



Los Angeles
Section
The Global Voice of Quality™

ASQ-LA QUALITY NEWS

AUGUST 2015

AUGUST 2015 ISSUE

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Greetings!!

Welcome to the August 2015 Edition of the ASQ-LA Newsletter.

We are looking forward to seeing you at our August 12th Member Meeting which will be held at 2nd Floor Main Conference Room at Phenomenex 2341 West 205th St. Torrance, CA 90501. This meeting is an opportunity to network with other Quality Professionals, learn about quality topics and earn .3 Recertification Units. Registration and networking starts at 5:30 PM. The meeting runs from 6:00 to 7:30 PM. Crackers, Cookies, Coffee & Water will be provided at no charge.

YOU MUST RSVP to Chen Low 310-334-7044, pager 310-353-8293 or e-mail ChenLow_88@hotmail.com, no-later-than Noon on August 10th, so that he can provide the list of attendees to Phenomenex Security.

[\]Press here for a pdf version of the Newsletter.](#)

William (Bill) Trappen
Newsletter Editor

Harold Martinez
Newsletter Production



Process Validation: Proactive & Robust Validation Programs

Presented by: Peter Lindwall

TOPIC: CURRENT BEST PRACTICES & REQUIRED BASICS

Process Validation is not only a requirement of many regulated industries but when done right is a tool that can positively impact business performance. This session will cover the different types of validation, elements of a successful process validation, associated regulatory requirements and their origins, and how to proceduralize process validation such that the quality system drives robust validations. You will learn to strategize and plan prospectively rather than retroactively for maximum benefit to your business.

Takeaways:

Quality System & Validation Strategy

Validation Checklist

Working Examples

Applicable Regulations & Guidances.

Bring your questions, experiences, and other commentary to enjoy a more valuable experience.

OUR SPEAKER:

Peter Lindwall holds a BS in Chemical Engineering, an MS in Quality Assurance, and an MBA in addition to CQE, CMQOE, CQA, CBA, CSSBB, and RAC EU and US certifications. Peter has an impressive breadth and depth of knowledge having worked project engineering, quality engineering, manufacturing engineering, and regulatory affairs in both startup companies as well as large established corporations. Peter is currently a Manager of Regulatory Affairs at Edwards Lifesciences where Edwards is able to utilize Peter's vast engineering expertise and regulatory knowledge for product development and sustainment.



Message from the Chair

August 2015

Dear fellow Quality Professionals,

As we welcome the warm days of summer, ASQ Los Angeles is busy as ever. I am reminded of just how fast time is passing as there are four Speaker engagements remaining in 2015. The Leadership Team (LT) is putting into place recommendations for the Section's 2016 activities. We did this at our Performance Awards and Recognition (PAR) meeting held on July 15, 2015. All of us on the Leadership Team (LT) are focused on, and share the same noble goal of "Quality Improvement" for our Section. We stand selflessly together, united in this effort. I renew my cordial invitation to you to attend a future general meeting. It is a great way to earn free hours of recertification units and stay informed.

Updates:

Conferences and Events: The 2015 Southern California Quality Conference will take place Nov 7th 2015 (Saturday) and Workshop on Nov. 6th 2015 (Friday). The theme for the conference is "Transformation through Quality". You can register at www.socalqualityconference.com.

Networking Dinner Meeting is planned for October 14, 2015 at a local restaurant. These meetings are fun for everyone while enjoying good food and enthusiastic speakers. Expand your personal and professional network by connecting with quality professionals in a relaxed setting.

Certification: Did you know ASQ has recently updated the CQE Body of Knowledge? Thinking of taking the CQE or CQA course? ASQ Los Angeles is offering certification courses throughout the year. Our Instructors are skilled and dedicated. Watch for all the certification course notifications via Constant Contact and on our website at www.asqla.org. Invest in your career and your future with an ASQ certification.

Social Media Communities: Make new connections to develop your career and your network. It's easy to connect. Social media communities have discussion boards, forums, blogs, and more. I encourage you to take a look at *LinkedIn* and *Face book* for ASQ Los Angeles.

