



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

## London Section 403 News—September 2009

### A Message from your Chair

By Steven Britton

Welcome to our new fiscal year - we are expecting a very good program this year. I'd like to start off with thanking all those of you who attended our meetings last year as we had the best attendance ever, averaging 55 guests per meeting. Your surveys indicated a very high satisfaction with our meetings. Your feedback at each meeting has helped us tremendously.

This year we will be meeting at the Royal Canadian Byron Legion in their banquet hall. This room was chosen for the space available which will make it easier to move around, do workshops

and take notes. We will have round tables again which helps to network at each table. Although parking is limited around the building, there is plenty of parking available across Boler Road in the plaza – a two minute walk.

Perhaps you have noticed on the ASQ website two new programs. Learning Institute and the Quality Body of Knowledge were launched and promoted at the World Conference in Minneapolis. You will find My Learning Institute when you log into the [www.asq.org](http://www.asq.org) web site and click on My Learning found under My ASQ. This is a place where you can assess and track your training. By choosing a job position, it will show the skills needed for this particular position, whether they are awareness, working knowledge, or expert. You can track your training needs and training CEU points. The Learning Institute is still developing as they have completed the first phase of three – watch out for further developments. At the World Conference, they were working on phase two and have not defined phase three, yet.

The Quality Body of Knowledge is found in the Knowledge Center of the [www.asq.org](http://www.asq.org) web site. This is basically an encyclopedia of resources covering the latest news, articles, quality tools, resources you can purchase, and cases. Except for the latest issue or two of ASQ journals, you can search all ASQ journals and find articles on the topic you want to look up. Articles are first shown as abstracts and are downloaded as PDF files. If you enjoy e-books, the search engine will identify a multitude of books.

Steve Britton,  
ASQ London Section Chair 2009/2010

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### Points to Ponder

We do not quit playing because we grow old,  
we grow old because we quit playing.

**Oliver Wendell Holmes**  
1809-1894, American Author and Poet

## June Meeting Summary

### Year End Awards Dinner Meeting

As we have done for the quite a few years now, each June we hold our annual awards dinner meeting. This past June we enjoyed the hospitality and great food at the Best Western Stoneridge Inn, where we had held all of our meetings for the 2008/2009 year.

The food certainly did not disappoint, and neither did the service. There was a wide variety of foods to please everybody's palate, whether vegetarian or not.



Our guest speaker was Kristin Blight from Guest House on the Mount, the 2009 London Quality Award winner. Kristin talked enthusiastically about the process they went through to apply for the award.

Although Guest House on the Mount is a new enterprise (having started only in 2008), all the staff got involved. Not only does the award improve visibility and recognition in the community, it also helps to create a better place to work.

Nominations are already being accepted for the 2010 LQA. See page 5 of this newsletter for all the details of how you can apply, or how you can nominate a company in Middlesex county that you feel deserves the honour.

Both the new and old Executive were introduced. The position of Chair Elect, Treasurer, and Secretary are open for election. All other positions are by appointment. For the position of Treasurer, a person can only be nominated for two years. This year, along with your Chair Steven Britton, Marnie Levergood is your new Chair Elect, Don Darling is Treasurer, and Sandy

Carruthers-Terry is Secretary. Many of you will remember Sandy as Chair from two years ago.



The 2008/2009 Executive



Your new 2009/2010 Executive

Members are recognized for regular attendance at our meetings. To achieve the Platinum level, members need to attend all 9 meetings (the dinner meeting is not counted). A Gold level requires attendance at 8 meetings, Silver needs 7 meetings, and Bronze requires you to attend 6 meetings.

In addition to peer recognition, each Attendance Reward Recipient received a gift card to a local restaurant or other token gift.



Platinum Attendance Reward Recipients

Lastly, keep in mind that if you have a certification, such as CQE, each meeting you attend earns you 0.3 points towards your recertification that is due every three years. If you attend all ten meetings for three years, you will earn half of the 18 points needed to avoid having to rewrite the exam.



## NEXT MEETING -

ASQ London Section 0403 presents....

### *Lean in the Office*

**Date: Sept 10, 2009**

**6:30 PM - 9:00 PM**

**Location: Byron Canadian Legion**

**Guest Speaker:** Helen Olmstead is the Coach/Trainer for Lean Six Sigma at 3M Canada. Helen has a BSc in Chemistry from the University of Waterloo, along with certificates in HR Management from Fanshawe College and Adult Learning from the University of Western Ontario. Helen has worked at 3M Canada for 29 years and has been involved in Lean Six Sigma for 7 years as both coach/trainer and as a Six Sigma Black Belt.

Lean is most often associated with manufacturing processes. However, because 70-80% of the overall cost of products is due to non-manufacturing processes, these areas deserve our attention. 3M Canada has been looking at "Lean for the Office" for about 18 months. We are early in our journey, but are seeing the benefits of applying Lean philosophy in the office environment.

