



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

London Section 403 News—January 2009

A Message from your Chair

By Joe DaSilva

Happy New Year to everyone!



The December meeting at the Labatts Amber Lounge was well attended. Herman Sharmann's presentation on Design of Experiments was fun and educational. It appeared that everyone had a great time, enjoyed the pizzas and the free beer courtesy of Labatts Brewery.

As we start 2009, it is time to reflect on what we have achieved in the past year and what will be our new goals and objectives for the coming year. One of the things that we often forget is recognizing others for their hard work, dedication, and sincerity. One of my personal resolutions for 2009 is to do a better job of recognizing others for their contributions.

Have you made any resolutions? If you can't think of any resolutions to make, try picking of one or more of the following resolutions:

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- Start an exercise program and attend on a regular basis.
- Eat healthier by avoiding fast food restaurants and eating more fruit and vegetables.
- Attend an ASQ meeting or maybe more.
- Bring a friend or colleague to an ASQ meeting.
- Take an ASQ certification course and write the exam.

As we begin a new year it might be a good time to remind yourself as to why are you a member of ASQ. Is it because you want to be part of the world's leading membership organization devoted to quality? Is it because you want to access the knowledge, tools, expertise and resources that ASQ offers? Perhaps you are a member because you enjoy the monthly Quality Progress magazine. I would like to think that most of us are members of ASQ because we want to be active participants in our professional futures. This is certainly why I am an ASQ member.

Our section, like other ASQ sections, is run by volunteers who come together to share and learn on all topics related to quality. As we begin a new year I am encouraging you to become involved in your section. We are now accepting nominations for the three elected positions: Chair Elect, Secretary and Treasurer. If you are interested, please contact Sandy Carruthers-Terry or me for more details. The elections will take place in March.

We look forward to a great second half with exciting monthly meetings. Please plan on joining us.

Joe DaSilva
Chair 2008-2009

December Meeting Summary

with Herman Sahrman

Design of Experiments



Design of Experiment (DoE) is a structured, organized method that is used to determine the relationship between the different factors (Xs) affecting a process and the output of that process (Y).

A well-performed experiment may provide answers to questions such as:

- What are the key factors in a process?
- At what settings would the process deliver acceptable performance?
- What are the key, main and interaction effects in the process?
- What settings would bring about less variation in the output?

Important concepts in DOE:

Blocking: When randomizing a factor is impossible or too costly, blocking lets you restrict randomization by carrying out all of the trials with one setting of the factor and then all the trials with the other setting.

Randomization: Refers to the order in which the trials of an experiment are performed. A randomized sequence helps eliminate effects of unknown or uncontrolled variables.

Replication: Repetition of a complete experimental treatment, including the setup.

Factorial Design: A factorial design is used to evaluate two or more factors simultaneously. The treatments are combinations of levels of the factors. The advantages of factorial designs over one-factor-at-a-time experiments is that they are

more efficient and they allow interactions to be detected.

Interaction: An interaction is the variation among the differences between means for different levels of one factor over different levels of the other factor.

ANOVA can be used to detect differences between the Averages (MEANS) of two sets of data since *overall variability* will increase with increasing differences between the two sets whereas *random variation* (within each set) stays the same.

The basic concepts of Design of Experiments are factors, levels, and responses. A factor is an independent variable. In a planned experiment, the factors are deliberately varied in a predetermined manner. A level is a state of the factor that is deliberately varied. Levels can be discrete (present/absent) or numeric. Experimentation is typically done at two, or occasionally three levels for every factor; each separate level constituting an experimental run. The responses, literally the results of the experimental runs, are measured at each run of each factor-level combination. The response can also be discrete or numerical values.

An efficient experimental design varies the multiple factors in an intelligent and controlled sequence. Response data can then be collected in an intelligible way.

