

SV ASQ May 2008 ENEWS

This message is sent by the Silicon Valley Section of the American Society for Quality as a benefit of your membership.

Dear Quality Colleagues,

The Silicon Valley American Society for Quality (SVASQ) Section brings you this monthly email newsletter to give you a quick look at the news about the Silicon Valley Section, the ASQ and the local quality world. If you have an information posting to share with our quality colleagues, please send it to the SV ASQ E-News Editor, m.shovlin@comcast.net. And be sure to check out information on the website at <http://www.asq-silicon-valley.org>.

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1) Monthly Dinner Meeting - Please join us at the May 21, 2008 Dinner meeting, 5:30 – 8:30, to hear Dr. Don Mintz on “NAVMAT Environmental Screening” (Tutorial) and Dr. John Flaig speak on “Systematic Problem Solving” (after Dinner).
Meeting Location: **Biltmore Hotel**, 2151 Laurelwood Rd, Santa Clara, CA 95054 (408) 9881.
Meeting location: <http://www.hotelbiltmore.com/> Register at <http://www.asq-silicon-valley.org>.

Tutorial Presentation Abstract: Notched NAVMAT Environmental Screening - When You Can't Do HALT and HASS

Since the 1960's, manufacturers and users of electronic equipment have tried to ensure the ruggedness of products which are subject to component failures and workmanship mistakes. A variety of temperature and vibration profiles (Environmental Stress Screening or ESS) have been used to promote early failure of susceptible units under test. Ideally the fabrication technology can be adjusted after a cycle of ESS, to minimize the non-valued-added nature of any added production step.

In the last 15 years, one very popular version of ESS is Highly Accelerated Life Testing or HALT during product development, which is combined with a lower level of vibration and thermal cycling termed Highly Accelerated Stress Screening or HASS in production. This technology ALWAYS damages the units under test in the process of determining the maximum level of random vibration and thermal swing that the unit under test can tolerate.

This technology is useful but has limitations for certain project constraints. If numbers of units for evaluation are strictly limited by an offsite manufacturer or if the user does not have the capability for troubleshooting or repair, the choice may be to risk damaging only egregious cases of bad design or workmanship. The Notched NAVMAT profile does just that and eliminates one of the principal causes of failure - excessive deflection at resonances. Case studies will be provided.

Speaker Bio: Don Mintz holds a PhD in chemistry from CalTech and has done R&D in the fields of uranium isotope enrichment, mass spectrometer design, and semiconductor wafer

metallization system design. Since 1982 he has been employed in the semiconductor fabrication equipment industry, first at Varian Associates and later at Applied Materials. Most recently, since 1993 Dr. Mintz has worked as a reliability engineer at Applied Materials, where activities have focused on evaluating new designs, reliability testing, failure analysis, and reliability modeling.

Dr. Mintz published a number of papers in variable angle photoelectron spectrometry and mechanisms of unimolecular ionic fragmentation early in his career. Currently he holds 15 patents in the field of semiconductor wafer fabrication equipment and processes. Don is the Chief Proctor for the Silicon Valley Chapter's ASQ certification exams, Acting Secretary, and also a member of the MAA, ACS, and ASMS.

Dinner Presentation Abstract: Systematic Problem Solving is a structured approach to solving problems using a step-by-step process with the application of specific tools in each step of the process. The basic steps are:

1. Problem Statement
2. Diagnosis
3. Verification
4. Solution Generation
5. Validation

Within each step a set of tools are suggested. For example, in the Diagnosis step we use: Why-why Diagram, Differential Analysis, Affinity Diagrams, and Cause and Effect Diagram. Some of these tools you are probably already familiar with, but others may be new to you and offer valuable insights into the problem solving process.

Systematic Problem Solving is a good tool for individual contributors or teams faced with solving problems quickly. It is less complex and time consuming than some other approaches, but it still offers a logical approach that is easy to follow and will typically lead to good solutions.