Helen will discuss training, use of X-matrices and A3s, and success stories along with challenges in applying Lean philosophy in an office environment.

6:30 pm Networking  
 7:00 pm ASQ Welcome address and opening remarks  
 7:10 pm Who Wants to Be a "Quality" Millionaire Game  
 7:25 pm Presentation - Lean for the Office: Helen Olmstead  
 8:50 pm Closing Remarks  
 9:00 pm Adjourn

RSVP: to Joe DaSilva, [jadasilva2@mmm.com](mailto:jadasilva2@mmm.com)

### Please join us!

Guests are welcome! Section Meetings are open to everyone. Meetings are free, except those where a meal is served.

### Networking - Come early

Beer is available for purchase in the Legion bar on first floor



### Directions

Byron Canadian Legion, Springbank Branch #533  
 1276 Commissioners Rd. W. London, Ontario N6A 1E1

***Guests are Welcome!***



## Education News

by Irshad Syed Hussain

### CQT Refresher Course

The CQT Refresher course is being offered at 18-59 Pennybrook Cres., London, ON. Course registration fee is \$300. However, ASQ Members pay only \$250. A primer from the Quality Council of Indiana is also provided.

Participants can take the CQT exam on October 17, 2009  
(visit the ASQ.org website to register for the exam)

ASQ London Section will be offering the following refresher courses for the year 2009-2010.

Certified Quality Technician, CQT – First day of Classes (August 11, 2009)

Certified Quality Auditor, CQA – Last week of September 2009

Six Sigma Green Belt – 1st week of October 2009

Certified Quality Manager/Operational Improvement, CQM/OE - January 2010

Certified Quality Engineer, CQE – 2nd week of March 2010

For more information, or to register for any of the upcoming refresher courses, please contact Irshad @519 679-2148 or [irshad.hussain@gmail.com](mailto:irshad.hussain@gmail.com).

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### Congratulations!!!

The following individuals have successfully passed various certification exams which were held on June 09, 2009.

Certified Quality Auditor

Certified Quality Engineer

Certified Quality Engineer

Certified Quality Improvement Associate

Certified Quality Improvement Associate

Certified Quality Improvement Associate

Arthur Peter Good

Robin K. Adams

Prashanth Vankayalpati

Dwayne E. Cattel

Emily E.D. Lewis

Catherine Prowd

Irshad

# LONDON QUALITY AWARD

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## 2010 LQA Call for Nominations

I would like to take this opportunity to invite you to nominate a company (your own company, or a supplier or customer in Middlesex County) for the 2010 London Quality Award (LQA).

This is the tenth year that the LQA will be presented as part of the London Chamber of Commerce Business Achievement Awards (BAA) program. The 2009 BAA banquet attracted over 1,200 business people from the London area to recognize the achievement of the LQA recipient, Guest House on the Mount, along with the winners of the other BAA categories.

### 2009 LQA Winner – Guest House on the Mount

At our ASQ Awards dinner in June/09, Kristin Blight from Guest House on the Mount gave us a glimpse of the activities and processes that made them a winner, and highlighted the benefits that they received from going through the LQA process.

Guest House on the Mount is a small, 56 room “boutique” hotel located in Mount St. Joseph, former home of the Sister’s of St. Joseph’s. Catering primarily to friends and family of University Hospital patients, Guest House on the Mount will be using the publicity surrounding the winning of the 2009 LQA award to get out into the community and spread the word about their unique business and its unusual origins, replete with holy relics and wandering spirits.

Besides the boost that winning the LQA will provide to their marketing efforts, Guest House on the Mount found that going through the LQA process had numerous other benefits:

- Building the submission helped solidify their organization’s strengths by documenting the processes and results
- It recognizes the achievements of their employees
- Simply preparing the submission helped them improve communication & boosted morale
- They got written & oral feedback on their strengths & opportunities for improvement

So that’s Guest House on the Mount’s experience with the LQA process. Our previous participants have identified numerous benefits that they received in going for the LQA. Here is a sampling:

“The LQA process is extremely thorough, structured, and professional. It is extraordinary in its verbal and written feedback. For us, it has been an invaluable framework to move our quality system forward. We benefited from the positive media communication

Mark Amos, Plant Manager, Sterling Marking Products Inc

“Tremendous value for a couple of week’s work”

Glen White, Sparton Electronics

“A truly great way to recognize the efforts of all of our associates”

Ted Frayne, Wescast Industries

“The LQA is the most thorough and most rewarding award competition we have been involved in”

- Cameron Fink, Sterling Marking Products

The London Quality Award is our London Chapter’s most extensive investment ever made in terms of dollars and manpower to achieve our mission “To promote and apply quality principles in London and region”. This is your opportunity to nominate a company you care about for the 2010 LQA so that it can discover its own LQA benefits.

