



AMERICAN SOCIETY  
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**ASQ Greater Detroit Section 1000**

# QUALITY HERALD

[www.asqdetroit.org](http://www.asqdetroit.org)

January-February 2008

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**ASQ Greater Detroit Section February/March Events** *by Peter Vadhanasindhu*

The ASQ Greater Detroit Section will be offering several noteworthy events in February and March.

On Thursday, February 21, 2008, the General Membership Meeting will be held at Faro Technologies. Faro Technologies is a leader in Coordinate Measuring Machines (CMM). This meeting will include a presentation and tour of the facility.

Faro Technologies is located at 46998 Magellan, Wixom, MI.

GM's GP-9 Run at Rate process and the Theory of Constraints will be the topic of an all day Quality Seminar on Saturday, February 23, 2008. Eric Gray of General Motors will be the keynote speaker.

In March, Jeff Jackson will speak at the General Membership meeting on soft-

ware quality in the medical device industry. The meeting will be held on March 20 at Madonna University in Livonia.

Family members are invited to ASQ's March 29 plant tour of the local Lionel Trains facility. Two tours are offered, starting at 9:30 and 10:30 AM. Lionel Trains is located at 26750 23 Mile Road in Chesterfield Twp.

## ASQ Calendar

Date	Time	Event, Location	RUs	Cost, Contact
2/09/08 - 6/07/08	8:00 AM - 12:00 PM	Certified Quality Engineer <b>Refresher Course</b> Macomb Community College, Warren (course starts 2/09; 12 sessions on Saturdays)	4.0	\$450. Contact Janet MacDonald, janraemac@yahoo.com for additional information
2/18/08	8:15 AM - 5:15 PM	ASQ Automotive Division Annual Quality Symposium, Macomb Community College Center Campus, Clinton Twp.	1.0	\$50. Contact Shrikant Kulkarni, skulka2000@gmail.com for more info or to register.
2/21/08	6:00 PM (presentation)	<b>General Membership Meeting</b> Presentation & Tour of Faro Technologies Faro Technologies, Wixom	0.3	Free. Check website, www.asqdetroit.org for the latest info.
2/23/08	8:00 AM - 4:00 PM	<b>Quality Seminar</b> (more info on page 2) GM's GP-9 Run at Rate, Theory of Constraints Macomb Community College, Warren	1.0	\$25. Contact Elizabeth Hanna, elizhy2k@hotmail.com for more info or to register
3/15/08 - 6/07/08	8:00 AM - 12:00 PM	Certified Six Sigma Green Belt <b>Refresher Course</b> Macomb Community College, Warren (course starts 3/15; 7 sessions on Saturdays)	4.0	\$500. Contact Kush Shah, asq.1000@gmail.com for additional information
3/20/08	6:00 PM (presentation)	<b>General Membership Meeting</b> Software Quality - Jeff Jackson Madonna University, Livonia	0.3	Free. Check website, www.asqdetroit.org for the latest info.
3/29/08	9:30 AM & 10:30 AM	<b>Tour</b> of Lionel Trains (2 tours - 9:30 & 10:30 AM) Chesterfield Twp.	0.3	Free; contact Steve Leggett, steve.leggett@gm.com for info

## ASQ Greater Detroit Section Thanks 2007 Partners *by Kush Shah*

The ASQ Greater Detroit Section Executive Committee would like to thank the many companies and individuals that helped make 2007 a success.

### General Membership Meeting speakers:

- Dr. David Cole, Center for Automotive Research
- Clem Goebel, Goebel Consulting
- Dr. Barry Bebb, ASI Consulting Group
- Michelle Serbenski, Bronson Hospital
- Greg Schinkel, Unique Training & Development
- Allan Rae, American Axle & Manufacturing
- Damon Davie, Chrysler Corporation
- Bob Doering, CorrectSPC

### General Membership Meeting hosts:

- Yazaki Corporation Training Center
- Macomb Community College
- Madonna University

### Quality Seminar speakers:

- Derk Pronger, Beaumont Hospital
- Jayant Trewn, Vetri Systems
- Chad Johnson, TRW Automotive
- Glenn Mazur, QFD Institute
- Larry Scott, Process Technologies

- Dr. Ranjit Roy, Nutek
- Kurt Vogler, Damon Davie, and Sherry Wesley, Chrysler Corporation

### Plant Tour hosts:

- Pelican Industries
- Morley Candy Makers
- National Technical Systems Detroit Lab
- Detroit Testing Laboratories
- RCO Engineering

The ASQ Greater Detroit Section would also like to thank all of our members for their support and participation in the many section events in 2007.

