



MESSAGE FROM CHAIR

Greetings to all Windsor Section 415 members! 2007 was a challenging year to many industries in the Windsor area. 2008 will surely offer its challenges as well. With increased global competition, increased value to companies that employ quality professional will be necessary for success.

As always quality professionals can support an employer's competitive edge by utilizing the skills that are reinforced by the ASQ Bodies of Knowledge. Applying the appropriate tools will promote quality principles and contribute to bottom line success. Achieve Greatness with ASQ Membership. Use your membership to make a difference.

ASQ Certifications and the value they bring to both the quality professional and employer alike are documented in the annual salary review published in the ASQ Quality Progress magazine. Information on the certifications is available on the ASQ web site (www.asq.org) and at the monthly section membership meetings.

I encourage everyone to be an active participant in Windsor Section 415 and come to the monthly meetings. Notices of the meetings are sent out by e-mail. All members will acquire improved value in section activities with more membership participation. Refer a new member through the Each One Reach One Refer a Member Program. Participate in ASQ divisions and forums that are relative to your particular work area. Use the ASQ discussion boards as a resource. Finally, ASQ publications provide the latest information in a vast list of subjects.

Participate in the Windsor Section 415 and MAKE GOOD GREAT!

Graham Young, Chair, ASQ Windsor Section 415

How to Contact Us?

Email us:

asqwindsor@yahoo.ca

Visits us at:

www.asqwindsor.ca

Welcome to ASQ Windsor Section Monthly Dinner Meeting on February 21, 2008: Quality at the Front Line – A Survival Guide to the War on Variation

Guest Speaker: Chris Wybenga

Chris has 10 years of professional experience in industrial/manufacturing systems engineering. Over the past 4 years he has specialized in improving product and process designs for automated assembly operations through Six Sigma.

Focused on Continual Improvement, Chris's experience in employing the Six Sigma methodology is aimed at bridging the fundamental gaps between Engineering Design, Quality Assurance and Production to reduce waste drivers throughout the development process.

Along with in-house training and mentoring Black Belts and Green Belts as a Master Black Belt, Chris' role reaches out to the extended enterprise of customers and suppliers in an effort to make DMAIC the common problem-solving language.

This presentation will focus on the differences between typical sources of variation and potential strategies to counteract them. Master Black Belt concepts of describing data, determining what to measure, process behaviour charts, evaluating process capability as well as robustness will be explored.

Effective problem-solving must go beyond simply characterizing defects or measuring quality indices. Shifting focus from the negative outcomes (defects) to the positive enablers of how the process was intended to function is the key to breakthrough improvements in quality.

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ASQ Windsor 415 Welcomes New Members!

Welcome: *Karen E. Cleary, Nina Grbevka, Tara M. Barrette, Ehsanul Hamid, Carmen Ognean, Dupe Bewaji, Cathy A. Crankshaw, Vesna Mitanski to ASQ Windsor Section!*

Congratulations on joining the American Society for Quality and the Windsor Section 415. Welcome aboard! We intend to make sure your decision to join us is a wise one. We will provide you with a broad range of services and opportunities to help you grow personally and professionally, including comprehensive and timely information that helps you stay abreast of quality issues of interest.

Taking part in Windsor Section activities is the best way to gain the most from your investment in ASQ membership. You will have the opportunity to learn more about your profession through the sharing of information and ideas. You will also gain new contacts and lasting friendships with other people in the quality field.

The ASQ meetings are free for all our members. Notifications are sent out via e-mail a week before the event. If you wish to have dinner with us before the presentation, there is a \$10 charge for ASQ members (full price of \$20 is charged to non-members).

As part of our WELCOME to new members, we would like to offer you the first DINNER meeting at no cost to you. All you have to do is send us a confirmation as soon as you receive the meeting notice, and please bring this letter with you. We need to hear from you a few days before the meeting, so we can make dinner arrangements with our host.

It is our desire to help elevate the Section's status to the next level of excellence, to become a "World Class Organization". That can only be accomplished with your input and support. Please don't hesitate to contact us at asqwindsor@yahoo.ca with any questions or input you may have about our local activities.

You may also view upcoming events online, at www.asqwindsor.ca

We welcome your participation and look forward to meeting you!

Sincerely,

**Graham Young, Chair and Magda Din, Membership Chair
ASQ Windsor Section 415**

MAKE GOOD GREAT®

2008 MONTHLY EVENT AND DINNER MEETING

- February 21st, 2008: QUALITY AT THE FRONT LINE – A SURVIVAL GUIDE TO THE WAR ON VARIATION
- March 2008: STUDENT/CAREER NIGHT
- April 17th, 2008: PLANT TOUR
- May 15th, 2008: HIGH IMPACT LEADERSHIP FOR THE QUALITY PROFESSIONAL, GREG SCHINKEL

Unless specified otherwise, the monthly dinner meeting venue is at:

FOGOLAR FURLAN

**1800 E.C. Row (North Service Road)
Windsor, Ontario N8W 1Y3
Phone: (519) 966-2230**

Time:

Cocktails: 5:30 pm - 6:00 pm

Dinner: 6:00pm

Presentation starts at 7:00pm

This year's World Conference on



ference on

Quality and Improvement focuses on spanning borders, practices, and professions—truly making quality a global priority for everyone. Since 1946, the American Society for Quality (ASQ) has been providing resources and tools to help organizations improve their bottom line.

