



**Our Mission:** To Promote and Apply Quality Principles in London and Region through Leadership, Networking and Learning Opportunities .

## London Section 403 News—May 2008

### A Message from your Chair

By Sandra Carruthers-Terry

Hello Everyone

Over the past few months, ASQ London and NQI have been exploring a collaborative relationship; there's a bit more work to do in this area to achieve our shared goal. We see this relationship being mutually beneficial to both of us as we try to move the field of Quality forward in Canada.

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#### **"Points to Ponder"**

"It's easy to make a buck. It's a lot tougher to make a difference."

- Tom Brokaw, TV Personality 1940 -

"Profit in business comes from repeat customers, customers that boast about your project or service, and that bring friends with them."

- W. Edwards Deming 1900 - 1993

"Just because something doesn't do what you planned it to do doesn't mean it's useless."

- Thomas A. Edison 1847 - 1931

Both organizations bring important aspects to the field of Quality. ASQ London has tremendous technical strength amongst its members, many of whom are engineers, auditors, quality leaders, product managers, and technical experts, all in a wide variety of fields. Our membership body has expanded from once primarily manufacturing and automotive, to a growing percentage in the health sciences, food, and social service sectors. Members focuses are expanding from products and services to the quality management system as a whole.

Many of you know Don Whitred. Don developed the London Quality Award and based the assessment criteria on NQI's Progressive Excellence Program Level 3. Don continues to lead this initiative year after year and we thank him for his continued commitment and leadership. NQI and their Progressive Excellence Program offer a comprehensive system (the Framework for Business Excellence), criteria, and a step-by-step approach to bringing quality improvement, and progressive excellence to an entire organization and the people who make up that organization.

This month's newsletter includes an article on NQI and I hope over the next year we become more familiar with how ASQ and NQI's approach complement one another and can add value to the work we all do as quality professionals and the organizations we work for.

Thank you.

Sandy

## April Tour Recap

### Biotron Tour

**Amar Singh – General Manager, Biotron**



Our April general meeting was a tour of the Biotron facility located on the campus grounds of the University of

Western Ontario. The Biotron, which recently completed construction, is designed for cutting-edge environmental research. Scientists will be able to recreate almost any ecosystem from around the world within the controlled conditions of sealed "biomes," and use the models to study the effects of climate change on plants, insects and other organisms.

We had a tremendous turnout from our members, and the facility showed well thanks to our tour guide Mr. Amar Singh, who is also the General Manager of the facility. Some of the reasons the Biotron was created are:

- Human beings are causing unprecedented damage to the Earth - in fact, we are in danger of exceeding the planet's ability to sustain human life.
- A new facility at Western University offers hope – the ability to peer into the future of climate change so that we may gain the perspective to steer ourselves on a less destructive path.
- Opening in 2008, the Biotron Experimental Climate Change Research Centre represents a \$30 million dollar infrastructure investment dedicated to answering the most pressing environmental questions and to developing

biotechnologies that can restore and protect ecosystem health.

- The Biotron is a high-containment facility housing an array of custom-designed controlled environments for plants, insects, and microorganisms. Large, sealed, glass Biomes allow scientists to simulate climate change and pollution in conditions ranging from arctic winter to desert or tropical, and everything in between.
- The Biotron also stimulates the bioeconomy by providing labs to develop environmentally friendly products such as renewable fibres, bioplastics, medicinal compounds, and biofuels.
- With these tools the Biotron will help us understand the impact of climate change and pollution on organisms so we can be better prepared to make decisions that protect ecosystems and our planet as a whole.



The ASQ membership would like to again extend our thanks to Amar who was an excellent tour guide and spoke with great passion about the Biotron facility and the needs it will fulfill. While the facility is still in its infancy stage we are looking forward to perhaps a second tour next year when more experiments are active.



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## **Congratulations to the following people who recently passed their Certification Exams**

A background image of an ASQ certification certificate, showing the text 'American Society for Quality' and 'Robert E. Glass' at the top, and 'Quality Engineer' at the bottom.

