



NEW HAVEN SECTION 305 FISCAL YEAR 2009-2010

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ASQ New Haven Newsletter

November 2009 Issue

BUILD QUALITY IN MANUFACTURING & ENGINEERING LEAN SIX SIGMA TOOL WITH VICTOR LIXIN LEI

The current recession will be helping all industries, especially manufacturing, to try some hard things, such as implement lean principles, using six sigma tools, improving process management, working in smart ways, etc. instead of simply fighting fires the way we've always done.

In Mr. Lei's November presentation "Build Quality in Manufacturing and Engineering", Mr. Lei will demonstrate and share his pervasive knowledge and experience in Lean/Six Sigma applications across different countries and industries.

Victor Lixin Lei is a Senior Quality and Manufacturing Engineer for Hubbell Incorporated in Bridgeport, Connecticut, where he is involved in new product design, process improvements, quality standards, manufacturing field support, overall quality program implementation for new product launches and supplier quality management. Prior to joining Hubbell, he worked for Stanley Works as a Lean/Six Sigma Engineer and Quality Lead.

Mr. Lei has an extensive background of training in Lean/Six Sigma. In particular, his training includes VSM (Value Stream Map), TPS (Toyota Production System), TPM (Total preventive Maintenance), 3P (Production Preparation Process), A3, SMED (Single Minute Exchange of Dies) and Defect prevention, to name a few. He has facilitated numerous six sigma/lean projects and Kaizen events in multiple countries for various processes such as roll forming (Canada), stamping (South Korea and Canada), welding (Canada), e-coating (Canada), p-coating (USA), forging (Mexico) and supplier evaluation/quality control (USA, Canada, China).

Before emigrating to North America, Mr. Lei held various positions of increasing responsibility in China. He started his career as a Quality and Production Engineer at BAO Steel's "Quality Management System" and "Production Scheduling System". Mr. Lei then joined China Genertec (Group) Holding, Ltd, which includes diverse companies such as Yantai CMC Bearing Co. Ltd (YCMA) and Jiaxipera Compressor Ltd. In his role as a Senior Productivity and Project Manager where he was a valued key member of the management team, he integrated process improvements, business strategies and the ERP system.

MEETING CONTACTS AND DIRECTIONS

Date: November 18, 2009

Place: Brazi's Restaurant.

Time: Networking: 5:30; Dinner: 6:00; Speaker: 7:00.

Dinner: Chicken, Beef or Fish.

Cost: \$25.00. *RSVP no later than November 16th*

ONLINE RESERVATIONS: www.asqnewhaven.org

CONTACTS: Jim Petropoulos (203)250-3751 or email:

James.Petropoulos@AtlanticInertialSystems.com;

Bill Folsom: (860)-565-3678 or email:

William.Folsom@dcma.mil.

DIRECTIONS TO BRAZI'S RESTAURANT

From the North: Take I-91S to I-95S at the Long Wharf Exit #46 for Sargent Drive. Brazi's is behind the Mobil Gas Station across from the ramp.

From the South: Simply take I-95N to Long Wharf Exit #46 and take a left off the ramp. Then take a left at the next light under the highway, then a left down Sargent Dr. Follow the rest of the directions as *From the North*.

MESSAGE FROM THE CHAIR

This Month's topic "BUILD QUALITY IN MANUFACTURING & ENGINEERING using LEAN SIX SIGMA TOOLS" will be very interesting for every quality professional as this addresses the familiar phrase "Quality Control at Source" using the tools that have proven to be effective in manufacturing and other processes.

I request everyone to attend this month's meeting on 18th November and share your thoughts in addition to Mr. Lei's views.

This year as a part of our mission we are trying to reach out to University of New Haven and talk about Quality principles and concepts with every outgoing class and encourage them to network with ASQ. We will keep you posted on this initiative.

Section Vice Chair - Jay Krishnamoorthy

SIX WAYS TO MOVE FORWARD WITH SIX SIGMA

If you want to read a good article about Six Sigma ASQ's September issue of *QP Magazine* has one called "Critical Stage" by A.H. Jack West. He basically asks how Six Sigma is working for you where he then gives six ways to keep Six Sigma fresh preventing it from becoming "just another initiative" management will gloss over and eventually disregard. He spans the Six Sigma discussion by talking about entitled issues related to Time of Intervention, Lean Six Sigma (LSS) Interest, Bracing for Impact and What it All Means.

Getting to the heart of his six ways to move forward the first suggestion is to quantify the contribution to your organization's success. He stresses that we need to pay attention here in a well established language of management money. To assess success we should generally accepted methods of financial analysis.

