



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

## London Section 403 News—January 2010

### A Message from your Editor

By Klaus Martinek

It's been 29 years since the introduction of the Six Sigma Methodology. Yet unlike many other "flavours of the month", it has endured. As with any emerging discipline, Six Sigma has grown and evolved.

From its humble beginnings at Motorola in 1981, Six Sigma has been gaining ground ever since. So why is it that Six Sigma has triumphed where other quality initiatives have failed?

One reason may be that Six Sigma is a practical approach to Quality. There are simple tools to use

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### Points to Ponder

**"I count him braver who overcomes his desires than him who conquers his enemies; for the hardest victory is over self."**

**"Praise invariably implies a reference to a higher standard."**

Aristotle, BC 384-322, Greek Philosopher

that most people can understand and use in a relatively short period of time. No fancy theory to learn; nothing to get in the way of improving your processes. But most important, the tools work.

The underlying principle of Six Sigma is to find the root cause of whatever you are concerned about, and to be able to fix it. Finding the true root cause is very different from finding just what appears to be the root cause. How many times have we seen the root cause given as "operator error"? Using Six Sigma's Five Whys, we know that we need to dig deeper.

The way we do that is to use some of the other Six Sigma tools, such as the Fishbone diagram. A simple concept that most line workers at my previous job were able to grasp in a single two-hour lesson. Using somewhat politically incorrect terms for the six root cause types ("Mother Nature" for Environment, "Man" for Workmanship, plus Material, Measurement, Method, and Machine), people were able to remember those terms easily because they all start with 'M'. Combine that with the rather pictorial representation of a fishbone, and years later they would still remember the lesson and its concepts.

Keeping things simple also greatly helps when recruiting people from various departments during a Kaizen event, where many of them do not know the Quality jargon. Last month's topic on visual thinking presented some excellent examples of expressing ideas without a lot of hoopla.

Keep KISS (keep it simple, Sir) in mind the next time to need to get your idea across to a non-Quality staff member. And don't forget Six Sigma.

Klaus Martinek,  
ASQ Newsletter Editor 2009/2010

## December Meeting Summary

### Visual Thinking

With Daniel E. Sniezek

December's meeting was a light-hearted and fun approach on conveying ideas through simple pictures and symbols.

Daniel Sniezek is both an engineer and an artist. He enjoys combining his experience in process improvement concepts, such as Total Quality Management and Six Sigma, with his passion for drawing. Audience participation was key, with various challenges to keep everyone involved and educated.

Studies have shown that 65% of people are visual learners, leaving another 35% that prefer the written word.

In our daily lives, we come across many symbols which we have learned to have specific meanings. An 8-sided polygon means Stop, a heart means Love, and everyone knows what thumbs-up means. All around the world, a red traffic light means stop, green means go.

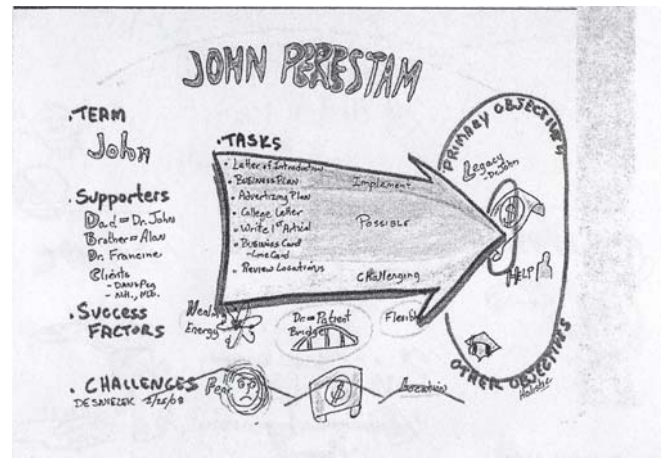
Using simple symbols combined with colours help us express ideas clearly, and often much quicker than words might do.

The number one rule for visual thinking is, "there are no rules". You decide how you want to express your thoughts and how to put them down on paper. There were, however, a few guidelines presented to help you get started.

Daniel likes to start with the topic written or drawn in the centre of a piece of paper. For beginners, the bigger the paper, the better. Then, in a clockwise direction, draw your ideas around the middle. Use words where needed, and only use two or three different colours. Simplicity is the key. Arrows show relationships.

One of the exercises the audience was asked to do was to draw a picture for Balance (yin and yang symbol or a balance scale), Measure (a measuring cup or a ruler), Time (a clock or hour glass), Vision (eye, eye glasses), Change (an arrow or the Delta triangle), and growth (a tree or a line chart going up).

