



AMERICAN SOCIETY  
FOR QUALITY™

ASQ Greater Detroit Section 1000

# QUALITY HERALD

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

September-October 2008

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## ASQ September-October Events *by Peter Vadhanasindhu*

The ASQ Greater Detroit Section will be offering numerous events for members this fall.

The September General Membership Meeting features **Brian Bennett** of Ritz-Carlton Hotels. Mr. Bennett's presentation, "Performance Excellence Myths: Identifying Pathways and Avoiding Pitfalls," explains how the Ritz-Carlton Hotel Company, L.L.C. avoids common business pitfalls and

creates pathways to success. The meeting starts at 6:00 PM on Thursday, Sept. 18, 2008 at Madonna University in Livonia, Michigan.

An all-day Quality Seminar on Failure Modes and Effects Analysis (FMEA) and Advance Product Quality Planning (APQP) will be presented on Saturday, Sept. 20, 2008 at Macomb Community College. The speakers are **Mike Down**

and **Craig Williams**. See page 4 for additional details about the seminar and the speakers.

The October General Membership Meeting features auto industry veteran **Clem Goebel**, who will discuss case studies in Statistical Process Control (SPC). This meeting will be held at Macomb Community College on Thursday, Oct. 16, 2008 at 6:00 PM.

**BRINNOVATION™: Breakthrough Innovation Seminar, Oct. 6-7. See advertisement on page 5 for more details.**

## ASQ Calendar

Date	Time	Event, Location	RUs	Cost, Contact
9/18/08	6:00 PM (presentation)	<b>General Membership Meeting</b> Ritz-Carlton Hotel Quality System - Brian Bennett Madonna University, Livonia	0.3	Free. Check website, <a href="http://www.asqdetroit.org">www.asqdetroit.org</a> for the latest info.
9/20/08	8:30 AM - 4:30 PM	<b>Quality Seminar</b> (see page 3 & 4 for more details) FMEA (4th ed.) / APQP (2nd ed.) Macomb Community College, Warren	1.0	\$25. Program schedule will be e-mailed to members.
9/27/08	8:00 AM - 1:00 PM	<b>Certified Six Sigma Green Belt Refresher Course</b> Macomb Community College, Warren (course starts 9/27, 8 sessions on Saturdays)	4.0	\$500. Contact Kush Shah, <a href="mailto:asq.1000@gmail.com">asq.1000@gmail.com</a> for additional information.
10/16/08	6:00 PM (presentation)	<b>General Membership Meeting</b> SPC Case Studies - Clem Goebel Macomb Community College, Warren	0.3	Free. Check website, <a href="http://www.asqdetroit.org">www.asqdetroit.org</a> for the latest info.
10/21/08	5:30 PM	<b>Plant Tour - Webasto Roof Systems</b> Rochester Hills, Michigan	0.3	Free. More details will be sent via e-mail.
11/08/08	8:00 AM - 1:00 PM	<b>Certified Six Sigma Black Belt Refresher Course</b> Macomb Community College, Warren (course starts 11/08, 10 sessions on Saturdays)	5.0	\$1000. Contact Rajinder Kapur, <a href="mailto:rajinderkapur@yahoo.com">rajinderkapur@yahoo.com</a> for additional information.
11/15/08	8:30 AM - 4:30 PM	<b>Quality Seminar</b> (see page 3 for more details) Measurement Systems Analysis (MSA) Macomb Community College, Warren	1.0	\$25. Program schedule will be e-mailed to members.

## From the Chair *by Kush Shah*

### *First Successful Six Sigma Master Black Belt (MBB) Certification Course*

I am honored to begin my second year as the ASQ Greater Detroit Section Chair. I appreciate the efforts of many volunteers and the executive committee members in making all the events that we hosted throughout the last year successful.

The ASQ Greater Detroit Section has a tradition of being the leader among all ASQ sections. The Detroit Section was the one which started Six Sigma Black Belt certification course before ASQ national even developed the Six Sigma Black

Belt Certification.

Over the last year, Greater Detroit Section Executive Board members worked hard to develop a Six Sigma Master Black Belt Certification course. Once again, we are the first section to offer such course. We just recently certified the first group of participants and it was a great success.

This course was a very balanced combination of lectures, group discussion and project presentations, MBB approach guide, and of course the final test. Each participant who completed all of the requirements received a certificate and plaque.

