Los Angeles Section
The Global Voice of Quality™

ASQ-LA QUALITY NEWS

MARCH 2015

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* ASQ-LA 2015 Leadership Team

Greetings!!

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

Looking forward to seeing you at our March 11th Member Meeting which will be held at 2nd Floor Main Conference Room at Phenomenex 2341 West 205th Street Torrance, CA 90501. This meeting is an opportunity to network with other Quality Professionals, learn about quality topics and earn 0.3 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 March 9th, so that he can provide the list of attendees to Phenomenex Security.

ASQ-LA is looking forward to your attendance at this month's program.

Press here for a pdf version of the Newsletter.

William (Bill) Trappen
Newsletter Editor
ASQLA

Harold Martinez
Newsletter Production
ASQLA

ASQLA MEMBER MEETING - March 11, 2015

"VALUE STREAM MAPPING INFO"
Your March Speaker
Rola Elabaji

Rola Elabaji has a Master's Degree in Chemistry, speaks five languages and is the Quality Assurance Project Manager at Phenomenex. She is responsible for managing strategic continuous improvement projects for Clinical and Toxicology accounts. Rola uses her Project Management Skills to maintain continuous alignment of project scope with strategic business objectives. She is a member of PMI and is looking forward to becoming an ASQ Member. She lives in Redondo Beach with her husband and two daughters.

This case study demonstrates how Value Stream Mapping was used at Phenomenex to improve product movement from Receiving, Inventory and Shipping. Product movement and waiting time were identified as Muda. Communication requirements were not clear. When the Value Stream Map was originally reviewed by management, they did not believe the data! Needless to say, many people were consulted and involved in the process and in creating the future state map. By getting Subject Matter Experts involved, multiple improvements were made to the Value Stream. Almost no money was spent, yet the team was able to improve takt time by more than 75%.

Takt Time

Assuming a product is made one unit at a time at a constant rate during the net available work time, the takt time is the amount of time that must elapse between two consecutive unit completions in order to meet the demand.
Takt time can be first determined with the formula:

$$T = \frac{T_a}{D}$$

Where
T = Takt time, e.g. [work time between two consecutive units]
T_a = Net time available to work, e.g. [work time per period]
D = Demand (customer demand), e.g. [units required per period]
Net available time is the amount of time available for work to be done. This excludes break times and any expected stoppage time (for example scheduled maintenance, team briefings, etc.).

A Message from the Chair

When I am in need of inspiration I recall the theories and teachings of Dr. W. Edwards Deming which are nothing short of transformational in spirit and in practice.

Dr. Deming's theories hold an important place in the world of quality. As a teacher/instructor I begin my lectures with a discussion of Dr. Deming and his System of Profound Knowledge, the Fourteen Points, Plan-Do-Study-Act (PDSA) and of course my favorite, the Red Bead Experiment. I use the Red Bead Experiment (I own a set of Red Beads) to illustrate variation and management practices in my teachings. Dr. Deming's seminal theories and teachings remain as relevant and influential today as they were when first introduced in 1980.

Upcoming events for the Section include our exciting ASQ Los Angeles Members Meeting on March 11, 2015 and the ASQ World Conference on Quality Improvement, May 4 – 6, 2015 in Nashville, TN. Dr. Deming would appreciate the theme for this year "Transforming the World through Innovation, Inspiration, and Leadership".

I would like to take this opportunity to invite you to visit our website at www.asqla.org where you will find our meeting information, past speaker presentations and the Section Officers' and Committee Chairs' names and contact. I also encourage you to take a look at *LinkedIn and Face book* for ASQ Los Angeles.

I am looking forward to working with all members of the section this upcoming year.

"Quality is everyone's responsibility" – W. Edwards Deming.

Cordially,

Dr. Catherine Martin

Call for Nominations Simon Collier Quality Award

American Society for Quality

Los Angeles Section 0700

Do you know people who are leaders in promoting quality concepts, people who have made a difference in the quality culture or performance of their industries, companies, or in the world at large? Tell us about them now!

The Los Angeles Section would like to recognize their contributions with the Simon Collier Quality Award in September 2015. This is a nationally recognized award given in honor of one of the early movers and shakers of ASQ and the Los Angeles Section.

PURP0SE OF AWARD is to honor, encourage, and/or specifically identify outstanding individual or group leadership, accomplishment and ingenuity in organizing, promoting, operating, or improving Quality Systems and Programs in areas such as Industry, Government, Education, Business, Health or Service Organizations, which fit the professional objectives of the American Society for Quality.

The nominee's achievements may have resulted from outstanding ability and success in management, training, advising and writings in the field of Quality or in appropriately related works of design, manufacture, reliability, maintainability, safety, liability, etc. of product or service systems. The award is not intended to honor traditional classroom teaching.

Deadline for Nomination: May 31, 2015.

