



# Inspection Division<sup>®</sup>



## NEWSLETTER

VOLUME 38, NUMBER 2

Web Site: [www.asq.org/inspect](http://www.asq.org/inspect)

APRIL-MAY 2007

# NOTES FROM THE CHAIR

by Mollie Brown

### Valued Inspection Division Members:

Please join us at the Annual Division Members Meeting on Monday night, April 30, 2007, in Orlando at ASQ's World Conference on Quality and Improvement (WCQI). The location will be printed in the WCQI programs. Get the latest on the two exams, the Certified Quality Inspector (formerly the Certified Mechanical Inspector) and the Certified Quality Technician, both sponsored by your Division. We expect to present another International Inspector of the Year Award at that meeting. And, the Division is proud to sponsor two sessions at the WCQI. Watch for the 2008 WCQI theme. If you have an idea for a presentation you would like to give, let us know. We will gladly assist you in the submission of your topic to the technical committee.

Thanks to all who are participating in the discussion boards. Thanks for so many good questions! Thanks to those who are sharing their expertise and opinions. And, thanks to Past-Chair Gregory Gay for hosting and assuring that questions get answered and situations get discussed.

There will be another Measurement and Inspection Fall Conference in September in Dayton. Watch for details and plan to enjoy this successful Conference now in its fourth year.

Let us know what you need from us!

*Best Regards,  
Mollie Brown, Chair*

## MENTAL EXERCISE

This exercise does not measure one's intelligence, fluency with words or mathematical ability. I will however, give some estimate of one's mental flexibility and creativity. This exercise and similar exercises or tests have been around for many years. A few individuals have been able to identify the correct solution for half of the twenty-four items. Several individuals have been able to identify the correct solution for all the items but it usually took several days and a relaxed atmosphere to achieve this. Take the challenge and have fun!

1. 26 L. of the A. (26 Letters of the alphabet)
2. 7 W. of the A.W.
3. 1,001 A.N.
4. 12 S. of the Z.
5. 54C. in a D (With the J.)
6. 88 P.K.

7. 13 S. on A.F.
8. 18 H. on the G.C.
9. 32 D.F. at which W.F
10. 90 D. in a R.A.
11. 200 D. for P.G. in M.
12. 8 S. on a S.S.
13. 3 B. M. (S. H. T. R.)
14. 4 Q. in a G.
15. 24 H. in a D.
16. 1 W. on a U.
17. 5 D. in a Z.C.
18. 57 H.V.
19. 11 P. on a F.T.
20. 1,000 W. that a P. is W.
21. 29 D. in F. in a L. Y.
22. 64 S. on a C.
23. 40 D. and N. of the G.F

*(Answers included elsewhere in the newsletter)*

## INSIDE THIS ISSUE

|   |        |
|---|--------|
| Notes from the Chair.....   | Page 1 |
| Mental Exercise.....  | Page 1 |
| Turning Negatives into Positives.....   | Page 2 |
| News Item.....  | Page 2 |
| Gregory Gay at W. Michigan.....   | Page 2 |
| USDA Considering Risk Based Inspection System.....                              | Page 3 |
| Ref. Navin Dedhia's "Skills Required to be Acquired by Today's Inspectors....." | Page 3 |
| Membership Feedback.....  | Page 4 |
| Inspection Division Scholarship.....  | Page 5 |
| Mental Exercises (Answers).....   | Page 6 |
| 2006-2007 Inspection Division Council Listing.....                              | Page 7 |
| 2008.....   | Page 8 |
| Your Inputs and Articles are Needed.....  | Page 8 |

# TURNING NEGATIVES INTO POSITIVES

by Ray Hawkins

Every successful quality system starts with an organization's commitment to continual improvement. Translating that commitment into an effective "hands-on" process however, requires solid leadership and frequent exchanges of useful communication among the right people. The continual improvement process also requires direction – a focal point where this commitment, leadership and communication is applied for the biggest return on its investment. For most companies, that focus is best directed at the negative feedback they receive from their customers.

