



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

London Section 403 News—May 2009

A Message from your Chair

By Joe DaSilva

Hello Quality Professionals.



Our April meeting was a tour of the Diamond Aircraft plant. A special thank you to Terry Kwapis for organizing the tour and to Captain Jim Walker for an educational talk on the history of Diamond Aircraft. Now we are

down to our last two ASQ meetings for this member year! We have this

month's event, our May meeting, and our annual awards banquet in June.

For the May 14th meeting we will have Dave Nicolle as a guest speaker. Mr. Nicolle is the Assistant General Manager of Supplier Preparation and Development at Toyota Motor Manufacturing Canada Inc in Cambridge, Ontario. The topic will be: Toyota's expectations of a supplier and new model supplier development method. Be sure to attend our May 14th meeting and please encourage your colleagues to come attend as well.

The ASQ membership in the London section 0403 remains strong, in spite of the economic woes plaguing Southwestern Ontario. We currently have 317 members in our section. Membership renewals is coming due for most people. Don't hesitate to renew your membership. Your membership provides learning and networking opportunities, professional development, and knowledge exchange.

<u>Member Type</u>	<u>Total</u>
STUDENT	22
ASSOCIATE	8
REGULAR	178
SENIOR	107
SUSTAINING	2
TOTAL	317

Thank you to those that took the time to complete the meeting satisfaction surveys. The surveys contained abundant information for the board to consider. We have increased the average attendance to 53. The average % overall satisfaction over eight meetings stands at 80.7% portion of the survey.

continued on page 5

Inside This Issue

Message from the Chair	1
April Meeting Summary	2
New ASQ Members Announced	3
May Meeting Announcement	4
Education News	5
Employment Wanted	5
Canadian Quality Congress	6
Executive Team Contact Info	8

Points to Ponder

"The single most important thing to remember about any enterprise is that there are no results inside its walls. The result of a business is a satisfied customer."

Peter Drucker

"There are no traffic jams along the extra mile."

Roger Staubach

April Meeting Summary

Tour of Diamond Aircraft

with Captain Jim Walker



Our tours are always very popular. This one was no exception. The meeting room at Diamond Aircraft was packed, with standing room only.

Daniel Ruse provided a detailed overview of Diamond's history.

The company, originally named Hoffmann Flugzeugbau, got its start in Vienna, Austria in 1981. The intent was to build a motorized glider, called the H36 Dimona motorglider, that would not need to be towed to become airborne. Using the latest composite technology, they were going to revolutionize the way small airplanes were built.



In 1991, the Dreis family acquired full ownership, and began design of the DV20 Katana training aircraft. A year later, the plant here in London was

opened to supply planes for the North American market. The first plane to be delivered from this new factory was the DA20-A1 in 1995. This is a 2-seater designed mainly for training and personal aviation.

The company changed its name here in London from Dimona Aircraft to Diamond Aircraft in 1996. A year after that, a 4-seater, the DA40, was announced, and the Diamond Flight centre was opened that same year.

At present they are trying to get their first jet certified, the D-Jet. It is a 5 person aircraft, and has a single jet engine.

All airplanes that are being built have been ordered. Diamond does not build ahead, because each plane is customized with the type of instrumentation and avionics specified by the customer.

Our main speaker, captain Jim Walker, handed out samples of the different materials used to build these modern airplanes. Fibreglass, carbon fibre, or Kevlar is used together with high-density foam, then impregnated with a resin plus hardener and vacuum formed to create the fuselage and the wings. The fuselage is made from two halves, which are joined to create a very strong, yet lightweight, body of the aircraft. The wings are also created with two main pieces. Even the spars (similar to I-beams that run the length of the wing) that give the wings their strength are made of composites.

Jim gave us two identical structures, each just as strong as the other. One was made from fibreglass, the other one from carbon fibre. The one made from carbon fibre was much lighter. Weight savings in airplanes are very important. They allow more passengers or cargo to be carried, and reduce the amount of fuel consumed, thus increasing the range of the airplane.