**Darren Bolton (CQT)**  
**Michael J. Boorsma (CQT)**  
**Liana Rasiga (CQT)**  
**Carl H. Farr (CQT)**  
**Steve Donnelly (HACCP Auditor)**  
**Karen Anne McNiven (HACCP Auditor)**

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## **Recertification Units (RUs) Explained** **by Christen Currie**

As the Recertification Chair, I am frequently asked what activities can be used towards the required 18.0 RUs. Hopefully the following information will help everyone answer their questions. Note that the Recertification Journal, which can be downloaded from [WWW.ASQ.org](http://WWW.ASQ.org) (click on certification and follow the links), has all of this information and more.

The following certifications require that persons complete the recertification process every three years. This involves acquiring 18 RUs and then completing the Recertification Journal and submitting it with payment to the Recertification Chair for your section. Contact information for the current Chair is always available on the London ASQ website.

Certified Software Quality Engineer  
Certified Six Sigma Black Belt  
Certified Quality Auditor  
Certified Biomedical Auditor  
Certified HACCP Auditor  
Certified Quality Engineer  
Certified Manager of Quality / Organizational Excellence  
Certified Reliability Engineer  
Certified Calibration Technician  
ASQ / DON Certified Lean Six Sigma Black Belt

Area	RUs	Details	Max RUs Allowed
Professional Development	0.1 RU / hour 1 CEU = 1RU	Conferences, seminars, workshops and forums sponsored by a company or technical society / org. <b>Submit proof of attendance (eg. Badge or sign-in) and program outline</b>	9.0
Employment	<b>FT</b> 0.3 RU / month 3.6 RUs / year <b>PT</b> 0.15 RU / month 1.8 RUs / year	<b>Submit a letter from each employer on company letterhead from HR or your direct supervisor verifying job title, duties, dates of employment and FT or PT</b>	10.8
Instructor	1 credit = 1.5 RUs 1 CEU = 1.5 RUs 0.15 RU / hour	Courses must apply to at least one area of Body of Knowledge or be job-enhancing Can include ASQ offered courses <b>Submit a letter from the college, company or org. verifying course title, dates and hours instructed or course outline that includes the instructor's name</b>	10.8
Student	1 credit = 1.0 RU 1 CEU = 1.0 RU 0.1 RU / hour	Self paced studying / preparation <b>does not</b> qualify for RUs Courses must apply to the Body of Knowledge or be job-enhancing Audited courses qualify ASQ courses qualify <b>Submit a copy of a report card, certificate etc. showing the dates, times and title</b>	9.0
Meetings	0.3RU / meeting 0.3 RU / workshop	Monthly membership meetings for the ASQ or other technical society Work related meetings in your workplace <b>do not</b> qualify <b>Submit evidence of attendance (for London ASQ meetings the Recertification Chair has the meeting attendance list)</b>	9.0
Committees	1.5 RUs / committee / year	Encompasses ASQ and other professional organizations Includes section, division, technical or national level <b>Submit a letter from Chair stating the committee's mission, frequency of meetings, duties and term of service on letterhead</b>	4.5
Certifications	1 RU / certification	ASQ and other professional organizations certifications	3.0

		Must be granted during the current ASQ recertification period <b>Submit a copy of the certificate with original certification date</b>	
Proctoring	0.5 RU assist. proctor / exam day 1.0 RU chief proctor / exam day	Only proctoring ASQ exams earns credit <b>Submit a letter or certificate from ASQ certification Offerings</b>	7.0
Electronic Media	0.025 RU / 15 min	Audio, videotapes, CD-ROMs, satellite conferences etc. Must apply to Body of Knowledge or be job-enhancing <b>Does not</b> include reading books, articles etc. Web based courses are claimed under the Student category <b>Submit on company letterhead a letter attesting the title, date and content of media from supervisor or HR</b>	3.6
Publishing Paper Book Presentation	Author      Co-author 1 RU        0.5 RU 3 RUs      1.5 RUs 1 RU        1.0 RU	Work must apply to at least one area of the Body of Knowledge Papers must be presented at a professional sponsored activity <b>Submit the article, title pages etc.</b>	9.0

If you are employed in a quality type function, this leaves 7.2 RUs left to obtain by other means. My best suggestion to persons is to work on getting approximately 3 RUs per year (outside of the work points). Many persons realize they need the RUs with about 6 months left until recertification. While 3 per year is a fairly easy task, it takes a great deal of energy to pack them into a 6 month period.

