

The Mohawk Valley Q

April 2000

Newsletter of the Central Mohawk Valley Section #0207 of the American Society for Quality

Letter from the Chair

It started off with a phone call.

The Observer Dispatch called asking about more efficient manufacturing techniques in which I talked about Six Sigma and Lean Manufacturing. I gave an example to illustrate both in which the OD reported both examples accurately.

For the Six Sigma quote, I said "If you are at 99% quality, a certain number of planes will fall out of the sky every day, so we need to get it (quality) to 99.999%." Perhaps it was jet lag, but I could have stated this example more appropriately.

First, six sigma quality is actually 99.99966% which translates to 3.4 defects per million opportunities. As noted in the graph below, the airline industry is at .5 failures per million opportunities which exceeds six sigma quality. (Graph taken from DOD Reliability Analysis Center, START 99-5 by Norman Fuqua located in Rome)

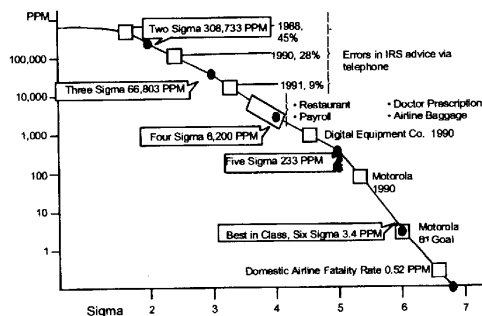


Figure 3. Typical Quality Estimates

Also, the airline example is a typical metaphor used when describing the fallacy of 99% quality. A more appropriate example for the newspaper could have been how many minutes your watch loses per day if it was only 99%

accurate. I then should have used the airlines as an everyday example of an industry reaching six sigma quality that we take for granted.

According to the book *Six Sigma, The Breakthrough Management Strategy Revolutionizing the World's Top Corporations* by Mikel Harry and Richard Shroeder, six sigma also applies to **Quality of Service**. They note that the airlines have not reached six sigma in baggage handling with 6000 to 23000 defects per million opportunities (97.7% quality).

Finally, what really makes my example improper is the implication that companies trade safety for manufacturing efficiency. The opposite is true. My point remains that design reliability and manufacturing process quality make the difference in achieving highest quality levels. You may achieve 99% quality with inspection but possibly not consistently. You absolutely can not achieve six sigma quality by inspection alone.

If you want an excellent introduction to Six Sigma, read Norman Fugua's excellent article (<http://rac.iiti.org/DATA/START>) or the Mikel Harry book.

Greg Karl

2000 Seminar Series Update

Many times we are not only quality professionals but also change agents at work. Often we hear "We have all these great quality ideas but can't get buy-in from others at work."

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This year's 5-part seminar series entitled "Resources for a New Millennium" focuses on addressing this issue.

We look at this year's seminar series as an investment of time which will provide our members additional resources to make them more effective at work.

Cost: Special fee for individual sessions available (contact Greg Karl for more info)

Place: Cat's Den, Campus Center,
SUNY Institute of Technology,
(Utica/Rome Campus), Marcy, NY

Time: 8:00 - 11:00 AM

Session #4

April 19, 2000 (Wednesday)

"Don't Slay the Messenger - Communicating the Quality Message"

Instructor : Lou DiOrio
Fred Ashforth
Greg Karl

In this session, we will look at communication to others as a process that can honed and improved. As we improve our abilities as communicators, we increase our ability to impact quality in our workplace.

The session will start off with the charismatic Fred Ashforth, a local professional speaker who will talk about the style of presenting your message. Then our Chair, Greg Karl will talk about the use of metaphors. Finally, Lou DiOrio who has been a fixture in the Mohawk Valley quality efforts for over 35 years, will distill his communication strategies into four-five simple points.

Louis J. DiOrio - Engineering Degrees from Clarkson University & Syracuse University, and a NY State Professional Engineer License. Mr. DiOrio has been an Instructor and Lecturer at SUNY Institute of Technology for the last 4 years, teaching classes in SPC, Advanced QI, Concurrent Engineering, ISO 9000 & TQ and Engineering Economics. In addition, he is a TQM Facilitator for MVCC, providing on-site & off-site training for area businesses on ISO-9000, Process Control, Process Action Teams and TQM tools & Techniques. He is

currently working with 8-9 local companies.

