



American Society for Quality Control

INSPECTION DIVISION

NEWSLETTER



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Chairman's Message



Jim Cooper

There has been a tendency at recent Annual Quality Congresses to feature a multitude of papers on the latest and greatest program which will be the cure-all for all of the woes of American industry. Whether it be quality circles, company wide quality control, total quality management, statistical techniques or process controls, the selected papers at any given AQC are offered as the guaranteed means of leading your company up the mountain to improved productivity and quality and, ultimately, achieving the Malcom Baldrige National Quality Award. With all of this emphasis on new concepts and programs, I think we have lost sight of our roots.

Nowhere, in any of these new programs, is there the indication that inspection is being completely eliminated. Obviously, there are still inspection activities occurring within our operations. Equally as obvious is the fact that these inspection efforts are achieving good results, whether in the traditional operations environment or in the total quality management structure which is now in evidence. The only thing lacking is that the quality practitioners are not telling the world about these inspection successes.

Each of us, with inspection successes

Professional Quality Engineers

The State of California Board of Registration for Professional Engineers publishes a newsletter containing information relative to Professional Engineer activities. The Newsletter editor would like to publish an article about Professional Quality Engineers in their Newsletter. All Professional Quality Engineers are requested to submit an article, information or ideas for publication in the Professional Engineers Newsletter.

Contact **Peg A. Pigeon**, Staff Service Analyst at 916-920-6314 or write to **Ms. Pigeon** at Board of Registration for Professional Engineers, 1428 Howe Ave., Suite 56, Sacramento, CA. 95825-3298.

to tell the world, has the perfect opportunity to present these successes through the Annual Quality Congress. While it is too late to present a paper for the 46th AQC in Nashville, there is enough time to have a paper prepared for Boston in May, 1993. Abstracts and outlines are due by June 15, 1992. Later this year, **Frank Cullen**, Inspection Division Representative to the AQC Technical Program Committee, will have Speakers' Data Packages for you to use in the preparation of your papers. Until these are available, I would urge each of you to start preparing a paper on your inspection successes for presentation at the AQC. Get your abstracts and outlines in order, so that you will have time to prepare the actual paper. If I can be of assistance to you in this process, give me a call and I will offer any help that I can. I am looking forward to seeing several inspection papers at future ATC's. Thank you.

Random Observations from the 1991 AQC

It was good to see many familiar faces at the Council and Membership meetings. **Bill Gage** and **Charlie Leach**, we have missed you for several years at our meetings. Regional Councilors **Bob Vincent**, **Madhav Sinha**, **Skip Webber** and **George Alukal** were present and participated in the activities of the Division. It is always good to see the past Division Chairmen in attendance, offering their assistance and help to the Division as needed. This year, **Harry Lessig**, **Hardy Cook**, **Al Weis**, **Bill Sherman** and **Chuck Carter** were there to offer their support. The Inspector of the Year Award continues to recognize outstanding individuals for their contributions to the inspection profession. This year's winner, **Ian Nash**, IBM, San Jose, CA, continues in the long line of excellent inspectors that the Division has been able to honor. Also, past Inspector of the Year winners in attendance at the conference included **Gregory Gay** and **Shirley Ward**. Manning the Inspection Division booth in the Exhibit area is always interesting. Many interesting people stop and talk about the Division and its activities. Our thanks to **Chuck Carter** for providing four copies of his "Quality Assurance, Quality Control and Inspection Handbook", which were given away to winners selected from those that submitted a business card for the drawing. The Hospitality Suite is a good place to rest from the rigors of AQC, meet with others from the Division, talk shop or just generally relax. The only negative from this year's conference was the heavy afternoon rains that wrecked flight plans for several of the Division's members. Hopefully, we will all be able to gather in Nashville for the 46th AQC in May, 1992.

No Quick Fix

James F. Barcus, Jr.

President
Society of Manufacturing Engineers

Note: Submitted by Dr. Chuck Carter

In previous President's Messages, I expressed thoughts on closing the technology gap and managing manufacturing information. I've communicated with many SME members about these subjects on chapter visits and by phone and mail. Unfortunately, quite a few of you still seem to be looking for instant results.

Recent years produced many technological advances in manufacturing, with dramatic improvements in productivity, quality, and design. Success led many to believe that technology is the answer to competitiveness. It is not. More perceptive manufacturing professionals are realizing that the skills and attitudes of employees at all levels in the workplace are a primary factor in the manufacturing equation.

Changing these skills and attitudes requires a well thought out, comprehensive program that has strong positive, visible support from management. There must be serious, long-term commitment, not just slogans, banners, and meetings.

As for technology, many of its applications mandate major changes in how you do things. Here are examples:

- JIT. Just-in-time is more than inventory control. It dictates important changes in basic manufacturing philosophies and strategies.

- TQC. Total quality control is a completely new mindset that must pervade the company. It means doing things only one way — the right way — every time. The goal of customer satisfaction must permeate the production process from the first workstation to the end user. Only then will statistical process control and sophisticated in-process inspection produce the desired results.

