



Newsletter

Northwest Indiana Section 1011
P.O. Box 705 Griffith, IN 46319

January / February 2003

Mission Statement

ASQ – NWI Section 1011 seeks to align the diverse skills of its members into a high-performance team committed to the advancement of quality in personal, professional, and social contexts by providing opportunities to acquire relevant knowledge through social programs, training sessions, and formal instruction.

A few words from the Editor...

Happy Holidays to Everyone!

The section would like to take a moment to welcome the following new members: Dave Merryman, Walter Becker, Tim Gricus, Janet Rowe, Mark Varichak, Doug Sharp, Jennifer Pohlplatz, Michael Curtis, Shelby Topping, Mark Pagane and David Payne. Keep an eye out for our new additions at upcoming events!

A hearty congratulation is in order for Milton Krivokuca who passed the CQT in October! Also, the best of luck to our 11 members who will be sitting for a certification exam this month! For those of you interested in taking one of the certification exams in the next year, be sure to see the 2003 exam schedule in the ***Certification/Recertification*** section of the newsletter.

I would personally like to thank the “8” people who chose to attend the December 12th Christmas Party/Networking Meeting. In spite of the general lack of interest expressed by the general membership, an excellent time was had by all. The meeting was held at the Court Restaurant in Valparaiso and based on the results of the event evaluation, everyone seemed pleased with the location, meal and company present. It was also great to meet the new members who showed up. Again, a giant “*THANKS*” to the following: Dave Buhner, Terry Chopps, Don Day, Dan Kelley, Bob Kubacki, Scott Markovich, Phil Pope and Walter Smith.

The section is working with The Center at Purdue University Calumet to hold a preparation course for the CQE exam. The course will cover the CQE Body of Knowledge requirements and prepare participants for the June exam. The course will consist of seven 3-hour sessions, meeting on Saturday mornings from 8:30 – 11:30 am beginning February 1, 2003. The course will be conducted by instructors with experience in CQE preparation courses. The cost will be \$325 per individual. To register for the course contact Dan Kelley at dkelley@netnitco.net.

Any members that would like to be part of a study group for the new Certified Calibration Technician exam contact Terry Chopps at terry.chopps@aeromet.net. This is an excellent opportunity to network with other people and prepare for the exam. See the ***Certification/Recertification*** section of the newsletter for more information on this exam.

The newsletter is in need of a couple of people willing to contribute to future newsletters. Each of us has a given area of expertise, why not share our knowledge with our fellow members. Or maybe you have a question you'd like to pose to the section, this is the perfect opportunity to do so. Anyone interested in contributing, or who has an article they'd like to see in the newsletter should contact Walter Smith or myself.

Wishing you a Safe and Happy New Year!

Jennifer Hendricks

Certification / Recertification

Introducing the new Certified Calibration Technician Exam...

A Certified Calibration Technician tests, calibrates, maintains, and repairs electrical, mechanical, electromechanical, and electronic measuring, recording and indicating instruments and equipment for conformance to established standards. The CCT exam will be offered during the June and December cycle. To obtain the BOK and requirements for this certification go to <http://www.asq.org/cert/types/cct/index.html>

For anyone interested in taking any of the certification exams during the upcoming year, here are the 2003 Certification exam dates:

March 1: CQT / CQMgr / CRE / CMI / HAACP / Biomedical / SSBB
Application Deadline: January 10, 2003

May 18 (at AQC in Kansas City): All Exams
Application Deadline: April 4, 2003

June 7: CQE / CQA / CSQE / CQIA / CCT (pilot exam)
Application Deadline: April 4, 2003

October 18: CQT / CQMgr / CRE / CMI / HAACP / Biomedical / SSBB
Application Deadline: August 22, 2003

December 6: CQE / CQA / CSQE / CQIA / CCT
Application Deadline: October 3, 2003

Exams are held at Purdue University – North Central unless otherwise noted

Building a Quality System

Where do I start?

The following article has been submitted by Mr. Robert Kubacki, a fellow member of the NWI section. Mr. Kubacki is a 1978 graduate of the University of Wisconsin – Milwaukee with a BS in Engineering Material Science. He has experience in the steel, steel service, aluminum extrusion and bearing industries as a Metallurgist and Quality Manager. He has been involved in the implementation of QS-900 and ISO 9000-1994 quality systems. He has been a member of ASQ since 1985 and currently holds his CQA.

To often we have been sold the idea that the best way to build a quality system is to start with the quality system requirement, either ISO 9000 or QS-9000, draft a quality manual, write procedures and then fill in the rest with work instructions and forms. Three things are likely to happen with this methodology.

First, each quality system requirement becomes a silo or an independent system. I've seen examples of a quality system that had a supplier audit, internal audit, customer complaint and an 8D corrective action form. This creates redundant actions just to satisfy the requirement.

Second, and most dangerous, the quality system fails to become a system. It is a collection of loosely tied together documents. It becomes difficult to navigate in this system because nothing is tied together.

To top it off, the system starts to violate the document pyramid. What cannot be put into a procedure is shoved down into the work instruction level. The line between procedure and work instruction becomes clouded and unclear.

