

*August 2007*



## Chair Message

### *Greetings from the Chair!*

*The July Meeting...a tour of the Genentech Oceanside Campus...was a great success. Thank you to all those who participated. Although we would have liked to see more of this biotechnology company, the tour was engaging and very interesting. Many of us were curious and asked a lot of questions, and all enjoyed a meal with other Quality professionals. Special thanks to Dr. Shin Liu for making arrangements, and to the proud Genentech associates who conducted our tour.*

*We will continue to hold Tech Clinics and Keynote Speakers or Plant Tours that enhance our professional careers. We are committed to providing learning opportunities in a positive environment at a cost effective price. Your cooperation and participation is greatly appreciated. In fact, if you have any ideas for a speaker, keynote topic, or plant tour, let one of the Board Members know. We are always looking for new ways to WOW our membership.*

*Please note the raffles for Door Prizes, slightly used books, and ASQ classes will continue to be held at our regular meetings.*

*Thank you all for your support and participation throughout the year. We have a great ASQ Section and the current Board is committed to making it even better through improved programs and services. We'll keep you posted.*

*Unfortunately we had to cancel the ASQ Refresher Classes that were planned for this summer. For the classes to be successful we require a certain number of students, a facility to hold the classes at, and instructors. We plan on offering several classes in the near future. Please let us know your needs, interests, and if you can assist with teaching or provide a facility. We appreciate your cooperation.*

*Our meeting for August promises to be a "don't miss"! Dr. Shin Liu, our Education Chair will explain a lean / six sigma metric known as Rolled Through yield, and Claribel Bonilla will present a Keynote Address on "Utilizing Quality Function Deployment (QFD)".*

*See you August 8th!*

*In the interest of continual improvement...*

*Paul Goul, ASQ Palomar Chair*

# The August Tech Clinic

At 5:30 at The Escondido Country Club

## ***RTY-Rolled Through Yield***

Presented by:

Shin Ta Liu, Ph.D., CSSBB, CQE, CRE

**One of the most important metrics in Lean Six Sigma implementation is RTV. In this talk, Dr. Liu will explain the what, why, and how aspects of RTY.**

**Dr. Shin Ta Liu is the principal Consultant of Lynx Systems and has over 15 years of experience in consulting, teaching and implementation of Quality and Productivity improvement using Six Sigma. He worked as a consultant, manager and advisor at various industrial corporations, served as the Education Chair for the Palomar Section of ASQ, and is a member of Editorial Review Board for *Quality Progress*.**

The monthly Tech Clinics are an opportunity for anyone in the section to present a topic involving Quality. Perhaps you have a problem solving story or something (Quality related) you would like to share with the section. Just see anyone on the board to schedule.

### ***WANT AN EXTRA DOOR PRIZE TICKET***

Just come to the meeting with the correct answer to the following Quality Question:

***The complete examination of a small sample of finished product is characteristic of:***

***Final inspection / Product auditing / Process auditing / Work sampling***

***Hint-There are two correct answers***

# The August Meeting

**On Wednesday, 8 August,**

## Utilizing **Quality Function Deployment (QFD)** as a tool to prioritize improvement projects.

**Claribel Bonilla, PhD, CSSBB**

Nearly all organizations are on a never-ending quest to improve their current operations. Nowadays, the improvement methodologies most commonly used are lean and Six Sigma. These methodologies result in numerous projects sprouting throughout the organization. However, many times it is not clear how these projects are selected and prioritized which results in frequent frustrations and wasted time and effort. When selecting projects, companies must focus on the alignment of internal concerns and issues and their relationship to the current business strategies and goals. Although, the customer's feedback must be included in the project selection in order to ensure that metrics have a significant impact on your business.

Quality Function Deployment (QFD) can be utilized to incorporate the customer voice in the project selection process. The selected projects are prioritized by weighting the internal operational audit outcomes and mapping those against customer survey assessment.

Claribel is an Assistant Professor of Industrial & Systems Engineering at the University of San Diego. She earned her PhD in Industrial Engineering in the area of Manufacturing at Texas A&M University, College Station, Texas, an MBA in Supply Chain Management at Arizona State University, Tempe, Arizona and a B.S.I.E. from the University of Texas at El Paso. She spent 10 years in Industry prior to joining USD working in Supplier Development, Cost Analysis, Operations and Manufacturing management positions at John Deere and Amkor Technology. Her research interests are in the area of quality, productivity improvement, supply chain, lean manufacturing and education.

Dr. Bonilla consults, instructs, and collaborates on quality improvement projects with representatives from healthcare, as well as traditional manufacturing operations. She is an ASQ certified Six-Sigma Black-Belt.

### Agenda:

5:15 Registration and Networking

5:30 Tech Clinic

6:15 Buffet Dinner

7:00 Program Speaker

8:00 Adjourn

To ensure adequate food and seating, please make a reservation. Early reservation deadline is Noon on Monday, August 6. The buffet dinner is \$20.00 with early registration, (visit <http://www.asqpalomar.org> for registration.)

The cost at the door is \$25.00.

The menu consists of multiple salads, two great entrees, vegetables, rolls, dessert, coffee, tea or iced tea. Other beverages are available from the bar.

***Business attire is requested, as there is a "no denim" rule at the club.***

*Getting to the meeting (The Escondido Country Club is at 1800 Country Club Lane in Escondido)*

- Exit I-15 at El Norte Parkway west (this is the first exit north of Highway 78)
- Go west on El Norte Parkway approximately 1.5 miles to Country Club Lane (watch for a 7-Eleven sign)
- Turn right—The Escondido Country Club is one block directly ahead.
- The meeting room is in the conference room on the west side.