Nearly every company has a system in place to process customer complaints. Companies registered to an established quality standard such as ISO-9001 are required to implement effective methods for processing complaints to remain in compliance. But what characteristics distinguish an effective system from one that is not? The answers are clear-cut. While no company enjoys receiving complaints, leading organizations consider complaints as opportunities for improvement. By employing a few simple strategies, organizations can transform negative feedback into a positive experience for their customers and a learning experience for themselves.

**Consistency:** You cannot respond to something that you don't know has occurred. This may sound obvious, but its implications are profound. By implementing a system that requires every customer complaint to be recorded in an identical format and distributed to every applicable team member, a company builds the foundation for improving problem response and customer satisfaction.

**Details:** Every person with the opportunity to interface with a customer – from the receptionist to the president - needs training on the appropriate "first response" to a customer complaint. People in positions with extended exposure to customers such as product engineers, customer service representatives, quality personnel and sales people need more thorough training on what pertinent questions to ask about the customer's complaint and what details to collect. For product related failures, these questions include "In what specific way is the product failing?", "How soon will you need more material to avoid an outage?" and "What are the lot / serial numbers from the defective material?" Careful documentation of the answers to these questions is also vital to a timely and effective response.

**Distribution:** Companies often fail to communicate the details of their customer complaints to the people making and inspecting the products in question. By doing so, they miss opportunities to learn from their mistakes and improve their production process. When applicable, defective samples, photographs of the customer's assembly or process, mating parts, sketches showing the problem and any supporting documentation are all useful in explaining the nature of the defect to the people on the production floor. Supervisors, inspectors, process technicians and engineers also benefit from this depth of information as they develop permanent solutions to prevent similar defects in the future.

**Action:** What the customer sees from their supplier in response to their complaint is the only element of the solution that actually matters to them. To be satisfied in the short term, a customer needs to see immediate action by the supplier to minimize any negative impacts to their operation. This may include sending people to their facility to sort material or expe-

ditig certified lots of material to them. To be satisfied in the long term, the customer needs to see the problem disappear from all future lots. No amount of communication, planning or paperwork will matter if the customer does not experience the supplier's resolution to their problem.

The old manager's proverb reads, "Hire people with 20 years of experience, not people with one year of experience 20 times." The value of "learning from one's mistakes" holds true for organizations as well – and an effective customer complaint system remains an organization's best first step on the path of continual improvement.

*Ray Harkins is the Quality Manager of Mercury Plastics, Inc. in Middlefield, Ohio. He earned a B.S. in Engineering Technology from the University of Akron. Harkins is a Senior Member of ASQ and a Certified Calibration Technician and a Certified Quality Technician.*

## NEWS ITEM

Navin S. Dedhia's Professional Involvement during a recent visit to Mumbai, India.

- 1) Navin was one of the three judges at the National Centre for Quality Management, (NCQM), Mumbai, India sponsored BEQET (Best Quality Enhancement Team) competition in January 2007 in Mumbai, India. Seven teams from the women's colleges in the Mumbai Area presented their team improvement activities. Improvements covered the areas of academics, administration, infrastructure and housekeeping.
- 2) Navin gave a talk on 'Quality, Culture and Social Responsibility Approaches' to -students and staff members of the D. J. Sanghavi Engineering College, Mumbai, India, on January 23, 2007. Quality professionals heard the same talk at the Indian Merchants Chamber, (IMC) Mumbai, India, on February 9, 2007
- 3) Navin participated in various strategy and planning meetings of NCQM, Mumbai, India. He also actively participated in the planning process for the 1st International Conference of Quality Management Practices taking place in Mumbai, India, during August 16 - 17, 2007. The Conference is jointly organized by NCQM and Institute for Technology and Management (ITM).

## GREGORY GAY AT W. MICHIGAN

Past Chair Gregory Gay has been teaching this semester at the Western Michigan University. His course is a senior level metrology course offered within the engineering department of the school.

## USDA CONSIDERING RISK BASED INSPECTION SYSTEM

The federal government could shift inspectors away from some meat plants to focus on facilities with riskier products and poor safety records.

Backers of the U. S. Department of Agriculture (USDA) proposal say they are seeking to bolster safety by shifting to a risk based system, dedicating more time and effort on plants that pose the greatest threat to the public.

Critics worry such a move could leave gaps in the system and result in more Americans getting ill from what they eat. They are particularly concerned by recent talk about "virtual inspections" of processing plants via e-mail or fax.

