



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

## London Section 403 News—May 2010

### Message from the Chair

By Steven Britton

Congratulations London Section

It was just announced that the London Section 0403 has received the **Total Quality** and **Silver Excellence** awards for the fiscal year for the year 2008-2009. That year was led by our Chair, Joe DaSilva.

The **Total Quality** award is given to each section that meets a high percentage of their goals on their Quality Management Plan. Each year our section, during the summer, identifies the goals we want to set such as membership retention, new member programs, communication to our members, how to

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### Points to Ponder

"Moral indignation is jealousy with a halo."

- H. G. Wells (1866-1946)

"I don't know why we are here, but I'm pretty sure that it is not in order to enjoy ourselves."

- Ludwig Wittgenstein (1889-1951)

effectively improve our education meetings and use member feedback. That's why these surveys at every meeting are very important for our members to fill in. This program has led to London as being one of the leading Sections in Canada. We are not the largest but we are the best.

The **Silver Excellence** award is given to a Section that excels in two of the three categories: **Satisfaction, Loyalty, and Section Retention.**

These categories are measured by ASQ in Milwaukee through surveys and membership data. The surveys measured how satisfied and loyal members are to the Sections. London Section is 10% better than typical sections around the world in both satisfaction and loyalty. This is what earns us the **Silver Excellence** Award.

From the spring of 2009 to the fall of 2009, the London Section lost 20% of its membership as a backlash from the tremendous loss in the automotive production in the London area. Our retention rate drop about 2% below average of all ASQ sections. This drop in membership has forced us this year to be aggressive in reducing meeting costs, by as using the Byron Legion instead of a hotel near the 401, for example. We started a committee this past winter to increase our membership and to attract new members to get it back to levels before the automotive cut backs. We welcome any suggestions or help to improve our membership.

To continuously improve, we need help on our committees. Please talk to Marnie Levergood, our incoming chair, on how you can help out.

Thank you again to our membership for your continued support.

Steven Britton, Chair 2009-2010

## April Meeting/Tour Summary

### EnerWorks

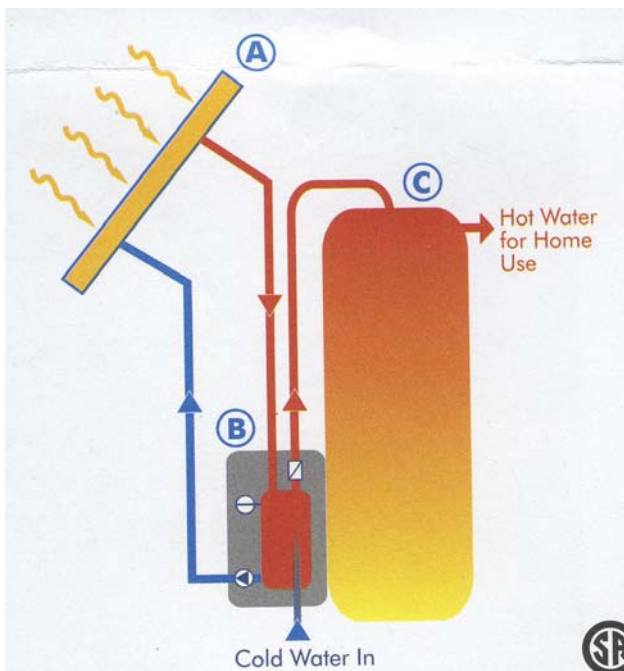
with Rick Huber and Florin Plavosin



'Green Energy' is the buzz phrase of the decade. But few people know that there is a company in Dorchester that is doing their part to help individuals and corporations reduce their carbon footprint.

Rick Huber is the Director of Operations at EnerWorks. Florin Plavosin is one of the Engineers. Together they presented an overview of how their company is participating in this green energy craze.

Usually when people see Solar Panels on roofs of houses, they assume these to be electric solar cells. EnerWorks, however, produces Solar



Thermal Energy; that is, they use the sun to preheat the water that goes into your hot-water tank. Instead of water at 15°C coming into your

tank, it can often be over 50 degrees, thus requiring little energy to heat it to its final temperature. In fact, the water could theoretically get too hot, so provisions are made in the system to cool things down should that happen.

Two separate loops of liquid are involved. One closed loop uses a food-grade glycol solution to transfer heat from the solar panel to a heat exchanger in the house. From there the heat is transferred to the city water in a separate hot-water tank. This tank in essence stores the solar energy until it is needed. (it does not contain a heating element – it is well insulated to hold the water warm for up to two days)

When hot water is used, the warm water from the storage tank flows into your normal water heater. Very little extra heat is therefore required to bring the water up to operating temperature.

A medical-grade pump slowly pumps the glycol solution up to the solar panel and back again. The life expectancy of this pump is 25 years. It is the only moving part, so the system is very reliable.



The solar panels themselves use a special coating on an aluminum sheet to absorb as much sun energy as possible. The panels are inside an insulated box, covered with tempered glass.

It typically takes about 14 years in energy cost savings to pay for the system, although with various government grants and incentives available, that can often be reduced to about 7 years. Installing the system yourself is another way to saving extra money, for those who are comfortable doing this type of installation (which of course includes climbing up on the roof).

continued on the next page ....

### EnerWorks Tour, cont'd

Some of the parts for the complete system come from Europe, where green energy systems have been in use much longer, and to a greater extent than in North America. EnerWorks will be moving into a much larger facility at the end of 2010, after which they will be able to produce more of the parts themselves. That in turn would lead to cost reductions, because right now a large part of the cost of the system is due to the high cost of importing these special parts from countries such as Germany, Sweden, and Italy.

The EnerWorks plant is owned by Chrysalix. They also have an R&D facility in Burlington.

