

# The Quality Times

**Vision Statement:** To be the source of quality professionalism in East Central Indiana.



Section 0904  
East Central Indiana  
PO Box 3147  
Muncie, IN 47307-1147

**Chartered - 1949**

[www.asq904.org](http://www.asq904.org)



**Serving the Counties of:**

- Blackford
- Delaware
- Grant
- Henry
- Jay
- Madison
- Randolph
- Wayne

**Volume 54 November / December 2002 Number 3**

## Two Plant Tours:

### **Delco Remy America Plant Tour Wednesday, November 6, 2002 6:00 PM**

The American Society for Quality (ASQ), Section 904, will feature a plant tour of Delco Remy America, 7225 American Way, Anderson, Indiana, for its meeting, November 6, 2002 at 6:00 PM. Max Butcher, Quality Engineer, and Dawn Saxon, Quality Improvement Process Coordinator, will host the tour. The tour will feature the improvements in lean manufacturing accomplished in the last 24 months, observe DRA's latest manufacturing cell, including poka yoke devices employed, and the resulting improvement in first time quality. Bring your safety glasses and wear appropriate shoes.

Max Butcher is the Quality Engineer for Heavy Duty Motors. He has been a manufacturing General Supervisor, Quality Field Representative, Quality Supervisor and Quality Engineer. Dawn Saxon is a member of ASQ and is a Certified Quality Technician. She has been a Quality Improvement Process Coordinator for DRA, since the transition from General Motors in 1994. Dawn's experience with light duty motors is extensive.

DRA is approximately 2 miles south I-69 and IN-109, exit 26. It's approximately 1 mile south of the Meijer Store. DRA is the only industrial building on IN-109 south of Meijer. Enter the front lobby by the sign. There is a map on the ASQ904 website: <http://www.asq904.org/Nov2002.htm>. Members plan to meet for supper after the tour at a local restaurant.

### **Delphi Ignition Systems Plant Tour Wednesday, December 4, 2002 6:00 PM**

The American Society for Quality (ASQ), Section 904, will feature a tour of the Delphi Ignition Systems Plant, 2620 East 38th Street, Anderson, Indiana, for its meeting, December 4, 2002, at 6:00 PM. Bring your safety glasses and wear appropriate shoes.

Tour participants will be split into three groups to view one of the following improvement activities: Quality System Basics and Process Control, Process Tool Lean Best Practices, or Quality Network Preventive Maintenance. The tour hosts will be Jack Enlow, Brian Alberson, and Mike Hess.

The Delphi Ignition Systems plant is located in Anderson on 38th street between IN-109 and old State Road 67. Enter the building thru the doors in the southwest corner. There is a map on the ASQ904 website: <http://www.asq904.org/Dec2002.htm>. Members plan to meet for supper after the tour at a local restaurant.



This PDF created with the FREE RoboPDF Home Edition (not legal for business or government use)

Get your FREE RoboPDF Home Edition Today at [www.robopdf.com](http://www.robopdf.com)