Don Whitred  
Chair, London Quality Award  
519-667-1720  
dwhitred@pqa.net

To nominate any company in Middlesex County for the 2010 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

***Last Year’s Sponsors were:***



**CARROLL**  
HEALTHCARE



Yes, you can.

**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
- 2009 Guest House on the Mount



**Labatt**

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

## A Historic View of ASQ

by Keith Harasyn

### ASQC Established in 1946

American Society for Quality Control, as it was known then, was established in 1946 in Milwaukee Wisconsin with George D Edwards as its first president<sup>1</sup>. The organization quickly expanded internationally to Toronto in 1946, then to Mexico City in 1951. The trend to control product quality through detection had grown from the roots of Fredrick W. Taylor systematic study of the use of time and motion of workers in the 1890s and early 1900s. Later, in the 1920s, Walter Shewhart applied statistical control to the manufacturing process at the Western Electric Company and what would become the Bell Telephone Laboratories in 1925, until his retirement in 1956<sup>2</sup>. His boss at the Western Electrical Company was the aforementioned George D. Edwards.

During the Second World War, manufacturing underwent changes in response to increased need for reliable parts and weapons<sup>3</sup>. After the war, these practices continued in order to provide a means to detect non-conforming product. Improved perception of quality was beginning to have an influence on a company's bottom line.

In 1968 ASQC began its formal certification program as a way to recognize the talents of quality professionals. "There wasn't a college program or degree program," says Sally Harthun, ASQ's quality certification program manager. "ASQC began looking into the program in 1966 when we wanted to find a way to really acknowledge that people had achieved a certain level of proficiency in quality."

The certification program began with the Certified Quality Engineer and has grown to include 15 different professional certifications: Biomedical Auditor CBA; Calibration Technician CCT; HACCP Auditor CHA; Manager of Quality/Organizational Excellence CMQ/OE; Pharmaceutical GMP Professional CPGP; Quality Auditor CQA; Quality Engineer CQE; Quality Improvement Associate CQIA; Quality Inspector CQI; Quality Process Analyst CQPA; Quality Technician CQT; Reliability Engineer CRE; Six Sigma Black Belt CSSBB; Six Sigma Green Belt CSSGB; and Software Quality Engineer CSQE. Most salary surveys show that individuals certified by ASQ make on average 5% to 15% more income than individuals who aren't certified, depending on the certification. Visit the ASQ website <http://www.asq.org> for more information on certifications.

### ASQ Drops "Control" From Its Name

The official name change to American Society for Quality was voted on by members at the 51<sup>st</sup> Quality Congress, held May 5-7<sup>th</sup>, 1997 in Orlando, Florida. The official name change, supported by 80% of the voting members at the Congress, took effect July 1<sup>st</sup>, 1997<sup>4</sup>. The name change reflected a more mainstream approach for the quality professional, many of whom viewed the "control" part of ASQC as too restrictive.

1 American Society for Quality Archives, <http://www.library.illinois.edu/archives/asq/asqhistory.html>

2 [http://en.wikipedia.org/wiki/Walter\\_Shewhart](http://en.wikipedia.org/wiki/Walter_Shewhart)

3 <http://www.asq.org> (ASQ website), 2009

4 July/August 1997 ed On Q magazine, ASQ, Milwaukee, WI

## ASQ London – Section 403

Today ASQ London is a vibrant and thriving association of quality professionals. The ASQ London Mission is “To Promote and Apply Quality Principles in London and Region through Leadership, Networking and Learning Opportunities”. In the London region, American Society for Quality Control (ASQC), as it was known then, began organizing meetings of like minded quality professionals around 1951, five years after ASQC had been established. The original meetings were held at the University of Western Ontario and the section was called “Western Ontario Section”. At the time, official membership numbers were not kept, although early member Heinz Demare from 3M, wrote “membership in the early years was in the 30-40 range,” and later adds, “I recall that Frank Smith from Wolverine was the chairman in the early

sixties and I served as the program chairman under him. There were several joint meetings with the Kitchener chapter.”

The “Western Ontario Section” was taken over by UWO in 1963, then went through a tumultuous period during which the section was inactive for many years. This changed under the guidance of Herman Sahrman from 3M, who revived the section, now named the London Chapter, in 1980. Herman went on to become the Division Chair, Chemical & Process Industries, in 1984-85, the first Canadian to serve as Chair, and successfully hosted the 28<sup>th</sup> Fall Technical Conference in London, the first conference held outside the United States. Mayor of London, Al Gleeson, declared the week of October 22<sup>nd</sup>, 1984 “Quality Week” in London as more than 200 delegates attended the conference.