- CIM. Computer-integrated manufacturing is not a fail-safe solution. You can spend millions of dollars on fancy equipment with meager results. Moreover, automation doesn't fit well on top of old structures and product designs. Some reorganization and product redesign are usually needed to accommodate it.

We should view programs like JIP, TQC, and CIM as goals for the '90's, rather than as finite projects. They are strategies for operating the manufacturing enterprise that must be updated continually with the following:

- New approaches to customer awareness to help us understand their needs and desires.
- New approaches to product quality to assure complete customer satisfaction.
- New design and production methods to optimize the design-to-manufacture process and generate simpler, more reliable, easier to build products.
- New equipment and procedures to provide a manufacturing environment that assures quality, performance, and cost leadership.
- New computer systems and networks to improve the creation, analysis, transmission, integration, and management of business and technical data.

No quick fixes here!

International Aviation Conference Set for 1992

Dallas, TX — The 1992 Conference on Quality in Commercial Aviation (CQCA) has been scheduled for March 29 through 31, 1992 at the Hyatt Regency Hotel at D/FW Airport in Dallas. The Conference will draw over 350 senior executives from companies and civil air authorities from around the world.

For more information contact The Schneider Group, Inc. at 817-776-3550

Inspector of the Year

Nominees are being sought for the 1992 Inspector of the Year award. Presented by the Inspection Division, this award recognizes those individuals who are considered to be outstanding in the inspection profession. For further information, contact:

Dr. C. L. Carter

1211 Glen Cove Drive
Richardson, TX 75080
(W) (214) 234-3296 or (H) (214) 235-0210

Nominations should also be sent to
Dr. Carter.

New Regional Councilor



Dr. Madhav Sinha

Dr. Madhav Sinha has been elected Inspection Division Regional Councilor for Region 4 in Canada.

He is the Education Committee chair of Manitoba Section ASQC, and spent a month delivering lectures to selected government, industrial and academic organizations in India during November-December 1990. His topic; "Quality, Productivity, and Competitive Position: What Must All Organizations and Institutions Do."

Madhav was the recipient of a visiting lectureship award offered by a joint committee of the American Society for Materials, International, and the Indian Institute of Metals.

Regional Councilors

The Inspection Division wants you, especially if you are interested in serving as a Regional Councilor for the Division. Duties include maintaining contact with the Sections in your region, stressing the Inspector of the Year Award and seeking Section nominations, encouraging Sections to have an Inspection Night for a monthly meeting and indicating those individuals that would be willing to be a part of the Inspection Division Speaker's List. If you are interested, contact me at:

Jim Cooper 2716 Baldwin Mill Road
Baldwin, MD 21013
(301) 557-9349 (Home)



Ian Nash, Inspector of the Year 1991-1992 on the left and **Patrick J. Normoyle**, IBM Management, during the Inspection Division Membership Meeting in Milwaukee, May 20, 1991.



Dr. Chuck Carter, Author of *Quality Assurance, Quality Control and Inspection Handbook* 5th Edition, presents copy to **Jim Cooper**; one of four winners drawn at I.D. Booth, May 20, 1991.



Chuck Carter on the right is shown congratulating **Ian Nash**, The Inspector of the Year during the Annual ASQC 1991 Congress in Milwaukee.

ASQC Conference

Thanks to all who attended the ASQC Conference and visited the Inspection Division Booth.

We "Thank You Very Much" for taking time and for chatting with us. We signed-up some New I.D. Members, provided information to many of you about The Inspection Division, and met all of you nice people!

To those of you who did not win one of the handbooks, please try again next year in NASHVILLE, Tennessee! Information on the Handbook is enclosed.

The following are the Four Winners:

1. **W. Thomas Homewood**, Vice President, Product Assurance, BF Goodrich Aerospace, Simmonds Preci-

sion Aircraft Systems, Vergennes, VT.

2. **Jim Cooper**, Quality Engineer, Westinghouse Electric, Baltimore, MD.

3. **Mark G. Oleson**, Quality Engineer, Micro Switch, A Honeywell Division, Freeport, IL.

4. **Bill Trappen**, Magnavox, Torrance, CA.

Each "Q.A., Q.C. & Inspection Handbook" has been autographed and sent to 1, 3, & 4. Mr. Cooper received his on Monday, 5/20/91. Thanks again for visiting with us. Come see us again next year in NASHVILLE. Best Wishes To You All.

— **Chuck Carter**

Future Annual Quality Congress Dates

- **May 18-20, 1992**
Nashville, Tennessee
Opryland Hotel
- **May 24-26, 1993**
Boston, Massachusetts
Hynes Convention Center
- **May 24-26, 1994**
Las Vegas, Nevada
Las Vegas Hilton
- **May 22-24, 1995**
Cincinnati, Ohio
- **May 13-15, 1996**
Chicago, Illinois

Earn RUs for Exam Questions

CQAs, CQEs, and CREs can earn recertification units (RUs) by writing questions for certification exams. You'll earn .5 RU for each question that is approved by the Certification Committee. There is no limit on the number of exam questions that may be submitted or the number of RUs you can earn by writing questions. You may submit questions for any of the certification programs—not just the program in which you wish to obtain recertification.

