



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

London Section 403 News—December 2009

A Message from your Chair

By Steven Britton

The London Section Executive wishes you all the best this Christmas and New Years. To celebrate our year end, we are offering a drink (by coupon) and pizza during our break at the December 10th meeting. This is a tradition we have enjoyed over the years at Labatt's Amber Lounge. Although we cannot meet there any more, we wanted to keep this spirit alive. We have a very special speaker, Daniel Sniezek, coming to this meeting to give a presentation on Visual Thinking.

Daniel Sniezek is the Region 2 Director covering sections in the North East United States. In North

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Dumb or Dumber

An Oregon restaurateur made his place both popular and unpopular when he invented the Un-Fortune cookie in 1993. His cookies gave diners such odd fortunes as "The town is big enough for the both of you", and "You are well liked despite your table manners."

America, ASQ is comprised of 15 regions and Canada belongs to region 4, called ASQ Canada. I was introduced to Daniel by our ASQ Canada Regional Director, Gary Gehring, in Milwaukee at a special workshop called Gathering Ideas to Action. Daniel has been on the ASQ executive for many years and has run for office a couple of times as ASQ President. I found him to be very insightful and creative. He is very artistic in doing sketches. He offered to come to our section to give a presentation on Visual Thinking, something he enjoys doing very much. When we had a cancellation of our original December meeting speaker, Dan was invited and graciously accepted.

With the downturn in the economy, we are 20% down in membership this fall. This has impacted our budget to carry out an excellent program that we have developed over the last few years. As an executive, we are doing our best to maintain this excellence. In early February 2010, we are planning a special executive meeting to focus on growing our membership again. We welcome any ideas; please share with any executive member. If you have been out of a job for a while and your renewal is coming up, please talk to ASQ in Milwaukee as they may offer assistance up to 100% of their fee.

Next fall, we have invited a speaker from ASQ Milwaukee to talk about the future of Quality. This presentation will appeal to members and the community at large. Watch for more details this summer.

Thank you again for your solid support and participation in 2009 as we had many interesting programs.

Happy Holidays

Steve Britton,
ASQ London Section Chair 2009/2010

November Meeting Summary

Food Safety

With John Cameron (by Irshad Syed)

John Cameron delivered a presentation on food safety for our November meeting. He has been involved in the food industry for many years. His earlier stints included work at Kellogs. Later on he became an independent auditor, educator, and consultant. Recently he has been working as quality manager at Thompson Ltd.

Food does not have to taste bad, look bad, or smell bad to cause food poisoning. There are numerous food poisoning cases which changed the outlook of the food industry. However, there are four major incidents which have had a profound effect on food industry. These incidents are:

1. Jack in the Box Incident
2. Prewashed Spinach Case
3. Maple Leaf Food Listeria Case
4. Peanut Butter – Peanut Corporation of America

Case 1: Jack in the Box

In this case, undercooked hamburger patties were served to customers in 1993. Four children died and numerous became ill due to E-Coli 0157: H7. Hamburgers patties were checked visually for cooking instead of taking the temperature with a thermometer. US \$165 million were paid to the victims.

Case 2: Prewashed Spinach

Spinach was pre-washed with contaminated water. Cases were widespread from California to Canada. The impact was lessened due to a massive product recall and molecular typing. In this case, the FDA had already issued three prior warnings, but no action was taken.

Case 3: RTE Luncheon Meat – Maple Leaf Meats

Listeria was present in contaminated meat slicing equipment. There was a massive product recall across Canada. Difficulty in recall was due to a wide range of products and brand names. However, Maple Leaf Meat management was forthcoming and took appropriate actions to regain the customer's confidence. After this incident, complete sanitization of the equipment became the norm including hard-to-reach areas.

Case 4: Peanut Butter – Peanut Corporation of America

This case was unique as plant management deliberately let go product contaminated with salmonella bacteria.

More than 500 people were affected. Later Peanut Corporation of America filed for bankruptcy.

In order to understand food safety, let's define the food safety hazards. These are microbiological, chemical, and physical. Allergens are a different source of hazard and are treated separately. Allergens include milk, eggs, peanuts, tree nuts, seafoods, sulphites, wheat, soya, and sesame seeds. Celery and mustard are also included in this list in European Union countries. Allergens are different from food intolerances (lactose intolerant, wheat gluten).

In the food industry, there is no single standard which is recognized globally. Each country has its own standards which may not be equivalent or at parity with others. Some of the standards are:

- FSEP – Food Safety Enhancement Program – The Canadian Food Inspection Agency (CFIA) is responsible for it. Their website is www.inspection.gc.ca.
- HACCP advantage - There are two types. One is for good manufacturing processes; the second one is for hazard analysis and identification of critical control points.
- ISO – 22000. It is equivalent of ISO – 9001.
- Safe Quality Food (SQF) – There is some international recognition for this standard.
- British Retail Consortium (BRC) – This is retail industry driven and is becoming more commonly adapted.
- Global GAP (Good agriculture practice) – It is tied to agriculture practices. Emphasis is on management at the grower (farm) level.
- Global Food Safety Initiative (GFSI) – It is a retailing standard and was launched in May 2000. It provides flexibility for suppliers and is being applied globally.

In the global economy, it is becoming necessary to have one set of standards. This is not a reality yet, but all the governments and agencies are working towards it and it may become reality in 15-20 years. Japan and European countries are currently the leaders in food safety.



NEXT MEETING -

ASQ London Section 0403 presents....

Visual Thinking

Date: Dec. 10, 2009
6:30 PM – 9:00 PM

Location: Byron Canadian Legion

ASQ Christmas Special: PIZZA & a free bar beverage

Guest Speaker: Daniel Sneizek

Daniel E. Sniezek is an engineer and visual artist. He has extensive experience in process improvement concepts such as Total Quality Management, Six Sigma, and Lean Thinking. He is an internationally sought out speaker who has traveled worldwide.

