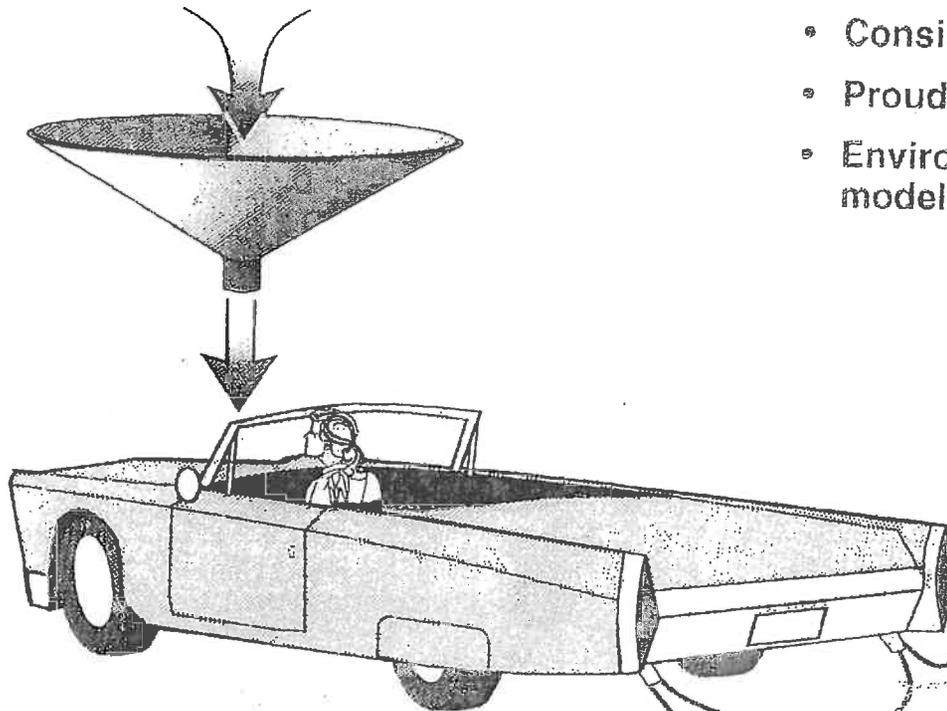




CAPP TQM/enhanced PICA Program

Responsible Quality Management



Outcome

Responsible State Government Management will result in:

- Effective government
- Consistent and effective consumer service
- Proud professional repair industry
- Environmental impact superior to the models



Charlie Peters



Clean Air Performance Professionals

March 10, 2014 - 9am
John L. Burton hearing room (4203)
Senator Ted W. Lieu Chair
Assemblymember Susan Bonilla Co-Chair
State Capitol, California 95814

RE: BAR Sunset Review

Dear Joint Business & Professions Committees Chairs and members.

The California Department of Motor Vehicles (DMV) collects \$billions\$ using "Wallet Flushing" car tax. Is it time for CA AG Kamala Harris EPA GMO ethanol fuel waiver conversation?

Did Governor Brown choose a CA/DCA/BAR Chief who can find out if what is broken on a PZEV Smog Check failed car gets fixed? A Smog Check secret shopper audit would cut toxic car fleet impact 1500 tons per day while reducing cost by \$billions.

<http://www.youtube.com/watch?v=ZI-Nrep74qg>

Clean Air Performance Professionals (CAPP) / an award winning coalition of motorists

Respectfully

Charlie Peters
Clean Air Performance Professionals (CAPP)

cc: interested parties

CAPP contact: Charlie Peters

BAR SUNSET REVIEW

BAR field offices, is it time for improved Smog Check Performance?
Draft Copy, Charlie Peters, CAPP, March 8, 2014

Money to repair not scrap, and.....

How about a car at the referee that fails being refereed back to the Smog Check provider after the fail fault has been determined, for further action, without any instructions on fault analysis?

The BAR and the owner just ask the service and repair provider if the referee failed car should be provided with further opportunity to repair?

Can a historical 50% repair performance result be improved to 80%, 30% performance improvement?

A BAR previous motorist Smog Check partnership resulted in all failed cars that received further voluntary repair passed at the next referee inspection every time. Every time.