You can recertify up to 6 months before the due date and up to 6 months after the date. Note that if you use employment points in the 6 month late period you cannot use them for the next recertification period. Also note that the next recertification date will still be 3 years from the original due date. If you do not have the RUs by the expiry date you can recertify by exam. You must state this intention before the expiry date. You then have one year to write the exam.

You can synchronize your certifications to come due at the same time. You need to have the 18 RUs for the certification that is currently due. Complete the Recertification Journal and check off the Synchronization box on the application page. List all of your certifications to be synchronized and their due dates.

The ASQ may waive the required RUs if there are extenuating circumstances (i.e. health, unemployment or personal or family emergencies). To do this you must contact Lisa Valle, the Recertification Coordinator in Milwaukee, directly before the expiry date.

I hope that this has helped you to answer all of your recertification questions.

# National Quality Institute

## *Pursuing Organizational Excellence*

Quality is good. Excellence is better! Many organizations are seeking an approach to excellence that builds on the good work already done using ISO or other good management systems, to build true sustainability and outstanding performance results, while increasing stakeholder satisfaction and loyalty.

Organizations like Purolator Courier Limited are building their sustainability and improving results by utilizing the **NQI PEP**<sup>®</sup> (National Quality Institute Progressive Excellence Program) and our related implementation training tools. Jim Peeples, VP Engineering & Quality, Technology & Real Estate, **Purolator** Courier Limited, says:

*"Purolator embarked on the NQI PEP<sup>®</sup> program after our plants were ISO certified, as we knew this program would build on the good work already done for ISO certification and enable us to achieve an even higher level of excellence. The NQI PEP<sup>®</sup> program has provided an Organizational Excellence Framework to help us focus our improvement efforts and overall results across the entire organization. It has enabled us to:*

*Align our corporate and strategic planning processes  
Enhance our customer focus  
Integrate our programs and services more effectively  
Improve employee engagement and satisfaction  
Demonstrate increased performance results*

*NQI Membership has also provided us with a unique opportunity to share best practices with other organizations committed to quality in both public and private sectors. Purolator is proud to be a recipient of the Canada Awards for Excellence."*

Other organizations like **BMW** Group Canada are saying similar things.

The National Quality Institute (NQI) is an independent organization that is the leading authority in Canada on workplace excellence based on quality systems and healthy workplace frameworks. **NQI PEP**<sup>®</sup> provides organizations with a roadmap to implement NQI criteria in manageable steps with recognition every step of the way. NQI also offers public, in-house and online courses that equip organizations with the knowledge and skills that will assist them on their journey towards organizational excellence.

Please visit us at [www.nqi.ca](http://www.nqi.ca) for additional information, or contact C. Neville, VP, at [neville.catherine@nqi.ca](mailto:neville.catherine@nqi.ca).



ASQ London Section 0403 presents....

## Winning and Keeping Customers

Date: Thursday May 08, 2008

6:30 PM – 9:00 PM

Location: Lambeth Community Centre (see **red star** on map below)  
7112 Beattie St., Lambeth (London), ON

The emphasis will be on techniques and strategies for retaining customers in "crisis" situations.

### Speaker is Mr. Steven King

Stephen King works for Ontario Telemedicine Network as a Regional Training Coordinator. The Ontario Telemedicine Network provides technical and support services for videoconferencing between hospitals, homecare facilities and patients.

This service helps patients avoid long trips when they need to interact with specialists. A good part of his current job is to provide videoconference training. Stephen's previous jobs include working at Ford Talbotville, Accuride, Cuddy Farms and in Sales. Stephen is able to draw upon experiences in manufacturing, food and health industries. Stephen King is Thames Valley Toastmasters' current President.

### Agenda

6:30pm Networking

7:00pm ASQ Welcome address and opening remarks

7:10pm Speaker Introduction, Workshop

8:50pm Closing Remarks

9:00pm Adjourn

RSVP: to Steve Britton [sbritton@sympatico.ca](mailto:sbritton@sympatico.ca)

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**GUESTS.... ARE....WELCOME!**  
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## Education News by Irshad Syed Hussain

### Education/Certification Exam Update

### **CQT Refresher Course – Last Call**

The course will be presented on Wednesday evenings beginning April 30, 2008 and run through June 25, 2008 in London. The classes start at 7 pm and will go until 9:30 pm. There will be an extra class in October prior to the CQT exam as a review class.