In his second suggestion he states that we must apply our skill to make improvements in all parts of the organization. He points out that we should not limit ourselves to just improving the obvious process.

The third way to move forward he states that we must refine our analysis and presentation skills for demonstrating the links between quality, customer satisfaction, return on investment and social responsibility. If we can't do this we can't demonstrate the value of quality initiatives for executives.

His fourth suggestion was to stay up to date. This may sound like commonsense, but without staying abreast of the latest methods it only places in the lurch towards falling down.

Using our analytical problem solving and forecasting skill is his fifth suggestion. Here he emphasizes the strategic importance in making good decisions from the correct data you glean or else face the consequences of canceling any gains you may have already met.

Lastly he asks for us not to kill LSS by diluting it. As we face our current healthcare bill in Congress when grand efforts are usurped by those who seek to do more with less, we run a risk of losing a whole lot more. In an economic turn down, what may seem as an answer to shore up financial woes by averting proper LSS to could actual spell the opposite in the future. LSS is all about staying on top of your game making the right decisions even if it may cost you a little bit more today. Reaping the benefits of tomorrow is not something achieved by shrinking your investment to hope for luck. Steady dedication in making it work is a far safer bet in the long run.

NEW MEMBERS! WELCOME ABOARD!

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LAST MONTH'S MEETING ON HEALTHCARE REFORM WITH DR BRIAN FILLIPO

Last month we had a lively discussion on Healthcare Reform as directed from our guest speaker Dr. Brian Fillipo. He started by giving us a history of universal healthcare when it was first introduced back in the turn of the century with Teddy Roosevelt. With every president and congress that followed something always managed to keep it on the back burner. Whether it's was a war, economic collapse or corruption in the executive office.

In the beginning doctors were not much more than amateur butchers who acted more like undertakers than anything else. In fact hospitals were considered the place where you went to die. Over time the healthcare industry eventually gained in improving its profession, yet with all the advances in medicine throughout the years, the costs have always been a problem.

In efforts to introduce a decent healthcare plan in those early days there were always some opposing big business like life insurance companies to push it off the road. During FDR's administration a possible bill almost made it to his desk, but not in time before he died. As Truman was too busy with two wars healthcare again took a back seat. Eisenhower being a republican wanted nothing to do with a healthcare bill. The best possible shot was when Sen. Teddy Kennedy almost got a bill passed for Nixon's signature until Watergate reared its head. Healthcare went silent 20 years until it redounded to the political arena under Clinton only to be squashed by a republican run congress. As we are now on throes of getting a healthcare bill passed under Obama and the democrats, things are still running quite the rocky course.

Dr. Fillipo presented us a series of charts showing how not so fine our healthcare system is currently running these days in so many areas. One chart showed by 2018 projected costs to be nearly 50% of one's average budget. In 2005 we ranked 22nd in Life Expectancy and 19th for Infant Mortality. He expanded with some other figures that most of us may already know like that 15% of Americans do not have health insurance. These roughly 45 million non insured are one of the largest of all developed countries.

Right now Obama's plan has been said to mimic the Massachusetts healthcare plan as it tries to take on the high cost drivers with a series of approaches like attacking high administrative costs with the electronic medical record EMR. Administrative functions run at 10% of all healthcare costs which continuously thwart cost control. It is expected that the EMR shall garnish a large portion towards cost reduction.

When asked what was the typical average health insurance company profit percentage, we were shocked to hear that it was just at 3.5%. Obviously a cut here certainly wouldn't hurt since service businesses of this type really do not require much of a profit to survive. As profits are supposed to be the source for improving overhead and labor expertise, which is not the case for their type of business.

Other drivers which are problematic for healthcare were Cost Shifting and Defensive Medicine. To help defer costs from those who cannot pay, providers often shift that cost to those who can afford it, hence driving up premiums. Then there are the Medical Errors which add to the rising costs which also chips away at the quality of care. He talked to us about Wayside Care where people

hold off going to their doctor until they eventually end up at the ER, a very expensive visit. Another driver adding to the rise of cost was Excessive Care which involves doctors requesting often unnecessary tests in order to get insurance companies to pay out.

End of Life Care has been a controversial topic these days, but one that is still incredibly expensive. When considering that terminally ill and/or end of life elderly patients drive the costs up so high, a practical approach to End of Life care needs to be applied with good old common sense. Patients who know where their heading should be given all the ample advice to assure a quality and comfortable end that doesn't ruin their loved one's financially.