Richard Raymond, U. S. undersecretary for food safety, recently asked USDA attorneys to review whether an inspector checking a plant's records electronically—rather than in person—would satisfy the existing legal requirement of a daily inspection for every processing plant.

Raymond said inspectors sometimes drive well out of their way to reach plants that have stellar histories, simply to review written records. He said if those records were faxed, the inspectors would have more time to scrutinize more troublesome plants.

Raymond acknowledged shifting to virtual inspections would be controversial, but he said such a change would require years of review and would come only after a risk based inspection system is fully implemented.

Raymond hopes to roll out the new policy by the summer of 2007. Under the current system, inspectors are assigned to a specific facility or to regularly patrol several smaller plants. Typical tasks include ensuring a plant is clean, checking the temperature of ovens and refrigerators, and reviewing its anti-contamination measures.

If significant problems develop at a particular plant, additional inspections can be done. But on a day-to-day basis, the system aims for a uniform level of inspection without regard to a facility's history or the safety measures it uses.

Under the proposed system, plants would receive a risk rating based on the types of products they handle, safety measures they have in place and their track record. Plants deemed high risk would receive more intensive inspections while those with low risk would receive more cursory examinations.

*Reprinted from Quality Progress, December 2006 issue.*

## REF. NAVIN DEDHIA'S "SKILLS REQUIRED TO BE ACQUIRED BY TODAY'S INSPECTORS

by Jim Franklin, CQ Mgr.

In the Division Newsletter published November – December 2006, I read with interest the article by Navin S. Dedhia regarding skills that are required by today's inspectors. One of the things that occurred to me during my reading of this article is that those doing the inspections have changed in recent years. As little as 10 yrs ago, a distinct group, specially trained and usually reporting to or part of the Quality Control Department carried out the majority of inspections. In today's environment, this inspection group has often been eliminated and its responsibilities shifted to those actually doing the work. This has necessitat-

ed a rethinking of the training that needs to take place so that these responsibilities can reliably and accurately be carried out. After reading the article in the last newsletter, I felt that there is another area of necessary training that was not mentioned.

It goes without saying that an inspector must have thorough documented training in how to properly use the inspection and test equipment as well as how to communicate the results. In addition to this, the inspector must also have at least a basic understanding of what the equipment is doing technically when a measurement is made and the anticipated value of that measurement. This puts the inspector in a better position to not blindly accept the measured values at face value and also an appreciation, through understanding, of the potential source of error. I will use two examples to illustrate this.

The first one is using an Ultrasonic Thickness Tester to measure the thickness of metal sheet or plate. In this test, a drop of couplant gel is placed on the material to be tested and then a small probe is pressed firmly on the drop of gel squeezing it between the probe and the material. The thickness of the material is then read using a calculator-sized handheld unit wired to the probe. Because the reading is digital and usually expressed in four or five decimal places, it is easy for the inspector to accept the reading at face value without realizing that errors may have been introduced during the test due to a number of factors. Typically the inspector would be trained on calibrating the equipment, the amount of couplant used, verifying the probe's condition and the amount of pressure to be applied to the probe. What is actually occurring during this test is that the probe is a piezoelectric transducer and is emitting sound waves that pass through the material to be tested. When the sound waves encounter an air gap (the back surface of the material) they are reflected back and received by the transducer. The amount of time taken between the emission of the pulse and its received reflection is directly related to the thickness of the material. The unit then simply displays the calculated thickness. Knowing this, the inspector can appreciate that an accurate reading depends on the sound waves being transmitted without interference into the test material and then bouncing cleanly off of the back surface straight back to the probe. Any impurities on the surface of the material or any interior flaws such as cracks or voids have the potential of interfering with the transmission or reflection of the sound waves. If either the top or back surface of the material is not flat, some of the sound waves will not be reflected straight back to the transducer. Sometimes in the case of sheet steel, a layer of oil may exist between the top sheet and those beneath it. This oil has the potential of hiding the back surface from the sound waves because the air layer may be eliminated. This may cause some of the sound waves to pass into the next sheet before being reflected. Most modern thickness testers have features which filter out these false reflections but the knowledge that they could occur is valuable.