## Coming Soon - ASQ Greater Detroit Section Membership Survey *by Steve Leggett*

ASQ Greater Detroit Section members will soon have the opportunity to participate in an online survey to provide feedback on local section events and services. Members who attended the January General Membership Meeting had a chance to review and comment on a preliminary draft of this survey instrument. Next month's *Quality Herald* will include detailed information on how to access the section membership survey.

## ASQ Refresher Courses & Seminars

### *Register Early and Save*

Classes held at Macomb Community College,  
South Campus, Building "T", Warren, Michigan

Certified Quality Engineer Refresher Course starts Saturday, February 9, 2008.

For more information, contact Janet MacDonald, janraemac@yahoo.com

Certified Six Sigma Green Belt Refresher Course starts Saturday, March 15, 2008.

For more information, contact Kush Shah, asq.1000@gmail.com

*More Courses Available on Page 6!*

Seminars held at Macomb Community College,  
South Campus, Room S101, Warren, Michigan

\$25 Registration fee includes Lunch

**General Motors GP-9 Run at Rate and Theory of Constraints**  
Saturday, February 23, 2008

Contact Elizabeth Hanna, elizhy2k@hotmail.com for more information or to register.

Any views or opinions expressed in articles are those of the author(s) and do not necessarily represent the views or opinions of the American Society for Quality (ASQ), the ASQ Greater Detroit Section, or its board members.

## ASQ Members Tour Detroit Testing Laboratory *by Peter Vadhanasindhu*

ASQ Greater Detroit Section enjoyed an interesting tour of the Detroit Testing Laboratory facility in Warren, Michigan.

DTL moved to its current main testing facility in Warren in the fall of 2006. The new location provides additional space for expanded testing and validation capabilities.

The tour was preceded by a presentation on PPAP requirement revisions from Steve Leggett. After a brief overview of DTL's history and services, ASQ members toured the DTL facility and ob-

served numerous testing, calibration, and custom test equipment fabrication activities.

DTL's testing services can evaluate the climatic, vibration, electronic, acoustical, mechanical, and material properties of components or full-scale systems



(including entire vehicles).

During the tour, ASQ members had an opportunity to see numerous component testing and equipment calibrations being performed.

ASQ members were also shown examples of custom test equipment built by DTL for use in the aerospace, automotive and electronics industries.

For more information about DTL, visit their website at: [www.dtl-inc.com](http://www.dtl-inc.com)

*For more information about refresher courses, see schedule on page 6. Contact information for instructors can be found on page 5.*

*The personal data is submitted for Section use only*

**Please register me for the course indicated below:**

## ASQ REFRESHER COURSE REGISTRATION FORM

Name Last First Middle Initial

Home Address

City State ZIP Phone (circle: home / cell)

Employer

Employer Address

City State ZIP Work

ASQ MEMBER Member No:

**COURSE NAME AND NUMBER**

Payment: Make check payable to: **Greater Detroit Section, ASQ**

**Mail to:** **Greater Detroit Section 1000  
27350 Southfield Rd., Suite 102  
Lathrup Village, MI 48076**

Personal Check #		Amount		Company Check No.		Amount	
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## ASQ Quality Seminar Features Chrysler QAAT Team *by Elizabeth Hanna*

On November 3, 2007 ASQ members had a chance to participate in a full-day seminar featuring members of Chrysler Corporation's Quality Assurance and Audit Team.

The QAAT team followed their General Membership Meeting presentation on October 18th with a more interactive all-day session that detailed some of the tools and methods currently offered.

The ASQ Greater Detroit Section would like to thank John Casey, Director - QAAT, for presenting 15 vouchers for the 3-Legged 5-Why workshops free of charge.

### About the Speakers

**Kurt Vogler** is a senior manager with the Quality Assurance and Audit Team at Chrysler, assisting suppliers to develop and improve quality systems and performance. He has 40 years of experience in manufacturing and quality. His industry experience includes aerospace, military contracting, commercial and automotive.

**Damon Davie** has 15 years of combined experience in quality systems both as a lead auditor for a quality systems registrar and as a quality manager for Ford's Detroit Chassis Plant. He has trained and/or consulted in the United States, Canada, and Mexico. Damon currently coordinates proactive professional services for the Chrysler Quality Assurance & Audit Team and conducts various QAAT workshops for Chrysler suppliers and other non-automotive suppliers.

**Sherry Wesley** is a quality specialist with QAAT, a senior member of ASQ and previously certified CQE and CQA. She has worked as a consultant and taught quality programs at local vocation schools and community colleges. She has 25 years experience in the automotive industry.

## Volunteers Needed *by Jaclyn McQuaid*

In the past few years, many ASQ members have participated in the Society of Automotive Engineers' (SAE) *A World in Motion* (AWIM) program. AWIM is a highly interactive learning experience that joins teachers, students and industry volunteers in exploring physical science through projects tailored to specific school grade levels. The volunteers provide technical assistance and often serve as role models to students who may not have considered pursuing a career in the science or engineering fields.