The 2008 World Conference on Quality and Improvement is a great opportunity for you to enhance your quality knowledge, and your career. The conference will feature sessions, keynote speakers, and courses with information on **business excellence, knowledge transfer, generational diversity, innovation and application, teamwork, and the virtual universe.**

The conference will also feature special learning and networking opportunities for ASQ Canada attendees.

ASQ Canada Members Reception

Monday, May 5, 2008 • 5:00 p.m. – 6:00 p.m.

Join your fellow Canadian members at this reception. This event provides you with an opportunity to learn and network with your colleagues from across Canada.

International Chapter Meeting and Reception

Monday, May 5, 2008 • 6:30 p.m. – 8:30 p.m.

You are invited to meet and network with international member leaders and each other. Learn more about quality efforts around the world.

Special Session: International Panel—21st Century Challenges Call the Quality Movement to Action

Tuesday, May 6 • 1:30 p.m. – 2:30 p.m.

The quality movement, born in World War II, evolved from manufacturing roots to an era of business excellence and national quality awards across business and institutions through the 1990s. Still early in the 21st century, our challenges include global and localized economies; healthcare, education, and political crises; and accelerated business, institutional, and cultural transformation. Business leaders need to consider the effects of every strategy, of nearly every product and service decision, on a host of stakeholders, on the planet, on the very quality of life itself. For the global quality community—professionals, practitioners, and consumers—the power, opportunities, and responsibility to positively effect change and to make a difference in the world are real and in demand.

CERTIFICATION	EXAM DATE	APPLICATION DEADLINE
<i>Calibration Technician</i>	June 7, 2008	April 4, 2008
	December 6, 2008	October 3, 2008
<i>Manager of Quality/ Organizational Excellence</i>	October 18, 2008	August 15, 2008
	October 18, 2008	August 15, 2008
<i>Quality Auditor</i>	December 6, 2008	October 3, 2008
<i>Quality Engineer</i>	June 7, 2008	April 4, 2008
	December 6, 2008	October 3, 2008
<i>Six Sigma Black Belt</i>	October 18, 2008	August 15, 2008
<i>Six Sigma Green Belt</i>	June 7, 2008	April 4, 2008
	December 6, 2008	October 3, 2008
<i>Software Quality Engineer</i>	December 6, 2008	October 3, 2008

ASQ Certification
 Register for an
ASQ Certification Exam



All ASQ certification exams are held at St. Clair College on exam dates.

Re-Certification

Please send your Re-certification Journals to:

Tony Maria,
PriceWaterhouseCoopers,
 245 Ouellette Ave. Suite 300,
 Windsor, ON N9A 7J4
 Direct: 519-985-8919
 Fax: 519-258-5457
 anthony.j.maria@ca.pwc.com

HIGHLIGHTS OF THE 4TH ASQ IDEAS TO ACTION GATHERING

Gabriel Silvestru, CQIA, CQE, Program Chair, ASQ Windsor Section

The 4th Ideas to Action Gathering kicked off on September 23 when more than 160 member leaders arrived in Milwaukee for a three-day meeting on “Extreme Member Value.” I had the privilege to represent the ASQ Windsor 415 Section executive to this brainstorming effort, focused on how to better serve the member community, how to increase the value of the membership and going into a visionary roadmap about the future of ASQ.

The current membership advantages comprise the following:

- Network, seek solutions, and share ideas with Industry Peers.
- Access member-discounted training, certifications, and events.
- Stay up to date on the latest trends in quality with your subscription to *Quality Progress* included with your membership.
- Levels of membership are flexible – as you grow professionally, your membership will evolve with you.
- Grow your profession with our practical and relevant Body of Knowledge.
- Search and download job specific articles, white papers, and more.
- Web-based training courses designed for a variety of quality topics .
- Proven resources to prepare you for certification.
- ASQ is the world’s leading authority on everything quality for the past 60 years, and will be for generations to come.

ASQ’s Vision

By making quality a global priority, a business imperative and personal ethic, ASQ becomes the community for everyone who seeks quality concepts, technology, and tools to improve themselves and their world. The Association concentrated on developing tactics with feedback from its wide member base to increase member value under the following concepts:

Theme 1: Excitement & Engagement

- Members are excited and engaged despite challenges in their profession. ASQ is the premiere choice for membership.
- ASQ membership and activities warrant continued membership and active participation.
- Members stay because they want to.
- I would be a member of ASQ regardless of whether or not my company paid for my membership.
- Members wouldn’t hesitate to be involved in the activities of the society, section or division. They would step up to the plate to volunteer because they would desire to be part of a team perceived to add value to member experiences.

