

ASQ Lower Rio Grande Valley

Section 1425 Newsletter

January 25, 2009
Volume 1, Issue 2

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GM, Ford Closing Gap with Foreign Brands

Quality News Today

Detroit Free Press (MI) January 8, 2009

Consumer Reports magazine says Detroit automakers are "heading in the right direction," but warns in its most recent issue that Chrysler LLC appears to be falling behind General Motors Corp. and Ford Motor Co.

The magazine says its review of recent road tests and reliability reports on new models finds that Ford has matched the quality of foreign automakers on several models, while GM's newer models have performed far better than predecessors.

"But they still lack the high level of consistency of the best automakers, such as Honda and Toyota," adds the magazine, which also criticizes Chrysler's lineup, saying many of its models rank toward the bottom of their categories, and none come recommended.

While Consumer Reports' opinions are closely watched by the industry, it doesn't always sway consumer choices. Among the magazine's picks for best Detroit models are the Ford Taurus X and Mercury Sable, two vehicles Ford plans to stop building in weeks due to slow sales. Its lowest-rated model from Detroit is the Jeep Wrangler, which is Chrysler's fourth best-selling vehicle behind minivans and the Dodge Ram.

ASQ - Total Quality Level Award for Section 1425

This letter was received by Sylvia Garcés Soria, ASQ Section 1425 Chair on Wednesday 1/14/2009. Congratulations to the whole sections' leadership team!

Dear Section Chair,

Congratulations! The section has achieved the Total Quality Level of the 2007-2008 Quality Management Process. By achieving the highest level of the QMP, your section has proven its dedication and commitment to serving its members and you should feel proud of your accomplishments. You and your fellow member leaders are making an invaluable contribution to the Society through your service to your members and to your community. You have all helped make ASQ what it is today.

In recognition of your efforts, your section is receiving the following materials:

- Four 2007-08 Total Quality lapel pins (mailed separate)
- 2007-08 Total Quality Mark of Achievement, which you can use on your web site, newsletters, flyers, etc... (sent to you via email)
- 2007-08 TQ News Release, customize it with your section info and send to publications or use in section newsletter (sent via email)
- Recognition in the Friday Fast Facts, posted to the Community Leader of Practice page on asq.org (member leader area).

In addition to this, I hope to see you or someone from your section this spring in Minneapolis, MN where your section will be honored at ASQ's World Conference on Quality and Improvement. Member Leaders and members from your section will be recognized by section name, badge ribbons and a representative from your section will be presented with the 2007-08 Total Quality Award by ASQ's president, the Section Affairs Council chair, and your Regional Director. I encourage you to start thinking now about which member(s) of your section leadership team might be able to attend to accept the award for your section. We encourage sections to underwrite the travel and registration expenses for at least one member leader to attend the World Conference. In addition, when the section representative attends section leadership training offered at the conference, ASQ will reimburse the section up to \$200. Make the most of it!

On behalf of the Board of Directors and staff of ASQ, especially the QMP and the Community Development work group, I would like to thank you and the other member leaders for your service to the Society and your exemplary leadership. Again, congratulations!

Sincerely,

Belinda Chavez, QMP Chair 2008-09, Regional Director, Region 14

21st Annual Quality Management Conference 05-Mar-09 to 06- Mar-09

Irvine, California • Results Through People, Processes, and Performance Keynote Speakers: Tom England - Global Director, Six Sigma, Tyco Electronics J. R. McGee - President & CEO, X-Stream LEAN, LLC Michael Murphy - President & CEO, Sharp Health Care Shane Yount - Senior Partner/Owner, Competitive Solutions, Inc. Extraordinary Event: Banquet Speaker – Peter Andres, ASQ President-Elect The theme for this conference, Results Through People, Processes, and Performance, offers many learning opportunities for attendees to participate in a variety of forums—pre- and post-conference courses, presentations, keynote addresses, and interactive sessions. QMD has partnered with the Software Division to provide several current “Hot Topics” relevant to quality managers and software professionals. Early-bird registration is being accepted at: <https://secure.asq.org/conferences/quality-management/2009-conference-registration.html> Mark your calendars now and be on the lookout for further information at www.asq-qm.com soon!!

Web site: <http://www.asq-qm.org>

Event Location Hyatt
Regency Irvine, CA United
States Of America

Contact Information:

Name David Little, Phone:
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ASQ - Silver Excellence Level Award for Section 1425

The following letter was also received by Sylvia Garcés Soria, ASQ Section 1425 Chair on Wednesday 1/14/2009. Again, congratulations to the whole sections' leadership team!

The letter is reproduced entirely here:

Dear Silver Excellence Section Committee,

Congratulations! Your Section has achieved QMP Silver Excellence Level for the year 07-08. This is a great performance achievement for your Section and it reflects favorably on your Member Leaders and Regional Director. Your accomplishment of meeting or exceeding the Society's objectives in member satisfaction, loyalty and retention helps to make your Section, your community and ASQ stronger. I look forward to shaking the hand of your representative and Regional Director at the 2009 ASQ World Conference in Minneapolis, MN.