We are planning to offer another Master Black Belt Certification course in early 2009 due to great interest from our members. If you are interested in getting more information, please contact Dr. Rajinder Kapur (rajinderkapur@yahoo.com) or myself (asq.1000@gmail.com).

Our next ambitious goal is to have a regional quality conference in April 2009 with multiple tracks for manufacturing and service industries. This will require a tremendous amount of effort and we are always looking for dedicated and reliable volunteers. If you are interested, please contact me.

### **Special ASQ Refresher Classes to be offered**

For any individual or organization interested in attending a review course for the ASQ Certified Quality Auditor, Certified Manager of Quality/Organizational Excellence, or Certified Reliability Engineer exams, the ASQ Greater Detroit Section will offer these classes once per year, depending on demand. Contact Rajinder Kapur at rajinderkapur@yahoo.com if interested.

## ASQ Refresher Courses

### *Register Early and Save*

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

Certified Six Sigma Green Belt Refresher Course starts Saturday, September 27, 2008.  
For more information, contact Kush Shah, asq.1000@gmail.com

Certified Quality Inspector Refresher Course starts Saturday, November 8, 2008.  
For more information, contact Steve Leggett, steve-leggett@sbcglobal.net

Certified Quality Technician Refresher Course starts Saturday, November 8, 2008.  
For more information, contact Glinda Mantyk, gmantyk@comcast.net

Certified Six Sigma Black Belt Refresher Course starts Saturday, November 8, 2008.  
For more information, contact Rajinder Kapur, rajinderkapur@yahoo.com

*More Courses Available on Page 8!*

**Are you missing ASQ Greater Detroit Section announcements via e-mail? Changed jobs or e-mail addresses?**

Please let us know! Send updated e-mail address to Elizabeth Hanna, elizhy2k@hotmail.com

The ASQ Greater Detroit Section does not sell or share member e-mail addresses to any company or organization.

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 Quality Seminars

Seminars held at Macomb Community College,  
South Campus, Room S101, Warren, Michigan  
\$25 Registration fee includes Lunch

FMEA (4th Edition) and APQP (2nd Edition)  
Saturday, September 20, 2008

Measurement Systems Analysis (MSA)  
Saturday, November 15, 2008

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

### ASQ Members Tour Metro Beach Metropark *by Mary Hones-Burr*

ASQ Greater Detroit Section enjoyed the 1st Annual Family Day and ASQ Family Reunion at Metro Beach Metropark on Saturday, July 26th, 2008 from 10am – 2pm. Over 20 ASQ and family members attended this free quality tour. Jim Pershing, Park Superintendent, spoke on the overall park quality, specifically, water quality, quality procedures for protecting the park, including facility upgrades, (bathrooms, marinas, new dockage), as well as providing an historical background of the park development. A Metropark ranger was on hand in the Nature Center, to explain quality procedures for protecting the environment, wildlife, and overall natural habitat.

Lake St. Clair water quality is affected by events both upstream and downstream, including the current in the water. The beach was closed just once this year. Officials blame the contamination levels on a combination of heavy rain and suburban sprawl. Downpours washed animal wastes into storm drains that pour into waterways,

including Lake St. Clair. Interestingly, the media has a lot to do with the park attendance, as it will announce, “the beach is closed,” and the public perceives this to mean, “the entire park is closed,” when in fact, the park is open, and only the beach is closed. Fish flies are one important indicator of water quality. Fish fly season is June-July; the fish flies hatch, mate, and die one day later, while also being a food source for fish.

Park grounds quality control includes an annual goose roundup in the spring, before they gain their flight feathers. (Canadian geese eat the grass and excrete abundantly, creating an environmental mess). The geese are sometimes relocated, or other times provide meals for the local soup kitchens. Seaweed is picked up daily.

Southeast Michigan is the proud owner of a total of 13 Metroparks. The Metro Beach Metropark was opened in 1951. In 1945, Lake St. Clair lake bottom was pumped for existence of this park, and this park is built

on a fill of 3-5 ft. The number and types of trees are carefully managed and numerous tree plantings have been donated in people’s names, as well as park benches. The Black Creek was dredged a few years ago for sailboats.

