



AMERICAN SOCIETY  
FOR QUALITY™

ASQ Greater Detroit Section 1000

# QUALITY HERALD

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

January-February 2009

## Inside this issue:

ASQ Thanks Partners	1
ASQ Calendar	1
Goebel, Gruska speak	2
Webasto Tour	3
ASQ Quality Seminar	3
ASQ Scholarship	4
Six Sigma Master BB	5
ASQ Class Registration	6
Contact Information	7
ASQ Class Schedule	8

## ASQ Greater Detroit Section Thanks 2008 Partners *by Kush Shah*

The ASQ Greater Detroit Section Executive Committee would like to thank the many companies and individuals who helped make 2008 a success:

### General Membership Meeting speakers:

- Prof. Kai Yang, Wayne State University
- Jeff Jackson, Orion Systems
- Glen Mazur, QFD Institute
- Tom Schoenfeldt, Schoenfeldt Services

- Brian Bennett, Ritz-Carlton Hotels
- Clem Goebel, Goebel Consulting Group
- Greg Gruska, Omnex

### General Membership Meeting hosts:

- Macomb Comm. College
- Madonna University

### Plant Tour hosts:

- Faro Technologies
- Lionel Trains

- Metro Beach Metropark
- Webasto Roof Systems

### Quality Seminar speakers:

- Eric Gray, General Motors
- Mike Casey, General Motors
- Mike Down, General Motors
- Craig Williams, Eaton Corp.
- Steve Leggett, General Motors
- Dave Benedict, Chrysler
- Sean O'Flaherty, Oxford Instruments

## ASQ Calendar

Date	Time	Event, Location	RUs	Cost, Contact
2/19/09	6:00 PM (presentation)	<b>General Membership Meeting</b> Cultural Change for Lean Mfg - Mike Vella Madonna University, Livonia	0.3	Free. Check website, <a href="http://www.asqdetroit.org">www.asqdetroit.org</a> for the latest info.
3/09/09	8:00 AM - 5:30 PM	ASQ Auto Division <b>Annual Quality Symposium</b> - Improving Healthcare Quality and Costs Macomb Community College, Clinton Township	1.0	Contact Ha Dao for additional information and registration <a href="mailto:hdao@ssaandco.com">hdao@ssaandco.com</a>
3/14/09	1:00 PM - 5:00 PM	Certified Six Sigma Green Belt <b>Refresher Course</b> Macomb Community College, Warren (course starts 3/14/09, 10 sessions on Saturdays)	4.0	\$400. Contact Kush Shah, <a href="mailto:asq.1000@gmail.com">asq.1000@gmail.com</a> for additional information.
3/19/09	5:30 PM (presentation)	<b>General Membership Meeting</b> Quality Career Management Macomb Community College, Warren	0.3	Free. Check website, <a href="http://www.asqdetroit.org">www.asqdetroit.org</a> for the latest info.
3/21/09	8:30 AM - 4:00 PM	<b>Quality Seminar</b> (more info on page 2) Measurement Systems Analysis (MSA) Part 2 Macomb Community College, Warren	1.0	\$25. Contact Elizabeth Hanna, <a href="mailto:elizhy2k@hotmail.com">elizhy2k@hotmail.com</a> for more info or to register.

### Are you missing ASQ Greater Detroit Section announcements via e-mail?

With all the changes happening recently, please make sure that your e-mail address is current.

To notify us of a change, send updated e-mail address to Elizabeth Hanna, [elizhy2k@hotmail.com](mailto:elizhy2k@hotmail.com)

Also, please add "asqdetroit@gmail.com" to your list of safe e-mail addresses in your e-mail program.

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



*IN MEMORIAM*

The ASQ Greater Detroit Section extends our condolences to the family and friends of ASQ Senior Member **Donald M. McCormack**. Mr. McCormack, an ASQ member since 1982, held CQE, CRE and CSSBB certifications and worked for TRW.

## Goebel, Gruska Speak at Fall ASQ Meetings *by Peter Vadhanasindhu*

Auto industry veteran **Clem Goebel** spoke at the ASQ October General Membership meeting at Macomb Community College.

