



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

London Section 403 News—October 2008

A Message from your Chair

By Joe DaSilva

Greetings



We had an excellent start for this year. The turnout for the September meeting was 47 people. We were treated with a great presentation from guest speaker Peter Merrill on "Innovation Generation".

If you don't know yet, the meeting location for the majority of the meetings will be at the

Best Western Stoneridge Inn & Conference Centre, conveniently located between Highway 4 and Highway 401. The feedback from members on the new meeting location was overwhelmingly positive. I heard from a few members that enquired about coffee. Starting with the October meeting, a pot of coffee will be made available.

Our section purchased attractive ASQ lapel pins that will be handed out, one to each member. You can pick up a lapel pin by attending any of the monthly meetings.

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The upcoming October meeting topic is "*Hidden Wastes = Hidden Costs*". Our guest Speaker will be Martin Hettwer. Please invite your colleagues and friends to our monthly events. The quality of the speakers and presentations are exceptional. A large volume of high quality information is given at each of these events and that is something that should be shared.

Thanks also to those who took the time to fill out and return the "Meeting Satisfaction Survey" sheet. Its important to the section's Leadership team to obtain regular feedback on how we are doing at serving your needs.

Please come out and join us and maybe win a "Door Prize". I look forward to seeing you at the October meeting,

Joe DaSilva
2008-2009 Chair

Points to Ponder



Don't say you don't have enough time. You have exactly the same number of hours per day that were given to Helen Keller, Pasteur, Michelangelo, Mother Teresa, Leonardo da Vinci, Thomas Jefferson, and Albert Einstein.

H. Jackson Brown

September Meeting Summary

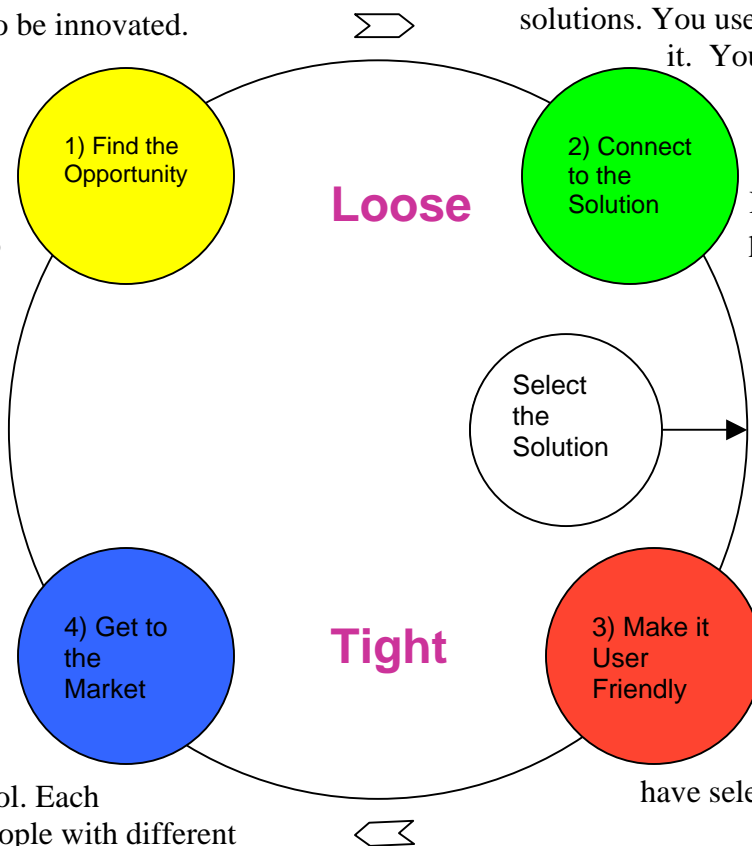
with Peter Merrill



Our first monthly meeting topic was “Innovation Generation: Create an Innovative Process and Culture”, presented by Mr. Peter Merrill, author and consultant from Toronto. Below is the brief summary of the presentation.

Contrary to common belief, there is no sudden stunning insight for innovation. There is a structured innovation process which help to be innovated. Some of the realities regarding innovation are good ideas are not hard to find, best ideas do not always make it, and ideas do not come from a single genius.

