

March 2006



QUALITY NEWS

Oklahoma City
Section 1408



Next Meeting

Thursday
March 23, 2006

Autocraft Industries

9901 W. Reno
Oklahoma City, OK

Time:

Registration & Tour begins at:
5:30pm

(No Tutorial this month)

You MUST RSVP to Rose Sutcliffe:

405-942-5527

r.sutcliffe@cox.net

Parking:

- Parking in any open, non-restricted, space will be fine.
- The front entrance is where everyone should come in. There is a large ATC and Autocraft Logo over the entrance, right next to a series of garage doors.

Directions:

From Oklahoma City take I-40 West to the Morgan Road exit.

Take the exit and turn Right (North) on Morgan Road to Reno

Turn Left (West) on Reno, stay in the right lane

Autocraft's driveway is the first one on the right (can't miss it, lots of cars and a fenced-in lot directly in front of you as you turn onto Reno.

Report to the guard, indicate that you are here for the ASQ meeting and someone will escort you to the conference room /presentation area.

It's Time For a Tour

At
Autocraft
INDUSTRIES

We are very excited about this month's meeting. Our section has been invited to tour Autocraft Industries.

Autocraft Industries is a full-service remanufacturing supplier to leading OEMs. They are the primary supplier to Ford Motor Company of Ford Quality Renewal (FQR) transmissions and transaxles. FQR products are used by Ford, Lincoln and Mercury dealers for all vehicle repairs including new vehicle warranty, extended service plans, service part warranty and retail sales.

We will be guided through their remanufacturing process from receipt of the product in need of repair through shipment of the finished goods ready for use in the market. During the trip, we'll stop at a few key points to demonstrate some of their poke yoke strategies. The majority of the focus will be on the Honda line. It's their most recent addition, and will be operating during the time of our tour.

Nathan Callahan, Director-Quality, will be our guide. His background includes Process/Technology/Quality Engineer in materials development and production processes, R & D and currently is involved with Quality Engineering and Management. He has a BS Materials Engineering degree from The Ohio State University and an MBA from Oklahoma City University.

This tour will be limited to 50 participants. You must RSVP to Rose Sutcliffe to attend. Closed-toed shoes and safety glasses are required. The floors are somewhat slippery so sneakers/tennis shoes are not good selections (natural rubber and ATF are VERY slick when put together).

Section 1408 Board Members 2005-2006

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Letter From the Chair:

Our Quality Fun night at NMTC was Wonderful. Many current a, new and prospective members enjoyed themselves and want more of it. This proved to be a great way to learn about quality.

Our new officers were nominated and approved for the 2006-2007. They are: Rose Sutcliffe, Chair, Jay Nowlin, Vice-Chair, Robert Hartsfield, Secretary. and Melissa Trice, Secretary. They will assume their new roles July 1.

As member leaders of Central Oklahoma ASQ Section 1408 we will celebrate the 60th anniversary of ASQ 's Birth..Please. check the www.ASQ.org website for more information.

The Oklahoma Quality Award (OQA) Executive Director has a need for more examiners, Please contact Mike Strong @ 815-5295 or go to www.OklahomaQuality.com website for more information. One day training is offered on April 18 in OKC and in Supulpa on April 20th.

The OQA's Journey to Excellence is hosted on April 12th. See additional Information in this newsletter. Do not miss our next ASQ Tour at Autocraft on March 23, 06. You must RSVP and bring safety glasses.

Best Quality Regards;
Fred Khavari
Section 1408 Chair



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If you or your company would be interested in advertising, please contact Robert Hartsfield at 405-577-9830 or e-mail: rhartsfi@autocraft.com

Quality Maturity in Small Companies

Mark Hartley, The Hartley Group – Performance Paradigms, Inc.

I recently had the chance to speak with a small start-up company in Tennessee with less than 10 people, that refurbishes medical equipment. I had known the owner (let's call him Kyle) from a previous venture that was grown and sold to a major medical equipment OEM, so he has a unique perspective of watching the maturity growth that we discussed last week, and now he is starting anew.

Kyle and his partners started the first company because they had great technical skills and marketing contacts in the medical equipment refurbishment market. Their approach to quality was the classic Master and Apprentice approach. They used their technical expertise to set up the refurbishment process and equipment, hired people with related skills, and "apprenticed" the new employees to one of the owners until management felt the employees adequately knew the job. All decisions had to be routed back to the owners, because they were the "experts".

This model worked well for them in the early growth when they were small, but as they added more employees and more products to the mix, problems arose with clear authorities and responsibilities, and with consistent processes. Nonetheless they were able to trudge through. Like most small businesses, once a minimum level of quality and customer satisfaction was achieved, their only focus was the bottom line – "Are we making a profit? Are we growing the business?"