Buy RoboPDF Pro

# Section Information:

## 2002-2003 Section Officers

<b>Section Chair</b>	<b>Chuck Darger</b> Indiana Ductile, Noblesville, IN Office (317) 776-8000 Home (765) 289-5883 <a href="mailto:cdarger@comcast.net">cdarger@comcast.net</a>
<b>Program Chair</b>	<b>Rhonda Goss</b> Hoffco/Comet, Richmond, IN (765) 966-8161 ext. 199 <a href="mailto:rgoss@jayco.net">rgoss@jayco.net</a>
<b>Secretary</b>	<b>Dixie Coleman</b> Hartford City, IN (765) 348-0970 <a href="mailto:dixcole@netusa1.net">dixcole@netusa1.net</a>
<b>Treasurer</b>	<b>Steve Zylka</b> Saint-Gobain Glass, Muncie, IN (765) 741-7085 <a href="mailto:Stephen.H.Zylka@saint-gobain.com">Stephen.H.Zylka@saint-gobain.com</a>
<b>Newsletter Editor &amp; Web Page</b> <a href="http://www.asq904.org">www.asq904.org</a>	<b>Bob Cooper</b> 3M, Hartford City, IN 765-348-3200 ext. 240 <a href="mailto:editor@asq904.org">editor@asq904.org</a>
<b>Membership Chair</b>	<b>Vicki Storer</b> Indiana Steel & Wire, Muncie, IN (765) 288-3601 <a href="mailto:v.storer@insightbb.com">v.storer@insightbb.com</a>
<b>Education &amp; Scholarship Chair</b>	<b>Mike Chenoweth</b> Thomson Cons Elct, Marion, IN (765) 662-5261 <a href="mailto:mac466@indy.rr.com">mac466@indy.rr.com</a>
<b>Audit Chair</b>	<b>Steve Scott</b> Duffy Tool, Muncie, IN (765) 741-0243 <a href="mailto:sscott@duffytool.com">sscott@duffytool.com</a>
<b>Publicity</b>	<b>Mike McDonald</b> Michael L. McDonald & Asso., Anderson, IN (765) 644-0690 <a href="mailto:MLMcData@aol.com">MLMcData@aol.com</a>
<b>Re-Certification &amp; Special Projects</b>	<b>Rich Ehmer</b> New Venture Gear, Muncie, IN (765) 281-2501 <a href="mailto:ehmer@nvg.com">ehmer@nvg.com</a>
<b>Immediate Past Chair</b>	<b>Rhonda Goss</b>
<b>Region 9 Director</b>	<b>Mike Mazu</b> (812) 853-4896 <a href="mailto:pmazu@aol.com">pmazu@aol.com</a>

## Section 0904 Calendar

2002 – 2003

September 18	Dinner & Program
September 24	Board Meeting
October 4	Deadline: Dec. Cert Exam
October 16	Dinner & Program
October 19	Certification Exams
October 22	Board Meeting
<b>November 6</b>	<b>Delco Remy Tour</b>
November 19	Board Meeting
<b>December 4</b>	<b>Delphi Plant 20 Tour</b>
December 7	CQE / CQA Exams
Jan 7, 2003	Board Meeting
January 10	Deadline: March Cert. Exam
January 15	Dinner & Program
January 21	Board Meeting
February 19	Dinner & Program
February 25	Board Meeting
March 1	Certification Exams
March 19	Dinner & Program
March 25	Board Meeting
April 4	Deadline: June Cert Exam
April 16	Dinner and Program
April 22	Board Meeting
May 21	Dinner & Program
May 27	Board Meeting

## Advertise in The Quality Times

- Support Section 0904
- Reach 350+ Quality Professionals each Month

### Ad Rates

	Approximate Size	Cost per Year
Full Page	7.5" x 10"	\$320
Half Page	7.5" x 5"	\$210
Quarter Page	3.5" x 5"	\$110
Eight Page	3.5" x 2.5"	\$60

Contact:

The Newsletter Editor: Bob Cooper



This PDF created with the FREE RoboPDF Home Edition (not legal for business or government use)

Get your FREE RoboPDF Home Edition Today at [www.robopdf.com](http://www.robopdf.com)

Buy RoboPDF Pro

## Chat from the Chair:

**One thing that is constant is change. It happens. Section 904 is making some changes and we want our membership to be aware of those changes so that they will have a positive influence on our mission.**

**One change that you are seeing this month is this bulletin as an announcement of the next two technical meetings. Since the bulletin is often the reminder to attend the monthly meeting, we will send an e-mail reminder prior to the December meeting as a memory jogger. This will reach those of you who have an e-mail address that is up to date. I recently had to up-date my e-mail with ASQ because of the switch from home to Comcast (Muncie cable). You can check your e-mail address, and other member information, on ASQNet.**

**Two plant tours during one year is something else we are trying.**

**Another thing you will see after the first of the year is a hands-on type program on DOE. Your responses to the meeting evaluation sheets (we do read them), and the request for input at the last technical indicate an interest in hands-on programs as well as DOE. We are putting these two ideas together and if the response is positive, we will do more of it.**