In the innovation cycle, driving force behind the innovation is tomorrow’s customer who may not exist today. As we move along each phase of innovation, we go from loose control to tight control. Each phase will require people with different set of skills.



- Getting to Market is the job of ‘Doers’

Once we know the process of innovation, we need to support it i.e., generating opportunities, linking those opportunities to solutions, making solutions practical, or implementing those solutions. It is good to know what you are good at i.e., creator, connector, strategist, developer or doer.

A creator main job is to create opportunities. This is done by allowing subconscious ideas to come out openly. Good opportunities are not hard to find, however, challenge is defining the problem. You should know your customers very well as they are rich source of knowledge which will help you in getting the ideas. Once you know the ideas, the challenge is to connect with the solutions. You use your experience to build on it. You try different alternatives and make a prototype with your ideas.

Next phase is strategic planning which is the tipping point in this cycle. You use data and information to make decisions regarding where to invest resources... But there is a hidden danger that best ideas may not get the final approval due to aggressive return on investment (ROI). We must also be cognizant of not assessing the risk on those solutions, which we have selected.

We need to move fast and leader should monitor the change in mode. We need to make it user friendly and involve the customers and distributors. However, don’t be discouraged if potential users resist anything new. Last step is to commercialize the solution, which you have just implemented.

- Generating Opportunities needs ‘Creators’
- Linking opportunities to Solutions needs ‘Connectors’
- Decision Making needs Strategists
- Making ideas Practical requires ‘Developers’ and



ASQ London Section 0403 presents....

[Hidden Waste = Hidden Costs](#)

Date: Thursday October 9, 2008

6:30 PM – 9:00 PM

Location: Best Western Stoneridge Inn & Conference Centre -for map and directions see below

This month we will examine the impact of the seven types waste on organizational performance and how problems can snowball as they move further downstream through the process. We will question if quality department activities and waste are related and if the cost of quality is an indication that waste is present in the process. What is the worst type of waste for manufacturers, and is gold plating a selling feature for the customer? We will also discuss/review what preventive actions we can take to reduce waste and save money.

Guest Speaker: Martin Hettwer, PMP CMQOE CQE CQA

Martin Hettwer is a Program Manager, consultant, teacher, and a Senior Member with the ASQ. He is the founder of PMO Canada offering specialized training, quality engineering and project management services to local manufacturers and for the past eight years he has taught for Fanshawe College in their Quality Assurance certificate program. Martin is a PMI certified Project Manager with a Masters in Project Management from York University, Toronto, and is also a NADCA certified Diecast Technician. With over 20 years of manufacturing and automotive experience, he helps his clients and students understand how they can contribute by building quality into everything they do.

6:30pm Networking

7:00pm ASQ Welcome address and opening remarks

7:10pm Presentation - Innovation Generation

8:50pm Closing Remarks

9:00pm Adjourn

RSVP: to Carey Roemmele – croemmele@variform.com

From Highway 401, take Colonel Talbot Road/Highway 4 South (Exit 177A,) We are located at the intersection of Hwy 401 and Hwy 4, on the southwest side.



GUESTS.... ARE.... WELCOME!

Education News by Irshad Syed Hussain

Education/Certification Exam Update

Sign up for a certification exam on the ASQ.org site.

For more information on the certifications that the ASQ offers, visit ASQ.org's site at:
<http://www.asq.org/certification/index.html>

Certification Types and Links to "Body of Knowledge", & Additional Information	Application Deadline	Exam Dates
<ol style="list-style-type: none"> 1. CQE - Quality Engineer 2. CQA - Quality Auditor 3. CSQE - Software Quality Eng. 4. CQIA - Q Improvement Associate 5. CCT - Calibration Technician 6. CQPA - Quality Process Analyst 7. CSSGB - Six Sigma Green Belt 	<p>Every April and October Next is October 3, 2008 Then again on: April 10, 2009 October 9, 2009</p>	<p>Every June & Dec. Next is Dec. 6, 2008 Then again on: June 6, 2009 Dec. 5, 2009</p>
<ol style="list-style-type: none"> 1. CQT - Quality Technician 2. CRE - Reliability Engineer 3. CQI - Quality Inspector 4. CMQ/OE - Manager Q&Org.Ex. 5. CSSBB - Six Sigma Black Belt 6. CHA - HACCP Auditor 7. CBA - Biomedical Auditor 	<p>Every January and August Deadline passed for Oct 8/08 Exams Next deadline is January 16, 2009 Then again on: August 14, 2009</p>	<p>Every March & Oct. Next exam date is Oct. 18, 2008 Then again on: March 7, 2009 October 17, 2009</p>

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 and following the links for certification.