Speaker Bio: John J. Flaig, Ph.D. is managing director of Applied Technology, a consulting, training, and software publishing company. Dr. Flaig has given lectures and seminars in Europe, Asia and throughout the United States. His special interests are in statistical process control, process capability analysis, supplier management, design of experiments, and process optimization. He holds a doctorate in engineering and technology management from Southern California University, a master's degree in mathematics from the University of California, and a bachelor's degree in mathematics and economics from California State Polytechnic University.

Dr. Flaig is a Fellow of the ASQ and an ASQ instructor. He has published over twenty research papers in areas such as process capability analysis, adaptive control charts, factor effects analysis, quality function deployment, optimal resource allocation, and supplier management. He is a member of the Editorial Board of Quality Engineering, and Associate Editor of Quality Technology and Quantitative Management. Dr. Flaig is the author of commercial software for process capability analysis, and advanced control charting methods as well as developing seminars and training manuals for control charting, process capability analysis, supplier management, measurement system analysis and calibration.

2) Changed Meeting Registration Process: A note from Arrangements Chair, Glenn Hansen: Our new website has a different registration process. You now can pay via the security and convenience of PayPal. There are no extra charges to you for this service. Reservations made through this process are confirmed, and you get into the meeting more quickly. We are tweaking the process to be more user-friendly. For the time being if you have multiple reservations, you will have to register and pay for each person separately.

If you choose not to use PayPal, your electronic reservation is only held to the start of the meeting at 5:30 pm, the day of the meeting. And of course, the registration process takes a little longer.

Please remember to take a receipt at the Registration desk – whether you register via PayPal or not. These receipts provide evidence for company reimbursement and for Recertification points when recertifying. Thank You.

3) Future SV ASQ Dinner Meetings & Events

May 21, 2008: Dr. Don Mintz on “NAVMAT Environmental Screening” and Dr. John Flaig on “Systematic Problem Solving”

June 18, 2008: Ingrid Gudenas on “Assessing Training Effectivity”

July 16, 2008: Michael Gozzo on “Quality and the Supply Chain”

August 24, 2008: SV ASQ Annual Picnic – Join the Fun!

We are planning our 2008 meetings and looking for innovative ideas. Is there a place you want to tour to see their quality system at work that you want to tour? Do you have a topic you want to speak on? Do you have a speaker for us? Contact m.shovlin@comcast.net to share your suggestions!

4) SV ASQ Section Officer Nominations & Elections!

We are pleased to announce the 2008-2009 Officers & Committee Chairs of Silicon Valley ASQ Section #0613:

Chair: Ramesh Konda
Chair Elect: Deborah Blackmon
Treasurer: Victor Ortiz
Past Chair: Chandru Idnani
Secretary: Don Mintz
Vice Chair: Michael Knaebel

The 2008-2009 SV ASQ Committee Chairs are

Education Chair: Don Evans
Programs: Greg Novacek
Job Board web site: Karl Ball
ISO/Standards: Mohammed Kazemi
SSQA: Ken Doran
Statistics: John Flaig
Scholarships: John Flaig
Arrangements: Glenn Hansen
Job Discussion Group: George McConnell
Chief Proctor: Don Mintz
Re-Certification: Manthos Economou
Marketing: Michael Knaebel, Interim
Nominations: Past Chair, Chandru Idnani
Audit: Navin Dedhia
Newsletter Editor: M. Shovlin
Membership: Sarah Kalicin
Internet Liaison: Kurt Schumacher & Gordon Tom
SMP: Chair Elect, Deborah Blackmon
Advancement & Division Relation: Navin Dedhia

Please join me in congratulating these dedicated volunteers in leading the Section to serve its members!

For more information about any of these positions, you can contact m.shovlin@Comcast.net and/or attend the **Silicon Valley ASQ Leadership Meeting, the first Wednesday of the month, 6 PM, at 100 N. Winchester Blvd., Third Floor Conference Room, San Jose.**

5)Upcoming Special Events & News

- Silicon Valley ASQ Leadership Meeting for May will be held Wednesday, May 14 (one time change from the typical first Wednesday).