The Mark of the Silver Excellence will be sent to you by email. You may use this on Section materials to let others know of this achievement.

Congratulations again on this accomplishment and my thanks to the Member Leaders for their efforts.

Regards,

Belinda Chavez, QMP Chair 2008-09

Regional Director, Region 14



New "Performance Officer" Could Boost Visibility, Impact of Quality, ASQ President Says

Hopefully President Obama's new chief performance officer will have truly "transformative" authority, ASQ President Roberto Saco says.

If the new CPO position within the federal Office of Management and Budget is limited to simple budgetary oversight, "it may mean better control of government expenditures, which would be no small feat, but nothing really groundbreaking," says Saco.

"On the other hand, if the role focuses on how work actually gets done or not done in government, the potential is transformational."

In January, Obama announced that Nancy Killefer, a senior executive at the consulting firm McKinsey & Company, would be the first person appointed to the new CPO position. Killefer is officially charged with "finding government efficiencies."

A CPO willing, able, and empowered to step beyond fiscal oversight and into the realm of process improvement could have profound effects on government efficiency, healthcare, education and other issues Obama has deemed key to rebuilding the U.S. economy, Saco says.

And a new emphasis on quality would mean "abundant opportunity" for ASQ members to help the country bring about real change. "One of ASQ's strengths is that we encompass a wide range of sectors and industries, so in essence ASQ members can play a part in just about any aspect of the president's call to action," he says. Listening to Obama's inaugural address, he says, "the call to service was loud and clear."

While the U.S. economy is clearly in trouble, "great crises pose great opportunities for the right leader," Saco says. "I'm optimistic President Obama will seize the moment and help us reformulate America's place in the world. The possibilities are endless for those willing to reinvent themselves."

The Lower Rio Grande Valley of Texas

American Society of Quality Section 1425 is located in the Lower Rio Grande valley of Texas. It encompasses Brownsville/Matamoros to McAllen/Reynosa and extends to students at Universidad de Monterrey (UEM) and Tecnológico de Monterrey (ITESM), both in Monterrey, Nuevo León, México.

Our section has regular monthly meetings; these are held at different places. While most of them have taken place at McAllen, we have now reached agreement to have some of them on different cities and both sides of the Rio Grande; hence allowing for participation from members from other locations. For future dates and locations, please visit our web site at www.asq1425.org

Please, if you have questions, comments or recommendations for subjects to be included on our site and or newsletter; please send them to these E-mail addresses ASQ1425@yahoo.com and juliocesarsalinas@gmail.com



Message from our Chair Officer

Subject was suggested by Chair Officer, writing by Newsletter Editor.

All ASQ sections hold elections around March or April of each year.

Date that the Officer list must be submitted is designated, May 1 of every year. By June 1, the Committee List must be submitted.

Our section plans to hold elections on either March or April so that all the positions are ready to be submit on May 1st.

Officer and Committee lists are as follows: Chair, Chair-Elect, Secretary, Treasurer Vice Chair & Nominating Committee Chair, Certification Chair, Education Chair, Internet Liaison, Membership Chair, Newsletter Editor, Program Chair, Recertification & SMP Chair, Section Mentor.

You may contact our Chair Officer via E-Mail as detailed below.

Sylvia Garcés Soria

ASQ Section 1425 Chair

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The History of Quality - Overview

From the www.Qualityprogress.com, see additional details there...

The quality movement can trace its roots back to medieval Europe, where craftsmen began organizing into unions called guilds in the late 13th century.

Until the early 19th century, manufacturing in the industrialized world tended to follow this craftsmanship model. The factory system, with its emphasis on product inspection, started in Great Britain in the mid-1750s and grew into the Industrial Revolution in the early 1800s.

In the early 20th century, manufacturers began to include quality processes in quality practices.

After the United States entered World War II, quality became a critical component of the war effort: Bullets manufactured in one state, for example, had to work consistently in rifles made in another. The armed forces initially inspected virtually every unit of product; then to simplify and speed up this process without compromising safety, the military began to use sampling techniques for inspection,

aided by the publication of military-specification standards and training courses in Walter Shewhart's statistical process control techniques.

The birth of total quality in the United States came as a direct response to the quality revolution in Japan following World War II. The Japanese welcomed the input of Americans Joseph M. Juran and W. Edwards Deming and rather than concentrating on inspection, focused on improving all organizational processes through the people who used them.

By the 1970s, U.S. industrial sectors such as automobiles and electronics had been broadsided by Japan's high-quality competition. The U.S. response, emphasizing not only statistics but approaches that embraced the entire organization, became known as total quality management (TQM).

By the last decade of the 20th century, TQM was considered a fad by many business leaders. But while the use of the term TQM has faded somewhat, particularly in the United States, its

practices continue.

In the few years since the turn of the century, the quality movement seems to have matured beyond Total Quality. New quality systems have evolved from the foundations of Deming, Juran and the early Japanese practitioners of quality, and quality has moved beyond manufacturing into service, healthcare, education and government sectors.