There is also other information about the equipment and test environment which would be useful. The purpose of the couplant is to provide a medium between the transducer and the material to be tested. It must effectively couple the transducer to the material and eliminate any air contamination. For this reason, the proper couplant and pressure on the transducer need to be used. The speed that the sound waves travel through the material also varies slightly with the temperature of the material. Bearing this in mind, the inspector needs to be aware that if the temperature of the material is significantly different than the calibration block, an error may be introduced. The inspector also needs to be aware that the speed of sound transmission is different for materials of different compositions and that calibration allowances need to be made even for materials of different grades.

The second test that I will use for illustration is the Rockwell Hardness test. In this case, a sample is placed on a small post or anvil mounted on a pedestal of the machine. An indenter is then

*Continued on page 4*

## SKILLS REQUIRED TO BE ACQUIRED BY TODAY'S INSPECTORS

*Continued from page 3*

brought into contact with the top surface of the material to be tested. The test is started and after a few seconds the result is displayed as a Rockwell Hardness Number. I will confine my discussion of this test to the mechanics of testing using the Rockwell "B" scale. As with the ultrasonic thickness tester, an awareness of what is actually taking place during the test puts the inspector in a better position to determine possible sources of error. When this test is started, the machine applies a preliminary load of 10kgf to the indenter forcing it to slightly penetrate the test piece. The depth of penetration is measured by the machine which in essence establishes this as the "zero" value. A second load is then applied (100kgf), held for a short period of time after which the load is returned to 10kgf. The depth of penetration is then measured a second time. The Rockwell Hardness reading is then derived from the difference in these two penetration depths. This knowledge, combined with some knowledge of the machine itself equips the inspector to determine possible sources of error.

If the inspector is using the Rb scale which is typical for mild steel, the penetration depth is only in the range of .0024" - .0072". An error of .00008" will result in roughly a measurement error of 1Rb. Considering that material usability is often based on a range of +/- 5Rb, small measurement errors can be significant. The inspector needs to ensure that the anvil is seated correctly, the indenter ball is seated correctly in its holder and that there is no flex in the material to be tested. (material concave over the anvil will flex when tested) In addition to this, because the penetration depth is so small, any coatings on the surface of the material need to be removed prior to the test or a false reading will result. In addition to this, the inspector needs to be sure that the anvil is not damaged as even minor damage can affect the depth of penetration.

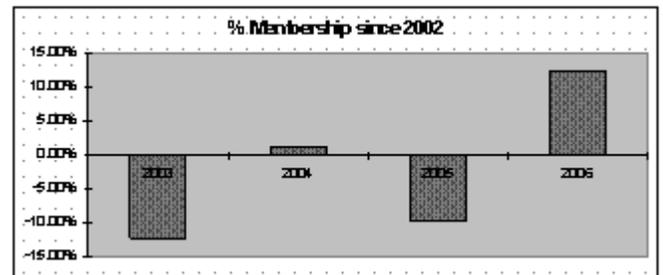
The object penetrating the material is actually a 1/16" steel or tungsten ball mounted in a holder. Because the indenter is so small, the inspector needs to be sure that the material to be tested is free of scratches, defects or debris in the test region. The area to be tested must also be indicative of the entire sample or parent material and the material itself must be homogeneous. If the indenter is allowed to contact the anvil or if material harder than 100Rb is tested, damage to the ball will result. To ensure that this has not occurred, the machine needs to be verified using a test block to ensure its accuracy prior to the test being made.

In both of these examples, an understanding of the machine as well as the nature of the test being conducted will provide the inspector with possible sources of error the entire scope of which may not be cited in the user's manual. In addition to this, the inspector needs to be aware of roughly what the anticipated test result will be. In this way, a reading which is outside the anticipated range will alert the inspector to a possible error in the measurement which can then be rectified prior to recording the result. In light of this, the content of training programs for those carrying out inspection work needs to go beyond just learning how to operate the equipment. This additional knowledge will allow the inspector to develop their own good testing practices ensuring that errors and variation are kept to a minimum.