Please join us Wednesday, May 14, 2008, at 100 N. Winchester Blvd., San Jose. Contact Chandru Idnani at cidnani@yahoo.com to RSVP.

Share your voice - participate in your Section planning and activity implementation throughout the year!

- FREE SIX SIGMA QUALITY IMPROVEMENT PROJECT OFFER

I am beginning a Six Sigma Black Belt program at Arizona State University (ASU) in mid June. I need to perform a Black Belt project as a requirement for completion of the course. I work for a consulting firm, and my current client assignment (regulatory affairs support) is not conducive for finding a six sigma project. So I am looking for an interested company for which I can perform a Six Sigma Quality Improvement Project. The course will go from June to November 2008, and the project is due within 3 months after that. If interested, please contact me ASAP as I need to determine and define my project by mid June. Thank you.

Edmond S. Moore, PE, moore_edmond@yahoo.com, (650) 346 3527 cell, (408) 456 8150 work
BS Mechanical Engineering, MS Engineering Management, CQE, CRE, and Six Sigma Green Belt

- Please note that presentations from the dinner meetings are uploaded on our new website (under Presentations menu). Here is the link: http://www.asq-silicon-valley.org/index.php?option=com_docman&task=cat_view&gid=17&Itemid=31

Check out our website – we are populating it with many features and need your feedback: <http://www.asq.silicon-valley.org!>

- An OFFER for the ASQ Membership: Come get a free 1 ½ hour session with Ingrid Gudenas, one of today's leading experts on the subject of communication skills. At the June ASQ dinner meeting, Ingrid gave a talk on communication that was very well received and she has been asked back in 2008. She has agreed to offer a free, no obligation communication evaluation to this hard working group. This offer will not be available indefinitely, so call us now to reserve your time!

You will get

- ❖ An evaluation of your skills by an expert in the subject!
- ❖ A detailed look at the 18 skills you need to handle difficult people and situations.
- ❖ An answer for what you can do right now that can drastically improve your ability as a communicator.

Write to cris@trainingsuccess.com or call 510-797-6806 right now to schedule an appt with Ingrid. We look forward to meeting you!

- BioDevice Group Meetings: Networking meetings are held on the 1st, 3rd, and 4th Tuesdays of each month for unemployed biomedical professionals, or people wishing to get into the biomedical industry. Meetings are held at 8:30am at the Sunnyvale Employment Development Campus at 505 West Olive Ave., Room 510, Sunnyvale. Go to <http://www.biodevicegroup.org> for more information.

- American Society for Quality Silicon Valley Section Scholarship and Awards Program – for information on the the Eberhart Memorial Scholarship and the Flaig Prize for Best Quality Paper click on <http://www.asq-silicon-valley.org/content/blogcategory/26/47/>

-Northern California Biomedical Discussion Group Meetings, fourth Wednesday of the month. MAY MEETING: May 28, 2008, 7 – 9 PM. NCDG continues its series on the 15

Elements of the FDA Quality System Regulations with Design Verification and Validation. This month's speakers are Jerome Jackson and Russell MacDermott, both of Stellartech Research Corporation. The session Moderator will be Carol Curran, President, Curran Consulting LLC. The speakers are Russell MacDermott, Manager, Design Quality Assurance, Stellartech Research Corporation and Jerome Jackson, Vice-president, Research and Development, Stellartech Research Corporation

Speaker Bios: Russell MacDermott has over 13 years of experience in medical device quality assurance. His presentation focuses on Design History File, Software Development Life Cycle and SW Verification and Validation. Russell holds a BA in Psychology from University Of California, Santa Cruz and a MS in Project and Systems Management from Golden Gate University. Russell is a member of ASQ and a Certified Quality Engineer. Jerome Jackson has over 30 years of experience designing, developing and managing the development of medical devices. His presentation will focus on system verification of, primarily, patient contact devices relative to user and regulatory requirements. Jerome earned a BS in Engineering Science from Harvey Mudd College, a MS in Mechanical Engineering from Stanford University, and holds numerous design patents.