**Let the Executive Committee know how you feel about the changes. Your input is solicited and considered.**

**Happy Holidays,**

*Chuck Darger* - Section Chair

TrainingforISO9000.com	Indianapolis	TrainingforISO16949.com
<b>ISO9001:2000 Lead Auditor 36 hour (accredited) \$1575</b> QS9000 Supplemental Training included November 4-8, December 9-13	<b>ISO/TS 16949 16 hour Champion Training \$895</b> December 16-17	<b>ISO14000 Lead Auditor Training \$1575</b>
<b>ISO9000 Internal Quality Auditor \$795</b> December 9-10	<b>ISO/TS 16949 Internal Auditor Training \$795</b> December 18-19	
<b>ISO9001:2000 Transition Managing Change \$495</b> December 9	<b>ISO/TS 16949 Internal Upgrade Training \$495</b> December 18	
<b>ISO9001:2000 Transition and Upgrade \$495</b> December 9	<b>ISO/TS 16949 Management Transition Training \$395</b> December 18	<a href="http://www.trainingforISO9000.com">www.trainingforISO9000.com</a> e-mail: <a href="mailto:info@trainingforISO9000.com">info@trainingforISO9000.com</a>
<b>QAI preferred course location:</b>  Courtyard by Marriott 4650 Southport Crossing Rd Indianapolis, IN 46237	<b>SAVE \$100 - \$325 WITH 30 - 60 - 90 DAY ADVANCE PAYMENT- REGISTRATION PHONE 317.815.0142</b>	



**Borg-Warner Automotive** **Muncie Plant**



**5401 Kilgore Avenue** **Muncie Indiana 47304**

**G & G OIL CO., INC.**  
- Serving Indiana -

**Lubricant Engineers on Staff**  
**Specializing in...**

- Machine Lubricating
- Cutting Oils
- Heat Treating Oils
- Rust Preventatives
- Stamping & Drawing Compounds

**Muncie**  
**288-7795**  
**INDIANA**  
**1-800-382-8533**  
**220 E. Centennial Avenue, Muncie**

TAKE  
YOUR BEST  
SHOT WITH ...

**LITTLER**

- Since 1954, high quality aluminum and zinc diecastings
- Innovative design
- Military standard – quality control
- Metal alloy quality control
- Machining and secondary operations
- Large or small quantities

---

- Call or write or free brochure
- Send sample part or blueprint for out prompt quotation

**LITTLER DIECAST CORPORATION**  
PO Box 96 – 500 W Walnut St.  
Albany, IN 47320 765/789-4456

**Prices are going down for training!**  
**New Anderson and Muncie schedule**  
*(call for course outlines and locations)*

ISO 9000 Internal Auditor	\$ 295*	November 7-8
* discounted \$100		
ISO 9001:2000 Transition (RAB certified)	\$ 395	November 12-13
ISO 9000 Lead Auditor (RAB certified)	\$1,295**	November 11-15
** discount \$200 (a great price for this certified course)		

**AETS**

Call Ed Hornback, 800-291-5192, email [aetsjdm@cs.com](mailto:aetsjdm@cs.com)  
Check our homepage <http://www.aetsittc.com>  
*We now represent Orion Registrar, Inc. Are you ready to change registrars? Save your registration budget and receive value added auditing service.*

**Welcome New Members:**  
**Leon Hill - Valeo Engine Cooling**  
**Rebecca Rhodes**

**October 2002 Meeting Summary**

Twenty-two (21) quality professionals attended in September.

Door Prizes: **Jeff Mann** and **Steve Harmeyer** won the 3M Tape dispensers; **Brett DeWees** won the Free Meal and **Mike Chenoweth** won the "Quality Engineering Handbook" - contributed by Quality Publishing in consideration of space in our newsletter.

**Tim Kennedy's** name was drawn for the **\$100** Jackpot. Tim did not attend the meeting. You must attend to win..

**Directions to Sirloin Stockade:**

**From Muncie:** Follow McGalliard Road. (SR 332) West to Morrison Road. Landmarks: Wal-Mart and Lowe's on your left. The Sirloin Stockade is behind the Village Pantry on your right. Turn North (RIGHT) onto Morrison. Road Construction has changed the Sirloin Stockade entrance. Turn LEFT just north of the Village Pantry. Turn LEFT again then straight into the Sirloin Stockade parking lot.