Goebel, who started his career with the Chevrolet Motor Division of General Motors more than 40 years ago, has extensive experience in the automotive and agricultural industries, holding positions at large OEMs such as General Motors and John Deere and Tier 1 suppliers such as Tenneco Automotive. Goebel currently runs a consulting firm, Goebel Consulting Group.

Goebel discussed two Statistical Process Control case studies. One was a “typical” case from implementation onward, whereas the other case involved some unusual variations.

At the ASQ November General Membership Meeting, **Greg Gruska**, Omnex Systems, spoke about his work with quality guru W. Edwards Deming.

Gruska, an ASQ Fellow, has coauthored over 60 books and papers on quality man-

agement and statistical theory and applications. Gruska is also a member of the AIAG committees for the FMEA, MSA, and SPC manuals.

Gruska’s presentation, titled “Deming in the 21st Century,” covered several areas of Deming’s philosophy and its applications to current issues. These topics included the System of Profound Knowledge and systemic thinking, variation, the Theory of Knowledge, psychology and organizational challenges for the future.

### 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 & 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 7, 2009.

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

Certified Six Sigma Green Belt Refresher Course starts Saturday, March 14, 2009.

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

*More Courses Available on Page 8!*

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

\$25 Registration fee includes Lunch

Measurement Systems Analysis (MSA), Part 2

Saturday, March 21, 2009

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.



## Quality Systems Technology

### SPRING/SUMMER 2009

Macomb Community College is pleased to offer the following quality related courses starting 6/15/09.

Registration starts March 24, 2009 -- all classes are held on Center Campus.

Course No	Description	Day	Time	Dates	Cost*
QUAL-1030	Statistical Quality Control	Mon & Wed	6:00 - 9:55 pm	6/15/09 - 8/05/09	\$300.00
QUAL-1201	Geometric Dimensioning & Tolerancing with Applications Lab	Tues & Thurs	6:00 - 9:55 pm	6/16/09 - 8/6/09	\$299.00

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

All Quality classes for the Spring/Summer 2009 semester are held at Macomb Community College, Center Campus located at Hall Road & Garfield.

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 [macomb.edu](http://macomb.edu) and click on the S/S 2009 Registration Information or call 586-445-7435.

Check out Macomb's new Quality website at

<http://www.macomb.edu/Current+Students/Educational+Offerings/Areas+of+Study/Quality+Systems+Technology/>

### ASQ Members Tour Webasto Roof Systems *by Steve Leggett*

Webasto Roof Systems hosted a tour at their Rochester Hills facility for members of the ASQ Greater Detroit Section on Tuesday, Oct. 21, 2008.

The event began with a presentation by **Boris Kokotovic**, Webasto Vice President of Quality, which gave attendees an overview of Webasto's product lines, facility locations, and quality philosophy.

The Corporate Lead Auditor, **Diane Smith**, then gave an overview of the audit systems used by Webasto to ensure compliance to ISO/TS 16949 and ISO 14001.

Following the presentation, Mr. Kokotovic led attendees on a tour of the Rochester Hills production facility. Members viewed process/material flows and the assembly of large sunroof modules. During the tour,

Mr. Kokotovic pointed out some of the quality procedures and techniques used by Webasto as part of its quality management system. Attendees had the opportunity to ask questions during the tour and afterward at the concluding presentation.

The ASQ Greater Detroit Section would like to thank Webasto Roof Systems for graciously hosting this tour.

### ASQ Quality Seminar on Measurement Systems Analysis (MSA) *by Elizabeth Hanna*

The ASQ Greater Detroit Section hosted an all-day Quality Seminar on Saturday, November 15, 2008, that covered some of the basics of Measurement Systems Analysis (MSA)

The speaker for the morning session was **Steven C. Leggett** of General Motors. Mr. Leggett covered gage R & R, linearity,

stability, measurement error and calibration techniques, as well as discussing metrology. A hands-on measurement workshop accompanied the morning session.

The speaker for the afternoon session was **David J. Benedict** of Chrysler LLC. Mr. Benedict covered pitfalls of gage R & R and measurement studies.

Also speaking in the afternoon session was **Sean O'Flaherty** of Oxford Instruments. Mr. O'Flaherty discussed non-destructive testing methods such as eddy current and magnetic induction.