This course provides an overview of each section of the ASQ's Body of Knowledge for the Certified Quality Technician (CQT) certification examination. This course is intended for inspectors, quality technicians, and other quality professionals preparing to sit for the CQT examination on October 18, 2008. The course is geared to providing students with practical experience and problem solving abilities to pass the CQT exam; it is NOT geared to creating a huge library of expensive books.

**Important! Application to sit for the Certified Quality Technician examination on October 18, 2008 must be sent to ASQ headquarters in Milwaukee Wisconsin, and be postmarked no later than August 15, 2008.**

Register for the exam by mailing your CQT Exam Application to:  
American Society for Quality  
611 East Wisconsin Avenue  
P.O. Box 3005 Milwaukee, WI 53201-3001 (Phone: 1-800-248-1946)

Alternatively you can apply to write the CQT Exam on-line by going through the ASQ website at [www.asq.org](http://www.asq.org) and following the links for certification.

### ***CQT Refresher Course Fee and Registration:***

**Date:** *Wednesdays from April 30, 2008 to June 25, 2008 plus a review class in October in the week prior to the exam.*

**Time:** *7:00 PM to 9:30 PM*

**Location:** *87 Ravine Ridge Cres., London Ontario*

**Cost:** *Course fee is \$250 for ASQ members and \$300 for non ASQ members. ( paid by second class)  
Make refresher course check payable to:  
**ASQ London & District Section 0403***

**Study Materials:** *Course fee includes the CQT Primer from Instructor. You may purchase the Quality Technician Handbook separately. The Primer and Handbook may be taken into the exam room.*

**Instructor:** *Joe DaSilva, Certified in CQE, CQA and CQM*

**Registration:** *E-mail Joe DaSilva at [jadasilva2@mmm.com](mailto:jadasilva2@mmm.com) or call at (519) 494-1195*

If you have any questions about any course, feel free to contact:  
Syed Irshad Hussain, P. Eng, PMP Manager Power Provisioning 100 Dundas St.  
Floor 8, London, ON, N6A 4L6 Tele: 519 679-1727 Pager: 519 430-1035 Fax: 519  
679-8948 Email: [Irshad.hussain@gmail.com](mailto:Irshad.hussain@gmail.com)

## Other Upcoming Refresher Courses

### CQM/OE Refresher Course

Location: To be announced

Start Date: Mid May, 2008

Course Fee: C\$250 for ASQ Members and C\$300 for non ASQ Members - Course cost will include the Primer.

Contact: Irshad Syed

If you have any questions about any course, feel free to contact:

Syed Irshad Hussain,

Tele: 519 679-1727

Email: [Irshad.syed@bell.ca](mailto:Irshad.syed@bell.ca)

Thanks

Irshad

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## Employment Opportunities



### Quality Engineer – London, Canada

Sparton of Canada has an immediate need for a senior level Quality Engineer. This position will supervise Quality Inspectors and provide quality support to the plant. Our new Quality Engineer will be involved in developing processes for inspection of circuit card assemblies, process control auditing, receiving inspection, first article inspection of assemblies, SPC data collection, and return material authorization process coordination. This position will also lead/participate in continuous improvement activities such as Lean, Kaizen and Six Sigma.

Qualified candidates will have a Bachelors degree in Engineering or related field with a minimum of 6 years of progressive experience in Quality Engineering and supervision. Candidates must have circuit card assembly manufacturing experience and IPC 610, IPC 600 & JSTD 001 knowledge. Candidates must have proven leadership ability and above average customer interface skills. Experience in database mining, trend analysis, Six Sigma, and root cause/corrective action analysis required. Require a Six Sigma Green Belt or CQE, prefer a Six Sigma Black Belt. This position also requires the successful candidate to be computer literate in the Microsoft Office suite of programs.

Sparton is committed to Employment Equity and welcomes resumes from all individuals. Please send resume and salary history to [recruiter@sparton.com](mailto:recruiter@sparton.com). Reference CANPE.

**THOMPSONS**

**POSITION: CORPORATE QUALITY SPECIALIST**  
**REPORTS TO: CORPORATE QUALITY ASSURANCE MANAGER**  
**LOCATION: HEAD OFFICE**

As a member of the Operations department, you will be responsible for providing technical support for quality and food safety programs with a focus on the audit measurement system for Thompsons Limited group of companies.

