



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

## London Section 403 News—November 2008

### A Message from your Chair

By Joe DaSilva

#### Greetings



I would like to thank Martin Hettwer for his presentation on October 9th. Mr. Hettwer has generously agreed to let us post his presentation on the ASQ London section website (please check out the PowerPoint presentation).

The November 13, 2008 meeting will feature Marianne Tanton speaking on the Kaizen process. Ms. Tanton is the Performance Excellence Manager at Spartan of Canada. She has spear-headed several successful Kaiser Events at Spartan. Please do join us for what promises to be an excellent evening of knowledge sharing.

These days you can't leave the house without reading or hearing more bad news about the economy and the credit crunch. *In these times of economic* uncertainty the car industry is being hit especially hard. The most prevalent emotion we're *feeling* is one of fear for our jobs. I am

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saddened when I hear on the news of another company closing in South-Western Ontario or laying off workers, because this means that some of our ASQ members and friends will be affected by those circumstances. While 2008 undoubtedly will be a rough year for both automakers and their suppliers, I hope that the economy has hit bottom and that we will begin to see steady improvement next year and beyond. Keep your spirits up.

Work and personal interests compete strongly for our time. Most of us cherish our "free time" spent with family and friends, or to do nothing but relax and recharge. I encourage you to find the time once a month to attend the ASQ monthly meetings.

Under our current economic conditions of rapid change, it is important for everyone to develop their personal networks. Our section membership meets nine times a year. Each meeting begins with a half-hour of networking. Networking is critical to your career development and continued professional success. You never know who you will meet, what you can learn, or how you can exchange support. Developing your professional currency in the quality arena is important. I believe that only by our dedication to continuing education and networking will we be able to generate the kind of connections that will assist us in the future.

The value of your ASQ membership is what you make of it. Your section leadership is committed to helping you get the most out of your membership by providing interesting, informative and valuable meetings and educational training courses. Take advantage of these opportunities.

Joe DaSilva  
2008-2009 Chair

## October Meeting Summary

with Martin Hettwer

### Hidden Wastes = Hidden Costs



This was the subject of our October meeting presented by ASQ's own Martin Hettwer of PMO Canada.

The seven main wastes are Waste of Motion, Waste of Waiting, Waste of

Conveyance, Waste of Inventory, Waste of Extra Processing, Waste of Overproduction, Waste of Repair. There are also two lesser known ones; Waste of Unused Talent, and Opportunity not Exploited (+ business risks).

Examples of each type of waste were given. Everybody had the opportunity to write down wastes that they had witnessed in their working lives. There were more examples than we had time to discuss. Yet even though everybody appeared to be aware of wastes, it seems that little is done to fight them. That could be due to time constraints (too busy with daily chores), or simply not knowing how to reduce them.

Reducing overproduction is a quick way to reduce waste. Initiating a Kanban system by building only what is needed, when it is needed, greatly aids in reducing overproduction.

Takt time is important to be as equal as possible at each stage along the production line, to avoid rushing or idling. Maintaining a minimum inventory is also important. Factory space is at a premium, with a price per square foot around the \$100 range. The smaller the inventory area, the more money is saved. Also, money that is tied up in inventory is not available for more important

uses, such as improvements in design or equipment.

Sometimes a simple jig can be used for Error Proofing, another method to reduce rework waste. Being inventive and keeping things simple can go a long way to reducing waste.

One example of a simple error proofing system was a tray of tomatoes. It is immediately obvious if a tomato is missing in the tray, or if there are too many. It also serves as a quick way to evaluate uniformity of the tomatoes, and allows all ID stickers to be clearly visible.

Excessive handling can be reduced by streamlining the production process. Instead of looking like a plate of spaghetti, the production process should be linear. From an ergonomic point of view, a well designed work area increases productivity and reduces mistakes.

In today's corporate environment, reduction in costs is critical as a healthy bottom line makes the organization more resilient to the changing financial climate and keeps the economy moving and workers employed.



Thank you from ASQ



ASQ London Section 0403 presents....

[Kaizen Event](#)

**Date: Thursday November 13, 2008**  
**6:30 PM – 9:00 PM**

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

Have you ever wondered what a Kaizen event is about? Marianne will explain how Kaizen events fit in Lean manufacturing. She will review the purpose of Kaizen events and provide an overview of the process to run one.

**Presenter:**

**Marianne Tanton, Performance Excellence Facility Manager, Sparton Electronics**

Marianne Tanton is the Performance Excellence Facility Manager and the Director of Operations' Back-up for Sparton Electronics in London, Ontario. She received her Black Belt certification from Philips Electronics in 2001 and has been involved in Lean Manufacturing since 2002.

Marianne currently serves as the acting Chair of the Board of Directors of the Canadian Manufacturers and Exporters, South Western Ontario Branch, and has served as Vice-Chair since October 2005. Born in France, Marianne received her Engineering Degree from a French Engineering School. Later she received her MBA from the Richard Ivey School of Business, in London, Ontario.

