



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

## London Section 403 News—December 2008

### A Message from your Chair

By Joe DaSilva

*Dear Quality Professionals, Colleagues and ASQ Friends*



The London Section of the American Society for Quality (ASQ) wishes you and your family all the very best this Holiday Season. As we near the end of another year it is time to socialize with family and friends. Please come and

join us for our December 10<sup>th</sup> meeting at the Labatts Amber Lounge event. It will be an opportunity to socialize with other quality professionals and learn about the basics of conducting a simple Design of Experiments (DOE). The speaker will be Herman Sahrman, the only member in the London section that has earned the designation of ASQ Fellow..

We had a large attendance at the November meeting that included an educational presentation from Marianne Tanton from Sparton Electronics on how to conduct a Kaizen event. I particularly enjoyed seeing the example and pictures of a Kaizen event that took place at Sparton

Inside This Issue	
Message from the Chair	1
November Meeting Summary	2
December Meeting Announcement	3
Education News - Certification Exams	4
Other News	5
2009 LQA Call for Nominations	7
Executive Team Contact Info	8

Electronics. Thank you very much to all those who participated ... it was a fun and informative evening.

We are committed to providing learning opportunities. In the new year we will continue to hold monthly meetings that enhance our professional careers. The first meeting of 2009 will be on January 15<sup>th</sup> on the topic of Alternative Energy Sources. The speaker will be Glen Estill, President of Sky Generation (take a look at <http://www.skygeneration.ca/>).

We are targeting to have a plant tour in April of 2009. We have a planned program of monthly topics. However, if you have any ideas for a speaker, keynote topic, or plant tour, let one of the Board Members know. We are always looking for new ways to WOW our membership ... and provide value.

You are part of a great ASQ Section. The current section Leadership Team is committed to making it even better. We are always interested in your comments and feedback on how your ASQ section can serve you better. Please do not hesitate to contact us or provide feedback on the meeting satisfaction surveys.

Thank you all for your support and participation in 2008. As the year comes to an end, I would like to thank you for your continued support and participation in our section.

Happy Holidays.

Joe DaSilva  
ASQ London Section Chair 2008/2009

## November Meeting Summary

with Marianne Tanton

### Kaizen Event

Just what is the difference between a Kaizen Event and Continuous Improvement? This was one of many questions asked as we had a lively discussion during and after our November meeting.

Our speaker, Marianne Tanton from Sparton Electronics here in London, started off by reviewing the 7 wastes, which tied in nicely with last month's topic.

Kaizen is one part of a lean manufacturing process. During a Kaizen event, a focused effort is made to improve one aspect of manufacturing.

It is a team-based approach, usually taking two to three days from start to finish. The most important aspect is that upper management must fully support each Kaizen event. Without that support, getting everyone's time off from their regular duties would be next to impossible.

It is important to remember that whatever process needs to be improved, that the scope of the Kaizen event covers only as much as is under the control of the team. This team must consist of personnel from all departments that are impacted by the process. In one of the examples cited, the team included the Manufacturing Manager, an Industrial Engineer, a Q/A representative, two workers from the area of concern, plus the facilitator, in this case, Marianne Tanton.

The first day begins with an overview of the issue to be tackled, and perhaps a review of some of the basic 6-sigma tools (DMAIC). A brain-storming session is used to get as many creative ideas as possible, and people are encouraged to build upon

the ideas of others. At this stage, all ideas are noted; no ideas are ridiculed or discounted.

In case of one example, the team was tasked with reducing time wasted looking for tools and supplies. It was therefore necessary to establish a baseline against which improvements could be compared later on. It is important that some sort of improvement can be noted within the time frame of the Kaizen event to give the team a sense of achievement.

Such an event is a learning experience for all team members, learning about a specific process, as well as how to use quality tools for problem solving.

Not only does an improvement need to be made to a process, but the changes need to be implemented. This may include moving the location of work stations, changing quality procedures, and training of all affected persons. That is why the team make-up is critical to ensure all activities can be made and are agreed upon. Without the Production Supervisor, for example, making minor changes in the shop floor layout would not be possible. For larger changes, the Production Manager must be involved. The team needs to know that their changes are not impacting another area negatively.

Once a solution has been selected, this is also an opportunity to see if it can be applied to other areas of manufacturing. Finally, a story board is created to summarize everything that was done. In Marianne's case, she simply wrote on a large sheet of paper (3' x 6'), and attached photos as needed from the "Before" and "After" status. This storyboard conveniently hangs on a wall during the final step of a Kaizen Event; presenting to the Upper Management Team.



ASQ London Section 0403 presents....