Draw yourself into a new way of thinking. You can communicate so all will understand. Visual Thinking will make use of mind-mapping techniques with the addition of visual symbols.

This presentation is meant for managers, engineers, quality leaders, teachers, and students. Attendees will learn, using the techniques taught in this session, how to define problems better during problem solving meetings, capture key points during lectures and meetings, and develop practical skills and techniques to teach others (family, employees, others) for note taking and meeting minutes. Templates will be presented to help you through problem-solving activities. This may lead you to create your own personal templates. Come prepared to learn about yourself and the teams you are involved with at your workplace, associations, memberships, etc.

Bring with you paper and three coloured pens (or pencils, markers)

6:30 pm Networking

7:00 pm ASQ Welcome address and opening remarks

7:25 pm Presentation –

8:50 pm Closing Remarks

9:00 pm Adjourn

RSVP: to Adeel Ahmed (ca.adeelahmed@gmail.com)

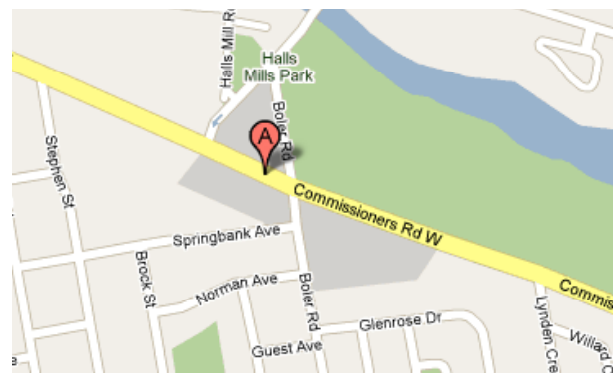
Please join us!

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

Additional Parking

More parking is available at the Plaza next door

Guests are Welcome!



Directions

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

LONDON QUALITY AWARD

2010 LQA Call for Nominations

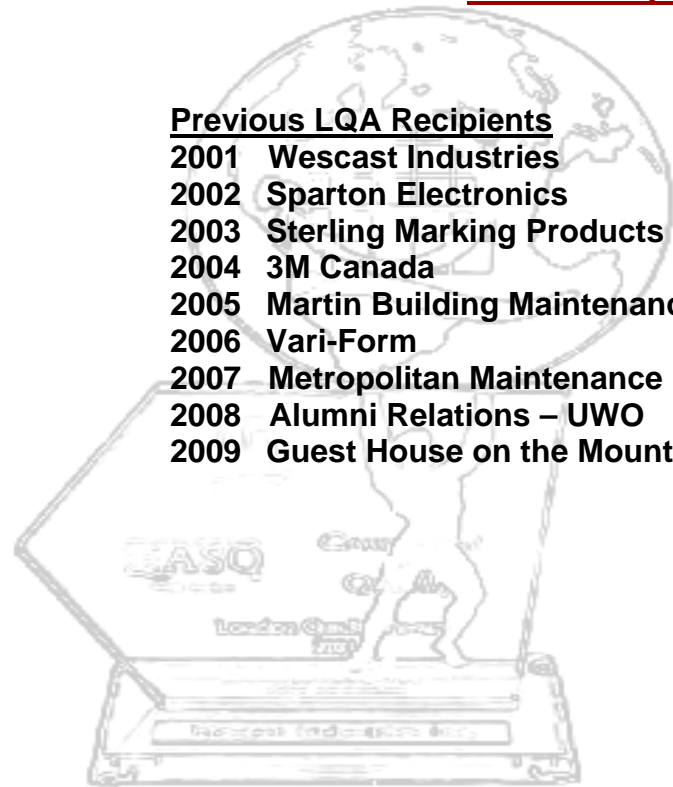
To nominate any company in Middlesex County for the 2010 London Quality Award, please provide the following information to Don Whitred at 519-667-1720 or dwhitred@pqa.net

Our Sponsors are:



Previous LQA Recipients

- 2001 Wecast 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



Yes, you can:



Many thanks to our major sponsors for their continued support!

Education News

by Irshad Syed Hussain

Refresher Course Announcements

ASQ London Section has some latest surplus primers from Quality Council of Indiana. These primers are very helpful in passing ASQ Certifications. If you are interested in buying, please contact Education Chair, Irshad Syed (irshad.hussain@gmail.com). Pricing details are given below:

Primer Details	Quantity	Original Price (US \$)	Shipping & Handling (US \$)!	ASQ Price (C\$) **
CQM/OE	2	75	20	90
CQA	2	65	20	78

! Approximate cost

** Include S/H cost

These primers are sold at a lower price for the benefits of members.

The following courses are being offered this fiscal 2009/2010 year.

- Certified Quality Manager/Operational Improvement, CQM/OE - January 2010
- Certified Quality Engineer, COE – 2nd week of March 2010

Please refer to the ASQ web site www.asq.org for further details on any of these courses.

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

Congratulations!!!

Following candidates successfully passed their certifications on October 17, 2009.

Six Sigma Black Belt

Ehsun Saeed
Brij Mohan Sharma,

Certified Manager of Quality/Organizational Excellence

Fred Hanz
Alexander Kobzar
Sueann Nobbs

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MEMBER-AT-LARGE – Open

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	Visual Thinking	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 January

It's going to be cold, the days will be short, and you will be looking for something to re-invigorate yourself. Next month's topic will be on balancing your personal life with your business responsibilities. You will also learn some techniques for managing your stress, which is especially vital during these days of few sunshine hours.

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