6:30pm Networking  
 7:00pm ASQ Welcome address and opening remarks  
 7:10pm Presentation – Kaizen Event  
 8:50pm Closing Remarks  
 9:00pm Adjourn

RSVP: to Klaus Martinek --- [k.martinek@sparton.ca](mailto:k.martinek@sparton.ca)

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](http://www.asq.org).

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"> <li><a href="#">CQE</a> - Quality Engineer</li> <li><a href="#">CQA</a> - Quality Auditor</li> <li><a href="#">CSQE</a> - Software Quality Eng.</li> <li><a href="#">CQIA</a> - Q Improvement Associate</li> <li><a href="#">CCT</a> - Calibration Technician</li> <li><a href="#">CQPA</a> - Quality Process Analyst</li> <li><a href="#">CSSGB</a> - Six Sigma Green Belt</li> </ol>	<p><b>Every April and October</b>  <b>Next is October 3, 2008</b>            Then again on:            April 10, 2009            October 9, 2009</p>	<p><b>Every June &amp; Dec.</b>  <b>Next is Dec. 6, 2008</b>            Then again on:            June 6, 2009            Dec. 5, 2009</p>
<ol style="list-style-type: none"> <li><a href="#">CQT</a> - Quality Technician</li> <li><a href="#">CRE</a> - Reliability Engineer</li> <li><a href="#">CQI</a> - Quality Inspector</li> <li><a href="#">CMQ/OE</a> - Manager Q&amp;Org.Ex.</li> <li><a href="#">CSSBB</a> - Six Sigma Black Belt</li> <li><a href="#">CHA</a> - HACCP Auditor</li> <li><a href="#">CBA</a> - Biomedical Auditor</li> </ol>	<p><b>Every January and August</b>  <b>Deadline passed for Oct 8/08</b>  <b>Exams</b>  <b>Next deadline is January 16, 2009</b>            Then again on:            August 14, 2009</p>	<p><b>Every March &amp; Oct.</b>  <b>Next exam date is Oct. 18, 2008</b>            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](http://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](mailto:Irshad.hussain@gmail.com)



### Welcome New Members

Amy E. Reycraft  
 Dale A. Smith  
 Debbie-Lee Walker  
 Dianna L. Vervaecke  
 Lionel Drouin  
 Maureen Barclay  
 Mike P. Thorpe

Peter M. Iorgovan  
 Ravindran Doraisamy  
 Robert L. John  
 Scott Kirkpatrick  
 So Cenny  
 Susan Nugent

## Employment Opportunity – Instructors

ASQ would like to recruit Canadian-based instructors to teach ASQ public courses in Canada. Currently, we are focusing on two ASQ courses for Toronto. We are asking for your assistance in finding qualified instructors interested in teaching these courses for ASQ. The courses are:

- Certified Manager of Quality/Organizational Excellence (CMQ/OE)
- Introduction to Quality Engineering

Below are the requirements for prospective instructors.

### General requirements for all instructors:

1. ASQ member in good standing
2. Ten or more years of Operations/Quality experience as manager or consultant.
3. Significant teaching and presentation experience
4. Work experience within their areas of expertise.
5. Undergraduate degree required. Graduate degree desirable.
6. PC/Computer Literacy, Microsoft Office Suite experience

### Specific requirements for teaching the following courses:

#### CMQ/OE Refresher Course (Cert. Prep.)

1. ASQ certified CMQ/OE (current) or CQM required.
2. CQA, CQE desirable, Six Sigma certification a plus.
3. Based in Canada (Toronto area).

#### Intro. To Quality Engineering

1. ASQ certified CQE.
2. CMQ/OE or CQM desirable, Six Sigma certification a plus.
3. Based in Canada (Toronto area).

***Interested candidates should submit their resume to Vara Pandit at [vpandit@asq.org](mailto:vpandit@asq.org) by October 31, 2008.***

You can help in several ways. If you know any members who may meet these requirements and be interested in teaching, please feel free to pass this message directly on to them. Additionally, please communicate this call for instructors at section meetings, on the section Web site, and in the section newsletter or other section communication. Your assistance is appreciated. If you have any questions about this request, please contact Vara at the email above.

Kind regards,

#### **Cynthia Nazario, CQIA**

Administrator, ASQ Community Development  
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**Fax** 414-765-8670

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

## 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](mailto:dwhitred@pqa.net)

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

### Previous LQA Recipients

- 2001 Wescast 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



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## 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 December

The Labatts Lounge is always our most popular meeting location. On which topic will the examples for our Design of Experiments presentation be based? Avoid disappointment and reserve a seat early to find out the answer.

Remember, December 10<sup>th</sup> is a **Wednesday!**

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