Cordially,

Dr. Catherine Martin

WELCOME YOUR ASQ-LA LIST OF OFFICERS FOR 2016

- * **Chair:** Alan Wang advances from Chair Elect to Chair (2016)
- ***Chair Elect:** No nominee for 2016; not a required position
- ***Secretary:** Ron Lombrano; elected to serve (2015, 2016)
- ***Treasurer:** Elizabeth Rowshan; appointed to serve (2015, 2016)



New and Renewal Members in July 2015

<u>LAST NAME</u>	<u>FIRST NAME</u>	<u>COMPANY</u>	<u>TITLE DESC</u>
Bandak	Alexander	Paramount Global Services	Other
Bussard	Steven		Six Sigma Green Belt
Caliboso	Nestor	Turbonetics, Inc.	Warranty Specialist
Coleman	Kevin	Integra Life Science	VP OPS
Compos	Walter	Adelwiggins Group	Engineer
Hagerty	Trevor	VTI West	Cont. Improvement Intern
Klein	Jennifer	Scitor Corporation	Engineer
Leon	Daniel		Sr Quality Engineer
Li	ShihJen	East West Bank	Process Design
Liu	Kexia	Arrowhead Products	Quality Engineer
Lobo	Sunita	Fuji Food Product Inc.	Quality Assurance Manager
Manton	Charlotte		Business Development
Martin	Catherine	Raytheon	Engineer
Osidiye	Olayinka		Director
Sirois	Maria		Consultant
Sumanadasa	Pandula	Polara Engineering, Inc.	Manufacturing Engineer
Van Raay	Werner	Monogram Aerospace Fasten	Quality Engineer
Vital	Jaime	Turbonetics	Level III Q.A Inspector
Yong	Jimmy		Director of QA



Lane Parrott ASQLA Education Chair

ASQ CERTIFICATION PREPARATION CLASSES

ASQ CERTIFICATION	CSSYB	CMQ/OE	CQE	CQA
EXAM DATE	October 3, 2015	October 3, 2015	December 5, 2015	December 5, 2015
ASQ EXAM FEE	\$189	\$339	\$269	\$269
APPLICATION DEADLINE	August 14, 2015	August 14, 2015	October 16, 2015	October 16, 2015
CLASS NAME	YELLOW BELT	MANAGER	ENGINEER	AUDITOR
REGISTRATION DEADLINE	July 24, 2015	July 31, 2015	October 2, 2015	October 2, 2015
FIRST CLASS	August 8, 2015	August 15, 2015	October 17, 2015	October 17, 2015
LAST CLASS	September 19, 2015	September 26, 2015	November 21, 2015	November 21, 2015
NO CLASS	N/A	September 5, 2015	N/A	N/A
DAY	Saturday	Saturday	Saturday	Saturday
HOURS	8 a.m. to 1PM	8 a.m. to 1:30 PM	8 a.m. to 1:30 PM	8 a.m. to 1:30 PM
# OF CLASSES	7	6	6	6
INSTRUCTOR	Joe DeSimone	Lane Parrott	Dr. Cathy Martin	Lane Parrott
INSTRUCTOR	Lane Parrott	Joe DeSimone	Joe DeSimone	TBD
HOURS/RU	35/3.5	33/3.3	33/3.3	33/3.3

Courses will be at Phenomenex's Training Facility, located at 2341 West 205th Street, Torrance, CA 90501

COURSE FEES: Non-Member: \$500, ASQ Member: \$350 and Unemployed Member: \$200. Unemployed ASQ Members must provide evidence of unemployment status prior to first class. **NOTE:** Courses without five (5) students by the Registration Deadline will be cancelled. Tuition Checks must be received before the second class. Make checks payable to ASQ LA Section 0700. Credit cards are not accepted.

Each course will be taught using a Primer, which can be taken into the exam. Primers cost (\$60 - \$80) and are available from the Quality Council of Indiana at www.qualitycouncil.com. After 5 students have registered for the applicable course, \$10 discounts may be obtained by calling 800-660-4215. Also please purchase a Texas Instruments TI-30XA calculator.

