



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

## London Section 403 News—April 2009

### A Message from your Chair

By Joe DaSilva



We had a great meeting for the month of March. Thank you to all that attended. Our speaker was Rob Eldik who gave us another presentation on the lean 5S implementation at 3M Canada Company.

At our March event we elected a new leadership for the 2009-2010 membership year, which begins July 1. Those elected to lead our section for the coming year include Steven Britton, elected as

Chair, Marnie Levergood, elected as Chair-Elect, Sandy Carruthers-Terry, elected Secretary; and Don Darling, elected Treasurer. Please offer your congratulations to your section officers, and show them your support by coming to monthly meetings or participating on a committee.

Our April 16<sup>th</sup> meeting will be a plant tour at Diamond Aircraft. Already, many of you have replied me with your RSVP to ensure that you are included. Unfortunately, the tour is limited to the first 50 members that reply. Already the list is over 65 and counting. I have started a waiting list in case someone cancels at the last minute.

In June our Leadership team will meet to begin the planning process for 2009/2010. We always welcome feed back from members so if you have a suggestion for us please let us know by sending me an email or adding your suggestions to the meeting surveys. We need to arrange interesting programs for next year and at least one tour. If we have never toured the business where you work or if you know of a business you would like to tour, let us know. Similarly if you know of an interesting speaker we would be happy to consider a program around Quality related topics.

The global economic conditions continue to affect most of us. Rather than let the negative aspects of reality affect us, strive to see the positive in your life. I would encourage you to take time to praise whatever is good around you and appreciate any excellence in your life. It will lift you spirit.

Joe DaSilva  
ASQ London Section Chair 2008-2009

### Inside This Issue

Message from the Chair	1
March Meeting Summary	2
April Meeting Announcement	3
Education News – Employment Wanted	4
ASQ News and Information	5
Senior Membership	6
5S and Lean Manufacturing	7
2009 LQA Winner Announced	8
Executive Team Contact Info	9

### Points to Ponder

No flying machine will ever fly from New York to Paris ... [because] no known motor can run at the requisite speed for four days without stopping.

**Orville Wright** August 19, 1871 – January 30, 1948

## March Meeting Summary

### Lean 5S at 3M Canada

with Robert Eldik



Robert Eldik, Tape Manufacturing Operations Manager at the 3M London Plant treated the large crowd to a 1 1/2 hour overview of his three-year journey (and counting) in the application of Lean tools.

Robert has been one of the leaders in applying Lean in the London Plant, first to the Aerosols line in London and now the Tape Operations.

Rob's journey started with a commitment from senior management to shut down the Aerosols production line so that he could take his entire operation on benchmarking tours of Toyota and Nestle. He then went to work with the operators, engineering and other support staff in order to understand the operation as it stood at that time and created a "Current State Map".

The next step was to create a "Future State Map" and develop plans on how to improve such items

as waste, runtimes, changeover times, etc. by using Lean/Six Sigma tools.

Within one year many of Rob's key metrics such as runtime, cans per minute, and changeover times were improved by 40% or better, proving that the lean journey is a worthwhile one on which to embark.

Some of the key points Rob stressed were:

- Lean is a journey which doesn't stop
- Commitment and leadership from management is critical
- You need engagement of all staff - hourly, engineering and other support staff
- Utilize all the tools at your disposal as needed such as VSM, C&E, FMEA, etc in order to get the job done
- Make it easier for the hourly staff to do their job.

Thanks to Robert for a very hands-on example in applying Lean/Six Sigma in a manufacturing environment.

---

## Share Your Event Success Story

Are you tired of hearing nothing but bad news from the media? Wouldn't you prefer to hear some good news for a change? If you had a fantastically successful event or good news, share that story with fellow ASQ members in the London and surrounding areas. By having your story published in our section newsletter you will raise awareness for your company and show others that even though these are difficult times there are still companies that are doing well. We look to these companies for inspiration. The success stories are a source of motivation and pride.

Send your story (maximum 200 words) to Klaus Martinek at [martinek@execulink.com](mailto:martinek@execulink.com)



# NEXT MEETING -

ASQ London Section 0403 presents....

## *Diamond Aircraft Tour*

**Date: Apr. 16, 2009**

**6:30 PM – 9:00 PM**

**Location: Diamond Aircraft**

**1560 Crumlin Sideroad, London (marked 'A' on map below)**

**members only please**

RSVP: to [joe074@sympatico.ca](mailto:joe074@sympatico.ca)