The tour impressed everyone. Even though the process of creating composites is a messy one, the factory was very clean and neat. We saw the molds used to create the various parts of the airplane, and how the pieces come together to create a very strong, yet light weight, structure. Then entire composites production area is under positive air pressure to prevent foreign material, such as dust and dirt, from interfering with getting the perfect structure built.



In the cockpit, the instrumentation is mostly electronic. There are very few “Steam Gauges” used, unless someone really wants them. In

many aircraft, the control surfaces (such as flaps, ailerons, and rudder) are controlled via cables. In the Diamond planes, they use solid rods to give a better feel to the pilot.

Quality control is extremely critical, of course. There are checks made at every step of the way. A foreign object left in the plane accidentally could cause severe problems during flight, such as preventing a control surface from moving as required.



After the aircraft has been built and completely checked by the manufacturing personnel, the plane is move

just a few feet to a holding area where an experienced pilot will do the checks all over again. Even with such detailed inspection steps, there is always something that is missed. 100% visual inspection does not mean 100% of mistakes are found. More typically, about 80% of the defects are discovered during a visual inspection.

If a defect is discovered by the inspector, it has to be resolved absolutely before the inspector will

give his okay, no matter how much delay that will cause or how much the rework will cost. The end customer is extremely particular about every little flaw in an airplane that costs anywhere between a quarter of a million to over one million dollars for the D-Jet.

During the composites production, the resin mixture is tested every two hours to guarantee a consistent strength of the final product. Once a mold is started, the workers don’t stop until it is complete. There are no lunch breaks, even if it takes four, five, or perhaps six hours to complete.



The Diamond aircraft have the best safety record of any small airplane in the world. By design, the plane will act like a glider if the engine should stop, making it

easily possible to land it in a farmers field or on a road. The fuel tanks are made out of aluminum. That, together with the composite structure, rarely produces sparks during a crash, resulting in no reports of any significant fires. For lightning and static protection, the entire aircraft is painted with a conductive primer, and copper strips tie together all metal pieces inside the airplane for a solid ground connection during lightning storms.

Thank you to Diamond Aircraft for allowing us this tour. Special thanks to Captain Jim Walker, Daniel Ruse, and to Terry Kwapis for arranging this opportunity.

ASQ LONDON Section 0403 Welcomes New Members!

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



NEXT MEETING -

ASQ London Section 0403 presents....

Toyota's Expectations of a Supplier and New Model Supplier Development Method

Date: May 14, 2009

6:30 PM – 9:00 PM

Location: Best Western Stoneridge Inn & Conference Centre

Guest Speaker: Dave Nicolle, Toyota Motor Manufacturing Canada Inc. (TMMC)

Meeting Topic: Toyota's expectations of a supplier and new model supplier development method.

About the Speaker:

Dave Nicolle is the Assistant General Manager of Supplier Preparation and Development at Toyota Motor Manufacturing Canada Inc in Cambridge, Ontario.

Dave joined TMMC's Quality Department in January 1988 just prior to the plant's start of production in November, and in time led all the plant's Quality Inspection Groups from Stamping, Weld, Paint, Plastics and Assembly including raw materials, emissions and the test track. When TMMC was awarded the Lexus RX production, Dave moved in early 2002 to prepare the Suppliers for the challenge of being the only Lexus production facility outside of Japan. Today Dave leads the Supplier Preparation and Development activities for all TMMC models built in Cambridge and Woodstock - the Lexus RX 350, Toyotas Corolla, Matrix and RAV4.

Mr. Nicolle's presentation will be an overview of Toyota's expectations of a Supplier and New Model Supplier Development method.

Agenda:

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

RSVP to: adeel306@hotmail.com



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!

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

We are planning on holding a course for 6-Sigma and Reliability Engineering. If you are interested in either course, please contact Irshad at the above email address.