## ***Basics of DOE Design of Experiments***

**Date:** Wednesday Dec. 10, 2008  
**6:30 PM - 9:00 PM**

**Location:** Labatt's Amber Lounge  
150 Simcoe St. London (off Richmond, south of Horton St.) , London

**Guest Speaker:** Hermann Sahrman

Hermann Sahrman is currently enjoying his retirement from 3M Canada where he spent his career as Statistician Specialist. He was responsible for the design and construction of production experiments which resulted in many process improvements contributing to 3M's success.

**For more about Hermann see our [History Section](#)**

Hermann will be leading a workshop where as part of a small group you will have opportunity to participate in a simple hands on designed experiment. After a social time and the breakout experiment he will lead the evaluation and conclusions. Refreshments from the Labatt's bar and pizza will be provided.

6:30 - 7:00 pm Refreshments and networking  
7:00 - 7:05 pm Welcome message from Section Chair  
7:05 - 7:10 pm ASQ Section business and announcements  
7:10 - 7:40 pm Speaker Presentation  
7:40- 8:15 pm Social time and break out experiments  
8:15 - 8:50 pm Experiment evaluation and conclusion  
8:50 - 9:00 pm Wrap up and closing remarks

RSVP: to **Joe DaSilva**

Jadasilva2@mmm.com

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



## **Education News** by Irshad Syed Hussain **Education/Certification Exam Update**

ASQ London Section will be offering the following two refresher courses. If you are interested, please contact the speaker as listed below for more details. Cost of refresher course is CDN\$250 for ASQ members and CDN\$300 for non ASQ members.

### **1) Refresher Courses for ASQ Certified Quality Technician**

Speaker: Irshad Syed  
Contact: [irshad.hussain@gmail.com](mailto:irshad.hussain@gmail.com)  
Start Date: January 05<sup>th</sup> 2009 Every Monday Night  
Last Class: March 02, 2009  
Start Time: 6:30 p.m.  
Location: Masonville Public Library

**Exam Date:** March 07, 2009  
**Application Deadline:** January 16, 2009

### **2) Refresher Course for ASQ CQM/OE (Certified Quality Manager of Quality/Organizational Excellence)**

Instructor: Joe DaSilva  
Contact: [jadasilva2@mmm.com](mailto:jadasilva2@mmm.com)  
Start Date: January 14<sup>th</sup> 2009 Every Wednesday Night  
Last Class: Feb 26, 2009  
Start Time: 7:00 p.m.  
Location: 87 Ravine Ridge Cres.

**Exam Date:** March 07, 2009  
**Exam registration deadline:** January 16, 2009.

**Note 1:** Tuition includes a certification primer binder created and sold by the Quality Council of Indiana.

**Note 2:** Enrollment in the course does not register the student for the exam. Each student is responsible for filling out their own certification application form and sending it, along with the exam fee (US\$ 155 for ASQ Members and US\$ 335 for non ASQ Members) directly to ASQ headquarters. The Body of Knowledge and the exam application form are available online at <http://www.asq.org/certification/> or by calling ASQ at 1 800-248-1946.

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 on-line to write the Exam 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

Hossam A. Ahmed

Manuel Barbosa

Celina Isen

Prashanth Vankayalpat

## The Section Management Process (SMP)

The Section Management Process (SMP) is a section management model that has been developed to assist sections in their planning and implementation of services and programs that will meet the needs of current and future members. In the first level, Section Basics, sections demonstrate their viability and commitment to serving ASQ members by meeting the basic requirements for being a section. Sections meeting this 1st Level are eligible for future recognition in the Section Planning Level, and then Performance Level (Total Quality and/or Section Excellence Awards).

Section Excellence is achieved when a Section meets one, two or three of the Society's objectives in member retention, loyalty and satisfaction. If all three objectives are achieved, Gold Excellence is received. If two objectives are

met, then Silver Excellence is awarded, and accomplishing one objective meets the Bronze level of Excellence. Total Quality is achieved when a Section reaches 75% of the goals set forth in their Annual Business Plan from the previous year.

Steven Britton is the 2008-2009 SMP Chair for our section. Steven's role is to track SMP activities and update the Leadership team at regular intervals on the progress of SMP activities. At the November Leadership team meeting Steven reported that the London section is progressing as planned and in some cases such as educational courses offered (target is three) we are well ahead of what we thought we could accomplish. A full SMP summary will be published in the January 2009 newsletter.

## CONGRATULATIONS: Pass Lists for ASQ Certification Exams

ASQ recently published the list of members that passed their certification exams held on October 18, 2008. Congratulations to each of these professionals for the successful results of their hard work.