**DUTIES & RESPONSIBILITIES**

- Promote quality programs throughout all division with the company
- Support plant HACCP coordinators with the development and review of HACCP plans
- Develop and implement the internal audit program for quality and food safety systems
- Ensure completeness for corrective action requests resulting from customer complaints and plant audits
- Provide support for facility third party audits as required
- Perform supplier audits of co-processing, raw materials, packaging and storage facilities
- Provide written and verbal reports related to quality and food safety
- Assist in the development and writing of procedures
- Provide training support for quality and food safety systems and programs
- Understanding of the quality and food safety government regulations
- Assist in expanding pilot projects to other areas within the company
- Lead quality and food safety project assignments as required

**SPECIAL JOB REQUIREMENTS**

- Knowledge of HACCP and Food Safety systems
- Understanding of audit process
- Ability to work independently or cooperatively as part of a team
- Excellent leadership and interpersonal skills
- Willing to work overtime and travel to work site locations as required
- Strong organizational skills
- Concise and accurate written and verbal communication
- Strong problem solving skills

**QUALIFICATIONS REQUIRED**

Candidates must have a minimum of a college diploma in science or agriculture. Familiarity with quality control, commodity grading and statistical process control would be considered an asset. Consideration will be given to those applicants currently in good standing as a Certified Quality Auditor (CQA) or Certified HACCP (CHA) or are willing to obtain certification through the American Society of Quality (ASQ).

Successful candidates will join a company with a strong market position in the agricultural industry and will receive a competitive compensation package as well as a full range of benefits. If you would like to build a future with a stable and growing organization, please forward your resume to:

Human Resources Department  
THOMPSONS LIMITED  
P. O. Box 250, 2 Hyland Drive  
Blenheim, Ontario  
N0P 1A0  
Fax – (519) 676-9547  
E-mail – [spoole@thompsonslimited.com](mailto:spoole@thompsonslimited.com)

Thompsons Limited is an equal opportunity employer.

## Section 403 - Executive 2007-2008

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MEMBERSHIP CHAIR – CAREY ROEMMELE

[croemmele@vari-form.com](mailto:croemmele@vari-form.com)

## MARK YOUR CALENDAR

### Monthly Meeting Agenda 2007 - 2008

Meeting	Topic	Venue
Sep 13, 2007	Risk Management	Lambeth C. C.
Oct 11, 2007	Water Quality Management	Lambeth C. C.
Nov 08, 2007	Multitasking, Operational Effectiveness	Lambeth C. C.
Dec 12, 2007	Career Development – <b>Note Date</b>	Labatts
Jan 10, 2008	5S Lean	Lambeth C. C.
Feb. 14, 2008	Leadership Bridge	Lambeth C. C.
Mar. 13, 2008	CMM Measurement	Lambeth C. C.
Apr. 10, 2008	Plant Tour –Biotron	UWO
May 08, 2008	Winning Customers	Lambeth C. C.
June 12, 2008	Award and Banquet - Keynote address by the new LQA winner, Dept. of Alumni Relations, UWO	4-Points Sheraton

## Looking Ahead to June

It's hard to believe that another year is almost over. June is traditionally our Awards Dinner Meeting. This year we have reserved the 4-Points Sheraton Hotel on Wellington Road South, right across from the White Oaks Mall. **Note the revised date is now June 12, 2008, which is a Thursday.** Our key note speaker will be the winner from this year's London Quality Award, the Department of Alumni Relations, University of Western Ontario. Make your dinner reservations early.

### ADVERTISING RATES

Category	Business to Business		Employer Job Ads		Others
	Members	Non	Members	Non	Inserts
Business Card	Free	\$15.00	Free	\$15.00	\$40.00
¼ Page	\$50.00	\$75.00	\$25.00	\$40.00	\$75.00
½ Page	\$65.00	\$95.00	\$40.00	\$65.00	\$95.00
Full Page	\$130.00	\$190.00	\$65.00	\$95.00	\$155.00
Brochure	\$155.00	\$190.00	\$130.00	\$190.00	\$190.00

We're on the Web!

We're on the Web!

[www.asqlondon.on.ca](http://www.asqlondon.on.ca)