Combining all factors and their levels can become too large and expensive of a task, so informed deductions must be made as to which factors will generate the most pertinent data that will provide enough information for confident results. The sequence of runs in the experiment must be randomized. Randomization is crucial to give all external factors an equal chance to affect every run of the experiment. A non-randomized experiment stands a great risk of external factors

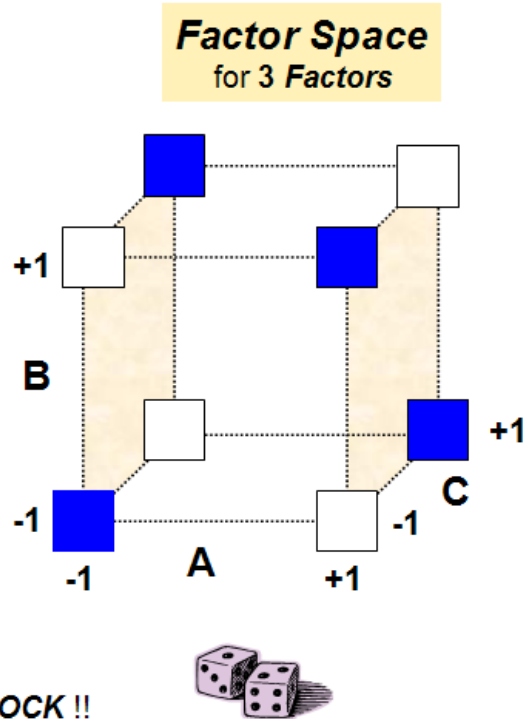
acting in a systematic manner, adding noise to the response. Multiple sets of experimental runs, called replication, will provide more data and greater confidence in evaluating the results. If the budget allows, conducting more replications is desirable.

Successfully designed experiments will show the relationship between the change in level of each of the factors and the change in response. Once these relationships are understood, they can be used to find "what's best" solutions to process improvement and variation reduction.

Herman provided everyone an opportunity to participate in running a experimental design with 3 factors at two levels. The experimental design was set up to include "blocking". Two groups were designated for each experiment. One group ("Block") ran half of the eight design points (the - points) and the other group (block) ran the other half of the experimental design (the + points). The run order was randomized within each block by Herman. Each design point was repeated. The full design looked as shown below.

BLOCKING schemes for 2-Level *FACTORIAL DESIGNS*

Standard Order	Run Order	A	B	C	BLOCK Generator	Design Fraction
1		-1	-1	-1	-1	+1
2		+1	-1	-1	+1	+1
3		-1	+1	-1	+1	+1
4		+1	+1	-1	-1	+1
5		-1	-1	+1	+1	+1
6		+1	-1	+1	-1	+1
7		-1	+1	+1	-1	+1
8		+1	+1	+1	+1	+1



Randomize "Run Order" within each **BLOCK** !!



ASQ London Section 0403 presents....

Date: January 15, 2009

6:30 PM - 9:00 PM

Location: Best Western Stoneridge Inn & Conference Centre

for map and directions see below

Guest Speaker: Glen Estill

Glen Estill is President and CEO of his business Sky Generation Inc. Glen began researching the wind business in July 2000, by attending the conferences of the Canadian and American Wind Energy Associations (CanWEA and AWEA), and by traveling to Denmark to talk to wind turbine owners and manufacturers. Sky Generation erected a 1.8 MW wind turbine on the Bruce Peninsula in November of 2002. The project was expanded to 3 turbines in late 2006. Glen was an active participant on the Ontario Wind Power Task Force, which made a series of policy recommendations to the Provincial Government. Glen is the past President of CanWEA, and an active member of the CanWEA Ontario caucus, and government relations committee. He was co-founder of EMJ Data Systems Ltd., a computer wholesaler that went public on the TSE in 1994. Glen also serves on the Board of a large wind developer, Ventus Energy (<http://www.ventusenergy.ca/>)

Wind Vision - Wind is the world's fastest growing source of electricity, with a 5 year compound annual growth rate over 30%. This increase in the number of turbines manufactured is driving costs down, as manufacturers go down their learning curve, and achieve economies of scale. In the future, wind power will be even more competitive with coal and gas fired plants.