**From Anderson:** Follow I69 North to SR332 (Exit 41). Follow 332 into Muncie. Turn LEFT onto Morrison Road.

**From Marion:** Follow I69 South to SR332 (Exit 41). From there it's the same as the Anderson instructions.

**From Richmond:** Follow US35 North to the Muncie Bypass (SR3 & US35). Follow the Bypass North to the first traffic light and turn LEFT on McGalliard Road (SR332). Follow the Muncie directions.

**From Hartford City:** Follow SR3 South to the Muncie Bypass and continue to the first traffic light (McGalliard Road). Turn RIGHT on McGalliard Road (SR332). Follow the Muncie directions above.

**From Portland:** Follow SR67 South to the Muncie Bypass (SR3 & US35). Continue south to the first traffic light (McGalliard Road). Turn RIGHT on McGalliard Road (SR332). Follow the Muncie





### **RAB Approved ISO9001:2000 Transition Training**

*We have helped over 100 Indiana  
companies get registered.  
May we help you?*

**1-888-ISO-COOP**

### **Did you Know?**

Our section has a Web Page

[www.asq904.org](http://www.asq904.org)

Check it out!

## **December 7<sup>th</sup> Certification Exams to be given in Portland**

Our Section proctors the ASQ Certification exams given in the East Central Indiana area.

**Jay County Library  
315 N Ship St  
Portland, IN**

Contact Steve Zylka for more information.  
Our website has a map

Future exam dates and deadlines:  
**CQE, CQA, CSQE, CQIA**  
December 7, 2002 (10/4/2002)  
June 7, 2003 (4/4/2003)

**CQA, CQT, CMI, CRE, CQManager**  
October 19, 2002 (9/6/02)  
March 1, 2003 (1/10/2003)

**Sign Up -  
Get Certified**

### **Quality America and Quality Publishing**

offers Statistical Process Control and Document Control software, as well as ASQ Certification materials, SPC Training, and Six Sigma software, training, and consulting. We offer SPC software for Six Sigma Projects, as well as for real-time Shop Floor analysis. Our software can read data from any database, over the internet or via networks.

Please visit our website at  
[www.qualityamerica.com](http://www.qualityamerica.com)  
or call us at 1-800-722-6154.

### **INDUSTRIAL OPPORTUNITIES QUALITY TRAINING**

Public Seminars  
& In-Plant Training

Brian O. Lanier  
**(260) 495-1732**  
[indon@dmcinc.net](mailto:indon@dmcinc.net)





## ASQ offers Public Courses in Indianapolis

Take advantage of the following ASQ public course training opportunities in Indianapolis, IN at the Indianapolis Marriott Hotel Downtown.

Baldrige Award Self-Assessment Training for Education November 18-20, 2002 Course #02849	Measuring and Managing Customer Satisfaction and Loyalty November 20-21, 2002 Course #02853
Statistical Process Control November 18-20, 2002 Course #02850	How to Transition to ISO 9001:2000 November 18-19, 2002 Course #02857
Introduction to Quality Management November 18-22, 2002 Course #02852	Using Quality Tools and a Problem-Solving Process for Sustained Improvement November 21-22, 2002 Course #02858
Building Software Quality Skills November 18-19, 2002 Course #02854	Software Metrics November 21-22, 2002 Course #02855

For more information on these courses, visit <http://www.asq.org/tracking/courses/indianapolis.html>

Can't attend in Indianapolis? Visit <http://www.asq.org/ed> for other course dates and a full list of all of ASQ's education options, including conferences, in-house training, and e-Learning.



**Section 0904 achieved the Total Quality Level  
in ASQ's Section Management Program in 2001- 2002**

| .mlm. | | .mlm. |

### MICHAEL L. McDONALD & ASSOCIATES, INC.

Certified Quality Engineer  
Professional Engineer

Training and Continuing Support in:  
Statistical Process Control  
Machine Qualification  
Supplier Development  
Design of Experiments  
Robust Engineering

Anderson, Indiana  
Phone: 765-644-0690

E-mail: [Support@MLMcData.com](mailto:Support@MLMcData.com)  
Website: <http://www.MLMcData.com>

### **2-Day SPC Class**

A School for Application and Customer-Focused Continual Product & Process Improvement

October 23 & 30, 2002  
8:00 am to 4:30 pm  
Anderson - Lee's Inn  
(I-69 and IN-109, exit 26)

(Introductory Price, Extended)  
**\$325 / 2-day school**  
**\$295 / additional people**

Pre-Registration Is Required

Call: 765-644-0690 (Anderson)  
Or E-mail: [Class@MLMcData.com](mailto:Class@MLMcData.com)  
(More detail at [www.MLMcData.com](http://www.MLMcData.com))





# DynAmerica

M E T A L F O R M I N G T E C H N O L O G I E S . I N C .