Students are responsible for registering for the ASQ Exam prior to the application deadline. ASQ Exam Registration Fees are in addition to the class fess and are paid directly to ASQ.

REGISTRATION: Provide cell phone and ASQ Member Number to Lanep@phenomenex.com



Certified Manager of Quality / Organizational Excellence (CMQ/OE) Exam Preparation Class

The CMQ/OE Exam Preparation class uses proven teaching methods and study tools to prepare you for passing the CMQ/OE Exam. During the 6-week class you will learn the subject matter, improve test-taking skills and prepare your reference material for the open book exam conducted on October 3, 2015. Depending on how familiar you are with auditing and when you took your last exam, you should plan on spending 60 to 80 hours, including class time, to prepare for the exam.

The course starts Saturday, August 15, 2015 at 8:00 AM to 12:30 PM at:

Phenomenex, Inc., 2341 West 205th Street , Torrance, CA 90501

To register for course please provide ASQ Member Number, E-Mail and Cell Phone Number to Lanep@phenomenex.com.

Class Fees:

Non-Member: \$500

ASQ Member: \$350

Unemployed ASQ Member: \$200

#1 August 15, 2015

Section I - Certification Overview

CMQ/OE Body of Knowledge, Study & Test Techniques

Practice Exam

Section II - Leadership

#2 August 22, 2015

Section III - Strategic Development

#3 August 29, 2015

Section IV – Management Skills

Section V – Quality Systems

September 5, 2015 – No Class

Certified Manager of Quality / Organizational Excellence (CMQ/OE)

Exam Preparation Class (continued)

4 September 12, 2013

Section VIII – Customer Focus

Section IX – Supplier Management

#5 September 19, 2015

Section VI – Management Tools

Section VII – Measurement Tools

#6 September 26, 2015

Section X – Training & Development.....Practice Exam

NOTE: Credit cards are not accepted. Checks must be received on or before Class #2. Objective evidence of your ASQ Section 0700 membership or unemployment status must be provided prior to writing your check. Make checks payable to ASQ Los Angeles Section 0700. Tuition receipts will be provided at Class #3.

Students are responsible for registering for the ASQ Exam at www.asq.org prior to the **August 14, 2015 application deadline**. ASQ Registration Fees are \$339 for members or \$489 for non-members.

Students must bring their own CMQ Primer to each class. It can be purchased for \$80 from the Quality Council of Indiana at 1-800-660-4215 or www.qualitycouncil.com.



Six Sigma Yellow Belt Certification Exam and Preparation Course

The Six Sigma Yellow Belt is an ASQ certification aimed at those new to the world of Lean and Six Sigma. Yellow belts can be entry-level employees or executives who want an overview of Lean, Six Sigma and (DMAIC) process. The Yellow Belt certification requires one year of work experience. The Six Sigma Yellow Belt is a lifetime certification. There are no recertification requirements.

The Six Sigma Yellow Belt Certification is a two-hour, open book, 75 - question examination. Exams are conducted twice a year, in March and October. The exam fee is \$189 for ASQ Members and \$339 for non-members. The Six Sigma Yellow Belt Exam covers five areas, as follows:

1. Six Sigma Fundamentals (21 Questions)

The purpose of six sigma (reducing variation), the DMAIC methodology and the value of six sigma to the entire company

Lean principles including waste elimination, Just-In-Time, Poka-Yoke, Kanban and Value Stream Mapping (VSM)

Six sigma roles and responsibilities including team members, yellow belt, green belt, black belt, master black belt, process owner, champion and sponsor.

Team Basics including stages of team development: forming, storming, norming, performing, and adjourning. Team decision-making tools: brainstorming, multi-voting, and nominal group technique. Meeting agendas, meeting minutes, and project status reports.

Quality tools including: Pareto charts, cause and effect diagrams, flowcharts, run charts, check sheets, scatter diagrams, and histograms. Six sigma metrics such as: defects per unit, defects per million opportunities, rolled throughput yield, cycle time, and cost of poor quality.