The document pyramid found in the front of the QS-9000 Quality System Requirements book and in ISO documentation provides basic guidance on what a quality manual, procedure and work instruction actually are.

At the top of the pyramid is the quality manual or a statement of policy indicating how an organization will meet the quality system requirements. The next level is the procedure level followed by the work instruction level. At the bottom are the completed forms and records that document activities.

In the opinion of the writer, the level at which to begin writing a quality system is at the procedure level and not the quality manual level. Procedures should be designed to describe who does what and when. Procedures describe flow across departmental lines and involve a variety of positions and job functions. For development of procedures the use of flowcharts is strongly suggested. An excellent and highly readable resource on the subject is "Mapping Work Processes" by Diane Galloway.

Work instructions are called out by the procedures and become what they are supposed to be, an instruction how to perform a specific task. Work instructions can also call out forms and quality records. The last step becomes the writing of the quality manual.

Systems that are developed in this manner are likely to perform better, fit well together and often become the operating system within the organization. Consider this approach when faced with upgrading to ISO 9000-2000.

Calendar of Events

Event: Midwest Regional Lean Network Group
Topic: Accounting in a Lean Environment
Date: **January 13th**, 2003
Time: 6:00 – 8:30
Place: Andorra's Restaurant, Schererville IN
Cost: \$15 includes Dinner
Reservations are required, call Phyllis at 219-864-2953

Event: Midwest Regional Lean Network Group
Topic: Management Responsibilities in a Lean Environment
Date: **February 10th**, 2003
Time: 6:00 – 8:30
Place: Andorra's Restaurant, Schererville IN
Cost: \$15 includes Dinner
Reservations are required, call Phyllis at 219-864-2953

Event: Midwest Regional Lean Network Group
Topic: Avery-Dennison Plant Tour
Date: **March 10th**, 2003
Time: 6:00 – 7:30
Place: 270 West Meadow Place
Lowell, In
Cost: \$15 for Dinner after the tour
Tour size is limited to 30 people so reservations are required, call Phyllis at 219-864-2963

Event: NAPM-NWI and ASQ Section 1011 Joint Meeting
Topic: Supplier Development and Performance Improvement
Date: **Mar 19th**, 2003
Time: 6:00 – 8:30
Place: Tiebel's Restaurant, Schererville IN

Event: Midwest Regional Lean Network Group
Topic: Simplified Pull Systems and Scheduling
Date: **April 14th**, 2003
Time: 6:00 – 8:30
Place: Andorra's Restaurant, Schererville IN
Cost: \$15 includes Dinner
Reservations are required, call Phyllis at 219-864-2953

Event: Midwest Regional Lean Network Group
Topic: Sustainability of Lean and Quality Programs
Date: **May 12th**, 2003
Time: 6:00 – 8:30
Place: Andorra's Restaurant, Schererville IN
Cost: \$15 includes Dinner
Reservations are required, call Phyllis at 219-864-2953

Event: ASQ Section 1011 Networking Meeting
Topic: Introduction to 2003-2004 Officers
Network with fellow ASQ members over a round of miniature golf, pizza, and hot dogs.
Date: **May 15th**, 2003
Time: 6:00 – 8:00
Place: Cedar Creek Family Golf Center, Cedar Lake IN

Event: Midwest Regional Lean Network Group
Topic: Plant Tour, Tri State Industries, Inc. (with Bar-B-Que)
Date: **June 9th**, 2003
Time: 6:00 – 8:30
Place: Tri State Industries, Inc.
Cost: \$15 includes Dinner
Reservations are required, call Phyllis at 219-864-2953

Section Officer Nominations for 2003 – 2004

January is the month for nominating section officers and committee chairs for the July '03 - June '04 membership year. All of the offices and chair positions listed below need to be filled by members in good standing so we can remain viable as a section and to continue improving and growing. If you, or a fellow member you know, are interested in being an officer or committee chair please contact the section secretary before February 15th.

2002 – 2003 Section Officers

Dan Kelley-Chair
Dkelley@netnitco.net

Phil Pope – Vice Chair
Hiler Industries
1-219-362-8531, ext. 3325
Ppope@hilerindustries.com

Mark Fleishman – Secretary
Aeromet Industries, Inc.
1-219-924-7442, ext. 123
Mark.fleishman@aeromet.net

Paul Stoudt – Treasurer
Avery Dennison
1-219-695-7777
stoudt@prodigy.net

2002 – 2003 Committee Chairs

Luke Janavicus-Auditing

Milton Krivokuca – Examining
Davenport University
1-219-844-3980
Milton.krivokuca@davenport.edu

Jennifer Hendricks – Internet, Membership, Newsletter
JII Machining
1-773-326-4715
jhendricks@jernberg.com

Walter Smith – Newsletter Editor
1-219-939-0950
sputnikgene@yahoo.com

Dave Buhner- Certification & Recertification
American Renolit Corporation
1-219-324-6886, ext. 126
Dabuhner@americanrenolit.com