## Past Chairs ASQ London Section 403 (how many names do you recognize?)

| Year             | Section Chair  | Year                      | Section Chair    |
|------------------|--|---------------------------|------------------|
| 1951-1967        | Chairs unknown* *Frank Smith served as chair in early 1960s. | 1977-78, 1978-79, 1979-80 | Section Inactive |
| 1967-68          | Unknown (possibly section inactive)                          | 1980-81                   | Robert Collier   |
| 1968-69          | John Roberts   | 1981-82                   | Dennis Burgin    |
| 1969-70          | Fred Hansen  | 1982-83                   | John Thomas      |
| 1970-71          | Robert Acton   | 1983-84                   | Dennis Burgin    |
| 1971-72          | Unknown (possibly section inactive)                          | 1984-85                   | Alan Hood        |
| 1972-73          | Herman Sahrman   | 1985-86                   | Christine Bell   |
| 1973-74, 1974-75 | Unknown (possibly section inactive)                          | 1986-87                   | Wayne Clifford   |
| 1975-76          | Robert Acton   | 1987-88                   | Jeff Newing      |
| 1976-77          | Robert Acton   | 1988-89                   | John Douel       |

## Past Chairs ASQ London Section 403 - continued

| Year      | Section Chair      | Year    | Section Chair           |
|-----------|--------------------|---------|-------------------------|
| 1989-90   | John Douel         | 2000-01 | Bob Toonders            |
| 1990-91   | Glenn Black        | 2001-02 | Varinder Dhawan         |
| 1991-92   | Joe DaSilva        | 2002-03 | Dodi Gill               |
| 1992-93   | Don Whitred        | 2003-04 | Lorraine DaSilva        |
| 1993-94   | Dan Moreno         | 2004-05 | Irshad Syed Hussain     |
| 1994-95   | Coleen Auld        | 2005-06 | John Cameron            |
| 1995-96   | Art Scoular        | 2006-07 | Shawn Thompson          |
| 1996-97   | Henry Zupanc       | 2007-08 | Sandra Carruthers-Terry |
| 1997-98   | Maryanne MacDonald | 2008-09 | Joe DaSilva             |
| 1998-99   | David Odumodu      | 2009-10 | Steve Britton           |
| 1999-2000 | Steve Greer        |         |                         |

### 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.**

## Section 403 - Executive 2009-2010

**CHAIR** – Steven Britton  
[sbritton@sympatico.ca](mailto:sbritton@sympatico.ca)

**CHAIR ELECT/SMP** – Marnie Levergood  
[mlevergood@trudellmed.com](mailto:mlevergood@trudellmed.com)

**PAST CHAIR** - Joe DaSilva  
[jadasilva2@mmm.com](mailto:jadasilva2@mmm.com)

**TREASURER** – Don Darling  
[darlingd@gdls.com](mailto:darlingd@gdls.com)

**SECRETARY** - Sandra Carruthers-Terry  
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**SECRETARY** – Hongbin Li (Michael)  
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**PLACEMENT CHAIR** – (Mirza) Adnan Baig  
[adnanbaig@hotmail.com](mailto:adnanbaig@hotmail.com)

**MEMBER-AT-LARGE** – Hongbin Li (Michael)  
[michael.li@rieterauto.com](mailto:michael.li@rieterauto.com)

# MARK YOUR CALENDAR

## Monthly Meeting Agenda 2009 - 2010

| Meeting       | Topic   | Venue             |
|---------------|---|-------------------|
| Sep 10, 2009  | Lean in the Office  | Byron Cdn. Legion |
| Oct 08, 2009  | Shingo – Error Proofing                                   | Byron Cdn. Legion |
| Nov 12, 2009  | Food Safety   | Byron Cdn. Legion |
| Dec 10, 2009  | Bruce Nuclear Plant Safety                                | Byron Cdn. Legion |
| Jan 14, 2010  | Life/Work Balancing & Stress Mgmt.                        | Byron Cdn. Legion |
| Feb. 11, 2010 | Engaging People in Change                                 | Byron Cdn. Legion |
| Mar. 11, 2010 | Single Minute Exchange of Dies                            | Byron Cdn. Legion |
| Apr. 8, 2010  | Tour to be announced                                      | T.B.A.            |
| May 13, 2010  | Quality in Wine Making                                    | Byron Cdn. Legion |
| June 10, 2010 | Award and Banquet - Keynote address by the new LQA winner | Byron Cdn. Legion |

## Looking Ahead to October

With a little bit of thinking and foresight, it is possible to reduce or totally eliminate errors in production and non-manufacturing processes in your business. Get some insight next month on how to set up systems that take out the human element. Come early and enjoy the opportunity to network with your fellow ASQ London 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)