The park system is run as a true business. There is a park system Board of Directors, a mayor, deputy mayor, sheriff, and a chief of metropolitan police department; it is run like a small city. The parks even have a mounted division for Public Relations, proven to be effective for crowd control.

Due to the economy, the park has gone from eight Harbormaster personnel to just one; averaging 10 boats/day from 100 boats/day in past years.

The tour was concluded with two gifts being raffled off. Plans are underway for another Metropark quality tour next year. Thanks to Steve Leggett for coordinating this most fascinating tour.



## Quality Systems Technology

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.

**See our Winter Course Schedule in the next issue of the Quality Herald!**

## ASQ Quality Seminar Features FMEA and APQP by Elizabeth Hanna

The ASQ Greater Detroit Section is hosting an all-day Quality Seminar on Saturday, September 20, 2008, featuring Failure Modes and Effects Analysis (FMEA, 4th ed.) and Advance Product Quality Planning (APQP, 2nd ed.).

The speaker for the morning session on FMEA 4th edition is **Mike Down** of General Motors. The speaker for the afternoon session on APQP 2nd edition and updated control plans is **Craig Williams** of Eaton Corporation.

The \$25 fee includes light refreshments in the morning during the registration and networking period (8:00 - 8:30 AM) as well as lunch (12:00 - 12:45 PM).

Seminar participants should bring their own calculators.

### About the Speakers

**Mike Down** has worked in the quality field for 30 years; the last 27 years have been spent at General Motors. While at GM, Mike has held a variety of positions from Quality Engineer/Analyst, Supervisor, Staff Statistical Analyst, Supplier Quality Analyst, and is currently working on the application of FMEA on advance vehicle and powertrain development. During his career, he was a member of the GM statistical network, working closely with Dr. W. Edwards Deming as a student, teacher and a facilitator of Deming Seminars within GM. He has also been active with the Statistical Subcommittee at AIAG and has been Chairman of this subcommittee since 1993. This has included managing the rewrite/updates of the MSA, SPC manuals, and chairing the rewrite of the FMEA reference document. Mike has a Bachelor's degree in Industrial Management and a Master's degree in Applied Statistics from Oakland University.

**Craig Williams** is currently the Corporate Director of Quality and Performance Improvement for Eaton Corporation. He has over 20 years of manufacturing experience in various industries including Pharmaceutical, Graphic Arts, Aerospace, Fluid Power, Electrical, and Automotive. Craig is an ASQ Senior Member. Some of his other professional/technical accomplishments include:

- Vice Chair of TG 9001/9004 of the US TAG to TC/ISO 176 – US Technical Advisory Group to the international standards group on ISO 9001
- Delegate representing the US TAG on the international drafting committee for the publication of the ISO 9001:2008 revision
- Delegate representing the USA on the ISO Chairman's Strategic Advisory Group
- Former Chair of the AIAG Quality Steering Committee and AIAG Special Process Project Team
- Contributing Member of the AIAG APQP Manual Revision Team
- Co-Author of soon to be released book entitled, "Insiders Guide to ISO 9001: 2008"

## 5-Year Membership Anniversaries (Years of Continuous Membership) by Peter Vadhanasindhu

The ASQ Greater Detroit Section would like to recognize long-term members of ASQ, in five-year increments of consecutive membership in the American Society for Quality.

The longest continuously-held membership in the ASQ

Greater Detroit Section is held by Mr. Donald E. Clark, a member since 1952.

### 50 Years of Membership (Joined ASQ in 1958)

*Leonard G. Johnson  
Raymond L. Parker*

### 40 Years of Membership (Joined ASQ in 1968)

*Gerald M. Slominski*

### 35 Years of Membership (Joined ASQ in 1973)

*James A. Warren*

### 30 Years of Membership (Joined ASQ in 1978)

*Robert E. Darrow  
Daniel Draushak  
Michael D. Holbrook  
Charles L. Tomlinson*

### 25 Years of Membership

*James W. Betty Jr.  
Diane M. Byrne  
Peter G. Dersley  
Arland C. Eilert*

### (Joined ASQ in 1983)

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Anil K. Hingwe  
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Rajinder P. Kapur, PhD*

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Christopher N. Totzke  
Lonnie C. Vance  
Lawrence A. Wagner  
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### 20 Years of Membership

