

ASQ Worcester Gazette



Editor: Jay P. Patel

Message from Section Chair Srilata Thirunagari

Dear ASQ Worcester members,

As we contemplate the end of yet another year and prepare to usher in the new year, 2020, let us not forget to keep Quality in mind as we make our New Year Resolutions. This could be in any area: certifications, re-certifications, professional development, or simply resolving to attend more ASQ Section Meetings, or even volunteering with the Executive Committee. These are all very good resolutions that will further your goals in the field of quality in your career and professional networking. As for me, I am looking forward to continue being the Section Chair for ASQ Worcester in 2020 and excited to be a part of this passionate group of people. I also look forward to leading the Executive Team through the ASQ Transformation that will be complete in 2020. The transition of the 2019 EC as many members are retiring after long years of service to a 2020 team with a mix of familiar and new faces will be interesting and I know we have a very capable team that will lead the section through the transition seamlessly. I hope you all have Happy Holidays and a Wonderful New Year 2020. I am looking forward to seeing you all at the January Section meeting. May all your New Year Resolutions be realized.

Sincerely,
Srilata Thirunagari
Section Chair
ASQ Worcester



Message from Program, Nominating, and Newsletter Chair Jay Patel

Hello ASQ Worcester Members,
It is my pleasure and passion to serve over 25 years for ASQ Worcester. I served in a number of positions including Chair, Secretary, NEQC Rep., Program Chair, Nominating Chair, Award Chair, Newsletter Editor, Webmaster, and others.

Every time I worked as Program Chair, I always prepared throughout the year programs with feedback from dinner meeting attendees. This year, we will also have programs for CY 2020. It will go through many revisions as we get feedback. No speaker gets paid for any speaker fee, travel, or lodging expenses, regardless of where they come from. Thanks to all of our speakers for their contributions to ASQ.

This year, we will introduce good topics for pre-dinner topics, as well as networking and panel discussions. If you have any suggestions for any program, please let us know.

Thank you,
Jay Patel

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January and February Dinner Meetings

ISO 19011:2018 CHANGES AND “WHAT IS THIS RISK-BASED AUDIT STUFF I HEAR SO MUCH ABOUT?”

Date: January 23, 2020



by Barbara Butrym

The main differences in ISO 19011:2018 compared to the second edition are:

1. Addition of the risk-based approach to the principles of auditing;
2. Expansion of the guidance on managing an audit programme, including audit programme risk;
3. Expansion of the guidance on conducting an audit, particularly the section on audit planning;
4. Expansion of the generic competence requirements for auditors;
5. Expansion of Annex A to provide guidance on auditing (new) concepts, such as organization context, leadership and commitment, virtual audits, compliance, and supply chain.

Today's topic will briefly cover some of these changes, but will concentrate on Risk-Based auditing and planning.

Together, we will plan an audit using these techniques and concepts introduced and discussed in Annex A.

Bring your ideas and be ready to participate and make this workshop something you can take back to your workplace.

INDUSTRY 4.0 VS. QUALITY 4.0

Date: February 20, 2020



by Jack Reardon

A presentation on the new Industrial Revolution 4.0 and how this will impact the latest Quality Revolution 4.0., followed by a discussion on how both revolutions will impact Quality Professionals. This includes a discussion of what these mean for the future of Quality. It also includes a discussion of the 11 aspects of Quality 4.0 that are driving changes in how we manage Quality.

Past Dinner Meetings

November 21, 2019 meeting topic was “Use of Quality Knowledge to Improve Quality of Life”

Jay Patel spoke about how quality professionals take quality knowledge and improve their own life for happiness and a meaningful life.

The presentation covered how to have a meaningful journey for a good quality of life. Quality of life is the general well-being of individuals, families, and people showing attributes and features of life. It observes life satisfaction, including everything from physical health, family, education, employment, wealth, safety, security, to freedom, religious beliefs, and the environment.



Recognition and Appreciation Awards

ASQ Worcester appreciated all active executive committee members in November 2019 dinner meetings.

Thanks to all volunteers for providing their time and skills.

Larry Clockedile – Arrangement Chair & Secretary

Dan Daigle – Treasurer

Srilata Thirunagari – Section Chair

John Crawford – Membership Chair

Jay P. Patel – Program & Nominating Chair

Prabhakar Jain – Education Chair

Paparao Gundavaram – Section Chair



About ASQ

What is ASQ? With individual and organizational members around the world, ASQ has the reputation and reach to bring together the diverse quality champions who are transforming the world's corporations, organizations and communities to meet tomorrow's critical challenges.

ASQ provides the quality community with training, professional certifications, and knowledge to a vast network of members of the global quality community.

See www.asqworchester.org for further details

ASQ Worcester 2020 Executive Committee

NAME	POSITION	EMAIL
Srilata Thirunagari	Chair/Publicity Chair	srilata.t@gmail.com
Sean Ferry	Vice Chair/Membership	seanferry@charter.net
Larry Clockedile	Treasurer	larry@qpsinc.com
Brian Izzio	Secretary	bizzio@allegromicro
Jay P. Patel	Program & Nominating Chair	jayp@qpsinc.com
Frances Eagle	Arrangement Chair	franeagle@yahoo.com
Rajesh Kasbekar	VOC Chair	rkasbekar@gmail.com
Paparao Gundavaram	Education Chair	paparaog@gmail.com
Tom Falzoi	Auditing Chair	tfalzoi@townisp.com
Zach Morin	Scholarship Chair	zmorin@fiberoptix.com
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**ASQ Worcester Annual
Event 2020 is Coming!
Marlborough, MA**

Details at www.asqworchester.org

The Concept of Inspection Elimination

By

Jack Reardon, Consultant & Trainer

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For years, we have struggled with this concept of eliminating inspection in the production process. As you know, in Lean we call inspection waste, because we shouldn't have to do inspection, and therefore it is non-value added. Part of the problem is we continue to find things during the inspection process and we think we are actually adding value by finding issues. So, the question is: why are we finding issues? Why are people making mistakes? Why is there a need for inspection?