2. Define Phase (12 Questions)

Project identification including the voice of the customer and how customer needs are translated into quantifiable, critical-to-quality characteristics. Identification of end users, subject matter experts, process owners and other people or factors that will impact and be affected by a project. Use SIPOC (suppliers, inputs, process, outputs, customers) to identify and define important elements of a process. **Project Management** basics such as project charter: problem statement, project scope, baseline data, and project goal. The benefits of a communication plan. Project planning tools such as work breakdown structure (WBS) and Gantt charts used to plan and monitor projects.

Project management tools such as: activity network diagrams, affinity diagrams, matrix charts, and tree diagrams. Project tollgate or phase reviews used throughout the DMAIC lifecycle.

Six Sigma Yellow Belt Certification (cont.)

3. Measure Phase (15 Questions)

Basic statistics - measures of central tendency (mean, median, mode) and measures of dispersion (standard deviation, range, variance).

Data collection plans including sources, methods and frequency. Data collection techniques including surveys, interviews, check sheets, and checklists.

Measurement system analysis (MSA) terms and tools such as precision, accuracy, bias, linearity, and stability. Gauge repeatability & reproducibility

4. Analyze Phase (15 Questions)

Process analysis tools such as 5S and value analysis. Failure mode and effect analysis (FMEA) used to identify potential process failures

Root cause analysis - how the 5-whys, process mapping, force-field analysis and matrix charts can be used to identify the root causes of a problem.

Data analysis including normal and binomial distributions and how their shapes (skewed and bimodal) can affect data interpretation. Common and special cause variation

Correlation and regression analysis including the relationships between variables and how regression analysis is used to predict outcomes.

Hypothesis testing including null, alternative, type I and type II errors

5. Improve and Control Phases (12 Questions)

Improvement techniques such as kaizen and kaizen blitz, Plan-do-check-act (PDCA) cycle and Cost-benefit analysis

Control tools and documentation including importance of a control plan for maintaining improvements. How X R charts are used for monitoring and sustaining improved processes.

The importance of documenting changes to a process and communicating those changes to stakeholders.

The Six Sigma Yellow Belt Exam Preparation Course

The Six Sigma Yellow Belt Certification Preparation Course covers Six Sigma Fundamentals, Team Basics and each phase of the DMAIC Process. The course includes lecture, group discussion, team exercises, video examples, Problem solving tools, statistics, exam question strategies, sample exams and preparation of exam materials. As a result of course participation, homework and preparation of exam materials, students should be very well prepared to pass the Yellow Belt Exam.

The course will be conducted on 7 Saturdays from 8 a.m. to 1PM. Classes will be held at Phenomenex's Training Facility, located at 2341 West 205th Street, Torrance, CA 90501.

Course Fees:

Non Member: \$500

ASQ Member: \$350

ASQ Unemployed: \$200

#	Class Dates	Instructor(s)	Primer Section and Topic
1	August 8, 2015	Lane Parrott	I Certification Overview, Sample Exam, III Team Basics
2	August 15, 2015	Joe DeSimone	II Six Sigma Fundamentals
3	August 22, 2015	Joe DeSimone	II Six Sigma Fundamentals – Continued
4	August 29, 2015	Lane Parrott	IV Define
5	September 5, 2015	Lane Parrott	V Measure
6	September 12, 2015	Joe DeSimone	IV Analyze
7	September 19, 2015	Lane Parrott	VII Improve and Control, Review & Practice Exam

Instructors:

Joe DeSimone – CSSBB, CQE, CRE, CMQ/OE, CQA, etc. Consultant, Instructor and co-author of the Certified Six Sigma Black Belt Primer.

Lane Parrott - CSSBB, CQE, CQA, CMQ/OE, Instructor and Quality Assurance Manager

Deadlines and Action Items:

July 24, 2015 - Register for CSSYB Preparation Course, by sending an E-Mail with ASQ Member Number, and Cell Phone Number to ASQ Section 700 Education Chair, Lane Parrott at laneP@phenomenex.com NOTE: Classes without a minimum of five (5) registered students will be cancelled.

