

# 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 55

September 2003

Number 1

## “DFSS – Design for Six-Sigma”

By Glenn Gee

**Pre-Clinic:** 6:00 PM “MMC” – Steve Scott  
**Dinner:** 6:30 PM Meal Cost: Pay Restaurant  
**Program:** 7:30 PM

**Wednesday, Sept 17, 2003 6:00 PM**

**About the Program:** Glenn Gee will present a condensed version of a one day overview workshop on how to develop a Six Sigma project without the extensive training. This presentation focuses on the framework of a Six Sigma Project as practiced by various leading companies. It will describe the components of a sound Six Sigma program and how to incorporate it without a full 4 weeks of training.

If performed with discipline by a small company, these Six Sigma projects impact the business for the user and can be used as evidence of compliance to the customer's request for Six Sigma projects.

Bring a project idea to the September presentation and see how it can be worked into a Six Sigma project. The presenter will provide the steps to such a process.

**About the Speaker:** Glenn Gee is an independent consultant specializing in the quality sciences, which include: use of quality tools, experimental design, reliability, product innovation, lean manufacturing, and ISO 9000. He is a technical researcher and contributor to the Quality Refresher Primers as published by Quality Council of Indiana. Glenn Gee is a Registered Professional Engineer, has 4 ASQ certifications (Manager, Engineer, Auditor, and Reliability), and is also a certified Product Development Professional through the Product Development and Management Association. The contact numbers for Glenn Gee are (812) 841-6018 and [ggee@abcs.com](mailto:ggee@abcs.com) or [glenn.gee@insightbb.com](mailto:glenn.gee@insightbb.com).

**About the Pre-Clinic:** Steve Scott will present a lesson in the application of GD&T on maximum and minimum material content. The presentation will be on material condition modifiers in accordance with Y14.5M-1994. Steve is a quality technician/CMM programmer for Duffy Tool & Stamping L.L.C. in Muncie, In. He is an ASQ Certified Quality Technician with 15 years experience.

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:

## 2003-2004 Section Officers

<b>Section Chair, Membership Chair</b>	<b>Rhonda Goss</b> (260) 997-6293 <a href="mailto:rgoss@jayco.net">rgoss@jayco.net</a>
<b>Chair-Elect, Program &amp; Publicity Chair</b>	<b>Mike McDonald</b> Michael L. McDonald & Asso., Anderson, IN (765) 644-0690 MLMcData@aol.com
<b>Secretary</b>	<b>Steve Scott</b> Duffy Tool, Muncie, IN (765) 741-0243 <a href="mailto:sscott@duffytool.com">sscott@duffytool.com</a>
<b>Treasurer</b>	<b>Rich Ehmer</b> Manual Transmissions of Muncie (765) 281-2501 <a href="mailto:ehmer@munciellc.com">ehmer@munciellc.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>Immediate Past 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>Education &amp; Scholarship Chair</b>	<b>Mike Chenoweth</b> Thomson Consumer Electronics Marion, IN (765) 662-5261 mac466@indy.rr.com
<b>Arrangements</b>	<b>Henry Peresie</b> <a href="mailto:peresieh@comcast.net">peresieh@comcast.net</a>
<b>Audit Chair</b>	<b>Vicki Storer</b> Ward Corporation (260) 426-8700 <a href="mailto:v.storer@insightbb.com">v.storer@insightbb.com</a>
<b>Certification</b>	<b>Steve Zylka</b> Saint-Gobain Glass, Muncie, IN <b>(765) 741-7085</b> <a href="mailto:Stephen.H.Zylka@saint-gobain.com">Stephen.H.Zylka@saint-gobain.com</a>
<b>Placement</b>	<b>Steve Harmeyer</b> Manual Transmissions of Muncie (765) 281-2366 <a href="mailto:harmeyer@munciellc.com">harmeyer@munciellc.com</a>
<b>Re-Certification</b>	<b>Dixie Coleman</b> Hartford City, IN(765) 348-0970 <a href="mailto:dixcole@netusa1.net">dixcole@netusa1.net</a>
<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

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
November	Board Meeting
December 3	Maxon Tour
December 6	CQE / CQA Exams
January, 2004	Board Meeting
January 9	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

## 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

## Chat from the Chair:

I am excited about our program schedule for this year. We have speakers discussing Quality Function Deployment, Design for Six Sigma, and several statistical techniques. My thanks to Mike McDonald and all the people who are volunteering their time to "make it happen". Mike has used the Survey results from last year to guide his program selection.