The company began to implement some of the quality management principles of ISO 9001 to help create an internal discipline and to be able to show potential customers and (more importantly) potential buyers that the company was able to sustain its performance in the long run, that they were not just a flash in the pan. Kyle and his partners were able to sell the company after just a few years to a large OEM, with the requirement that he and the former owners stay on board for a couple of years during the transition.

The corporate OEM immediately began implementing formal quality systems, and in fact formal management systems in human resources, environmental controls, and financial management.

So why didn't this start-up implement a quality management system from the start? Kyle's response was one that we in quality often scoff at too quickly. "Mark," he said, "there was just nothing to make us do it, and we were not about to spend a lot of money on an ISO 9001 project and certification unless there was an obvious and rapid payback! Sure we were not always as efficient and smooth in our operations as we could have been, but we were not losing customers to our competitors, we were growing, and we were making a lot of profit without (a quality system)."

Kyle continued by explaining that his team was so profitable, they could afford to tolerate the rework, internal communication delays, and lack of a process improvement approach. By the time they had reached the 30-employee level and the lack of a quality system began to seriously restrict the business, the business was sold and the OEM-buyer shouldered the expense and work of implementing systems approaches to prepare for the next level of growth.

We in the quality profession need to pay more attention to the business model of the company – it is a hard reality that can be used to demonstrate the need for quality systems and approaches ... or to frustrate our efforts if we make the mistake of ignoring the business model.

To share your stories about quality maturity, call me at 405-721-8312 or send me an e-mail at MHartley@TheHartleyGroup.com.

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Mr. Hartley is a past Chairperson for ASQ-OKC Section 1408. He is certified in Lean Six Sigma and Six Sigma Black Belt, Registered Lead Auditor, ASQ CQT & CMI (and past CQE, CQA, and RAB). Mr. Hartley has provided consulting services in Europe, South America, Mexico, the Caribbean, and across the United States.

OKLAHOMA QUALITY AWARD FOUNDATION, INC.

The Oklahoma Quality Award Foundation, Inc. manages the Oklahoma Quality Award that recognizes private and public organizations for performance excellence. The high standards met by Award recipients allow them to serve as role models for Oklahoma.

In support of this program, volunteers from around Oklahoma give their time generously and enthusiastically as members of the Board of Examiners. Board members make major contributions, both to the state effort to recognize and promote performance excellence, and to the organizations that support their participation.

The Oklahoma Quality Award Program seeks to create a board of experts capable of evaluating organizations that compete for the Award. Eligibility of the Oklahoma Quality Award is open to businesses and organizations in the manufacturing, service, health care, government, non profit and education sectors. We seek to ensure broad representation from many industries, companies, and organizations including for-profit, not-for-profit, and public sectors.

The Foundation needs the best and brightest people to ensure a rigorous examination process and ensure the highest level of integrity. We follow procedures adapted from those used by the Malcolm Baldrige National Quality Award program in evaluating applications and making site visits.

If you believe you are qualified, are willing to make a significant commitment of time and energy, we invite you to apply to serve on the 2006 Board of Examiners.

Thank you!

Mike Strong
Executive Director

Please contact Mike Strong @ 815-5295 or go to www.OklahomaQuality.com website for more information. One day training: April 18 - OKC and April 20 – Supulpa.

CERTIFICATION NEWS

2006	EXAM	APPLICATION DUE
CQE/CQA/CSQE CQIA/CCT/CQPA	June 3	April 7

For more information on ASQ certifications go to:
<http://www.asq.org/certification.html>.

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Wednesday, APRIL 12, 2006

The Reed Center, 5800 Will Rogers Rd. Midwest City, OK
For more information contact Mike Strong @ 815-5295
or go to www.asq-okc.org for a copy of the registration form.

Education News

We just completed our first certification prep. class of the year. Sixteen quality professionals attended the 5-week course.

Our thanks to Bart Pickens, Education Chair, for the great job he did putting together the Certified Quality Technician (CQT) Preparation Class.

Not only did he arrange for classes to be held at Metro-Tech, he was able to find funding to pay for the course materials and provided us with an excellent instructor, Al Lester, to teach the course.

With their help, we gained the knowledge needed to be successful on the exam.

Thanks again Bart for a job well done! We can't wait to see what you come up with next!

Rose Sutcliffe, Vice-Chair



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ASQ Oklahoma City Section 1408
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Visit our website at: www.asq-okc.org

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WELCOME NEW MEMBERS

Tanay Bapat
Betty Collins
Bhuvnaesh Khuller
Jamie Lawrence
Jeffrey Pry

Mark Your Calendar

Next Meeting

April 20, 2006