For additional information and Nomination Form please contact:

Bill Trappen, ASQ Fellow
Chair, Simon Collier Quality Award Committee
PO Box 129, Fallbrook, CA 92088
Phone 760-822-7718 E-mail: btrappen@csudh.edu

Other Contacts: Jim Morrison at jamamorr@aol.com
Imre Fischer at imrefisch@aol.com

New and Renewal Members January 2015

LASTNAME	FIRSTNAME	COMPANY	TITLEDESC
Alvarado	Austin		Supervisor
Anderson	Karen		Senior Quality Engineer
Edson	Kevin	Scitor Corp	Mission Assurance Engr
Gray	Russell	Scitor	Engineer
Gutierrez	Jason	SQA Services Inc.	Director of Marketing
Guyader	Michael	Baxter Bioscience	Senior Manager
Hildreth	David	Lockheed Martin	QA Engineer Sr. Staff
Ibrahim	Larry		Industrial Engineer
Jaber	Ahmad		Six Sigma Black Belt
James	Tami		Project Manager, QA
Kapoor	Priyanka	USC	Student
Lebrilla	Cris	C3 Jian, Inc.	Director
Leduc	Robert		Coordinator
Naguit	Jennifer	Viasystems Tech	Quality Engineer
Priyadarshini	Asakti		
Rose	Michael		Consultant
Vanoni	Mark		Engineer
Wong	Wailee		Engineer

Lane Parrott ASQLA Education Chair

ASQ CERTIFICATION PREPARATION CLASSES

ASQ Certification	**CQE**	**CQA**	**CSSBB**	**CMQ/OE**
Exam Date	**June 6, 2015**	**June 6, 2015**	**October 3, 2015**	**October 3, 2015**
Exam Application Deadline	April 17, 2015	April 17, 2015	August 14, 2015	August 14, 2015
ASQ Exam Fees	$269	$269	$309	$339
Class Name	**ENGINEER**	**AUDITOR**	**BLACK BELT**	**MANAGER**
Non Member Fee	$500	$500	$500	$500
ASQ Member Fee	$350	$350	$350	$350
ASQ Unemployed	$200	$200	$200	$200
Primer Fee*	$80	$70	$80	$80
First Class	**April 18, 2015**	**April 18, 2015**	**August 15, 2015**	**August 15, 2015**
Week Day	Saturday	Saturday	Saturday	Saturday
Hours	8 – 1:30 PM	8 – 1:30 PM	8 – 1:30 PM	8 – 1:30 PM
Number of Classes	6	6	7	6
No class	May 23, 2015	May 23, 2015	N/A	September 5, 2015
Last Class	May 30, 2015	May 30, 2015	September 26, 2015	September 26, 2015
Location	Phenomenex	Phenomenex	Phenomenex	Phenomenex
Lead Instructor	Dr. Catherine Martin	Lane Parrott	Joe DeSimone	Lane Parrott
Instructor	Joe DeSimone	TBD	TBD	TBD
Recertification Units	3.3	3.3	3.8	3.3

To register, provide cell phone number and ASQ Member number to Lanep@phenomenex.com . Tuition Checks must be received before the second class. Make checks payable to ASQ LA Section 0700.

Students must register for the ASQ Exam prior to the application deadline. ASQ Exam Registration Fees are in addition to course fess and are paid to ASQ.

Students must purchase their own Primers from the Quality Council of Indiana at 1-800-660-4215 or www.qualitycouncil.com. Bring your Primer to the first class. Students should also purchase a Texas Instruments TI-30XA calculator, available at Staples for <$20. Courses will be conducted at 2341 West 205th Street, Torrance, CA 90501, on the second Floor. (Phenomenex) Note: Classes without a minimum of five (5) students will be cancelled.

Certified Quality Auditor (CQA) Exam Preparation Class

The CQA Exam Preparation class uses proven teaching methods and study tools to prepare you for passing the CQA 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 June 6, 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 will be conducted on 6 Saturdays, 8:00 AM to 1:30 PM at:

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

April 18, 2015

Section I - Certification Overview

CQA Body of Knowledge, Study & Test Techniques; Practice Exam

Section II - Auditing Fundamentals

April 25, 2015

Section VII - Quality Tools and Techniques

May 2, 2015

Section IV - Audit Planning & Performance; Case Study

May 9, 2015

Section III - Auditor Competencies; Case Study

May 16, 2015

Section VI - Audit Program Management; Case Study

May 30, 2015

Section V - Audit Reporting & Follow-Up; Practice Exam using notes

To register for this course, send your ASQ Membership Number and Cell Phone Number to Lanep@phenomenex.com.

Students are responsible for registering for the ASQ Exam at www.asq.org prior to the **April 17, 2015 application deadline**. ASQ Registration Fees are $269 for members or $419 for non-members. Students must bring their own CQA Primer to each class. They can be purchased for $70 from the Quality Council of Indiana at 1-800-660-4215 or www.quaitycouncil.com.

NOTE: Do not read and highlight the material like you did in college. You are preparing for an open book exam. We will discuss highlighting during the first class.

Class Fees: Non-Member: $500; ASQ Member: $350 ; Unemployed ASQ Member: $200

Objective evidence of your ASQ, Section 0700 or unemployment status must be provided to Lanep@phenomenex.com. Please do this before writing your tuition check.