*Jim Franklin, CQMgr, is a Quality Assurance Specialist for the Samuel Son & Co. Ltd., Ontario Flatrolled Group. He is a Metallurgical Engineering Technologist from Mohawk College in Hamilton, Ontario and a certified Trainer/Facilitator through Langevin Learning Services. He is a member of the 0400, Hamilton Section, ASQ.*

# MEMBERSHIP FEEDBACK

by John Vandembenden



In the last issue of the Inspection Division Newsletter, our members were asked the question, "What can the Inspection Division do to better assist you as a member and to attract new members?" The Inspection Division appreciates those members who took the time to provide some feedback. The following are three samples of the responses received:

- Amazing that you're just now asking where everyone is going. You didn't bother to ask though when you kept on raising the dues. What does ASQ do for me for the fee of \$100? Come on guys, get real. With all that is going on in the world, what makes you think that this is a buy? I stopped being a member when it was \$65. I don't want to go off on a rant but for a c-note I can stay at the local Holiday Inn for a night, go out for a nice dinner at Moe's, take the train to Chicago and visit the museum just to

*Continued on page 5*

## MEMBERSHIP FEEDBACK

*Continued from page 4*

mention a few. But for the c-note I would send into ASQ I get what? What? What! A newsletter once a month. My name published in the membership book. A chance to network with others that think \$100 is out of line. Nah, not a chance.

- I am a CMM Programmer / Mechanical Inspector / Supervisor at my company. Four years ago, I had three other assistants on my job. I am now the only one in my department due to an economic downturn in our particular manufacturing business. It is my opinion, as stated in your article in the Inspection Division Newsletter – Nov.-Dec. 2006 issue that the overwhelming reason for the decline in ASQ and Inspection Division membership is due to the loss of manufacturing jobs. In my opinion, the other reasons you suggest in your article are valid; however, their importance is minimal compared to the total loss of inspectors and quality engineer people per se. Our local overall membership has seen large declines in membership and participation. Several recent meetings and conferences have been cancelled because of lack of projected attendance. In our region over the last 5 years hundreds of Quality Engineers have lost their jobs because of foreign competition. They have made up a large percentage of the membership. There seems to be more of a need for Quality Engineers in Mexico and China than in the USA. Hopefully, this trend will change before it is too late.
- The current cost for training programs I have received from ASQ are ridiculous plus they keep adding new venues, but don't support the ones they already have. And they wonder why people are not happy. I participated in one of the division conference calls last week and very few of the groups were represented and those that were are voicing the same concerns they have for the past few years. ASQ is not doing anything to help the divisions or sections. The major reason so many are up in arms at the moment is all the papers that were cut by the conference committees for World Congress. Whew, what a bunch of unhappy people. I knew it was coming from the conversations I have had over the last couple years but guess everyone thought it would not happen to them. We have been fortunate so far, but don't know how much longer our luck will hold either. There are a lot of free chat rooms visited by the industry experts that a person can use and you rarely see references on them to ASQ. I don't know what the future holds for ASQ, but if noise is an indicator it sure doesn't look good.

The second response is the only one of the three where we as the Inspection Division have some control or influence. What are we doing? We can continue to support you, our members and provide services, training and tools to you. We encourage our members to use the discussion board to post any questions that you may have related to Inspection. Former Inspection Division Chairman Greg Gay monitors this site and ensures our members get resolution to questions they have. Feel free to contact me if you have a question or issue that I can assist you with concerning Six Sigma, Statistical Analysis or Lean Enterprise. Just send me an email at [sigmawiz1@yahoo.com](mailto:sigmawiz1@yahoo.com). The Inspection Division does appreciate your loyalty and support. We still need for each of you to become more active and be involved in your division.

The Division is limited in its ability to address comments 1 and 3 since they address decisions or policies defined by ASQ

Headquarters. We will bring your comments and feelings to the attention of our ASQ Headquarters liaison. I personally do understand your feelings and do appreciate that you did take the time to respond. I believe that ASQ Headquarters does respect the Inspection Division and the services we provide to our members. We do feel that ASQ members identify with our division as having "value" since we did experience a significant membership increase during 2006. The Inspection Division is dedicated to support our members and our efforts are to provide our members a realized value for their loyalty to us.