In the U.S., there has been an alarming drop in the number of science and engineering graduates. In fact, the number of bachelor degrees granted in engineering dropped from more than 95,000 in 1985

to less than 65,000 in 2000. This compares unfavorably with the estimated annual engineering graduates totaling 250,000 in India; 200,000 in China; 100,000 in Japan; and 80,000 in Russia. Studies also show that U.S. students fall short in basic math and science skills. For example, in the latest Program of International Student Assessment, that rates the math literacy of 15-year old students in the top industrialized nations, the U.S. ranked 24th out of 29 countries.

The AWIM program goes right to the root of the problem – by working to keep children engaged in math and science, especially between the fourth and eight grades. You can make a difference! Please consider joining with your co-

workers and supporting this wonderful program.

Volunteers commit about two to three hours per week over six weeks, including preparation, travel, and time spent in the classroom each week. A four-hour training workshop is recommended for new volunteers. To get involved, simply navigate to [www.awim.org](http://www.awim.org), click on 'Volunteers' at the top, then click on 'Register' on the left and fill out the profile. You can then access the 'Workshop Scheduler' where you can view and register for an upcoming training workshop.

If you have any questions, please contact Jaclyn McQuaid, GM's AWIM Program Manager, at [jaclyn.mcquaid@gm.com](mailto:jaclyn.mcquaid@gm.com)



## Quality Systems Technology

Macomb Community College is pleased to make the members of ASQ Greater Detroit Section aware of the quality related courses that will be offered this Summer.

### SUMMER 2008

Course No	Description	Day	Time	Dates	Cost*
QUAL 1201	Geometric Dimension & Tolerancing w/Apps Lab	Tu & Th	6:00 - 9:55 pm	6/10/08 to 7/31/08	\$241

This class will be held at Macomb Community College, Center Campus (located on Hall Road and Garfield).

\*Costs shown include tuition and fees for Macomb County residents. Costs for non-Macomb County residents are slightly higher. Tuition subject to change.

Whether you are pursuing a degree, one of our certificate options or updating your skills, Macomb Community College offers a superior education at an affordable price.

To register, go to [www.macomb.edu](http://www.macomb.edu) and click on the web registration link or call 586-445-7435.

## 2007—2008 Executive Committee

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# ASQ Greater Detroit Section, 2007 / 2008 Schedule of Refresher Courses

All classes are held on Saturday at Macomb Community College South Campus, T Building (located between 12 Mile Rd & Martin Rd, west of Hayes Rd). Refresher course starting dates are subject to change, students should verify.

<b>Certification</b> <i>Contact: Rajinder Kapur</i> 248-703-7148	<b>Refresher Course #</b>	<b>Refresher Course Start Date</b>	<b>Examination Application (Last) Date</b>	<b>Examination Date</b>	<b>Pre-Registration FEE*</b>	<b>On-Site Registration FEE*</b>
<b>Certified (CQE)</b> Quality Engineer 12 Sessions Saturday 8 a.m. - Noon	CQE208 CQE808	2-9-08 8-9-08	4-4-08 10-3-08	6-7-08 12-6-08	\$450	\$500
<b>Certified (CQT)</b> Quality Technician 10 Sessions Saturday 8 a.m. - Noon	CQT708 CQT1108	7-12-08 11-8-08	8-15-08 1-9-09	10-18-08 3-7-09	\$325	\$350
<b>Certified (CQI)</b> <i>(formerly CMI)</i> Quality Inspector 10 Sessions Saturday 8 a.m. - Noon	CQI708 CQI1108	7-12-08 11-8-08	8-15-08 1-9-09	10-18-08 3-7-09	\$325	\$350
<b>Certified (CSSBB)</b> Six Sigma Black Belt 10 Sessions Saturday 8 a.m. - 1 p.m.	CSSBB608 CSSBB1108	6-21-08 11-8-08	8-15-08 1-9-09	10-18-08 3-7-09	\$1000	\$1100
<b>Certified (CSSGB)</b> Six Sigma Green Belt 7 Sessions Saturday 8 a.m. - 1 p.m.	CSSGB308 CSSGB0908	3-15-08 9-20-08	4-4-08 10-3-08	6-7-08 12-6-08	\$500	\$550

For more information on Body of Knowledge and Registration forms, follow: [www.asqdetroit.org/courses.php](http://www.asqdetroit.org/courses.php)

\*NOTE: This fee for the refresher course **includes** course materials. The fee does **not** include membership fees and/or Exam Application fees. You will be considered pre-registered if your application and full fee are received 1 week before the course start.

*For address, phone number or e-mail changes, contact ASQ Headquarters at 1-800-248-1949*

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