The Certification Committee will review all questions. If a question is approved, you will be notified in writing. The letter of approval will indicate how many RUs you have earned and must be kept for your recertification journal. The RUs awarded for exam questions should be included in Category K. If a question is not approved, you also will be notified in writing and the question will be returned for revision.

Guidelines for question-writing and the required submission forms are available from the certification department; call 800-248-1946 and ask for Lynn Iwer at ext. 7441. Return completed forms to Lynn and she will forward them to the committee.

U.S. Manufacturers Must Make Changes for EC92

Los Angeles, CA — The formation of the European Economic Community (EC92) in 1992 will have profound ramifications for U.S. industry. Along with a sizable new economic competitor, U.S. businesses dealing in European markets will have to re-structure their quality control processes or withdraw from European trade.

ISO 9000 is a set of product quality standards initiated by the International Standards Organization to define a minimum acceptable level for the quality of foreign goods sold in the European community.

The ISO Workshop, scheduled for November 18, 1991 at the Hyatt Regency at Los Angeles International Airport, is designed to be one of the first definitive overviews of the ISO 9000 standards and the resultant impact on U.S. businesses. The ISO 9000 Workshop is sponsored by the Aviation/Space and Defense Division of the American Society for Quality Control (ASQC).

For more information on the ISO 9000 Workshop contact The Schneider Group, Inc. at (817) 776-3550.

Quality — 99.9%

Why 99.9% Just Won't Do...

Let's get real here. Is it truly necessary to go for "Zero Defects"? Why isn't 99.9% defect-free good enough?

Those are questions often posed to quality consultant **Jeff Dewar** of Red Bluff, California-based QCI International, when he argues for eliminating defects altogether. To make his point, **Dewar** has come up with some examples of what life would be like if things were done right 99.9% of the time. We'd have to accept:

- 1 hour of unsafe drinking water every month.
- 2 unsafe plane landings per day at O'Hare International Airport in Chicago.
- 16,000 pieces of mail lost by the U.S. Postal Service every hour.
- 20,000 incorrect drug prescriptions per year.
- 500 incorrect surgical operations each week.
- 50 newborn babies dropped at birth by doctors every day.
- 22,000 checks deducted from the wrong bank accounts each hour.
- 32,000 missed heartbeats per person per year.

Suddenly, the quest for zero defects makes a lot of sense.

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THE INSPECTOR OF THE YEAR 1991/1992

The INSPECTOR OF THE YEAR - 1991/92 is Ian L. Nash, Procurement Quality/ Receiving Inspection, Storage Systems Products Division of IBM, San Jose, California. Mr. Nash is an ASQC Certified Mechanical Inspector with 15 years of Inspection Experience: 4 years of Production Line and 11 years of Receiving Inspection, First Article & Tool Sample Inspection.

Mr. Nash programs & operates Electro-Optical Coordinate Measuring Machines, touch-probe CMM's & manual CMM's. He has extensive knowledge of tool-makers microscopes, comparators, hardness testers, surface analyzers and other general inspection tooling, gauging, etc. He has in-depth knowledge of Geometric Dimensioning & Tolerancing, and he teaches classes in this subject. He coordinates and is responsible for analyzing all First Article and Tool Sample jobs in Receiving Inspection. He schedules jobs & tracks/reports on status. He issues Final Tool Sample Reports(Accept/Reject) upon completion. He is responsible for Calibrating, Adjusting & Certifying the CMM's. He reviews Critical Parameters on Tooling & Fixtures before use in shop and at Suppliers.

Mr. Nash does a Pre-analysis of Drawings/Prints in the R&D stage to critique dimensioning practices. He is involved in Product Development on experiments for characterization of components prior to assembly for functional test. He is responsible for IBM/Supplier correlation of Inspection Tooling & related programs. He helps to solve & resolve component & line problems. Ian developed, packaged & trained workers on Lotus Worksheet for inputting data for Statistical Tolerancing which can be up-loaded to the main-frame for distribution electronically to end-users. He also developed standard Lotus Worksheet gauge capability studies and correlation studies that are used by Suppliers and in-house. He set-up a Tracking System designed to give information on any job in the shop or to review data on previous jobs.

Mr. Nash is a recognized leader in the application of Statistical Techniques involving parts, measurements & inspection tooling acceptance. He performs Capability Studies on equipment & tooling and assists Engineering adjust in-house and supplier processes accordingly. Ian visits suppliers/vendors to review & evaluate equipment for IBM use. These are some of the Strengths of THE INSPECTOR OF THE YEAR.



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From Your Books Stores, Societies & Associations

"QUALITY ASSURANCE, QUALITY CONTROL & INSPECTION HANDBOOK"
ISBN 1-879519-09-7 212 Pages, 4"x5"3/4, Copyright 1990, 5th Edition

NEW, REVISED & UPDATED 5th Edition Released in January, 1991....

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 - * Used for New Hire Orientation Programs, Testing, Reading & Comprehension...
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