Location and Directions: Stiefel Laboratories (formerly Connetics Corporation), 3160 Porter Drive, Palo Alto, CA 94304. **From 101:** exit at Embarcadero/Oregon Expressway and carefully follow signs for Oregon Expressway (west). Oregon Expressway becomes Page Mill Road after 1.8 miles; continue for another 1.4 miles on Page Mill Road. Turn left on Porter Drive (traffic signal). Turn in the third driveway on the right. Follow the driveway directly past the first building you see on your left; you will see Stiefel straight ahead (Building 3160). **From 280:** exit on Page Mill Road north towards Palo Alto (toward the bay) for approximately 1.4 miles. Turn right on Porter Drive (traffic signal). Continue as above. **Please note that the building signs now say Stiefel, rather than Connetics. For more information and registration:** <http://www.asq.org/biomed/index.html>.

6) Section Special Interest Meetings

SSQA MEETING: Tuesday, May13, 2008, 6:30 - 8:15 pm

Speaker & Topic TBA

NEW MEETING LOCATION: Hewlett-Packard, Building 48, Oak Room, 19483 Pruneridge Ave (near corner of Wolfe Rd, just off I-280)
Cupertino, CA 95014

SSQA meetings are held on HP's Cupertino campus at 19483 Pruneridge Ave in Building 48. HP's campus (bounded by Pruneridge, Wolfe, Homestead and Tantau) offers terrific freeway access to nearby I-280 (just 1 block away) and Hwy-85. A map of HP's Cupertino campus is posted on the SSQA home page. The Oak Room is a comfortable 100-seat facility.

The **Silicon Valley Software Quality Association (SSQA)** meets monthly to discuss topics of interest to software quality engineers, testers, and developers. SSQA meetings are FREE, open to the public, and held on the second Tuesday of each month at 6:30 pm on HP's Cupertino campus. No RSVP is necessary. See <http://www.ssqa-sv.org/> for more details. SSQA is also the Software Quality discussion forum of the Silicon Valley section of the American Society for Quality (ASQ); SSQA attendance thus qualifies for RUs towards recertification by ASQ and other professional organizations.

<http://www.ssqa-sv.org/>

CELEBRATING 20 YEARS OF SSQA!

CONTACT: Ken Doran, ASQ-CSQE, CQMgr, Chair, SSQA, kendoran9@yahoo.com

-Statistics Discussion Group Meeting, May 14, 2008, The Statistics Discussion Group cordially invites you to attend a free presentation. Agenda: 6:00 to 6:30 pm Introductions and

Networking; 6:30 to 7:30 pm Presentation; 7:30 to 8:00 pm Question and Answer Session at Applied Materials, Bowers Cafe (aka Campus Cafe), 3090 Bowers Ave., Santa Clara, CA. 95054

Topic: Statistics & Reliability Discussion Group Meeting May 14

Topic: Design of Experiments Panel Discussion

Speakers: Ed Russell, Lester Wollman, Larry Robinson, and John Flaig

Abstract: To offer you an opportunity to ask questions about this powerful process improvement tool. Bring your questions and/or problems for us to discuss. The panel will try to answer the audience's questions or provide suggestions where they might find the answers.

Suggested Questions:

1. Does OFAT mean I should consider going on a diet?
2. How do I decide if I have too many or too few factors (x)?
3. How do I know if I picked the right response variables (y)?
4. How do I know that factor (x) affects a response variable (y)?
5. Does the process have to be in-control for DOE to work?
6. Do I need a gage capability study for each variable in the DOE?
7. Does it make much difference if the responses are discrete or continuous?
8. How do I estimate the noise in the system?
9. What are controllable, semi-controllable, and uncontrollable variables?
10. Why do replicates? What about repeats?
11. Why randomize? What should you do if you can't randomize?
12. What is blocking?
13. What is an alias and how do we determine them?
14. Is one experiment enough to find the answer?
15. Should we confirm our results in production mode?
16. Is there a covariate in the house?
17. What is design resolution?
18. What are full and fractional factorial designs?
19. What are first and second order designs?
20. What about simplex designs?
21. What are robust designs?
22. What are response surface designs?
23. What are algorithmic optimal designs (i.e., D and I optimal)
24. or whatever interests you