### **Agenda:**

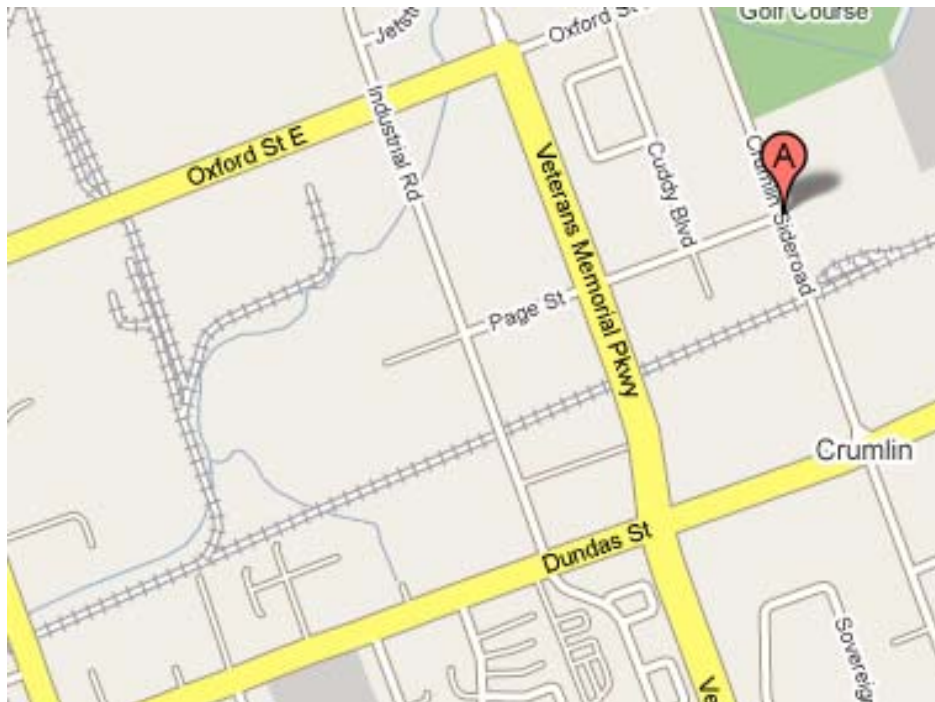
6:30pm Networking

7:00pm ASQ Welcome address and opening remarks

7:10pm Plant Tour

8:50pm Closing Remarks

9:00pm Adjourn



## New ASQ Members

The London Section welcomes the following new members:

**Vivian Ani**  
**Aaron P. Bergman**  
**Liz Hawthorne**  
**Colleen M. Keeler**  
**Christopher J. Meyer**  
**Rachel L. Twohey**  
**Leah Whaeln**

The executive hopes to see you at our section meetings.

## Education News

by Irshad Syed Hussain

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)

## Employment Wanted

### Quality Assurance or Electronics Technologist Position

(Klaus Martinek – [martinek@execulink.com](mailto:martinek@execulink.com))

- Quality Assurance Certificate and Electronics Technologist Diploma
- 10 Years experience with an ISO9000 manufacturer
- 6-Sigma Green Belt, ASQ CQT
- Proficient in Excel, Word, PowerPoint, Visio
- Design and build analog and digital circuits
- Complete design and build of prototypes
- Design and program custom testers and calibrators

## The Elected *Leadership Team for 2009-2010*

Elections were held at the March 12, 2009 meeting. The 2009-**2010** Board will take office on July 1, 2009.

Congratulations to the following individuals who will serve as the nucleus of the Leadership team for the 2009-2010 section year.

Chair – Steven Britton  
Chair-Elect – Marnie Levergood  
Treasurer – Don Darling  
Secretary – Sandy Carruthers-Terry

---

## Certification News - Certification Pass List

The certification results are in for the March 07, 2009 CQM OE exam.  
*Congratulations* to the following members:

Keith Harasyn  
Bev Jorgensen  
Marnie Levergood

---

## DID YOU KNOW ??????

You receive RU credits for attending the dinner meetings! If you have ASQ certification(s), that means an easy way to accumulate credits.

---

## *ASQ Unemployment Benefit*

Please remember that if you are unemployed, ASQ has a member fee structure where you can reduce your membership by as much as 100%. Check out ASQ's Unemployed Member Dues page at: <http://www.asq.org/members/account/unemployment.html>.

## Upgrade to ASQ Senior Membership

Are you eligible to become a Senior member of the ASQ?

Some ASQ members do not know about this upgrade in membership and many are not aware of the benefits associated with it.

Fact: Senior membership costs the same as regular membership!

Achieving Senior membership in ASQ is an indication of professional growth, and eligibility is based on meeting specific criteria, including significant accomplishments in quality or the allied arts and sciences. ASQ recognizes Senior members for their pursuit of excellence through years of dedication to quality. Senior membership is for those individuals who meet the following requirements:

**Membership.** Must have been an ASQ regular member for one calendar year and must currently be an ASQ member in good standing.

**Experience.** Must have ten years active professional experience. A college Bachelors degree counts as four years experience years.

**Qualifications.** Must qualify in any one of the following ways

- Two years work experience in a quality related field.
- Two years experience as an instructor/educator in quality related training.
- A Senior member of another recognized professional society.
- Currently hold an ASQ certification that requires re-certification.

To become a Senior you need to:

- a) complete an Application for Advancement at <http://www.asq.org/membership/individuals/senior.html>
- b) submit the application to ASQ for review and approval
- c) You can also **upgrade to Senior Member** by checking the appropriate box while renewing your **membership**.