W. Edwards Deming audit Total Quality Management (TQM) reviews changed Japan to the #1 performing mfg. country in the world in 4 years flat.

About 1980 Ford, IBM, Harley-Davidson etc., etc. with W. Edwards Deming contributions made large progress in cost, quality & profit results.

Central Valley free inspection and repair program might prove an interesting audit study.

Who is Awet Kidane?

Can PZEV Smog Check failed car perform @ over 80% pass rate after repair, two years after previous test fail result? 2,000,000 PZEV's have been produced so far.

Data from BAR Chief Patrick Dorais United Parcel Service (UPS) performance study about 1995 might prove interesting. 90% fail became about 90% pass. Initial test result performance improvement without any factors other than a quality audit.

Union, licensed Smog Check providers at the start and no Smog Check license after 1 year. Just a little of the TQM methods.

Keith Smith, TQM guru, ask the Inspection and Maintenance Review Committee (IMRC) about improved Smog Check oversight methods at the only meeting held in the State Capitol.

Mike Vanderlaan, the UPS study manager, also ask IMRC if the committee would support the Deming method.

CAPP contact: Charlie Peters

Hayward City Council, May 31, 2011

Tri-City Voice, June 7, 2011

(snip)

Public Comment

(snip)

Charlie Peters, Clean Air Performance Professionals, spoke of Partial Zero Emissions Vehicles (PZEVs), a category of low-emission vehicles created in California with the California Air Resources Board's agreement so that car manufacturers could postpone production of mandated zero emission vehicles (ZEVs), which will require production of electric vehicles or hydrogen fuel cell vehicles. According to Peters, many are unaware PZEVs have a 15-year, or at least 150,000-mile, warranty. Not only will this reduce ownership costs, PZEVs could reduce daily emissions by 2,000 tons.

<http://www.tricityvoice.com/articlefiledisplay.php?issue=2011-06-07&file=Hayward+Summary+++TCV.txt>

CAPP contact: Charlie Peters

Can bureaucracy be made more efficient?

Little Hoover Commission targets public's lack of trust in state government

By Steven Greenhut, U-T San Diego, January 23, 2015

SACRAMENTO — As a science writer on a military base in the South in the late 1980s, I watched the Department of Defense “streamline” bureaucracy by embracing the then-fashionable ideas of Total Quality Management. Known for helping Japanese factories boost quality, “TQM” was about listening to ideas from workers at every level.

The managers on our base responded to this “bottom-up” process by giving a “top-down” diktat: Every worker would submit a list of improvements by some deadline. “TQM” became another acronym in the long alphabet-soup list of programs.

At a Capitol hearing on Thursday, that nearly forgotten idea reared its head as the state’s government-reform agency, the Little Hoover Commission, examined why Californians don’t trust their government. TQM was on a list of one speaker’s management fads that, over the years, failed to improve services enough to restore the public’s confidence in its governments.

“I found — no surprise — that as in the Pentagon, so in the rest of the federal government: Customs had no customers, only suspects,” said Bob Stone, a 24-year defense official who led former Vice President Al Gore’s program to “reinvent” government. “EPA had no customers, only polluters, IRS had evaders.”

Since then, the federal government hasn’t been reinvented. It’s only gotten costlier.

Stone now works for the city of Los Angeles, which isn’t any better than the feds, according to his prepared testimony: “The red tape and useless work of the Pentagon pale beside the practices of a city government that seems to be still living with the reforms of Hiram Johnson’s time ... We require a \$160,000-a-year senior manager every month to personally sign 120 Visa slips generated by his organization.”

The hearing started off with polling from the Public Policy Institute of California, which found strong majorities of Californians skeptical about the effectiveness, responsiveness and efficiency of the state and federal governments. (National surveys find similar things.) It’s not just theoretical, either. “They do have real experiences which to them confirm these broadly held beliefs,” said PPIC President Mark Baldassare.

Yet Stone and his fellow panelist, Billy Hamilton, the executive vice chancellor at the Texas A&M University system (and the speaker who mentioned TQM), proposed a new round of management reforms. A commission board member even blamed the media, in part, for these low trust levels.