MEETING SCHEDULE

Our 2008 scheduled speakers and topics: (all meetings are on the second Wednesday of each month)

May 14 - DOE Panel Discussion (Bring your questions)

Jun 11 - Dr. Don Mintz - Notched NAVMAT ESS if you can't do HALT

Jul 9 - Reliability Panel Discussion (Bring your questions)

Aug 13 - Mr. Larry Robinson - Quality Function Deployment QFD

Sep 10 - Mr. Arthur Zingher - A Leading Indicator Enables Better Life Test and Prognostication

Oct 8 - SPC Panel Discussion (Bring your questions)

Nov 12 - Mr. Chuck Boiler and Guest from JMP/SAS - TBD
and - Annual Speakers Dinner

Dec 10 - No meeting, Happy Holidays

FOOD AND DRINKS - Pizza and soft drinks are usually available at the meeting (\$5.00 for 2 pieces of Pizza and \$1.00 for drinks - water or cola).

NEWS

1. Attendance at Statistics Discussion Group meetings will earn you .2 recertification units for "professional development" from the ASQ.
2. Training and Consulting Services from Applied Technology: Applied Technology provides training classes and consulting services in the following subject areas: SPC, DOE, QFD, MSA, Statistics, FMEA, Reliability, Lean, Six Sigma, Supplier Management, ISO, Sampling, 5S, and 8D Problem Solving.

For more information contact Rosetrina at: Applied Technology, 1237 Clark Way, San Jose, CA 95125, Tel: (408) 266-5174, Email: <mailto:Support%40e-AT-USA.com>Support@e-AT-USA.com, Website: www.e-AT-USA.com

3. JMP offers a free training class on Friday of each week to those interested in learning about JMP. Please see the JMP website www.JMP.com and search for webinars. They offer an introduction class at 10:00 am. You can also download a free 30 day trial of JMP 7.0 from their website.

4. Upcoming Reliability Seminars at Quanta Labs
For more details contact Mr. Terry Liu at: Quanta Laboratories, 3199 De La Cruz Blvd Santa Clara, CA 95054, Tel: (408) 988-0770 Email: test@quantalabs.com
Website: www.quantalabs.com

- ISO Standards Discussion Group: No Meeting in May.

For more information, contact Mohammed Kazemi, Mohammad.Kazemi@baesystems.com
All meetings will be held at 100 N. Winchester, Santa Clara, CA. Future meetings are scheduled for the 2nd Tuesday of every other month. Dates of future meetings:

7/8/08

9/9/08

11/11/08

The above details can also be viewed at the section's website: <http://www.asq-silicon-valley.org>

7) Other Section's Events

- Golden Gate ASQ Chapter Events

May 22, 2008 - Dinner Seminar -- sponsored by GG Chapter and Ron Person/ Tor Consultation, \$35.00 to ASQ members

Creating a High Performance Organization in Healthcare -

Step 2 of 6: Translating Plans into Measurable High Performance

One of the main reasons strategic and operational plans fail in healthcare organizations is because of a failure to execute. Even if you use the best of Six Sigma, LEAN and Project Management Office the odds are you won't succeed because your plan wasn't executed.

Hospitals, medical device manufacturers, pharmaceuticals and biotechs are especially at peril. They face government scrutiny, intense competition and a tight workforce. If you work in these industries you have to know how to build and nurture a culture of high performance.

There are at least six steps in creating a culture of high performance. We'll briefly discuss each step, but this workshop will focus on the key to successful execution, how to translate your plans into actions that can be measured, monitored and managed.

