



Inspection Division[®]



NEWSLETTER

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NOTES FROM THE CHAIR

by Mollie Brown

Fellow Division Members:

Come meet with us in Houston during the WCQI in May. All members and interested visitors are welcome at the Division Management Team's semi-annual working meeting on Sunday, May 4, 1-5 PM. The annual membership meeting will be in the same location immediately following the Leadership meeting. The location for the meetings will be shown in the WCQI program schedule. Networking in the Hospitality Suite is encouraged on Monday and Tuesday evenings.

Your help is needed! Let us know whenever your Section or other quality group is planning training for topics in the Bodies of Knowledge (BoKs) of either of our Division-sponsored certifications. Several Division Management Team members have recently received a number of inquiries about CQI and CQT exam preparation training. The Division's awareness of your educational offerings is very limited without your help. Let us know, too, so that we can share the details of your educational events.

We're doing some training of our own at the Division's Fall Conference in Columbus, Indiana on October 3. Nationally known experts in their fields will be included among the

conference instructors. Please read Conference Chairperson Jenny Persfull's article.

We are very proud of our Certified

Quality Inspectors and Certified Quality Technicians!

*Best Regards,
Mollie Brown, Chair*

Sharpening the Axe

By Ray Harkins

Abraham Lincoln taught the value of adequate preparation when he said, "Give me six hours to chop down a tree and I will spend the first four sharpening the axe." By nature and training, quality inspectors are focused on verifying the correctness of a product. A traditional inspector at the Lincoln Timber Company might have dutifully marked in her audit log the date and time, the type and size of tree, followed by the comment, "Cut down."

But Honest Abe would have advised her to take a closer look at the tools and process used to complete the job.

While modern American manufacturing is straining between the increasing forces of narrower product tolerances and lower product cost, the bulk of quality professionals' efforts are still focused solely on product compliance. By shifting some of their effort

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Sharpening the Axe

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“upstream” to the manufacturing process, inspectors and technicians will continue to verify product compliance, but at a more competitive cost.

According to quality management pioneer, Kaoru Ishakawa, every manufacturing defect can be traced back to one of four causes known as the “4 M’s”: Man, Methods, Machine and Materials. This list was later expanded to include Measurement and Mother Nature (or the environment). By developing and implementing process inspection plans with key attributes from each of these six areas, a production team can verify that the “axe is sharp” before they start chopping.

Developing a Process Quality Plan

The foundation of an effective process inspection plan is a thorough investigation by the appropriate operators, engineers and inspectors. The right team can brainstorm a process, and develop a comprehensive list of process attributes and variables. Using the 80-20 rule, this list can be narrowed to a handful of critical characteristics that “make or break” an acceptable process. Through some planning and trial, the team can transform the critical process characteristics into a working process inspection plan, complete with acceptable ranges, sampling frequency and a reaction plan.

By answering questions similar to those listed below for a particular manufacturing process, a development team can start assembling an effective process inspection plan.

Man – What are the specific training requirements for the process? Is additional supervision/inspection in place for the people who do not yet have that training?

Methods – What work instructions and documents are required for the process? To what revision are those documents? What are the targets and ranges for the key process parameters such as heat, time, pressure, vacuum, etc.?

Machine – What equipment is designated to run the job? Has that equipment received the appropriate preventive maintenance?

Materials – What are the correct raw materials? Did the material pass all receiving inspection criteria? What product packaging is required?

Measurement – Are the gages within their correct calibration period? Are all gages and instruments in good repair? Are visual product standards in place?

Mother Nature – Are the ambient conditions appropriate for processing this material?

By verifying the correct process, a manufacturing team has a far better chance of delivering a quality product at the right cost, and making Mr. Lincoln proud.

Ray Harkins is the Quality Manager of Mercury Plastics, Inc. in Middlefield, Ohio. He earned in B.S. in Engineering Technology from the University of Akron. Harkins is a Senior Member of ASQ and a certified quality engineer and calibration technician.

Division Officers /Positions

There are opportunities to volunteer with the ASQ Inspection Division. What is your interest? What would you like to do to strengthen the Division? What could we do better? How do you think you could assist?

We are looking for individuals for committee work and Division Leadership opportunity.

This is an open call for Inspection Division members to express an interest in Leadership, Committee, and Inspection Division Officer positions. Please contact the Inspection Division Chair or myself if interested.

We also welcome all to attend the Inspection Division Membership Meeting held each year at the Annual Quality Conference. Check conference schedule for the time and room.

The Inspection Division Nominating Committee is pleased to present this slate of officers for 2008 - 2010:

Chair	Joy Flynn
Chair Elect	Larry Ellison
Secretary	John Vandembenden
Treasurer	Howard Cross
Auditing	Navin Dedhia
Thank you.	

Gregory Gay

Past ID Chair/Nominating Committee Chair

Your Inputs & Articles Are Always Needed!

It seems like a never-ending hue and cry that is raised. I want and I **need** your inputs, whether it is your inspection related articles and techniques or your inputs into the new Inspection Division people column. There are many good ideas that you have or unique inspection activities that you perform that would be of interest to the Division membership. There may be articles in technical journals that I have missed that would be beneficial to the members. Provide any inputs that you come across. I would much rather deal with an excess of information and have to select the best of what was available than have a very small newsletter. Take the time to forward items of interest. Thanks.

Inspection Division Vision

To be the globally recognized champion on principles and applications related to Quality Technologies, Tools, Techniques and Methods.

Inspection Division Mission

To satisfy our membership and other stakeholders by being the most reliable source for leading edge information relating to inspection and test methodology.