



# QUALITY NEWS

## Oklahoma City Section 1408



### American Society for Quality

Next Meeting  
**Thursday**  
**July 15, 2004**

**Rose State College**  
Student Center Building  
The Raider Room  
6420 SE 15th Street.  
Midwest City, OK 73110

**Time:**  
**5:30pm-6:00pm Social**  
**Meeting begins @ 6:00pm**

**Please RSVP to**  
**Keith Rodgers**  
405-324-3536  
or e-mail to:  
[Keith.Rodgers@seagate.com](mailto:Keith.Rodgers@seagate.com)



★ Student Center  
(enter from Hudiburg Dr.)

# STOP DEPENDING ON INSPECTION!

We are proud to have Darin Craig, one of our own members and author of an article published in this month's Quality Progress Magazine as our guest speaker this month. He will be sharing his insights and answering your questions on transitioning from an inspection-based quality system to a prevention-based system.

There is a ton of information on the benefits of prevention-based quality systems, and many companies are reaping those rewards. But for the mid-size company that has used centralized inspection departments for many years, the path to prevention is often cloudy. One time a manufacturing executive asked, "What, specifically, would you do to help change the culture of the organization to a quality mentality?" I wrote this article to answer his question.

More than anything, this article lays a path of specific steps any organization can take to put quality in the hands of the people that need it most, the direct labor workforce. Instead of rhetoric about how "good" the concept of a quality mentality is, I wanted to lay the groundwork for how to get there. Here are a few quotes from the article.

"As long as the responsibility for quality is seen as someone else's the transition to a prevention based quality system will be impossible. The perception of QA being responsible combined with the 'human factor' (100% inspection is only 80% accurate) creates a fatal flaw in the quality system. I call this effect 'The Flaw of Degrading Standards.'"

"If management takes the time to understand the operator's concerns, validate them and determine whether the unit meets the criteria, the operator will be willing to question another potentially defective unit."

Darin Craig, has been a member of Section 1408 since 1994. He is a Six Sigma Black Belt and holds ASQ certifications as a CMI, CQE and CQM. A Business Management graduate of University of Phoenix, Darin has 10 years experience in Manufacturing Quality



## Section 1408 Board Members 2004-2005

**Jim Porter – Section Chair**  
405-577-9977  
Autocraft Industries Inc.  
E-mail: [jporter@autocraft.com](mailto:jporter@autocraft.com)

**Fred Khavari – Vice Chair**  
405-214-7767  
E-mail: [Fkhavari@charter.net](mailto:Fkhavari@charter.net)

Rhonda Woolson –  
Certification Chair  
Recertification Chair  
405-769-9383  
E-mail: [rwoolsoncqa@aol.com](mailto:rwoolsoncqa@aol.com)

**Robert Hartsfield – Treasurer**  
405-577-9830  
Autocraft Industries Inc.  
E-mail: [rhartsfi@autocraft.com](mailto:rhartsfi@autocraft.com)

Keith Rodgers – Arrangements Chair  
405-324-3536  
Seagate  
E-mail: [Keith.Rodgers@seagate.com](mailto:Keith.Rodgers@seagate.com)

Delphia Hawkins – Program Chair  
Regional Director  
405-755-0599  
E-mail: [TellDelh@aol.com](mailto:TellDelh@aol.com)

Mark Vardaro – Internet Liaison  
E-mail: [vardaro@tdctexas.com](mailto:vardaro@tdctexas.com)

**Rose Sutcliffe – Secretary  
Newsletter Editor**  
405-721-8312  
**The Hartley Group – Performance  
Paradigms**  
E-mail:  
[rsutcliffe@thehartleygroup.com](mailto:rsutcliffe@thehartleygroup.com)

Mark Hartley – Auditing Chair  
Nominating Chair  
405-721-8312  
The Hartley Group - Performance  
Paradigms  
E-mail: [mhartley@thehartleygroup.com](mailto:mhartley@thehartleygroup.com)

**WE NEED YOU! THERE ARE SEVERAL VOLUNTEER POSITIONS AVAILABLE. THESE ARE BOARD APPOINTED POSITIONS. GET INVOLVED IN YOUR SECTION NOW! CONTACT ONE OF THE BOARD MEMBERS LISTED ABOVE IF YOU ARE INTERESTED.**



Moore Norman Technology Center  
Business & Industry Services



### Quality Management Systems

*Focusing on the success of Oklahoma businesses with national and international experience*

***Need to prepare for the December 2004 ASQ Certified Calibration Technician exam?***

Save your spot in the class by enrolling today for the 3-day training session scheduled for delivery in September, 2004 at MNTC. The instructor will be Philip Stein and the cost is \$900. QCI CCT Primer and lunch are included!