Come and hear more from an industry expert.

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

RSVP: to lorraine.dasilva@sympatico.ca

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



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

London Section - Elections

ASQ is a Not-For-Profit organization and is run mostly by volunteers. ASQ is always looking for volunteers both new and experienced and presently, the London chapter is seeking three elected positions for the year 2009-2010.

Elected positions are: (i) Chair Elect (ii) Treasurer (iii) Secretary

This is an excellent opportunity to gain valuable leadership experience. These executives will be part of a team who will be providing services and managing the program for approximately 400 ASQ members in this section. More information about these executive positions can be accessed through ASQ Web site. Nominations conclude at March's monthly meeting. If more than one contestant runs for a given position, then an election will be held and results announced at the April meeting.

Chair Elect	Treasurer	Secretary
<p>General Description The chair-elect is elected in the year preceding his or her term as chair and is expected to develop strategic direction while preparing for the next year.</p> <p>Term One year July 1 to June 30. However, this is a three year commitment as position will advance to Chair the following year and then Past Chair.</p>	<p>General Description Oversee section funds; maintains accurate section financial records; and report on financial condition of the section at times directed by the bylaws and policies and procedures.</p> <p>Term One year July 1 to June 30.</p>	<p>General Description Document section business and maintain records of the section and serve as the official correspondent of the section.</p> <p>Term One year July 1 to June 30.</p>
<p>Further details for each position can be sourced through ASQ Website at: www.asq.org under section volunteer roles or by requesting further details from a London Executive team member.</p>		

Education News by Irshad Syed Hussain

Education/Certification Exam Update

Refresher Course for ASQ Certified Quality Technician

ASQ London Section will be offering the ASQ CQT refresher course. If you are interested, please contact Irshad Syed for more details. Cost of refresher course is C\$ 250 for ASQ members and C\$ 300 for non ASQ members.

Speaker: Irshad Syed
Start Date: January 07, 2009 Every Wednesday Night
Start Time: 6:30 p.m.

Contact: irshad.hussain@gmail.com
Last Class: March 04, 2009
Location: Masonville Public Library

Exam Date: March 07, 2009

Application 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 800-248-1946.

Congratulations!!

Various ASQ Certifications exams were held on October 18, and December 06, 2008 . Following are the candidates who passed the certifications.

ASQ Certified Quality Auditor – CQA

Robert J Joyes
Marnie L Levergood
Brian McFadden
Agnieszka Dusza

ASQ Certified Quality Engineer – CQE

Gary Larivee
Andrew Hui
Nick Gifford
Rob Barghout
Scott Kirkpatrick
Mike P Thorpe

ASQ Certified Quality Improvement Associate – CQIA

Maha Salha
Jeff Marshall

ASQ Certified Six Sigma Green Belt – CSSGB

Irshad Syed

ASQ Certified Six Sigma Black Belt – CSSBB

Elizabeth Ples

ASQ Certified Quality Technician – CQT

Charles Forth
Walter Migliarino

ASQ Certified HACCP Auditor – CHA

John Milburn

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

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

CHAIR - JOE DASILVA

jadasilva2@mmm.com

CHAIR ELECT/SMP – STEVEN BRITTON

sbritton@sympatico.ca

PAST CHAIR – SANDRA CARRUTHERS-TERRY

Sandra.Carruthers-Terry@wescast.com

TREASURER – GEORGETA MANAFU

GeorgetaManafu@Freightliner.com

SECRETARY – HONGBIN LI (MICHAEL)

michael.li@rieterauto.com

EDUCATION CHAIR - IRSHAD SYED HUSSAIN

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MEMBER-AT LARGE – DAN ARMSTRONG

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MEMBER-AT LARGE – HARJINDER DHALIWAL

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.
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.

Looking Ahead to February

The economy is getting mean and lean. You need the skills and knowledge of 5S Lean to stay competitive. Our next meeting will give you the tools you need to do just that. As always, arrive early and take the opportunity to network with your fellow Quality professionals.

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