Sure, Californians might be more trusting of their state government if the media didn't report on corruption scandals, unfunded pension and health-care liabilities, decade-long delays (and falsified test data) on the Bay Bridge and other infrastructure, the impossibility of firing misbehaving public employees, and the like. Having trust in government isn't a good thing, however, if that trust isn't deserved.

"Put the people who know what the problem is together with the people who have the power to fix it," Stone said, referring to it as a "magic formula." He complained that his city is "starved for funds" and doesn't have the cash needed to upgrade its infrastructure. This is so Sacramento: A hearing addresses a real problem, but never digs deep enough — or challenges enough sacred cows — to touch on real solutions.

Someone always makes the "more money" argument. In the private sector, companies would get rid of those unnecessary \$160,000 managers (or lose business to competitors). Governments may be starved for cash to provide infrastructure. Is that because they don't tax enough, or because they've misspent what they have?

"There is only one boss," said Sam Walton, explaining the motivation of the company he founded (Walmart). "The customer. And he can fire everybody in the company from the chairman on down, simply by spending his money somewhere else."

By contrast, if Caltrans doesn't do a good job, we can't take our business somewhere else.

All the management fads in the world, however useful around the margins, aren't going to change that there are no real customers in government. Instead of trying to improve the efficiency of fundamentally inefficient bureaucracies, maybe the commission ought to hold hearings on alternative ways (e.g., privatization) to provide public services.

<http://www.utsandiego.com/news/2015/jan/23/little-hoover-governmental-trust-hearings-public/>

CA Department of Consumer Affairs (DCA) Bureau of Automotive Repair (BAR) Smog Check Partial Zero Emissions Vehicle (PZEV) measured performance may get credit for about 25%, can a Total Quality Management (TQM) improve Little Hoover Commission audit of Smog Check Performance 300% in 2015? 2000 tons per day value @ \$ 20,000 per ton might work for AG Harris & DCA's Awet Kidane.

"Clean Air Performance Professionals (CAPP) comment proposing quality management study by the BAR on what is expected of automotive technicians."

"We support the implementation of a credible quality assurance program to protect the integrity of the I/M program. ...

John D. Dunlop III (Air Resources Board Chairman.)"

CAPP contact: Charlie Peters



Clean Air Performance Professionals

HEALTH AND SAFETY CODE ARTICLE 6

Public Information

Section

44070. Public information program

44070.5. Public information program inclusions

44071. Funding

§ 44070. Public information program

(a) The department shall develop within the bureau, with the advice and technical assistance of the state board, a public information program for the purpose of providing information designed to increase public awareness of the smog check program throughout the state and emissions warranty information to motor vehicle owners subject to an inspection and maintenance program required pursuant to this chapter. The department shall provide, upon request, either orally or in writing, information regarding emissions related warranties and available warranty dispute resolution procedures.

(b) The telephone number and business hours, and the address if appropriate, of the emissions warranty information program shall be noticed on the vehicle inspection report provided by the test analyzer system for any vehicle which fails the analyzer test.

Added Stats 1984 ch 1591 § 3. Amended Stats 1988 ch 1544 § 57; Stats 1995 ch 91 § 93 (SB 975).

CAPP contact: Charlie Peters

Presents...

PRO CON

garage guy

Colleagues of Mr. Davenport think the current fracas won't deter him from his longer-term ambitions. Notes Ms. Edmonds, his long-time partner: "Chester wants to be a billionaire."



Mr. Davenport insists that the efforts of some "maverick" state officials won't stop the EPA from enforcing its new rules. "I think there is absolutely, positively no chance of a large-scale revolt," he says. The EPA takes the position that any agreement with California probably wouldn't apply to other states.

RESPONSIBLE STATE GOVERNMENT MANAGEMENT WILL RESULT IN:

1. EFFECTIVE GOVERNMENT.
2. CONSISTANT AND EFFECTIVE CONSUMER SERVICE.
3. PROUD PROFESSIONAL REPAIR INDUSTRY.
4. ENVIRONMENTAL IMPACT SUPERIOR TO THE MODELS.

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