The afternoon session included a calibration and measurement workshop.

#### About the Speakers

**Steven C. Leggett** is a Senior Supplier Quality Engineer at General Motors Corp. He has been active in the development of quality publications by the Automotive Industry Action Group (AIAG) and is a co-author of the AIAG FMEA Manual, 3rd ed. and is Chair of the AIAG PPAP Manual, 4th ed. Mr. Leggett is a past member of the Michigan Quality Council Leadership Award Board of Examiners for 2006 and 2007. He has also won awards from ASQ Automotive Division for the Quality Professional of the Year 2003, and the AIAG Outstanding Achievement Award for 2002.

**David J. Benedict** is a Senior Manager, Supplier Quality – Body-in-White for Chrysler LLC. He holds Bachelor and Master of Science degrees in Mechanical Engineering from Oakland University. Mr. Benedict has held numerous positions in aerodynamics, design/development engineering, HVAC controls, interiors, and supplier quality at Chrysler, including head of Chrysler de Mexico's entire supplier quality unit.

**Sean O'Flaherty** is the Product Manager for Oxford Instruments Americas coating thickness measurement business in Elk Grove Village, IL. Prior to joining Oxford Instruments, he spent several years as an R&D scientist specializing in optical and x-ray metrology of organic and semiconductor thin-films and has published several peer-reviewed contributions in this area. Sean holds primary degrees in Physics and Mathematics and a doctoral degree in Physics from Trinity College, University of Dublin, Ireland.



American Society for Quality  
 Greater Detroit Section 1000  
**Scholarship Application Form**

**Instructions:**

Please review carefully the Rules, Conditions & Criteria.

Fill out this application in black or blue ink.

If you have any questions, please call Jan MacDonald 248-354-7373 x1119

Sign and date your application and forward it no later than April 1, 2009

to; **ASQ Scholarship Committee, 27350 Southfield Rd Ste 102**

**Lathrup Village, MI 48076 or e-mail to janraemac@yahoo.com**

Recipients will be notified by U.S. Mail on May 1, 2009

Applicant's Name \_\_\_\_\_

Applicant's Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Telephone Number \_\_\_\_\_

Membership Number \_\_\_\_\_

**Rules:** Two non-renewable scholarships of \$500 each will be offered by ASQ GDS 1000. Applicants must be members of GDS 1000, its Student Section, or high school senior child of a member. Photocopy of membership card must accompany application. Awards will be based on proof of membership and quality of essay. All entries become the property of ASQ GDS 1000 and will not be returned.

**Conditions:** Award checks will be used for college classes, ASQ refresher courses\*, GDS Six Sigma course, ASQ conference or seminar. Checks will be made out jointly to the scholarship recipient and the institution or program they plan to attend. (\*Refresher courses cost between \$300-\$500, the balance of the \$500 will be used toward the exam or another class).

**Criteria:** A formal, typed essay, in stand English, of 500 words or less, written by the applicant, that addresses the following question:

**One of Dr. Deming's 14 points is "Drive out fear, so that everyone can work effectively." What steps would you use to drive out fear and encourage your team during unsettling times?**

- Content – Does it contain information and details specific to the question?  
 Does the essay answer the question? Are the ideas fully developed?
- Organization – Does the essay flow in a logical order?
- Style – Is the language precise, effective choice of words, and is it sincere?

Note: Not more than one scholarship per member or child of member per year. Limit one entry per member or child of member.



# American Society for Quality Greater Detroit Section 1000

will offer

## *Six Sigma Master Black Belt*

Macomb Community College, South Campus  
Warren, Michigan

Back by Popular Demand in April 2009

From 8:00 a.m. to 12:00 noon

The Six Sigma Master Black Belt fee: \$2500

If you would like to know more about **Six Sigma Master Black Belt Training & Certification**, call **Rajinder Kapur** at (248) 703-7148 or e-mail [rajinderkapur@yahoo.com](mailto:rajinderkapur@yahoo.com)

### **Draft Copy of Six Sigma Master Black Belt Schedule**

**1<sup>st</sup> Session:** Recognize: Master Black Belt Role, Six Sigma Program Components, and Running Six Sigma Program - April 4, 2009