Inspection is a tool to be used to qualify something and then reduce, move to an audit, and then eliminate.

So, let's breakdown the problem:

Receiving inspection: why are we doing receiving inspection?

We have crappy suppliers.

We don't trust our suppliers.

We inspect everything that is received, standard policy.

This is the result of poor supply chain management. We don't have time to work with our suppliers; however, we have plenty of time to inspect everything. Why am I wasting time inspecting good parts? One of my companies had a policy that we inspect everything. I researched the data from inspection and found 95% of everything we inspected was good. So why am I doing this? We put 95% of the suppliers on direct to stock, based on 5 consecutive lots of no issues, with the understanding that if problems developed, they go back to inspection. The focus now was only suppliers that had issues. We would develop plans to fix the issues and if unable to fix, find another supplier. If unable to do this, come up with a plan to address a sole supplier relationship.

In one company I audited, they had \$8 million in receiving inventory waiting for inspection. How does this affect production? Where am I storing all this? How many resources am I going to need? What are the results of the inspections? Why am I putting up with this? Inspection is not the answer to resolving this kind of problem; good supplier management is the solution.

Receiving inspection should be based on supplier performance, preferred, marginal, then everything else. Preferred means inspect until qualified, then direct to stock. Marginal means inspect with the goal of improving, and I will help you improve. If they don't improve, find someone who will. Everything else, we do not inspect, such as supplies and minimum risk items.

In-process inspection; why am I doing in-process inspection?

My people are making mistakes.

My equipment is not capable.

No standardization.

We do in-process inspection for a couple of reasons: the customer specifies and pays for this inspection, we don't trust our people, the process sucks, and because we always do in-process inspection, needed or not.

Why do people make mistakes?

Lack of training.

Lack of usable documentation (Standardization).

Attitude.

Let's look at some of these items: why aren't people trained? If they are trained, why aren't they following the training? Is the training any good? Who is doing the training? What kind of follow up is there on the training? Too many times, we spend a lot of money training people, and then throw them into the pit with no support. If they fail, we just find another victim. Was the training effective?

Documentation: is the documentation being used? Is it easy for people to understand? Are we using pictures? Flowcharts? In today's world, there could be several languages on the floor; do they all understand what to do? Is my documentation standardized? You could ask the same questions for final inspection and why we are doing final inspection.

Attitude: if people want to do a good job, they will. Poor attitude usually results in poor product. Lack of training and poor documentation can cause poor attitudes. Are we listening to the people and do we understand their problems?

In several cases, I have eliminated both in-process and final inspection by training all my operators to be inspectors. I asked why is quality the only person to do a first piece inspection? Have the operators ever brought me a bad first piece? No. Ok, so they know what a good part is and we have verified they know this, let them sign off on the first piece. Then, we evaluated in-process inspection; every 60 parts they would drop off a part for us to inspect, and then wait for our approval. Again, no bad parts; we trained them on how to perform the inspection and they signed off.

In order for us to do this, we had to improve the capability of all the machines, which we did 23 CNC machines at Cpk 1.8 or better. The probability of making bad parts is so small you don't need inspection. Control charts on all the machines kept them in control.

So, to eliminate in-process and final, the trick is training and process improvement, eliminating the need for inspection. Poor capability means I cannot eliminate inspection and we must have inspection to catch defects, adding cost and delay to the process or adding waste.

Is inspection adding value? In poor processes, yes. The issue is the value is for us and not the customer. The customer view is "am I willing to pay for this value? No". "I don't want to pay for your poor capability and I expect you to deliver defect free product, on time". "If that costs you more, not my problem". Always look at adding value from the customer perspective.

Ask yourself, why am I wasting time inspecting good parts? Receiving inspection should only be used as a qualifier, not a permanent process. In-process and final inspection is only something we do until the process is qualified and proven capability. Control charts are the tool to help us maintain the qualification.

Inspection is really a penalty or cost adder for poor process performance, internally or externally. Follow the money; every year we spend millions of dollars on various kinds of inspection, receiving, in-process, rework, scrap, complaints, returns, sorting, corrective actions, meetings, and failure analysis. If you could see all this cost, process improvement would be a tremendous investment.

So, the bottom line to inspection elimination is process improvement; to eliminate the need for inspection.

Executive Committee Meetings

All section members can attend and observe executive meetings besides providing inputs on topics, as requested.

The ultimate goal is to improve service to our members by providing education, networking, and communication on quality-related topics.

Time: 6 to 8 PM

Location: QPS, 28 Lord Road, Suite 205, Marlborough, MA 01752

Dates:

February 12

April 8

June 17

August 12

October 14

December 9 (CY 2021 Committee Meeting)