July 31, 2015 - Purchase CSSYB Primer (\$60) from Quality Council of Indiana at 1-800-660-4215 or www.qualitycouncil.com

August 8, 2015 - First class starts promptly at 8:00 a.m. Bring the CSSYB Binder, pencil, highlighter, and a check made out to ASQLA in the amount of \$350. Credit Cards are not accepted.

August 14, 2015 - ASQ Exam Application Deadline! Go to www.asq.org then click on Certification. Under get started, click on Apply for Certification. Select the Yellow Belt and complete the application on line. You may upload your resume and pay by credit card. Fee is \$189 if you are an ASQ Member. Call 1-800-248-1946 for help.

August 15, 2015 - Last day for course payment

October 3, 2015 - CSSYB Certification Exam



CALIFORNIA STATE UNIVERSITY DOMINGUEZ HILLS QUALITY ASSURANCE PROGRAMS

Fall 2015 Pre MSQA Course – Math Preparation

	First Day of Class	Last Day To Register	Last Day of Class
	Oct. 6	Oct. 2	Dec. 1
Course	Title		Instructor
QAS 495.41	Mathematics for Quality Assurance		Steven Schuelka (sschuelka@csudh.edu)
CN: 42887	(1 unit)		

QAS 495 course fees for fall 2015 is \$350.00 per unit

CSUDH Certification Preparation Courses

For On-Line, On-Site or On-Campus NBQA 701, NBQA 702, NBQA 703, NBQA 704, NBQA 705, NBQA 706, NBQA 707, NBQA 708, NBQA 709, and NBQA 7010. Please contact MSQA program coordinator, Dr. Milton Krivokuca at (310) 243-3352 or by email at mkrivokuca@csudh.edu.

To enroll contact the Extended Education Registration office, please call (310) 243-3741, (310) 516-3971, or by email at eereg@csudh.edu.

BSQA - Internet Program Schedule – Subject to Occasional Changes

FALL 2015

		First Day of Class Sept. 1	Last Day To Register Aug. 28	Last Day of Class Dec. 1
Course	Title	Instructor		
QAS 200.41 CN: 42879	Fundamentals of Quality (3 units)	David Vu (dvu@csudh.edu)		
QAS 220.41 CN: 42883	Introduction to Measurement Science (3 units) Prerequisite: MAT 131	Emil Hazarian ((ehazarian@csudh.edu)		
QAS 330.41 CN: 42880	Statistical Quality Control and Inspection (3 units) Prerequisites: MAT 131, QAS 200, and QAS 220	Pamela Dunahay (pmdunahay@csudh.edu)		
QAS 331.41 CN: 42884	Manufacturing Processes (3 units) Prerequisite: QAS 312	Craig Carpenter (carpentercraig1@gmail.com)		
QAS 335.41 CN: 42885	Quality Auditing (3 units) Prerequisite: QAS 200	David Vu (dvu@csudh.edu)		
QAS 347.41 CN: 42881	Dimensional Metrology (3 units) Prerequisites: PHY 132, QAS 200, and QAS 220	Emil Hazarian (ehazarian@csudh.edu)		
QAS 427.41 CN: 42882	Quality Improvement (3 units) Prerequisites: QAS 330 only, for students in Measurement Science Option, and QAS 330 and QAS335 for students in regular program.	James Capawana, (jcapawana1@yahoo.com)		
QAS 499.41 CN: 42886	Senior Project (3 units) Prerequisites: Completion of QAS 498	James Capawana, (jcapawana1@yahoo.com)		
Prerequisites may be waived at the discretion of Dr. Milton Krivokuca, academic coordinator				

