



Los Angeles
Section
The Global Voice of Quality™

ASQ-LA QUALITY NEWS

March 2017

March 2017

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Welcome to the ASQLA Monthly Newsletter for March

We are looking forward to seeing you at our March 8th Member Meeting at 2nd Floor Main Conference Room at Phenomenex 2341 West 205th St. Torrance, CA 90501.

This meeting provides 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. Provided, at no charge; Crackers, Cookies, Coffee, Water and other food items. If you plan to attend the meeting, YOU MUST RSVP to: Chen Low 310-334-7044, pager 310-353-8293 or e-mail ChenLow_88@hotmail.com. by Noon on Monday, March 6th, so that he can provide the list of attendees to Security. ASQ-LA is looking forward to your attendance at this month's program.

Harold Martinez
ASQLA Newsletter Chair



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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, 2017. This is a nationally recognized award given in honor of one of the early movers and shakers of ASQ and the Los Angeles Section.

The attachments provide a detailed flyer suitable for your newsletter plus a five page Sponsors Nomination Form.

PURPOSE 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.

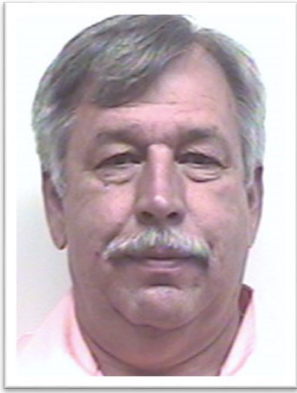
The nominee's achievements may have resulted from outstanding ability and success in management, training, advising and writings in the field of Quality or in appropriately related works of design, manufacture, reliability, maintainability, safety, liability, etc. of product or service systems. The award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

Deadline for Nomination: May 31, 2017.

For additional information please contact:

Jim Morrison, ASQ Fellow
Chair, Simon Collier Quality Award Committee
[7284 Berry Hill Drive](#), Rancho Palos Verdes, CA 90275-4402
Phone/Fax: 310 541-1417 E-mail: jamamorr@aol.com

Other Contacts: Imre Fischer at imrefisch@aol.com



March 8, 2017 Member Meeting

Outliers in Data - Assessment and their Impact

***Presented by:
Larry Bartkus***

The ASQ-LA speaker for March is Larry Bartkus. During this discussion an emphasis will be placed on using both of the tools, Box-Plot and Grubb's Test to assess whether data points should be considered outliers or not. Various data sets will be presented and analyzed using the tools in Minitab to determine if outliers exist. A brief discussion of the current standards ASTM E178-08 "Standard Practice for Dealing with Outlying Observations" and ISO 16269-4:2010 "Statistical Interpretation of Data – Part 4: Detection and Treatment of Outliers" will be held. The talk will end with an example of how creating a single outlying data point can actually change the type of distribution from Normal to Lognormal, creating a concern and demonstrating the need for carefully assessing the impact of the analysis. The bottom line is that there is a thin line between outliers and choosing an alternative distribution (rather than normal) when dealing with data.

About the Speaker

Larry Bartkus was named ASQ Biomedical SCDG Speaker of the Year three times now for his informative and always humorous presentations. He is currently Sr. Distinguished Engineer Quality Systems for Edwards Lifesciences in Irvine. He is a Certified Quality Engineer and Six Sigma Master Black Belt with over forty five years of experience in the Quality profession. He holds a degree in Chemistry from Montclair State University in New Jersey. Larry has been guest speaker at the Society of Plastic Engineers, Society of Manufacturing Engineers, APICS, OCRA, and ASQ. He has spoken at over ten colleges and universities. He is a past Chairmen of ASQ Section 702 and has served on the Executive Board for over twenty five years now. He was an instructor for several Refresher Courses including CQE, CQI, CBA and CQM. Larry has conducted seminars in Process Control, Statistical Sampling, Lean, and Design of Experiments.



LOS ANGELES SECTION,

AMERICAN SOCIETY FOR QUALITY

43rd ANNUAL

DODGER NIGHT

DODGERS VS ATLANTA BRAVES

7:10 PM FRIDAY, JULY 21

RESERVED SECTION

FIREWORKS AFTER THE GAME

Tickets are \$34

Note: Any tickets not sold by June 21 will be returned

Tickets can be purchased
from Jim Morrison at Member meetings, at 310 541-1417, or
via e-mail at jamamorr@aol.com

ASQLA Chair's Message



March, 2017

Fellow quality professionals, greetings!

Congratulations on your career and your involvement and continual interest in ASQ and your ASQ Los Angeles section. As volunteer leaders, we pool our time and efforts to maintain our organization and assure that our membership participation yields valuable experiences. This is our mission and I repeat it so that we may always keep it in sight.

It was amazing to see that so many of our attendees at our February member meeting had so many interesting and insightful comments and questions for our presenter, Bethany Orozco relating to the topic of helping to teach STEM subjects to young students. I speak for myself and I think for many of our colleagues in saying that "teaching" is indeed a core value within our quality profession and a core passion among our quality professionals.

Along the lines of education, ASQLA is very proud to announce that we have resumed our long-standing tradition of recognizing exemplary student work from within Cal State Dominguez Hill's MSQA program. For a limited time, the exemplary thesis of Mr. Robert S. Davies, MSQA, along with the abstract, will be accessible via this March issue of our newsletter and our website.

Stay informed, stay involved, keep voicing your feedback, and inquire about opportunities.

Cheers!

A handwritten signature in black ink, appearing to read 'Alan Wang'. The signature is stylized with a large, sweeping loop at the end.

