society's Board of Directors approved the creation of a "section operating agreement". The "SOA" specifies the minimum requirements that each Section must comply to. This, in effect, becomes the new "by-laws" for each Section. Each Section can, at their discretion, incorporate additional "by-laws" in order to operate. However, these additional "by-laws" can not conflict with the new "SOA", or any "by-laws" and procedures in place at the national level. The "SOA" becomes effective with this 2004-2005 Program Year.