On the Public Option, a good way to drive down costs through competition, however as the experts contend not by a whole bunch, but a drop jus the same. Dr Fillipo told us that Public Option is an example of Zero Sum Competition, something akin to HMOs of 1990s without the zeal for profits. The drawback here the outcomes to drive down costs are not known. In another type of competition Dr Fillipo spoke of a Positive Sum Competition where the values are known and good at driving down costs, however not always as practical.

One of the biggest effects for the healthcare industry is all the technology. So many medical device and testing companies of all sorts for doctors to pick from, basically drives up a whole lot of costs. With new technology comes a learning curve on proper choices for treating the right condition. Some work fine, but most marginally. Some of these tests they perform often return false positives, which just means more tests to verify the tests adding even more to the overall costs.

The same goes for all the pharmaceutical companies which ramp up costs, as saying that they'll do the job despite all the possible side effects. Some horror stories were discussed on how doctors in the 1990s were forced to carry out procedures and treatments for breast cancer like using heavy chemotherapy, which often ended up killing the patient. We discussed here how doctors need to be freed from being hounded by all these salesmen soliciting new treatments that often barely did anything. When asked where the FDA is in all of this pharmaceutical onslaught, where Dr. Fillipo basically said that the FDA is more concerned about safety than the quality of the drug.

We ended our meeting discussing the possibilities of socialized medicine where all healthcare facilities are

operated by the government. Apparently socialized medicine has been well received by many professionals. With socialized medicine doctors do not need to carry heavy malpractice nor worry about financial operations. They can just come to work and do their job.

Hopefully in the next few weeks our country will finally rise to the occasion a pass a progressive healthcare reform bill one that will hope to go down in the annuals of success of past efforts like Medicare. Cross your fingers and may the best plan win.

ASQ Program Schedule for 2009-2010

DATE	TOPIC	SPEAKER	PLACE	COMMENTS
NOV 18, 2009	BUILD QUALITY IN MANUFACTURING AND ENGINEERING – LEAN/SIX SIGMA TOOL	VICTOR LEI	BRAZI'S	
DEC 16, 2009	NO MEETING	NO MEETING	NO MEETING	NO MEETING
JAN 20, 2010	LAUNCHING OPERATIONAL EXCELLENCE IN HEALTHCARE	VINCENT CAPASSO	BRAZI'S	JOINT MEETING WITH CTAHQ
FEB 17, 2010	A POSITIVE WORKPLACE MEANS BUSINESS! IT JUST MAKES CENT\$!	MARY JANE PARIS	BRAZI'S	
MAR 16, 2010 (TUESDAY)	“SIX SIGMA IN PROGRESS” ENTHONE CASE STUDY	AARON SPEARIN	95 GATHERING, WALLINGFORD	JOINT MEETING WITH APICS
APR 14, 2010	TBD	TBD	CASA NOVA, SHELTON	JOINT MEETING W/SOUTHERN SECTION
MAY 19, 2010	TRAINING WITHIN INDUSTRY	TOM SOUTHWORTH	BRAZI'S	

For more information on meeting topics/directions visit our website: www.asqnewhaven.org. The meeting cost covers each dinner. If you're only interested in listening to the speaker there's no charge. Non-ASQ Members are welcome at no additional cost.

BRAIN TEASER: A lady, very concerned about her appearance and the environment, was being interviewed about keeping her beauty without compromising on environmental issues. When she was asked how she managed to keep her hair so shiny and silky without washing it every day, she declared she never washed it! How could this be true?

FREE PEXAGON TECH 2G FLASH DRIVES!!!!

We are pleased to announce that New Haven Section will give out Prepaid Cards to its members who attend the dinner meetings. This prepaid card entitles to a Personalized 2GB Flash Drive with any available presentation materials loaded. You can redeem this prepaid card at:

www.giftcards.pexagontech.com/asq0305 .

You can choose from 14 colors and personalize with 2 lines of text. The drives will be shipped to you absolutely free of charge. These flash drives are sponsored by Pexagon Technology, Inc



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MISSION STATEMENT: "PROVIDE NETWORKING, COMMUNICATION AND DEVELOPMENT OPPORTUNITIES TO SUPPORT KNOWLEDGE, SKILLS AND ABILITIES IN QUALITY PRINCIPLES AND CONCEPTS."

Recertification Journals...

Call Randy Messinger at 203-675-5756 for mailing address and to make arrangements.

BRAIN TEASER: ANSWER: According to scientific research, after an initial period of about 2 weeks, where the hair is dirty, smelly and greasy, it actually starts to clean itself! It produces natural oils that clean the hair from the roots, leaving you with lovely clean glossy hair; although, with some people, it may take several more weeks to actually notice any difference. I don't much fancy trying it myself though!

Do you know someone interested to present for our Dinner Meetings? Contact James Petropoulos by email