## HOME INSPECTION 101

by James Quarello

### JRV Home Inspection Services, LLC

*Editor's Note: We often think of inspection as having to do with Commercial products or services. However, inspection is vital in more than just these areas. The following is an article of just such an inspection. Too often we forget one of the more important inspections that can impact us*

The purpose of a home inspection is to inform the individual buyer of the current condition of the home. The purchase contract the buyer and seller signed is contingent on the home inspection. A buyer will generally have the option based upon the inspection to; opt out of the purchase, ask for repairs or credit towards repairs or a purchase price reduction.

It would seem that the importance of a good, thorough home inspection by a qualified home inspector is obvious. Nevertheless, many home buyers do not adequately research the profession before hiring an inspector. Most people simply ask the price of the home inspection and availability of the home inspector when calling to hire an inspector. This is an **extremely poor method** in which to choose a home inspector. When buying a new car or furniture set would you merely go to the retailer and buy the lowest priced, soonest available item? What would you most likely purchase and take home? In all likelihood a poor quality item that you will probably regret hastily purchasing.

Hiring a skilled professional home inspector is absolutely no different. Just like the example, a low priced, quickly available inspector may mean the same thing: poor quality. So what should a home buyer be looking for in a home inspector?

**Licensing:** Some states require home inspector licensing while others do not. In states that do require licensing, ask for the inspectors' FULL license number and **write it down**. This includes any letter type distinctions in front or in back of the number. This will help tell you if he is a fully licensed home inspector or an intern or apprentice.

**Insurance:** Does the home inspector carry Errors & Omissions and or liability insurance and can they provide proof of insurance upon request. Some states require insurance while others do not. Inquire as to the state insurance requirements and be sure the inspectors has the proper type and amount.

**Training:** Has the inspector had formal training from a recognized training school? State regulation in the home inspection profession is relatively recent (Many states still do not have licensing or regulation!), so formal training has been mostly optional. Many "old timers" were carpenters, electricians or builders and learned to perform home inspections "on the job". **However, there is no single trade that qualifies someone to move into the field of home inspection without extensive training.**

*Continued on page 6*

## HOME INSPECTION

*Continued from page 5*

**Experience:** This can be a misleading qualification if the right questions are not asked. Years of experience *are not* as important as the total number of home inspections completed. In a 2005 national home inspection business operations study conducted by the American Society of Home Inspectors (ASHI), over 80 percent of respondents' said they were full time home inspectors. Yet almost 40 percent said they perform less than 100 home inspections a year. This discrepancy may indicate that many home inspectors are working at other jobs or are semi-retired individuals. Be sure to ask how many inspections the inspector completes a year, at least 200 or over would be a good standard. It is also still important to ask overall years of experience and total number of home inspections.

**Continuing Education:** Even well trained, experienced home inspectors must continually update their skills and knowledge. Licensing requires a minimal amount of continuing education for inspectors to renew their license. Look for home inspectors who go beyond the necessary minimum and spend the time and money to keep their skills current.

**Association Membership:** Home inspectors who have made the commitment of time, training, testing and money to belong to a reputable professional home inspection society are generally more committed to doing a high quality job for their clients. But be careful, not all home inspection organizations are equal. Some ask for little or no training, knowledge or experience to become a member, while others are very rigorous in their qualifications for membership. A membership logo means little; it's what's behind the symbol that counts. Inquire about and research this area fully, it will provide you with great insight into the home inspectors' abilities and dedication to performing a top notch home inspection.

**The Inspection:** How long does the home inspection take? As previously mentioned short inspection times mean poor quality. A thorough home inspection on an averaged sized home, (1500-2500 sq. ft.) should last 2-4 hours. Also ask if the inspector would like you to attend the home inspection. If they say no, this should alert you that something is wrong with this particular company. A good home inspector should insist that you attend the home inspection if at all possible.

**The Report:** This is why you hire a home inspector, to provide written detailed information about the house. The first and most important question, when and how will you receive the report? On site, within 24 hours, a week, by email, regular mail or delivered by the inspector. What type of report does the inspector use, what is the approximate length of the report, are there pictures included? Be wary of short reports, 10 pages or less, and long report turn around times.

**Other Qualifications:** Ask if the home inspector has additional certifications or licenses in services that you may need in addition to the home inspection. For instance radon testing is a very common ancillary service provided by many home inspection companies, but many inspectors are not certified or formally trained. Some states may even require certification or licensing in these services. If you are looking to have other services done be sure to ask about the inspectors' qualifications to conduct the tests you require.