Almost any project or idea can be represented through visual means. Some of the examples shown were a resume, a menu structure for a computer application, a biography, your retirement plan, and a job search plan, among many others. An example of a business plan is shown here.



Example of a Simple Business Plan

Instead of several pages of written instructions, more companies are using simplified flow charts to document their quality system procedures and work instructions. Of course some of the basic six sigma tools are already a pictorial representation, such as histograms, pareto charts, and fishbone diagrams.

Don't forget the 35% who need words. They must be included along with the 65% who are visual. The message was that anybody can draw. Just Do It!



## NEXT MEETING -

ASQ London Section 0403 presents....

*Yoga - Balancing Life and Work*

**Date: Jan. 14, 2010**  
**6:30 PM - 9:00 PM**

**Location: Byron Canadian Legion**

**Guest Speaker:** Tony Saddy

Karna, aka Tony Saddy, has been practicing yoga since the early 90's and received his Hatha Yoga Instructor Certificate in 2006.

Tony was introduced to Nitya Kandath (Swami Nityamuktananda) from southern India shortly afterwards. Nitya, a disciple of Swami Vishnu, came to London and taught him an intense Sivananda Yoga Teacher Instructor's course over an eight month period.

The ASQ topic will center on relaxation techniques for relieving stress at work and home. Tony will discuss how to obtain balance in all aspects of life at home and at work.

Tony will be joined by Thandi who will be showing the benefits of proper breathing, and Suzanne will give the benefits of a proper diet and how it all fits together for a longer healthier stress free life... Followed by a question and answer period.

Trust your knowing, believe in yourself and listen to your body, it knows what you really need.

<http://www.shangrilayoga.com/>

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 [Lorraine.DaSilva@sympatico.ca](mailto:Lorraine.DaSilva@sympatico.ca)

### Please join us!

Guests are welcome! Section Meetings are open to everyone. Meetings are free, except those where a meal is served. Beer is available for purchase in the Legion bar on first floor

### 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

All Nominations are now in. Watch here next month for a listing of the finalists.

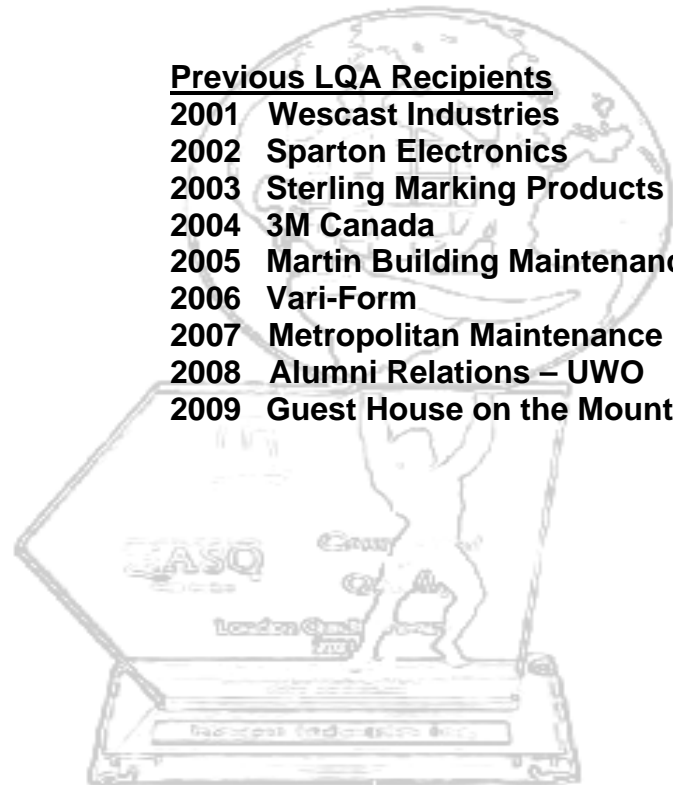
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### Previous LQA Recipients

- 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



# Labatt

*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](mailto: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.

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

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

Please refer to the ASQ web site [www.asq.org](http://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](mailto:irshad.hussain@gmail.com).

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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 February

“Things are going to change”. The statement strikes fear into most people’s minds, but it doesn’t have to be that way. If the people affected can be involved in the changes, they will understand them better, you will get a more effective improvement, and they will be more willing to try new things. Check out next month’s meeting on Engaging People in Change.

## 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)