Theme 2: Exceeding Expectations

- Extreme value is the value that is above the value expected.
- Member value is the value I see of being a member.
- Any extreme value would be if management saw value in ASQ membership.
- The benefit of being a member greatly exceeds expectation and cost.

Theme 3: Return on Investment

- Getting the most out of membership dues.

- Member gets the best service and information, that is value added, in the most economical means possible.
- Unexpected value.
- When renewal time comes around, there is no doubt in my mind I am getting value from my membership in ASQ, and from my involvement in sections or divisions.

Theme 4: Indispensable Resource

- The absolute most you can get out of your membership experience.
- Knowing member needs before they realize them.
- Increase training and networking opportunities.
- Members refer to extreme member value as the delivery of education and training.
- A solution to every issue raised.
- Can't do without my ASQ membership.

Theme 5: Responsiveness

- Responsive to member needs.
- Getting information quickly, simply without resistance from staff.
- The Society is able to react rapidly to member requests without being bogged down in bureaucracy.

Future of Quality

Future Relevancy:

- Globalization of wealth, skills, and knowledge.
- Greening of the world.
- Conflicts between short-term thinking and long-term thinking.
- Technology from positive perspective, ability to impact lives and business.
- Sustainability of systems versus trend toward customization.

Indispensable Society

By being an indispensable society, ASQ will help members and others find the tools that solve problems. ASQ will be acclaimed for problem-solving internally and externally. It will be the leading society for using technology to enhance professionalism and to communicate. In 2012, ASQ will be recognized as the single best source for quality-related certifications and education opportunities. Members will have ample opportunity to network and receive continuing education. ASQ will continue to offer leadership options and professional growth outside of work.

Achieving Our Vision

ASQ will meet and exceed its vision of MOC1 (1 million Members of the Community). The community will represent membership, and also everyone who receives information from ASQ and has contact with the Society. In addition, every country will support ASQ and its vision.

Leader in Sustainability

Companies around the globe will become increasingly interested in sustainability and social responsibility. ASQ, in 2012, will be a global leader in the social responsibility movement and offer quality tools to help companies achieve sustainability. Sections will connect members with local organizations to use quality tools to build communities. ASQ members will be driven to help improve the environment through training and certification.

Optimized Systems

In 2012, ASQ will have optimized its systems. Communication will flow smoothly between headquarters and the sections, divisions, and forums. Leadership positions will be shared among smaller sections (e.g. recertification chair). The systems we operate in will be optimized, culturally sensitive, and made better over time.

“Go-To” Organization

The Society will become the “go-to” organization for individual and organizational improvement. Member leaders suggested possible news headlines that might appear in major newspapers in 2012: “ASQ Reorganized Federal Government” and “ASQ Past President Becomes U.S. President.” An ambitious goal, indeed!

Member-Defined Community

ASQ will be a community that is organic in nature and not prescribed. Members will feel a sense of belonging in sections, divisions, and ASQ as a whole. The organization will be willing to change as the members and the market demand. Volunteers will achieve realistic and obtainable goals because they are fully empowered, prepared, and tailored for their roles. Sections will give their members a different way to engage, and adjust and evolve as member needs change (perhaps a decrease in manufacturing, and an increased focus on service and healthcare markets).

Pervasive Presence in Education

The age range of ASQ members will be 14 to 120. The Society will work with schools to implement quality tools and interest students in quality as a career. There will be increased emphasis on elementary and high school exposure.

We, as your local section subscribing to the general strategic goals and vision, trying to offer a well balanced program of meetings and resources, given the particularities of interest to our members and constantly drawing inspiration from what other sections or members suggest or do differently. Your considerations, aspirations or personal experiences as a quality practitioner and ASQ member are welcome at asqwindsor@yahoo.com.

Q & A: What is a kaizen blitz?

Q: I've heard the term a few times, but am wondering: What is a kaizen blitz?

A: A kaizen blitz (also called a kaizen event) is a team effort devoted to making a significant improvement in a short period of time. Targeted improvements can be manufacturing or administrative in nature, often centered on reducing or eliminating waste or nonvalue added activities. The time involved for a blitz is usually three to five days. The end goal is to formally standardize and implement the new or improved way of doing business.

One challenge is that improvement is expected with “low” cost—significant capital expenditures are usually not in scope.

Blitz events are often employed by organizations that have embraced lean manufacturing principles and have begun widespread training of these concepts and tools. However, a successful event can be held without such a framework, so don't be scared off if you have identified an improvement opportunity and your company doesn't already have a “big program” underway.

2007-2008 ASQ Windsor Section 415 Executive Committee

Chair:

Graham Young, CQE, Hiram Walker and Sons Ltd.
graham.young@pernod-ricard-canada.com

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Call for Volunteer!

ASQ Windsor Section is always looking for volunteers to join our Section Executive Committee and serve our section members. If you are willing to come out and join us, please email: asqwindsor@yahoo.ca or contact any of our executive members. Look forward to hearing from you!

NEWSLETTER EDITOR: TED YANG. We welcome articles and advertisements for future publications. Please feel free to contact the editor for any submissions, comments or questions regarding this newsletter at: tedxyyang@yahoo.com