EnerWorks is presently not registered as an ISO company, but its Quality system is based on the requirements of ISO2000. The vendors are qualified, and a Non-Conformance system is in place. Customer satisfaction is measured through customer feedback. Quality checks are made at various stages of production. That is especially critical for the solar panels, which are seal with glue. Once they are assembled and a leak is detected, they cannot be taken apart; they have to be scrapped.

One half of the market for green energy products is in Europe, with North American accounting for only 3%. There is a lot of potential growth for companies that are willing to jump into the clean energy market.

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## LQA Recipient for 2010, Libro Financial



Libro representatives accepting the LQA trophy from Jake Finn (Labatt plant manager, London) (from left to right): Harry Joosten (Corporate Secretary), Tania Goodine (VP Brand), Rick Hovenaars (VP Finance), Jake Finn (Labatt Plant Manager - presenting trophy to Tania), Krista Wydeven (Communications Specialist), and Jack Smit (President & CEO).



ASQ London Section 0403 presents....

## *Quality in Winemaking*

**Date: May 13, 2010**  
**6:30 PM – 9:00 PM**

**Location: Byron Canadian Legion**

**Guest Speaker:** Mr. Terry Rayner

Terry Rayner ranks as one of the top five amateur winemakers nationally, and is the highest ranked amateur in Ontario for wine. He is still a 3M'er, but now also a part-time winemaking consultant.

In late 1979 Terry became interested in winemaking and took a course offered at Fanshawe College. After the course which he won the highest mark, he was invited to join a new club - the London Wine Pros. Terry dabbled around in winemaking for a couple of years, then started competing in wine in 1982 and actually won a Silver in Sparkling wine that year. Since then his medal total is over 100 AWO medals, 6 Provincial Wine Championships, 7 Provincial Beer Championships, and a number of Cider championships. He has also won several national championships in cider, beer and winemaking.

Terry is a member of the Wine Judges Commission of Ontario as a Master Judge and currently has responsibility for making up the wines for testing of trainees and retesting of judges.

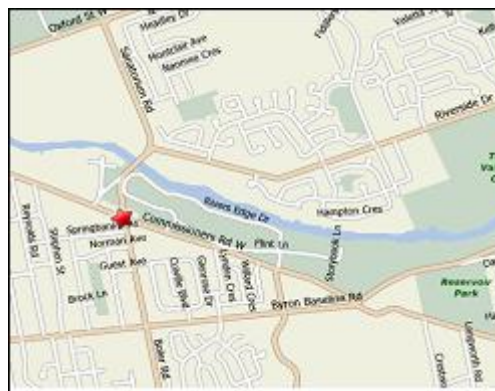
Terry retired from amateur competition and now provides limited consulting services to a few Fruit Wineries. He has been with Coffin Ridge since 2006 and has produced some of the most complex and intriguing wines from their grapes. He has been instrumental in ensuring that Coffin Ridge produces only high quality, boutique style wine. His commitment to quality is evidenced in all three of their signature wines; Into The Light White, Back From The Dead Red, and Resurrection Rose. Coffin Ridge overlooks Georgian Bay in Grey County.

We will be participating in a seminar that will include a wine-tasting feature.

### Agenda:

- 6:30 - 7:00 members reception / sign in
- 7:00 - 7:10 ASQ business updates (Steve to chair)
- 7:10 - 8:40 Feature presentation
- 8:45 - 9:00 Wrap up

RSVP: to [Lorraine DaSilva](#)



### Directions

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

***Guests are Welcome!***



# LONDON QUALITY AWARD

## 2010

Congratulations to

### Libro Financial Group

Proud Recipient of the London Quality Award for 2010 (Photo on Page 2)

*Please support our Sponsors*



*Yes, you can.*

#### 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

### March 2010 Certification Pass List

#### **Certified HACCP Auditor**

Hanz, Fred  
Roduner, Manuela  
Paul Killaire

#### **Certified Quality Inspector**

Whitehead, Gordon W.L.

#### **Certified Six Sigma Black Belt**

Akano, Abdulganiy  
Rabindra N. Bhattarai

#### **Certified Quality Technician**

Eileen M. Cochrane  
Sidrah Imtiyaz

London ASQ Section 0403 is offering the CMQ/OE certification course starting from the 2nd week of May (May 12, 2010). Course will end on July 14, 2010.

Course Fee is \$250 for ASQ Members and \$300 for non-members. The Primer from the Quality Council of Indiana will be provided as a part of course cost. Details are as follows:

Start Date: May 12, 2010 every Wednesday

Start time: 7:00 pm

Location: 18-59 Pennybrook Cres. London, ON, N5X 4C3

Contact: Irshad Syed @ 519 679-2148 or [irshad.hussain@gmail.com](mailto:irshad.hussain@gmail.com)

Participants who take this refresher course can take the exam on October 02. Please refer to <http://www.asq.org/certification/manager-of-quality/index.html> for more information.

Thanks

Irshad

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	Lean Innovation	Byron Cdn. Legion
Apr. 8, 2010	Tour of EnerWorks, Dorchester	EnerWorks, Dorch.
May 13, 2010	Quality in Wine Making	Byron Cdn. Legion
June 10, 2010	Award and Banquet - Keynote address by Libro Financial	Byron Cdn. Legion

## Looking Ahead to June

Another year has already gone by, again. This will be our last meeting of our fiscal year 2009-2010. Come out and celebrate this last meeting with a delicious buffet dinner. Our guest speaker will be from the LQA winner, Libro Financial. This is usually a well-attended meeting, so book early to reserve your spot.

## 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

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[www.asqlondon.on.ca](http://www.asqlondon.on.ca)