Employment Wanted

Quality Assurance or Electronics Technologist Position

(Klaus Martinek – 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

Message from the Chair – continued from page 1

The top three reasons that members attend are: 1. networking, 2. recertification points, and 3. interest in the topic. I will provide a more thorough analysis of the survey results in May's newsletter.

We appreciate the sincere effort made to provide meaningful information for the Executive Board.

Below are the average ratings from the meeting surveys

# attendees	% Satisfaction (Very Satisfied)	Ave. Rating Topic	Ave. Rating Speaker	Ave. Rating Newsletter	Ave. Rating Website
53.3	80.7	4.8 out of 5	4.6 out of 5	4.5 out of 5	4.5 out of 5

Warmest regards,

Joe DaSilva
Section Chair 2008-2009

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

Contact: Dr. Madhav Sinha; Chairperson, Canadian Quality Congress, Email: TQRFcanada@shaw.ca; website: 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)



LOOK WHO'S SELLING REAL ESTATE NOW?

Henry Zupanc - The Real Estate Man™

Tel: 519-649-6900 or 519-434-1212

FREE MARKET EVALUATION

Sales Representative Realty Executives Elite Ltd., Brokerage

Each office independently owned and operated.

Copyright by Henry Zupanc 2009. All Rights Reserved.

Henry - The Real Estate Man:

- ★ Skilled Negotiator
- ★ Knowledgeable Professional
- ★ Trust, Integrity and Experience
- ★ Committed to Service Excellence

Henry's TQM System for Success:

- ★ Unique Marketing
- ★ Advertised until Sold
- ★ Latest Technology Solutions
- ★ Using TQM and Kaizen Approach



Buying or Selling - Call Henry for Results

Home • Cottage • Farm • Business

Web: www.callhenry.ca Email: henry@callhenry.ca



Not intended to solicit properties already for sale.

ASQ London and the London Quality Awards Committee thanks all of our sponsors for their support during the 2008/2009 year.



Yes, you can.®



Labatt

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

getam@yahoo.com

SECRETARY – HONGBIN LI (MICHAEL)

michael.li@rieterauto.com

EDUCATION CHAIR - IRSHAD SYED HUSSAIN

Irshad.hussain@gmail.com

EXAMINING CHAIR – IRSHAD SYED HUSSAIN

Irshad.hussain@gmail.com

INTERNET – LORRAINE DASILVA

Lorraine.dasilva@sympatico.ca

PUBLICITY CHAIR - ADEEL AHMED

Adeel306@hotmail.com

NEWSLETTER EDITOR – KLAUS MARTINEK

martinek@execulink.com

RECERTIFICATION CHAIR – CHRISTEN CURRIE

CCurrie@invacare.com

HISTORIAN – KEITH HARASYN

kharasyn@invacare.com

AUDITOR – ART SCOLAR

ascoular@mmm.com

LONDON QUALITY AWARD CHAIR - DON WHITRED

don.whitred@rogers.com

PLACEMENT CHAIR - ASIF GILL

asif.gill@aqsr.com

CERTIFICATION CHAIR – VISHAL MITTAL

v.mittal@rogers.com

PROGRAM CHAIR – ADEEL AHMED

Adeel306@hotmail.com

MEMBERSHIP CHAIR – CAREY ROEMMELE

croemmele@vari-form.com

NOMINATING COMMITTEE CHAIR – SANDRA CARRUTHERS-TERRY

Sandra.Carruthers-Terry@wescast.com

MEMBER-AT LARGE – DAN ARMSTRONG

deakarmstrong@sympatico.ca

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	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	Toyota 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 June

Our year-end dinner meeting will feature the winner of the London Quality Award, Guest House on the Mount. This is our last meeting before taking a break over the summer months. Our next meeting will be in September. So take this opportunity to enjoy some really good food, and enjoy the fellowship of your local ASQ group.

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