Fred Ashforth - 1999-2000 President of the Mohawk Valley Toastmasters and former President of the Waterville Optimist Club. He works for the Mohawk Valley Network, a affiliation of the local medical care providers focusing on quality, access, cooperation, and cost control for the healthcare industry. Mr. Ashforth is also receiving statewide recognition for his outstanding speaking and training skills.

Greg Karl, our Section Chair who attended a course on "Mastering the Art of Communication Through Storytelling" will briefly discuss the use of metaphors in delivering the quality message. Greg will both discuss a key metaphor he uses at work as well as the critical communication points that metaphors provide.

Session #5

May 17, 2000 (Wednesday)

"Tapping Quality Resources at your Desk - Using the Internet to get information.

Five years ago, companies were just beginning to develop an internet presence by having a web page - now it is a standard practice. Effective use of the internet is now becoming a skill for individuals.

For example, how will individuals learn differently by using the Internet? Dr. Thomas Tribunella, who has spoken nationally on the subject, will talk about students as mobile learners by taking courses over the Internet. Dr. Tribunella developed the first graduate degree in Accounting for the Internet; he will provide his perspective as well as insight from his students on this new method of learning.

Finally, we will discuss how to expand the benefits of the Internet to help us on the job. This truly is a skill for the new millennium.

For more information and/or to register, contact: Greg Karl

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Member Earns Certification

Congratulation to the following Central Mohawk Valley Section member on achieving their certification from the December 1999 examinations:

Certified Quality Auditor

Joanne M. Esche

Section Website Active

Our Section has had a website active for some time now, developed by SUNY Student Branch.

Chair-Elect, Ivan Kwasowsky is now maintaining and developing the site even further. For a quick look at what he has done so far go to:

<http://yunhe.tripod.com/asq.html>

All links are active and site will be continually adding more information. Any feedback will be helpful. Send comments to: kwasowi@sunt.edu

Career Opportunity

An opening exist for a Quality Systems Manager for a medical device manufacturer located in the NY/CT area. The company pays for the fee and relocation for the right person.

POSITION SUMMARY: Assure corporate wide compliance with company quality systems to assure products meet specifications. Develop and implement appropriate policies and procedures to assure conformance with company quality system, standards and relevant government regulations.

ACCOUNTABILITY: VP Operations, CEO, and company customer base

Position Requirements:

- Bachelor's degree within Electrical Engineering discipline supported by a minimum of four years relevant experience including management/supervisory position.
- Excellent knowledge of TQM, QA and QC principles, processes and procedures.
- Excellent knowledge design evaluation processes
- Demonstrated knowledge of FDA and ISO regulatory requirements
- Working knowledge of computer spreadsheets, database and analytical tools
- Demonstrated working knowledge of qualitative and quantitative analytical tools
- Able to travel as required by role and functions (10-15%)
- Excellent verbal and written communications skills and ability to provide professional level of leadership for reporting team members

Contact: Brain D. Walker of Wise Recruiting

E-mail: bwalker@wise-recruiting.com

Tel/Fax: 203 367-3802

A Short Course in Human Relations

The six most important words: "I admit I made a mistake."

The five most important words: "You did a good job."

The four most important words: "What is your opinion."

The three most important words: "If you please."

The two most important words: "Thank you."

The one most important word: "We"

The least important word: "I"

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CMV Vision Statement

Thru our membership, establish the Central Mohawk Valley Section of ASQ as the recognized quality source

CMV Mission Statement

To communicate, educate, and advocate the applications of quality principles and practices in all public/private business, and individual endeavors for the benefit of the organizations, their people, and the entire community



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Moving or Changing Mailing Address?

If you are moving, changing your mailing address, or changing jobs, please contact ASQ Headquarters at 800-248-1946. It is asked that you do this as soon as possible so that *The Mohawk Valley Q* and other section or national mailings can be sent to you without delay.

Continue to Invest in Your Future

It's time to renew your ASQ membership for the 2000-01 membership year. By now you should've received your first notice so that you have ample time to renew your membership on time—before June 30, 2000. If your company pays your membership, an early reminder allows you the time needed to request payment. Renewing on time insures your benefits are delivered without interruption, and avoids additional mailings. Members who do not renew by July 31 are considered "unpaid" members and benefits cease. You will not receive *Quality Progress*, *On Q*, Section Newsletter and other benefits until dues are paid in full.

Welcome Aboard

The Central Mohawk Valley Section of ASQ would like to welcome its newest member(s) and we invite them to join us at upcoming events:

Norval Johnston - Knowlton NonWovens

American Society for Quality



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