Alan Wang, MSQA, ASQ CQA
ASQ Los Angeles Chair

The Alchemist and the Magician: Quality Improvement Through Empathy and Learning

by Robert Davies, MSQA

ABSTRACT

At the heart of Quality Assurance is Qualia; Man's ability to understand one other as a species. Understanding the customer requirements of a product or service requires empathy. This thesis will explain how quality assurance activities permit laboratory professionals to work together as a community within complex healthcare systems, understand the voice of the customer and through knowledge, meet customer requirements.

A questionnaire was utilized to obtain information from medical laboratory professionals employed in Canada. The survey utilized four psychometric instruments to determine if: (a) Autistic personality types are prevalent; (b) Machiavellian personality types are prevalent, and; (c) Determine the cultural characteristics of the laboratory workforce.

Different personality styles point to learning system archetypes in the human brain. A neurocognitive model called the Tradic Adaptive Learning System (TALiS) is proposed. A new vision called The Quality System of Goodness is presented. This cybernetic system is supported by Integral Permaculture. Opportunities for further research are discussed.

A link to the full text of Mr. Davie's thesis was provided towards the bottom of the e-mail message you received for ASQLA's March newsletter. Clicking on the aforementioned link will take you to the thesis, full text. Alternatively, you may also copy and paste the same Constant Contact link address below into your preferred browser to access this thesis. Enjoy!

<http://files.constantcontact.com/cf0d3b2b001/e500fdcb-561e-4ace-bb28-27a7e5d2ad9d.pdf?ver=1487182604000>

ASQ Section 700 Certification Preparation Courses

PREP COURSE NAME	COURSE STARTS	COURSE STARTS	COURSE STARTS
CQA CERTIFIED QUALITY AUDITOR	March 18, 2017	November 4, 2017	
CQE CERTIFIED QUALITY ENGINEER	March 18, 2017	November 4, 2017	
CSQP CERTIFIED SUPPLIER QUALITY PROFESSIONAL	May 20, 2017	Sept 9, 2017	
CMQ/OE CERTIFIED MANAGER OF QUALITY / ORGANIZATIONAL EXCELLENCE	September 9, 2017	N/A	Sept 8, 2018
ASQ EXAM SCHEDULE			
CQA, CQE, CQIA, CSQE, CSSGB, CQPA, CCT, CPGP		CSQP, CMQ/OE, CQT, CQI, CRE, CBA, CHA, SSCC, MBB, SSYB	
TESTING WINDOW	APPLICATION DEADLINE:	TESTING WINDOW	APPLICATION DEADLINE:
April 7 – 23, 2017	March 10, 2017	May 5 – 21, 2017	April 7, 2017
June 2 - 18, 2017	May 5, 2017	July 7 – 23, 2017	June 9, 2017
August 4 – 20, 2017	July 7, 2017	September 1 – 17, 2017	August 4, 2017
October 6 – 22, 2017	September 8, 2017	November 3 – 19, 2017	October 6, 2017
December 1 – 17, 2017	November 3, 2017	N/A	N/A
N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A

NOTE: Courses without five (5) students one week before the course starts will be cancelled.

Courses will be conducted on Six (6) Saturdays from 8 a.m. to 1:30 PM at the Phenomenex Training Facility, located at **2341 West 205th Street, Torrance, CA 90501**. Each course will be 33 hours in length and a certificate for 3.3 (RU) Recertification Units will be awarded.

Tuition Checks must be received before the second class. Make checks payable to ASQ LA Section 0700. Currently, credit cards are not accepted

COURSE FEES: Non-Member: \$500, ASQ Member: \$350 & 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.

Each course will be taught using a Primer, which can be brought into the exam. Primers cost (\$60 - \$80) and are available from the Quality Council of Indiana at www.quaitycouncil.com.

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

ASQLA LEADERSHIP TEAM

MEETING SCHEDULE

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

6:00P - 8:00P Meeting

Location: CSUDH Extended Education Bldg. 1300

Room EE-1210

1000 Victoria St.—Carson, CA 90745

Contact: Alan Wang, Chair

(310) 383-2393 — awang@spectrumchemical.com

Date: March 1, 2017

2017 Officers & Committee Chairs of ASQ Los Angeles Section 700

www.asqla.org

ELECTED OFFICERS 2017

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

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

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

TREASURER: Jim Morrison, 310-541-1417, jamamorr@aol.com

COMMITTEE CHAIRS 2017

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

Awards and Recognition: Imre A. Fischer, 949-493-3914, imrefische@aol.com

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

Communications Chair: Rhonda Y. Hayes, 310-334-0381, ryhayes@sbcglobal.net

CSUDH Liaison: Alan Wang, 310-383-2393, awang@spectrumchemical.com

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

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

Job Listing: Armen Yeghoian, 818-912-9272, Armen2049@yahoo.com

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

Newsletter Editor: Harold Martinez, 310-214-1606, martinez2004@verizon.net

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

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

Publicity & Advertising Chair: Alan Wang, 310-383-2393, awang@spectrumchemical.com

Simon Collier Quality Award: Jim Morrison, 310-541-1417, jamamorr@aol.com

Social Media: Vjarn Pantoomvanich, 323-777-0077, vpantoomvantich@teledyne.com

Voice of the Customer: Open

Website Chair: Vjarn Pantoomvanich, 323-777-0077, vpantoomvantich@teledyne.com

Programs Chair: Muriel Sasaki, 562-221-0168, Muriel@aims-online.com