Credit cards are not accepted. Checks must be received before the second class. Make checks payable to ASQ Los Angeles Section 0700. Contact Treasurer: Elizabeth Hires

CALIFORNIA STATE UNIVERSITY DOMINGUEZ HILLS

QUALITY ASSURANCE PROGRAMS

Summer 2015

BSQA – Legacy Section 45 - Internet Program Schedule – Subject to Occasional Changes Summer Session I (Early)

First Day of Class	Last DayTo Register	Last Day of Class
April 27	April 24	June21

MSQA - Internet Program Schedule – Subject to Occasional Changes

First Day of Class	Last Day to Register	Last Day of Class
May 5	May 1	Aug. 4

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 – Legacy Section 45 - Internet Program Schedule – Subject to Occasional Changes - 2015 Summer Session I (Early)

		First Day of Class	Last Day To Register	Last Day of Class
		April 27	April 24	June 21
Course	**Title**		**Instructor**	
QAS 499.45	**Senior Project (3 units)**		James Capawana, (jcapawana1@yahoo.com)	
CN: 30167	Prerequisites: QAS 498 + Completion of all 300 level courses in the major.			

Prerequisites may be waived at the discretion of Dr. Milton Krivokuca, academic advisor and program coordinator

BSQA students need to contact Dr. Milton Krivokuca (310) 243-3352 to find out which course section you will be enrolling in for summer 2015.

BSQA - Legacy Section 45 - Internet Program Schedule – Subject to Occasional Changes - 2015 Summer Session II (Late)

Course	**Title**	**Instructor**

No Courses are being offered for legacy students during the summer 2015 Session I (Late) term

Prerequisites may be waived at the discretion of Dr. Milton Krivokuca, academic advisor and program coordinator.

BSQA students need to contact Dr. Milton Krivokuca (310) 243-3352 to find out which course section you will be enrolling in for summer 2015.

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

Please note: Be sure to enroll in all BSQA courses both for Session I (Early) and II (Late) before the third week of Session I (Early) at which point the University Admissions and Records office will be freezing all enrollments for all credit courses offered for summer 2015. There will be no enrollments for BSQA QAS courses after May 18, 2015.

QAS course fees for summer 2015 are $290.00 per unit or $870.00 per three unit

MSQA - Internet Program Schedule – Subject to Occasional Changes

SUMMER 2015

First Day of Class	Last Day to Register	Last Day of Class
May 5	May 1	Aug. 4

Course	Title	Instructor
QAS 511.41 CR: 30168	**Quality Function Management & TQM** (3 units)	William Trappen (btrappen@csudh.edu)
QAS 513.41 CR: 30169	**Statistical Quality Control & Sampling** (3 units) Requires completion of QAS510	Dan Dunahay (ddunahay@csudh.edu)
QAS 514.41 CR: 30170	**Adv. Experimental Design** (3 units) Requires completion of QAS510	Dan Dunahay (ddunahay@csudh.edu)
QAS 515.41 CR: 30171	**Human Factors in Quality Assurance** (3 units)	Jim Clauson (jclauson@csudh.edu)
QAS 515.42 CR: 30172	**Human Factors in Quality Assurance** (3 units)	David Vu (dvu@csudh.edu)
QAS 518.41 CR: 30173	**Quality Project Management** (3 units)	William Trappen (btrappen@csudh.edu)
QAS 527.41 CR: 30181	**Quality Measurement** (3 units) Recommended QAS511	Denis Bourcier (drbourci@yahoo.com)
QAS 534.41 CR: 30182	**Change Management** (3 units)	Robert Spencer (rspencer@csudh.edu)
QAS 536.41 CR: 30183	**Six Sigma** (3 Units)	Pam Dunahay (pmdunahay@csudh.edu)
QAS 537.41 CR: 30184	**Quality Function Deployment: Understanding Customer Requirements** (3 units)	Robert Spencer (rspencer@csudh.edu)
QAS 538.41 CR: 30185	**Evaluation and Outcome Analysis for Healthcare Delivery** (3 units)	Bob Mehta (bmehta@csudh.edu)
QAS 541.41 CR: 30186	**Biomedical Quality Control Methods** (3 units)	Kim Niles (kniles@csudh.edu)
QAS 598.41 CR: 30187	**Directed Research** (3 units) Must have 18 units of QAS course Work, and the GWAR completed	Milton Krivokuca (mkrivokuca@csudh.edu)
QAS 600.41 CR: 30188	**Graduate Continuation Course** (0 units) Open to students working on a Thesis/Project for summer turn-in to the Graduate Studies Office and Library only Thesis/Project Committees do not work during the Summer term	Milton Krivokuca (mkrivokuca@csudh.edu)

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

QAS course fees for summer 2015;

$290.00 per unit or $870.00 per three unit course.

QAS 600.41 course fee is $150.00

ASQ LA 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: March 4, 2015

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 Hires, 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): Fatma Ali, 661-362-7612, Fatma.Ali@advancedbionics.com
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
Communications Chair: Rhonda Y. Hayes, 310-334-0381, ryhayes@sbcglobal.net
Job Listing: Armen Yeghoian, 818-912-9272, Armen2049@yahoo.com
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Website Chair: Alan Wang, 310-383-2393, awang@spectrumchemical.com