I, however, find myself with a deeper concern about the Section and our members that I feel needs addressed in this column. The deep economic downturn has put many of group in a situation of employment uncertainty. This is stressful for the individual members. The Section that receives a portion, approximately \$18 per member, of the member's dues for its operating expenses is also put in a more stressful operating situation. What can we as members of Section 0904 do about this? I see several possibilities:

- Use our positions in companies to encourage them as much as we can to run efficiently and use data based management.
- Consider political activity when it makes sense in terms of our values.
- Make our Human Resources people aware that the Section is a source of a qualified labor pool-Steve Harmeyer, our Placement Chair, will work with employers to post openings and make the information available to our membership.
- Make our unemployed members aware that the Section will post resumes on our web site and work with members in terms of employment. Also, ASQ national has some relief available on membership dues.
- Make members aware that the ASQ has started a new career center on their web site.

We as a Section can't "fix" the economy but I think we need to do what we can to make our part of the universe better.


Item from National ASQ:

### SECTION ASSESSMENT SURVEY GETS A FACELIFT FOR 2003

In order to better understand customer satisfaction and loyalty at the national, local, and division levels of ASQ, and provide a consistent measure, the Section Assessment Survey is being added to an overall Society customer measurement system. The Section Satisfaction and Loyalty Survey will be sent to section members sometime in September with preliminary results available in October or November. Please let your members know that they may be asked to participate and encourage them to do so as it provides important satisfaction and loyalty data specific to your section. The new survey will be used to determine which sections have met the satisfaction and value measures for the 2002-03 Section Excellence level of SMP.

*Rhonda Goss* Section Chair

*Complete, National Training schedule & Enrollment Forms Available online at [www.trainingforISO9000.com](http://www.trainingforISO9000.com)*

ISO 9000 Training	ISO 14000 Training	ISO16949:2002 Training
<b>ISO9001:2000 Lead Auditor</b> <i>\$1575 Save \$800 with 90-day prepay</i> Indianapolis Dec 15-19 Chicago Oct 13-17, Dec 8-12 Cincinnati Sept 22-26, Dec 1-5 <b>ISO9000:2000 Transition and Upgrade for Auditors \$495</b> Indianapolis Oct 16, Dec 11 Fort Wayne Nov 20 Dayton Nov 20	<b>ISO14000 Lead Auditor</b> \$1575 Indianapolis Oct 20-24 Dec 15-19 <b>ISO14000 Internal Auditor</b> \$795 Indianapolis Sept 25-26, Dec 16-17 <b>ISO14000 Management Overview</b> \$495 Indianapolis Sept 25, Dec 16 <b>ISO14000 Implementation and Documentation training</b> \$795 Indianapolis Dec 1-2 Cincinnati Oct 23-24	<b>QMS Lead Auditor for the Automotive Industry-16949:2002</b> <i>\$1575 Save \$600 with 90 day prepay</i> Indianapolis Oct 27-31 Dec 8-12 Chicago Dec 15-19 Cincinnati Sept 22-26 <b>ISO/TS 16949 Transition Mgt</b> Indianapolis Oct 16, Dec 11 \$595 Fort Wayne Nov 3 Dayton Nov 3
<b>ISO9001:2000 Transition Managing Change \$495</b> Indianapolis Oct 16, Dec 11 Fort Wayne Nov 20 Dayton Nov 20 Chicago Oct 9, Dec 15 Cincinnati Oct 9, Dec 8 <b>Internal Quality Auditor \$795</b> Indianapolis Oct 16-17, Dec 11-12 Fort Wayne Nov 20-21 Dayton Nov 20-21 Chicago Oct 9-10, Dec 15-16 Cincinnati Oct 9-10, Dec 8-9	 <p><b>PHONE 317.815.0142</b>  <b>FAX: 800.556.3789</b>  <b>e-mail: <a href="mailto:info@trainingforISO9000.com">info@trainingforISO9000.com</a></b>  <b><a href="http://www.trainingforISO9000.com">www.trainingforISO9000.com</a></b></p>	<b>TS 16949 CHAMPION \$995</b> <i>16 hrs for Program Managers</i> Indianapolis Oct 9-10, Dec 4-5 Chicago Dec 4-5 Cincinnati Oct 6-7, Dec 11-12 <b>16949 Internal Auditor Training</b> \$895 Indianapolis Oct 16-17, Dec 11-12 Fort Wayne Nov 3-4 Dayton Nov 3-4 Chicago Dec 1-2 Cincinnati Oct 9-10, Dec 8-9