We encourage all members that are eligible to apply for an upgrade to Senior Member. In addition to the benefits you are currently receiving, as a Senior Member you will also receive:

- ✓ A Senior Member certificate, card, and lapel pin.
- ✓ Recognition of your achievement through an announcement in *OnQ*, ASQ's quarterly newsletter.
- ✓ Special Senior Member name badge at ASQ events that you attend.
- ✓ Your choice of one extra benefit journal or one Division, free of charge, as part of your Senior Member benefit package

## Canadian Quality Congress August 19 - 21, 2009 Vancouver, BC

The "first-ever" annual Canadian Quality Congress being held at the University of British Columbia, Vancouver, August 19-21, 2009, has a rich and varied agenda that includes 5 world-renowned keynote speakers, 3 CEO discussion panels, 3 workshops, 60+ technical paper presentations, and many networking opportunities. Over 400 people from 25 countries from around the world are expected to attend the three day conference.

[www.CanadianQualityCongress.com](http://www.CanadianQualityCongress.com)

*Contact:* Dr. Madhav Sinha; Chairperson, Canadian Quality Congress, Email: [TQRFcanada@shaw.ca](mailto:TQRFcanada@shaw.ca); website: [www.CanadianQualityCongress.com](http://www.CanadianQualityCongress.com)

*URL:* <http://www.CanadianQualityCongress.com>

*Where:* University of British Columbia, Vancouver, Canada

*Time:* 8:00 am to 4:00 pm

*Cost:* \$650 (for three days)(early bird rate)

### Lean manufacturing 5S

Most Lean initiatives start out with a 5S program to get things cleaned up and organized as one of the first steps toward Kaizen process improvement. 5S is a technique that results in a well-organized workplace complete with visual controls and order. It's an environment that has "a place for everything and everything in its place, when you need it".

The cultural and leadership foundational elements necessary for an effective Lean 5S program aren't any different than those needed for any change initiative. Specifically management support and commitment are critical and must be obvious to the employees of the organization.

The 5S's comes from 5 Japanese words that have been translated into English. While the actual English translation may vary depending on who you are talking to, the meanings remain the same

**SORT** - The first stage of 5S is to organize the work area, leaving only the tools and materials necessary to perform daily activities. When "sorting" is well implemented, communication between workers is improved and product quality and productivity are increased.

**SET IN ORDER** - The second stage of 5S involves the orderly arrangement of needed items so they are easy to use and accessible for "anyone" to find. Orderliness eliminates waste in production and clerical activities.

**SHINE** - The third stage of 5S is keeping everything clean and swept. This maintains a safer work area and problem areas are quickly identified. An important part of "shining" is "Mess Prevention." In other words, don't allow litter, scrap, shavings, cuttings, etc., to land on the floor.

**STANDARDIZE** - The fourth stage of 5S involves creating a consistent approach for carrying out tasks and procedures. Orderliness is the core of "standardization" and is maintained by Visual Controls.

**SUSTAIN** - This last stage of 5S is the discipline and commitment of all other stages. Without "sustaining", your workplace can easily revert back to being dirty and chaotic. That is why it is so crucial for your team to be empowered to improve and maintain their workplace. When employees take pride in their work and workplace it can lead to greater job satisfaction and higher productivity.

Once fully implemented, the 5S process can increase morale, create positive impressions on customers, and increase efficiency and organization. Not only will employees feel better about where they work, the effect on continuous improvement can lead to less waste, better quality and faster lead times. Any of which will make your organization more profitable and competitive in the market place.



# 2009 LONDON QUALITY AWARD

## Winner

--- Guest House on the Mount ---

### London Quality Award

The Business Achievement Awards banquet was held on Mar 26, 2009 and drew about 1,300 people to the London Convention Centre. The London Business Achievement Awards banquet has grown to become the largest event of its kind in Canada.

The London Quality Award (LQA) recognizes outstanding achievement in quality. The award is a stepping stone to the Canadian Awards for Excellence Quality Award. The London section coordinates this award, which is open to all organizations in Middlesex County. Finalists demonstrate quality in the following areas: Leadership, Planning, Customer Focus, People Focus, Process Management, Supplier/Partner Focus, and Overall Business Performance.



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**

[getam@yahoo.com](mailto:getam@yahoo.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**

[martinek@execulink.com](mailto:martinek@execulink.com)

**RECERTIFICATION CHAIR – CHRISTEN CURRIE**

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

**HISTORIAN – KEITH HARASYN**

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

**AUDITOR – ART SCOLAR**

[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.
Dec 10, 2008	Design of Experiments	Labatts
Jan 15, 2009	Alternative Energy Sources	Best Western S.I.
Feb. 12, 2009	Root Cause Analysis	Best Western S.I.
Mar. 12, 2009	5S Lean Methodology at 3M	Best Western S.I.
Apr. 16, 2009	Tour at Diamond Aircraft, London	Diamond Aircraft
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 May

This will be our last meeting before the year-end Awards Banquet in June. With the present downturn in the economy, you want to make sure your suppliers are there when you need them. We'd like to see many of our new members.

### 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)