**DynAmerica Manufacturing Company, Inc.**

**401 South Blaine Street • P.O. Box 2663 • Muncie, IN 47302 Phone 765/286-1980 • FAX 765/286-3762**

*Machining - Tools - Dies - Jigs - Fixtures  
Special Machinery - Friction Tooling  
CNC Machining*

## HIATT METAL PRODUCTS

720 West Willard, Muncie, IN 47302-0219

**QS-9000 ISO 9001**

**John P. Maryan**  
*President*

**(765) 284-8351**



## Hartford City

**Tape Manufacturing Division**

**ISO 9002 QS-9000 ISO 14000**

NWCI



**N.W. Calibration & Inspection**  
**ISO/IEC 17025 & ISO9002**  
**ACCREDITED**

**"Your One Stop Calibration  
and Dimensional Source"**

### CALIBRATION, INSPECTION, REPAIR & TRAINING SERVICES

Gage Calibration - NWCI'S scope has 142 Approved Calibration Methods performed on and offsite

Part Inspection - CMM'S, Vision Systems & Optical Comparators for Automotive, Medical, Aerospace & Commercial

Full Line of Repair Services - Calipers Micrometers, Indicators and other Gauges

Training|Programming Services- CMM, ISO\IEC, QS, TS

**Need a lab / service to meet the requirements of  
QS-9000 or ISO9000? Look no further.**  
**3819 Superior Ridge Dr. Fort Wayne, IN 46808**  
**Phone: (260) 482-5473**  
**Fax: (260) 482-9077**

[www.nwinspection.com](http://www.nwinspection.com)



## SHERRY Laboratories

*Testing Today - Protecting Tomorrow™*

**Certified by the Indiana State Department of Health  
for Drinking Water**

- Pick-Up Service to Most Areas
- Drinking Water Analysis (SDWA)
- Field Sampling
- Foundry Waste Analysis
- HACCP Testing
- Hazardous Waste Analysis (TCLP)
- Microbiological Testing
- NPDES Testing
- RCRA Testing
- Sludge Analysis (Rule 503)
- Stormwater Testing
- UST Testing
- Water/Wastewater Analysis
- Well Testing

**Telephone 1-800-874-3563 FAX (765) 747-0228**

### Columbus

629 Washington St.  
Suite 300  
Columbus, IN 47201  
PH -- (812) 375-0531

### Fort Wayne

5738 Industrial Road  
Fort Wayne, IN 46825  
PH -- (219) 471-7000

### Muncie

2203 S. Madison St.  
Muncie, IN 47302  
PH -- (765) 747-9000



**Supporting a growing roster of industries, municipalities,  
consulting firms, waste disposal facilities and industrial clients.**





**ASQ Section 0904**  
**East Central Indiana**  
**P.O. Box 3147**  
**Muncie, IN 47307-1147**

Non-Profit Org.  
U.S. Postage  
**PAID**  
Muncie, IN  
Permit # 240

## Section Newsletter

*Printed by Hiatt Printing, Muncie, IN*



**Section 0904**  
**East Central Indiana**  
**Founded: 1949**  
50+ Years of Quality in East Central Indiana

### **What's Inside:**

**1. Membership Meeting Notices**

*Wednesday,  
November 6, 2002*

**Delco Remy Plant Tour**

*Wednesday  
December 4, 2002*

**Delphi Plant Tour**

**2. Directions to the Meeting**

**3. List of 2002-2003 Officers**

**4. Section Calendar 2002-2003**



This PDF created with the FREE RoboPDF Home Edition (not legal for business or government use)

Get your FREE RoboPDF Home Edition Today at [www.robopdf.com](http://www.robopdf.com)

Buy RoboPDF Pro