**2<sup>nd</sup> Session:** Define: Customer Focus; Business Metrics; Nature of variables; Opportunities for defects; CTX tree; Process Mapping; Process Baseline; Six Sigma Projects; Six Sigma Deployment - April 18, 2009

**3<sup>rd</sup> and 4<sup>th</sup> Sessions:** Measure: Scale of measure; Data collection; Measurement error; Statistical distributions; Static statistics; Dynamic statistics; Project Presentation - April 25 and May 2, 2009

**5<sup>th</sup> and 6<sup>th</sup> Sessions:** Analyze: Six sigma statistics; Process Metrics; Diagnostic tools; Statistical Hypothesis; Simulation Tools; Continuous decision tools; Discrete decision tools; Project Presentation - May 9 and 16, 2009

**7<sup>th</sup> and 8<sup>th</sup> Sessions:** Improve: Experimental design tools; Robust design tools; Empirical modeling tools; Risk analysis tools; DFSS principles; Project Presentation - May 30 and June 16, 2009

**9<sup>th</sup> and 10<sup>th</sup> Sessions:** Control: Precontrol tools; Continuous SPC tools; Discrete SPC tools; Training; Project Presentation, Master Black Belt role in building, mentoring, and ensuring success of Black Belts and Six Sigma Projects - June 20 and 27, 2009

**11<sup>th</sup> Session:** Master Black Belt Certification Exam – Date TBD

To register for the course, submit the form on page 6.

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## ASQ Greater Detroit Section Earns Two New Honors *by Elizabeth Hanna*



The **ASQ Greater Detroit Section** has earned two new honors from the American Society for Quality (ASQ) national organization.

Both of these honors were based on the

section's performance in the Quality Management Process, which is a quality management model used to assist the planning and implementation process for services and programs run by the local section.

The **2007-08 Silver Excellence Award** was presented to the ASQ Greater Detroit Section for achieving ASQ's objectives in loyalty and satisfaction and meeting or exceeding member retention rates from the previous year.

The **2007-08 Total Quality Award** was presented to the ASQ Greater Detroit Sec-

tion for developing and implementing its section business plan (SMP) and achieving the objectives set in the plan.

The ASQ Greater Detroit Section had previously received recognition for **2007-08 Section Basics** and **2007-08 Section Planning** as part of the Section Management Process (SMP). (See March-April 2008 issue of the *Quality Herald* for details.)

The ASQ Greater Detroit Section would like to thank all of our members for helping make this recognition possible.

*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 #		Amount		Company Check No.		Amount	
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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, 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	02-07-2009 08-08-2009	04-03-2009 10-02-2009	06-06-2009 12-05-2009	\$450	\$500
<b>Certified (CQT)</b> Quality Technician 10 Sessions Saturday 8 a.m. - Noon	CQT709 CQT1109	07-11-2009 11-07-2009	08-14-2009 01-08-2010	10-17-2009 03-06-2010	\$325	\$350
<b>Certified (CQI)</b> <i>(formerly CMI)</i> Quality Inspector 10 Sessions Saturday 8 a.m. - Noon	CQI709 CQI1109	07-11-2009 11-07-2009	08-14-2009 01-08-2010	10-17-2009 03-06-2010	\$325	\$350
<b>Certified (CSSBB)</b> Six Sigma Black Belt 10 Sessions Saturday 8 a.m. - 1 p.m.	CSSBB609 CSSBB1109	06-20-2009 11-07-2009	08-14-2009 01-08-2010	10-17-2009 03-06-2010	\$1000	\$1100
<b>Certified (CSSGB)</b> Six Sigma Green Belt 10 Sessions Saturday 1 p.m. - 5 p.m.	CSSGB309 CSSGB909	03-14-2009 09-19-2009	04-03-2009 10-02-2009	06-06-2009 12-05-2009	\$400	\$450
<b>Certified (CRE)</b> Reliability Engineer 10 Sessions Saturday 8 a.m. - Noon	CRE709	7-11-2009	08-14-2009	10-17-2009	\$500	\$600

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 1-800-248-1946*

Non-Profit Org.  
US Postage  
**PAID**  
Warren, MI  
Permit No. 201

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