### CQT Certification

Marzena Brygier  
Elizabeth Dawidek  
Richard Hales  
Scott Hambleton  
Durvis Moreno

### CQM/OE Certification

Don Albrechtas  
Ed Chamberlain  
Kristen Robak

## Why be Certified?

In today's business world, competency of an individual's performance has value to organizations in general. ASQ annually publishes a salary survey in the Quality Progress magazine. Those that possess certifications generally are paid higher salaries than those without certification in the very same job description. There are currently 14 types of certification provided by ASQ, so how much value is provided by certification depends upon the industry.

### Senior Member Upgrade

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

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

- You have been an ASQ Regular member in good standing for one year
- You have 10 years of professional experience
- You 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.”

**With a Senior Membership, your dues remain the same, but you can get a free technical journal or two free division memberships.**

## 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@pga.net](mailto:dwhitred@pga.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



**METROPOLITAN MAINTENANCE**  
(A Division of 469006 Ontario Inc.) "A Business Built on Integrity"



**Yes, you can.®**

*Many thanks to our major sponsors for their continued support!*

## Section 403 - Executive 2008-2009

**CHAIR - JOE DASILVA**

[jadasilva2@mmm.com](mailto:jadasilva2@mmm.com)

**CHAIR ELECT/SMP – STEVEN BRITTON**

[sbritton@sympatico.ca](mailto:sbritton@sympatico.ca)

**PAST CHAIR – SANDRA CARRUTHERS-TERRY**

[Sandra.Carruthers-Terry@wescast.com](mailto:Sandra.Carruthers-Terry@wescast.com)

**TREASURER – GEORGETA MANAFU**

[GeorgetaManafu@Freightliner.com](mailto:GeorgetaManafu@Freightliner.com)

**SECRETARY – HONGBIN LI (MICHAEL)**

[michael.li@rieterauto.com](mailto:michael.li@rieterauto.com)

**EDUCATION CHAIR - IRSHAD SYED HUSSAIN**

[Irshad.hussain@gmail.com](mailto:Irshad.hussain@gmail.com)

**EXAMINING CHAIR – IRSHAD SYED HUSSAIN**

[Irshad.hussain@gmail.com](mailto:Irshad.hussain@gmail.com)

**INTERNET – LORRAINE DASILVA**

[Lorraine.dasilva@sympatico.ca](mailto:Lorraine.dasilva@sympatico.ca)

**PUBLICITY CHAIR - ADEEL AHMED**

[Adeel306@hotmail.com](mailto:Adeel306@hotmail.com)

**NEWSLETTER EDITOR – KLAUS MARTINEK**

[k.martinek@sparton.ca](mailto:k.martinek@sparton.ca)

**RECERTIFICATION CHAIR – CHRISTEN CURRIE**

[CCurrie@invacare.com](mailto:CCurrie@invacare.com)

**HISTORIAN – KEITH HARASYN**

[kharasyn@invacare.com](mailto:kharasyn@invacare.com)

**AUDITOR – ART SCOULAR**

[ascoular@mmm.com](mailto:ascoular@mmm.com)

**LONDON QUALITY AWARD CHAIR - DON WHITRED**

[don.whitred@rogers.com](mailto:don.whitred@rogers.com)

**PLACEMENT CHAIR - ASIF GILL**

[asif.gill@aqsr.com](mailto:asif.gill@aqsr.com)

**CERTIFICATION CHAIR – VISHAL MITTAL**

[v.mittal@rogers.com](mailto:v.mittal@rogers.com)

**PROGRAM CHAIR – ADEEL AHMED**

[Adeel306@hotmail.com](mailto:Adeel306@hotmail.com)

**MEMBERSHIP CHAIR – CAREY ROEMMELE**

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

**NOMINATING COMMITTEE CHAIR – SANDRA CARRUTHERS-TERRY**

[Sandra.Carruthers-Terry@wescast.com](mailto:Sandra.Carruthers-Terry@wescast.com)

**MEMBER-AT LARGE – DAN ARMSTRONG**

[deakarmstrong@sympatico.ca](mailto:deakarmstrong@sympatico.ca)

**MEMBER-AT LARGE – HARJINDER DHALIWAL**

[hdhaliwal@aminonac.ca](mailto:hdhaliwal@aminonac.ca)

# 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.
<b>Dec 10, 2008**</b>	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.

### Looking Ahead to January

Alternative Energy Sources. Our subject couldn't be more timely with unpredictable gas prices and the world's concern about global warming due to excessive amounts of carbon dioxide in our atmosphere. Come on out and learn what the present state of the various alternatives are, and how Quality fits into all of this.

### 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)