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

Re-Certification Reminder

To maintain the integrity of your certification, ASQ requires that you re-certify every three years — either by RU credits or by testing. The purpose of re-certifying is to ensure that as an ASQ-certified quality professional you maintain the same level of knowledge originally demonstrated when you passed the written examination. If you do not re-certify, your certification will lapse and ASQ will no longer recognize you as “certified.”

Do you have a re-certification due? Do you have more than one certification that you would like to synchronize? Please contact me with any questions and your re-certification packages.

One of the best ways to earn re-certification credits is by attending ASQ meetings.

Contact Christen Currie, our Re-certification Chair at CCurrie@invacare.com or 519-951-5236 to submit your re-certification package or if you have any questions.

Employment Opportunities / Employment Wanted

None Listed for this Newsletter

See ASQ London's website, www.asqlondon.on.ca for the most up-to-date Employment Opportunities and Want Ads

Senior Member Upgrade

You may apply for Senior membership status if you meet the following criteria:

- Been an ASQ Regular member in good standing for one year
- Have 10 years of professional experience
- Meet one of four professional criteria outlined on the Senior Membership application

Have qualified in one of the following ways described below:

- a. Conducting quality-related engineering, inspection or audit, or statistical work, or applying the methods and principles of quality on the job for at least two (2) years.
- b. Teaching quality or related arts or sciences at an accredited institution for at least two (2) years.
- c. Being a Senior member or comparable grade in an American Society for Association Executives' list of recognized organizations.
- d. Currently holding an ASQ certification that requires recertification.

Your membership dues remain the same but you can get a free technical journal or two free division memberships. See the ASQ link for details.

<http://www.asq.org/membership/individuals/advanced.html>

2009 LONDON QUALITY AWARD

2009 LQA Call for Nominations

To nominate any company in Middlesex County for the 2009 London Quality Award, please provide the following information to Don Whitred at 519-667-1720 or

dwhitred@pqa.net

1. Company Name
2. Contact Name
3. Contact Phone Number



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CARROLL
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Previous LQA Recipients

- 2001 Wecast Industries
- 2002 Sparton Electronics
- 2003 Sterling Marking Products
- 2004 3M Canada
- 2005 Martin Building Maintenance
- 2006 Vari-Form
- 2007 Metropolitan Maintenance
- 2008 Alumni Relations - UWO



Labatt

Many thanks to our major sponsors for their continued support!

Section 403 - Executive 2008-2009

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MARK YOUR CALENDAR

Monthly Meeting Agenda 2008 - 2009

Meeting	Topic	Venue
Sep 11, 2008	Innovation Generation	Best Western S.I.
Oct 09, 2008	Hidden Wastes = Hidden Costs	Best Western S.I.
Nov 13, 2008	Kaizen Workshop	Best Western S.I.
Dec 10, 2008**	Design of Experiments	Labatts
Jan 15, 2009	Alternative Energy Sources	Best Western S.I.
Feb. 12, 2009	5S Lean Methodology	Best Western S.I.
Mar. 12, 2009	Root Cause Analysis	Best Western S.I.
Apr. 16, 2009	Tour to be announced	T. B. A.
May 14, 2009	Supplier Development	Best Western S.I.
June 11, 2009	Award and Banquet - Keynote address by the new LQA winner	Best Western S.I.

** Note: The December date is a Wednesday

Looking Ahead to November

Looking for a quick fix? Well, a Kaizen Event at your company may just be what you need. Find out exactly what Kaizen is, and how to get the most out of it for your company. Who knows, you may even think of ways of applying it to your personal life.

See you in November

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!

www.asqlondon.on.ca