What you will learn has been used to successfully execute the strategy of major hospitals, manage the manufacturing of medical devices, and monitor the quality of pharmaceuticals. You will see examples of strategic success in large organizations and small departments, success in quality control, success in customer responsiveness, and in handling project management risk.

From what you learn before dinner and practice after dinner you will know how to:

- Identify objectives in your plans that drive success

- Select the “critical few” metrics that must be measured
- Identify the initiatives and managers to execute your plan
- Use scorecards and dashboards to track and monitor progress

During the course of the evening you will see and gain access to real-world interactive examples of:

- The Strategy Map, Balanced Scorecard and metrics for Western Australia’s most successful elder-care and hospital system (more than 1,000+ beds)
- A scorecard that shows at a glance a hospital’s clinical quality progress on 18 Joint Commission (JCAHO) requirements
- An international pharmaceutical sales and clinical trial forecasting dashboards
- The “next generation” project management dashboard being tested by one of the largest project management organizations in the US, more than 2,300 on-going projects
- A Pareto dashboard that quickly pinpoints the most critical support issues out of thousands of incidents

You will take away checklists and lists of metrics that have proven high value. Many attendees have said the lists of metrics alone were worth attending.

The evening will be divided into two parts. Before dinner will be a demonstration of the process, case studies and examples. After dinner you will put to practice what you’ve learned. If you come with a team from your organization you can work on a plan you bring. If you come as an individual we’ll have a case study for you. (Please do not bring proprietary projects or data.)

Bring your team. Bring your plan. Bring your energy.

For registration, please go to <http://www.acteva.com/booking.cfm?bevalD=153497>

8) Member Recertifications

The Silicon Valley Chapter of ASQ congratulates the following members who are recently recertified in 2008!

Deborah Blackmon, CQM; Benny Chang, CQE; Colonel Colborne, CQE, CRE; Eric Darcy, CSSBB; Greg Deardorff, CQM; Navin S. Dedhia, CQA, CQE, CRE, CQM; Siow-Hui Hau, CQE; Chia Chu (Christine) Kuo, CQA; Renu Mital, CQA; Christopher Moehrke, CQM; Mohammed Ilyas Osmani, CQA, CQE; Murugavel Sambandan, CQM; Gary A. Seeger, CQE, CRE; Ronald A. Williams, CQE.

9) ASQ Certification Courses for 2008 - Current Certification Exam Schedule.

Certification Courses assume participants have had experience in the field they are preparing for and are directed specifically to certification test preparation.

Course	Dates	Day	Time	Location	Instructor
CQE	March 18- May 20	Tuesdays	6 – 10 PM	Lifescan	Don Evans
BPIS	March 20- April 3	Thursdays	6 – 10 PM	TBD	Don Evans
CSSGB	April 1-May 20	Tuesdays	6 – 10 PM	TBD	Chuck Mignosa
CQA	April 10-May 15	Thursdays	6 – 10 PM	Lifescan	Ruxandra Avram
CCT	April 24-May 22	Thursdays	6 – 10 PM	TBD	Don Evans

Registration by email to dfevans-1@comcast.net (Don Evans)

Registration forms will be sent by return E-mail. Classes may be cancelled due to insufficient number of registrations.

10) Biomedical Courses for 2008 Schedule

The Biomedical course schedule and descriptions is available to download on the SV ASQ website http://www.asq-silicon-valley.org/component/option,com_docman/task,cat_view/gid,38/Itemid,31/.

Contact Jim Bischof at JBischof01@aol.com to register for all courses and/or for a copy of the course schedule. Include your name, home and work addresses, home phone, work phone, and e-mail address. For questions about the biomedical classes, contact jbischof01@aol.com.

In Closing, remember to sign up for the [May 21, 2008 Dinner Meeting](http://www.asq-silicon-valley.org) at <http://www.asq-silicon-valley.org> - and join us in our continuing celebration of our 43rd Anniversary - 43 Years of Quality!

“The best way to predict your future is to create it.”

Peter Drucker

Please send inputs and comments to SV ASQ E-News Editor, m.shovlin@comcast.net

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