

The Quality Times

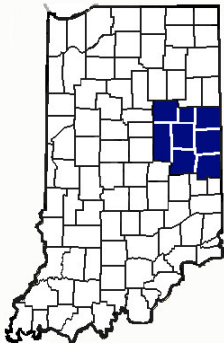
Vision Statement: To be the source of quality professionalism in East Central Indiana.



Section 0904
East Central Indiana
PO Box 3147
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Chartered - 1949

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Volume 55

November / December 2003

Number 3

“Applied QFD”

Speaker: Gary Hiner - Delphi E&C, Anderson IN

Pre-Clinic: 6:00 PM “Surveys” – Mike McDonald

Dinner: 6:30 PM Meal Cost: Pay Restaurant

Program: 7:30 PM

Wednesday, November 19, 2003 6:00 PM

About the Program: This presentation will show one technique Delphi E&C uses to practice Quality Function Deployment. The technique is referred to as the Characteristics Verification Matrix. The CVM starts with the Voice of the Customer, moves through Product and Process and ends with the Control Plan. This technique is also referred to as the House of Quality. QFD first gained attention when Toyota applied it in 1977. Toyota saw a reduction in product development costs by 61%, a decrease in the development cycle by one third and the virtual elimination of rust related warranty problems. The CVM is a straightforward method of implementing QFD.

About the Speaker: Gary has over 26 years of experience in various aspects of engineering and quality. He currently serves as Manager - Advance Quality Engineering for Delphi E&C. Delphi E&C supplies automotive components worldwide. Gary is an ASQ Certified Reliability Engineer, Certified Quality Engineer, Certified Quality Auditor, Certified Quality Technician and Certified Mechanical Inspector. Gary is certified as a Six Sigma Black Belt and Shainin Statistical Engineering Journeyman.

About the Pre-Clinic: Topic: "Tech Muncie on Developing Technical Jobs". This pre-clinic will offer a look at how Muncie is working to attract and develop technical jobs. Speaker: Terry Murphy Vice President, Economic Development "Vision 2006 Economic Development Program"

Plant Tour: Maxon Corporation

201 E 18th St. Muncie, Indiana

Wednesday, December 3, 2003 6:00 PM

Directions on Page 6

Meeting will be held at:

Sirloin Stockade

4949 W. Hessler Rd., Muncie, IN Phone:(765) 287-9051

Bad Weather! – Call the Restaurant Directions on Page 4

RESERVATIONS: Not Required - Pay the Cashier as you enter

Section Information:

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Region 9 Director	Mike Mazu (812) 853-4896 pmazu@aol.com

Section 0904 Calendar

2003 – 2004

September 17	Dinner & Program
September 23	Board Meeting
October 3	Deadline: Dec. Cert Exam
October 15	Dinner & Program
October 18	Certification Exams
October 21	Board Meeting
November 19	Dinner & Program
December 3	Maxon Tour
December 6	CQE / CQA Exams
December 9	Board Meeting
January 9, 04	Deadline: March Cert. Exam
January 21	Dinner & Program
January 27	Board Meeting
February 18	Dinner & Program
February 24	Board Meeting
March 6	Certification Exams
March 17	Dinner & Program
March 23	Board Meeting
April 2	Deadline: June Cert Exam
April 21	Dinner and Program
April 27	Board Meeting
May 19	Dinner & Program
May 25	Board Meeting
June 2	Certification Exams

Advertise in The Quality Times

- Support Section 0904
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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

Chat from the Chair:

I have two topics to cover this month. First is the Dessert and Discussion time that we have been allotting at the end of the membership meetings. This time is to be used for networking, discussing the speaker presentation or other topics of interest. We are allowing a few minutes at the end of every meeting for this activity. Is it working? How can we improve it? Is it worth doing? Let the Board members especially Mike McDonald, our Chair-Elect and Program Chair, know what you think of this activity. The membership survey last spring mentioned networking as an activity valued by the members. This is one way of addressing that need.

The second topic for this Chat is the requirements for attaining Senior Membership. ASQ defines achieving Senior Membership as “an indication of professional growth, and accomplishments in quality or the allied arts and sciences.” Mike Mazu, our Regional Director, has a goal to increase Senior members in our Region 9 area.

To become a Senior member:

1. A person must be a member of ASQ for at least one year.
2. The candidate must have 10 years active professional experience in the quality disciplines. Up to 4 years may be satisfied by graduation from an accredited university.
3. Have qualified in one of the following ways:
 - a. Conducting quality-related engineering, inspection, or statistical work , or applying quality on the job for at least 2 years.
 - b. Teaching quality or related arts or sciences at an accredited institution for at least 2 years.
 - c. Being a Senior Member or comparable grade in an American Association Executives’ list of recognized organizations.
 - d. Currently holding an ASQ certification that requires recertification.

The application form with all the details can be obtained from ASQ National at 1-800-248-1946. Be aware that the new member model may change the Senior membership options for next year.

Rhonda Goss Section Chair



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Welcome New Members:

**Kennith Heifner
Rachael Moffitt – Duffy Tool
Kristine Theiker**

Summary of October 2003 Meeting

21 Quality Professionals attended the October 15th meeting to here **Jim Thompson** explain TS16949. **Vicki Storer** won the Quality Engineer Handbook. Other Door prize winners were **Brent Hayworth**, and **Steve Scott**. **Dorothy Shook**, ASQ Region 9 Deputy Director visited the Section.

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 directions above.



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**Ivy Tech Muncie Campus
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Muncie, IN 47302**

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

Future exam dates and deadlines:
CQA, CQT, CMI, CRE, CQManager

CQE, CQA, CSQE, CQIA
June 7, 2003 (4/4/2003)

Did you Know?

Our section has a Web Page

www.asq904.org

Check it out!

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Upcoming ASQ Programs:

January 21: Control Charts

– M. McDonald

Preclinic: Signal to Noise – M. McDonald

February 18: “QM/QI - Lessons Learned” - Marty Jaeger

Preclinic: Pinball – M. McDonald

March 17: 8D Problem Solving

- George Hummel

Preclinic: What makes a good material specification – George Brutchen

April 21: “Data Analysis Using Graphical Techniques” - Mike Mazu

Preclinic: ISOPlot – S. Harmeyer

May 19: Development of the Acu-check, Blood Test Meter - Scott Hubbard

Preclinic: "Test of Excedance"

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Directions to Maxon:

Maxon Corporation is located in Muncie on 18th Street between Walnut and Madison, just south of downtown. Please park in the main parking lot and enter through the lobby as directed by the signs.

There is a map on our Web Site at:
www.asq904.org/Dec2003.htm



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