



ASQ

October 2007



Chair Message

Greetings from the Chair!

The September Meeting...a tour of Dimension One Spas...was a great success. Thank you very much to all those who participated ... it was a fun evening! Although we would have liked the tour better if Production was actually working, it appeared that everyone enjoyed learning about spa manufacturing, and the implementation of Lean Manufacturing techniques. I was really glad there were many questions and suggestions on how we can improve. It just shows how we can always find ways to get better ... often from a fresh set of eyes. It looked like the meal choice was well received, as there were not too many leftovers.

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 ... and provide value.

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. We have only 3 meetings left in 2007, and you must mark your calendars NOW for the Holiday Party on December 12th. Watch for details soon.

Our meeting for October promises to be a "don't miss"! The Tech Clinic will feature Brian Flowers speaking on Lean Manufacturing. Our esteemed colleague and Palomar Section member, Nancy Kane, will present the Keynote Address on "Prospective Offshore Supplier Assessment: Social Accountability". PLEASE register on-line.

See you October 10th!

In the interest of continual improvement...

Paul Goul, ASQ Palomar Chair

ASQ Palomar section -September 2007 meeting at Dimension One Spas



The October Tech Clinic

At 5:30 at The Escondido Country Club

Lean Manufacturing

Improve Quality, Reduce Waste, Improve Efficiencies and Meet Customer's Requirements

Presented by:

Brian Flowers

Abstract: An overview of how Lean Manufacturing and Six Sigma can improve your bottom line and meet customer's expectation using the DMAIC concept. D = Define – define current state and scope of the improvement. M = Measure – Measure the current factors needing improvement. A = Analyze – analyze the key factors of improvement within the process.

I = Improve – define the improvements and implement. C = Control – determine methods of control and sustaining improvements.

An actual case will be used to demonstrate the DMAIC process.

Brian has been in a leadership role of Quality Assurance for 20 plus years. He started out in the electronics industry working for Hewlett Packard and a Quality Assurance Supervisor for Incoming, In process and Material Review Board. He left HP and started with Complex Tooling and Molding as Director of Quality and was responsible for 5 plants becoming ISO certified. He Complex to assist in a startup injection molding company (Aspen Engineered Products) as Director of Quality where he was instrumental in obtaining ISO certification in 9 months and became FDA registered for Medical Devices. Brian left Aspen and went to Avail Medical and has had several positions as Quality Manager, CPI Manager and is currently a Functional Lead of and ERP Implementation through the company.

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.

The section is looking for anyone interested in becoming the section Education Chair. Dr. Shin has served diligently for over three years and the time has come for him to hand the controls over. This is a great way to be involved with the mechanics of the section and earn recertification units at the same time.

Please see anyone on the Board if you are interested.

The October Meeting

On Wednesday, 10 October,

Prospective Offshore Supplier Assessment: Social Accountability

Presented by Nancy M. Kane

Synopsis: For as long as there have been Quality Professionals, prospective supplier assessment and qualification has been a value-added endeavor. As our supply base has moved from domestic to offshore factories, our focus has been to assess offshore suppliers just as we have domestic suppliers. We ask the same questions and we "expect" to get the same answers. Sometimes we do and sometimes we don't. Generally, with a significant amount of hand-holding we can get acceptable product from our offshore partners.

Today, however, many of our customers (McDonalds, Burger King, Target and Walmart, among others) expect more from us and, in turn, from all of our suppliers. They expect us to be "Socially Accountable". We and our suppliers are expected to conduct business in accordance with a "Code of Conduct" that includes Ethical Standards, Compliance with Applicable Laws, Employment Practices and Environmental Standards. As a consequence, our prospective offshore supplier assessments now include an in depth evaluation and records examination in support of code of conduct compliance. This is a whole new area for quality professionals to audit and evaluate during the establishment and maintenance of our supplier partnerships. Our speaker, Nancy Moffatt Kane, Ph.D. will provide an overview of the assessment philosophy and tools we are using to determine the level of social accountability our offshore suppliers have implemented and endeavor to maintain.

Our presenter: Nancy Moffatt Kane holds a B.A., M.S. and Ph.D. in Biological Sciences. She is an ASQ certified Quality Engineer and ASQ and RAB certified Auditor. She has 20+ years of experience as a quality professional in a broad spectrum of industries (telecom and electronics to sports trading cards and memorabilia) in her work for Sage Technology, Fluid Systems, QUALCOMM, Copper Mountain Networks, Continuous Computing Corporation and is presently the Manager of Product Quality and Compliance for the Upper Deck Company, LLC.

Agenda:

5:15 Registration and Networking

5:30 Tech Clinic

6:15 Buffet Dinner

7:00 Program Speaker

8:00 Adjourn

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

To ensure adequate food and seating, please make a reservation. Early reservation deadline is Noon on Monday, October 8. 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.

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.