Contact Jeff Cole @ 405-364-5763 ext. 7226 to enroll

***Have ISO/TS 16949:2002 training needs?***

Contact Jeff Cole @ 405-364-5763 ext. 7226

***Registering to ISO 9001:2000 or ISO 14001?***

We can provide training, auditing and consulting to help you meet your organizational objectives.

**Need a solution to a problem? Need to achieve a desired result?**

**We have the training to help you succeed!**

**Open Courses @ MNTC campus**

- |   |                         |        |
|---|-------------------------|--------|
| • Understanding ISO 9001:2000             | July 15 & Aug. 19       | \$200  |
| • ISO 9001:2000 Internal Quality Auditing | July 27-28 & Aug. 25-26 | \$375  |
| • Lead Auditor 5-day                      | Aug. 9-13               | \$1295 |

***Have problems but no solutions? Need to increase the bottom line?***

Contact Jeff Cole for Six Sigma training @ 405-364-5763 ext. 7226

“Customized Solutions for Bottom Line Results”

For enrollment or information, call 364-5763 ext. 7259

Visit our website: [www.mntechology.com](http://www.mntechology.com) - Quality Management Systems  
for a complete list of services, open enrollment topics, descriptions, times and prices

## *Section 1408 Welcomes New Board Members for 2004-2005*

**Section Chair – Jim Porter**  
**Treasurer – Robert Hartsfield**

**Vice Chair – Fred Khavari**  
**Secretary – Rose Sutcliffe**

Section 1408 elected these official Officer positions in January and they officially took office July 1. We are very fortunate to have these dedicated volunteers, who look forward to an exciting new year for our section. They bring with them a wealth of quality knowledge and ASQ experience. Plus, they're just good people!!! We hope everyone will take the opportunity to come and meet them at the monthly section meetings.

This month we would like to introduce two of our new officers. Next month we will introduce the other two. Future newsletters will feature additional volunteers that work tirelessly to make things happen in Section 1408.

### **Jim Porter, Section 1408 Chair**

Jim has been a Member of ASQ since 1989 and former Section 1408 Chair and Program Chair. He is a graduate of the University of Oklahoma and Oklahoma City University. He has been employed by Autocraft Industries for 3 years as Manufacturing Manager. He and his wife, Barbara, live in Shawnee and have two children. His hobbies include woodworking and gardening.

### **Robert Hartsfield, Section 1408 Treasurer**

Robert is an ASQ Certified Quality Auditor and has been a member of ASQ since 1997. He has served on the Section 1408 Board in the capacity of Secretary and Treasurer as well as holding the Audit Chair position for a few of those years. He has been employed at Autocraft Industries for 17 years and has been an Internal Quality Auditor there since 1996. He and his wife, Carla, have two children in college and have lived in Oklahoma during their 28-year marriage. Robert enjoys jazz music and science fiction.



performance  
**THE HARTLEY GROUP**  
paradigms

*The Hartley Group is a Professional organization providing consulting and training in ISO 9000, ISO 14000, AS 9100, MBNQA, & other quality management disciplines.*

## ISO 9001:2000 *Lead Auditor Class*

A comprehensive training in lead auditor techniques, methodology, practices and skills.

*August 30 to September 3, 2004*

**\$ 1190** per student

### *Highlights of the class include:*

- Quality management systems as required by ISO 9000
- ISO 9000 requirements and intent
- QMS audit process
- Evaluating system effectiveness
- Evaluation of conformance
- Audit reporting

*Limited Space Available*

*Reserve your spot today!*



[www.TheHartleyGroup.com](http://www.TheHartleyGroup.com)

Accredited Course provider: Pillar Management Associates

Contact *Sasha* or *Denise* at 405.721.8312, 800.391.7308 or [sbenear@thehartleygroup.com](mailto:sbenear@thehartleygroup.com) no later than Monday, August 16, 2004.



ASQ Oklahoma City Section 1408  
**Newsletter Editor – Rose Sutcliffe**  
 7006 NW 63<sup>rd</sup> Street, Ste. 205  
 Bethany, OK 73008

Printing Donated by:



**Moore Norman  
 Technology Center**



Visit our website at: [www.asq-okc.org](http://www.asq-okc.org)

## Inside this Issue...

Meeting Announcement	1
Section 1408 Board Members	2
Welcome New Board Members	3
Website Address	4
New Members	4

*Welcome Our  
 New Members!*

**Glenn Fisher  
 Beverley Kope  
 Vicki Lewis  
 Robert Reinhard  
 Leon Rogers  
 Charles Srour**

**ASQ Section 1408  
 August Meeting  
 August 19, 2004**

More Details to Come...