**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

**Indianapolis Area**

**Training, Consulting, and Auditing for ISO 9001:2000, ISO 14000, ISO/TS 16949, and QS-9000. Public courses and on-site contract training available with the best prices in the business. Schedule includes certified lead auditor and transition courses.**

*We now represent Orion Registrar, Inc are you ready to change registrars? Save your registration budget and receive value added auditing service.*

Call or email for course schedules or contract price quotations.

**AETS**

**Call Ed Hornback, 888-521-0998**  
 email [edgarhornback@cs.com](mailto:edgarhornback@cs.com)  
**Check course schedules on our homepage**  
<http://www.aetsittc.com>

**Welcome New Members:**

**T. Ellsberry – Student**  
**Philip Girffith – CEO GFT Corp.**  
**Floyd Gerhart – Guide Corp.**  
**Paul Ankenbruck – Dana Corp**  
**Paul Baker – Thomson**  
**Eugene Schildmeier – Manual Transmissions of Muncie**

**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.



### RAB Approved ISO9001:2000 Transition Training

**ISO 9000:2000**      **TS 16949**  
**ISO 14000**      Intranet database  
collection systems

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

**1-888-ISO-COOP**

### Certification Exams to be given at Ivy Tech

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

**Ivy Tech Muncie Campus  
North Building - Room 502  
4301 South Cowan Road  
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](http://www.asq904.org)

Check it out!

### *Wood Metallurgical*

E-mail: DrGPWood@aol.com Phone: (765)286-4370

**New materials testing lab, offering:**

**Failure analysis, metallurgical investigation,  
research, photographic documentation,  
hardness measurement, sample preparation,  
material thickness testing and more!**

**Can design customized training course on  
materials processing, specific to your industry.  
Gary Wood, experienced PhD metallurgist.**

### 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**  
[indop@dmc.net](mailto:indop@dmc.net)

## Upcoming ASQ Programs:

**October 15: TS16949** – J. Thompson

Preclinic: Surveys – M. McDonald

**November 19: Applide QFD**

Preclinic: Tech Muncie – Terry Murphy

**December 3: Tour: Maxon Corporation**

**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

## ELECTRONIC MANUFACTURERS AND ASSEMBLERS

THREE TRAINING COURSES AVAILABLE IN CINCINNATI AND COLUMBUS OHIO:

- IPC-A-610C Operator Certification for Acceptability of Electronic Assemblies
- IPC Electronic Component Identification
- IPC Electrostatic Discharge Control

Call for brochure and details  
TECHNICAL TRAINING SOLUTIONS  
440-843-2662

**April 21: "Data Analysis Using Graphical Techniques"** - Mike Mazu

Preclinic: ISOPlot – S. Harmeyer

**May 19: TBA**

Preclinic: "Test of Excedance"

- M. McDonald



**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 Improvement of Product & Process

Visit [www.MLMcData.com](http://www.MLMcData.com)

Or Call 765-644-0690

For Details on 2-Day SPC Classes planned for October 2003 & March and June 2004.

**\$345 / 2-day school**

**\$325 / 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, Areospace & 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)

## Van Daele & Associates, Inc.

A Training Company

### **TRAIN-THE-TRAINER**

Use your Employees as Trainers  
Use your in-house technical expertise

Your Employees

+

Our Train-the-Trainer

=

Improved Quality and Performance

### **CONTINUOUS PROCESS**

#### **IMPROVEMENT**

Team Building

Problem-Solving

SPC

5-S

Project Management

Carrie Van Daele

Please call me for more information

260.482.1744

cvandaele@aol.com