**Miscellaneous Items:** Some things you should confirm when calling to hire a home inspector. Be positive that the inspector that will be doing your home inspection possesses the qualifications stated by the person on the phone. This is especially important when talking with multi-inspector firms. Also will the home inspector be readily available for follow up questions.

**Price:** The very last question you should ask, not the first. Put quite simply, you get what you pay for. Good home inspectors demand higher prices because of experience and money invested into training to improve their skills and their business for the bene-

fit of their clients. Remember the money you pay a good inspector is an investment. You will very likely receive back from the seller monies well in excess of the home inspection fee. Be certain to choose your inspector wisely.

**Summary:** When calling to hire a Home inspector be sure to ask about:

- **Licensing**
- **Insurance**
- **Formal Training**
- **Experience**
- **Continuing Education**
- **Association Membership**
- **The Inspection**
- **The Report**
- **Other Qualifications**
- **Does the inspector doing the inspection have the qualification stated**
- **PRICE**

Following this simple guide should aid you in finding a well qualified, professional home inspector. Having a good home inspection will provide you with valuable information on your prospective purchase and ultimately piece of mind going forward.

*James Quarello is the founder of JRV Home Inspection Services in Wallingford, Connecticut. He brings to the company over 20 years in industrial equipment installation engineering and home remodeling. He is a graduate of The Home Inspection Institute of Americas' intensive State certified HI-100 Home Inspector training program. He is also a graduate of Inspection Training Associates (ITA) New Construction inspection program and has passed the National Home Inspectors Exam (NHIE). Mr. Quarello is a certified member of The American Society of Home Inspectors (ASHI) and is active in the local Southern New England Chapter (SNEC-ASHI). He is also a member of The Connecticut Association of Home Inspectors (CAHI).*

## MENTAL EXERCISE (ANSWERS)

1. 26 Letters of the alphabet
2. 7 Wonders Around the World
3. 1,001 Arabian Nights
4. 12 Signs of a Zodiac
5. 54 cuts (ripples) on a dime
6. 88 Piano Keys
7. 13 Stripes on a American Flag
8. 18 Holes on a Golf Course
9. 32 Degrees Fahrenheit at which Water Freezes
10. 90 Degrees in a Right Angle
11. 200 dollars for passing GO in Monopoly
12. 8 sides on a stop sign
13. 3 blind mice (see how they run)
14. 4 quarters in game
15. 24 hours in a day
16. 1 wheel on a unicycle
17. 5 digits in a Zip Code
18. 57 Heinz Variety
19. 11 players on a Football team
20. 1000 words that a picture is worth
21. 29 days in February in a leap year
22. 64 Squares on a checkerboard
23. 40 days and nights of the great flood

# 2006-2007 INSPECTION DIVISION COUNCIL LISTING

**Chair:** Mollie M. Brown  
(317) 276-7363  
(317) 277-2117 (FAX)  
**email:** brownmo@lilly.com

**Chair-Elect:** Joy A. Flynn  
(812) 355-4283  
(812) 332-3079  
**email:** joy\_flynn@baxter.com

**Secretary:** Robert E. Vincent, Jr.  
(440) 926-2411  
(440) 926-1034 (FAX)  
**email:**  
bvincent@generalplug.com

**Treasurer:** Vickie Earp  
(252) 641-6750, ext. 2849  
(252) 824-1442 (FAX)  
**email:** vearp@cstech-inc.com

**Vice Chair - Standards:**  
Bud Gookins  
(440) 365-8309  
**email:** epc118@alltel.net

**Vice Chair - Tech. Affairs:**  
Jim Cooper  
(410) 765-2934  
**email:** je.cooper@ngc.com

**Vice Chair - AQC Tech  
Program:**  
Jenny Persfull  
(812) 369-9622  
**email:** jnny@insightbb.com

**Auditing:**  
Navin S. Dedhia  
(408) 629-1723  
**email:**  
navindedhia@hotmail.com

**Awards:**  
Jim Spichiger  
(614) 860-2403  
(614) 868-2508 (FAX)  
**email:** jspichiger@lucent.com

**Body of Knowledge / Section  
Relations**  
Jim Spichiger  
(614) 860-2403  
(614) 868-2508 (FAX)  
**email:** jspichiger@lucent.com