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Dennis Baer  
Torrence A. Bossick  
Sally A. Bottke  
Douglas M. Brown  
Mark C. Brown  
Teri L. Buck  
Michael P. Byrne  
Stephen C. Carleton*

### (Joined ASQ in 1988)

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# BRINNOVATION™

A two-day Breakthrough Innovation Seminar  
for engineers, managers, and leaders

Oct. 6-7, 2008

**Hosted by Accelper Consulting and the Engineering Society of Detroit (ESD)**

Breakthrough Innovation: Oct. 6-7, 2008, \$695.00

Practical Six Sigma: Oct. 8, 2008, \$395.00

Register for both, \$895.00

Location: 20700 Civic Center Drive, Suite 450

Southfield, MI 48076

For more details, visit [www.accelper.com](http://www.accelper.com). To register, call 847-884-1900, or e-mail: [info@accelper.com](mailto:info@accelper.com)

## SEMINAR OUTLINE

Evolution of innovation

Framework of innovation

Types of innovations

Generating Innovative ideas

The 14-step methodology

Measures of innovation

Aligning measures with financials

Accelerating innovation

The Innovation Project

### Advertisement

#### 15 Years of Membership

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Kevin W. Armstrong  
Donald R. Babij  
Gopal Balasubramaniam  
JoAnn Bastick  
Venkateswara Bonda  
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David W. Buttram  
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Alexander J.A. Dagenais  
Lawrence R. Edwards  
Mark M. Foukes

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Lynn M. Slevin  
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Scott D. Strongman  
KokKeong Tan  
Jayant S. Trewn, PhD  
Pat Tricarico  
Kui-Sun Yim

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Pamela K. Bethune  
Michael E. Busha  
James P. Chenard  
Prabir K. Datta  
Richard Duff Jr.  
Mark D. Evans  
Michael Ferris  
Steven M. George

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Srinivas Kondapaneni  
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Lara S. Lore  
Allen J. Marsh

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Catalin Oprea  
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Brian Sabo  
Alexander Shoshiev  
Kenneth J. Smith

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Manfred J. Vogel  
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Guangbin Yang

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Tina Marie Baroni-Turner  
George W. Beaver  
David Joseph Boucher  
Frank Bykaylo  
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Satish Padiyar  
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Hongwei Zhang

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**Special ASQ Refresher Classes to be offered**

For any individual or organization interested in attending a review course for the ASQ Certified Quality Auditor, Certified Manager of Quality/Organizational Excellence, or Certified Reliability Engineer exams, the ASQ Greater Detroit Section will offer these classes once per year, depending on demand. Contact Rajinder Kapur at rajinderkapur@yahoo.com if interested.

*For more information about refresher courses, see schedule on page 8.*

*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 #	<input type="text"/>	Amount	<input type="text"/>	Company Check No.	<input type="text"/>	Amount	<input type="text"/>
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## 2008 - 2009 Executive Committee

### ASQ Greater Detroit Section 1000 (248) 443-9666



#### ELECTED OFFICERS

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# ASQ Greater Detroit Section, 2008 / 2009 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	CQE209 CQE809	2-7-09 8-8-09	4-3-09 10-2-09	6-6-09 12-5-09	\$450	\$500
<b>Certified (CQT)</b> Quality Technician 10 Sessions Saturday 8 a.m. - Noon	CQT1108 CQT709	11-8-08 7-11-09	1-9-09 8-14-09	3-7-09 10-17-09	\$325	\$350
<b>Certified (CQI)</b> <i>(formerly CMI)</i> Quality Inspector 10 Sessions Saturday 8 a.m. - Noon	CQI1108 CQI709	11-8-08 7-11-09	1-9-09 8-14-09	3-7-09 10-17-09	\$325	\$350
<b>Certified (CSSBB)</b> Six Sigma Black Belt 10 Sessions Saturday 8 a.m. - 1 p.m.	CSSBB1108 CSSBB609	11-8-08 6-20-09	1-9-09 8-14-09	3-7-09 10-17-09	\$1000	\$1100
<b>Certified (CSSGB)</b> Six Sigma Green Belt 8 Sessions Saturday 8 a.m. - 1 p.m.	CSSGB908 CSSGB309	9-27-08 3-14-09	10-3-08 4-3-09	12-6-08 6-6-09	\$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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