MSQA - Internet Program Schedule – Subject to Occasional Changes

		FALL 2015		
		First Day of Class Sept. 1	Last Day To Register Aug. 28	Last Day of Class Dec. 1
Course Title	Instructor			
QAS 510.41	Advance Probability/Statistic (3 units)	Steven Schuelka (sschuelka@csudh.edu)		
CN: 42889	Requires 1 semester of college calculus			
QAS 511.41	Quality Function Management & TQM	William Trappen (btrappen@csudh.edu)		
CN: 42890	(3 units)			
QAS 511.42	Quality Function Management & TQM	Bhavan (Bob) Mehta (bmehta@csudh.edu)		
CN: 42891	(3 units) QAS 511.41 must have 30 Students before students can enroll in QAS 511.42			
QAS 512.41	Reliability (3 units)	Dan Dunahay (ddunahay@csudh.edu)		
CN: 42892	Requires completion of QAS510			
QAS 515.41	Human Factors in Quality Assurance	Jim Clauson (jclauson@csudh.edu)		
CN: 42894	(3 units)			
QAS 516.41	Measurement and Testing Techniques	Emil Hazarian (ehazarian@csudh.edu)		
CN: 42895	(3 units) Requires completion of QAS510			
QAS 518.41	Quality Project Management	William Trappen (btrappen@csudh.edu)		
CN: 42896	(3 units)			
QAS 523.41	Software Reliability (3 units)	Catherine French (cfrench@csudh.edu)		
CN: 42897	Requires completion of QAS512 (faxcntn@cox.net)			
QAS 525.41	ISO 9000 and Audit Function (3 units)	Robert Spencer (rspencer@csudh.edu)		
CN: 42898	Requires completion of QAS511			
QAS 530.41	Statistical Quality Control for Service	Pam Dunahay (pmdunahay@csudh.edu)		
CN: 42899	(3 units) (pamdunahay@gmail.com)			
QAS 531.41	Customer Satisfaction & Quality Assurance	Robert Spencer (rspencer@csudh.edu)		
CN: 42900	(3 units)			
QAS 532.41	Quality Assurance for the Service Delivery Process	Keith Fulton (kfulton@csudh.edu)		
CN: 42901	Completion of QAS 511 is recommended			
QAS 598.41	Directed Research (3 units)	Milton Krivokuca (mkrivokuca@csudh.edu)		
CN: 42903	Must have 18 units of QAS course work completed and the GVAR before enrolling in this course			
QAS 599.41	Thesis/Project (3 units)	Milton Krivokuca (mkrivokuca@csudh.edu)		
CN: 42908	Requires completion of QAS598S, Staff			
	Must have 21 units of QAS course Work, and the GVAR completed			

ASQLA LEADERSHIP TEAM

MEETING SCHEDULE

Time: 5:30P - 6:00P Networking & Dinner

6:00P - 8:00P Meeting

Location: CSUDH Extended Education Bldg.

CSUDH Room: EE 1221

1000 Victoria St. – Carson, CA 90745

Contact: Catherine Martin, Chair

(310) 616-0936 – Catherine_Martin@raytheon.com

Date: August 12 2015

[illegible]

2015

Officers & Committee Chairs of ASQ Los Angeles Section 700

www.asqla.org

ELECTED OFFICERS 2015

CHAIR: Catherine Martin, 310-616-0936, Catherine_Martin@raytheon.com

CHAIR-Elect: Alan Wang, 310-383-2393, awang@spectrumchemical.com

SECRETARY: Ron Lombano, 310-864-2898, Ronald_A_Lombrano@raytheon.com

TREASURER: Elizabeth Rowshan, 805-405-4795 ElizabethHires@gmail.com

PAST CHAIR/Nominations: Lane Parrott, 310-489-9018, lanep@phenomenex.com

COMMITTEE CHAIRS 2015

Membership: Lisa Uhrig, 310-283-1197, lisa@uhrigconsulting.com

Financial Audit: Michael Schaffer, 310-895-0802, michaels@psychemedics.com

Performance Awards and Recognition (PAR): open chair

Voice of the Customer: Rebecca Collins, 310-607-7438, Rebecca_Collins@raytheon.com

Arrangements: Chen Low, 310-334-7044, chenlow_88@hotmail.com

Awards and Recognition: Jim Morrison, 310-541-1417, jamamorr@aol.com

Simon Collier Quality Award: Bill Trappen, 760-822-7718, tankerwht@aol.com

CSUDH Liaison: Milt Krivokuca, 949-892-7994, Milt619@cox.net

Education: Lane Parrott, 310-489-9018, lanep@phenomenex.com

Certification/ Re-certification: Joe DeSimone, 424-772-6371, jrdesimone@msn.com

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