**Bylaws:** Bruce K. Johnson  
(781) 292-6620  
(781) 444-1543 (FAX)  
**email:** bjohnson@mdllab.com

**Conferences and Events**  
Jenny Persfull  
(812) 369-9622  
**email:** jnny@insightbb.com

**Examining:** Larry E. Ellison  
812-522-0915  
812-522-0932 (FAX)  
**email:**  
l.ellison@silganplastics.com

**Immediate Past Chair:**  
Gregory Gay  
(269) 279-3730  
**email:** ggandlg@net-link.net

**Liaison, CQI Committee**  
Vickie Earp  
(252) 641-6750, ext. 2849  
(252) 824-1442 (FAX)  
**email:** vearp@cstech-inc.com

**Liaison, CQT Committee**  
Lourna Barnett  
(951) 914-4331  
(951)-914-1128 (FAX)  
**email:** lbarnett@guidant.com

**McDermond (DMP) Award**  
Joy A. Flynn  
(812) 355-4283  
(812) 332-3079  
**email:** joy\_flynn@baxter.com

**Membership:**  
John Vandembenden  
(859) 240-1739  
(866) 234-4965  
**email:** jfviii@fuse.net

**Newsletter:** Jim Cooper  
(410) 765-2934  
**email:** je.cooper@ngc.com

**Nominating Committee**  
Jenny Persfull  
(812) 369-9622  
**email:** jnny@insightbb.com

**Scholarship**  
Jim Spichiger  
(614) 860-2403  
(614) 868-2508 (FAX)  
**email:** jspichiger@lucent.com

**Internet Liaison:** Willy Zech  
(513) 732-4615  
(513) 732-4184  
**email**  
willy.zech@bataviatrans.com

**Section Relations - Canada**  
Dr. Madhav Sinha  
(204) 948-1006  
(204) 948-2309 (FAX)  
**email:**  
msinha@labor.gov.mb.ca

**ASQ Administrator**  
Michael Manteuffel  
jMManteuffel@asq.org  
(800) 248-1946

2008

I am sure many of you are looking at the 2008 article heading and wondering if I have taken leave of my senses. After all we are barely into 2007 and there is a lot of the year still remaining. However, for the purposes for submitting a candidate for the Division's International Inspector of the Year, it is already 2008.

Time has a way of getting away from us. You may think that there is more than enough time to nominate your outstanding inspector for this recognition he or she so richly deserves. However, things occur and your good intention of nominating your outstanding inspector gets pushed to the back while you tend to more pressing issues. Suddenly, the time has past and you did not nominate your inspector.

Take the time NOW to nominate your inspector. Further information is available at the Division's web site. Don't let 2008 creep up on you.

## INSPECTION DIVISION SCHOLARSHIP

Each spring, the Inspection Division of the American Society for Quality presents a college scholarship; this year the available amount is \$1000. Past winners have included Inspection Division members and friends and children of members. Scholarship applications can be downloaded from the Inspection Division's Scholarship web site (<http://www.asq.org/inspect/scholarships/index.html>) Applications for the 2008 Inspection Division Scholarship are due February 15, 2008.

## YOUR INPUTS AND ARTICLES ARE 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.*

**American Society  
for Quality  
Inspection Division Newsletter**

**Published Quarterly for the Members  
of the Inspection Division  
of the ASQ**

**Chairman: Mollie M. Brown  
Eli Lilly Company  
904 Sarasota Drive  
Seymour, IN 47274  
(317) 276-7363  
(317) 277-2117 (FAX)**

**Editor: Jim Cooper  
2716 Baldwin Mill Rd.  
Baldwin, MD 21013  
Telephone: (410) 765-2934 (W)**

**Please submit news and  
photographs to the editor.**

**INSPECTION DIVISION  
AMERICAN SOCIETY  
FOR QUALITY  
P.O. Box 3005  
Milwaukee, WI 53201-3005**

Non-Profit Org.  
US Postage  
**PAID**  
Permit #1071  
Milwaukee, WI