



AMERICAN SOCIETY
FOR QUALITY™

Oct/Nov/Dec 2012

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Links

<http://www.asq-qmd.org>
Quality Management Division

<http://asq.org/audit>
Quality Audit Division

<http://asq.org/about-asq/who-we-are/history.html>
ASQ History

<http://www.asq411.org/jobs.asp>
Local ASQ website

Contact Us:

ARTICLES for the Quarterly Connection

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REGISTRATION FOR EVENTS

sandralow@eastlink.ca

CERTIFICATION & EXAM QUESTIONS

Paul.McAdam@pwc.ca

Nova Scotia Quarterly Connection

How We Do It

ASQ members don't just join an organization. They join a community.



ASQ membership is broken down geographically into more than 250 sections and local member communities and topically into more than 25 forums and divisions. Geographic communities, run by volunteer member leaders in several countries, allow members to come together to share and learn on all topics related to quality. Most sections and local member communities offer meetings, newsletters, online information, educational courses, seminars, conferences and certification exam preparatory programs. As all our leadership comes from within, members can get involved by becoming a section volunteer member leader. This allows them the opportunity to not only support the quality movement in a profound way, but also enhance leadership skills as well. You have the opportunity to join your fellow Section 411 members to network and share ideas. Check out the Upcoming Events page of www.asq411.org to find information on your next exciting tour or workshop!

Updates to the Executive/ Committee Chair Roles:

- Chair-Susan Gorveatte
- Chair Elect/Newsletter Chair-Paige McFarlane
- Treasurer-Susan Batchilder
- Secretary-open
- Program Chair/Voice of the Customer/Historian/Nominating Chair-Sandra Low
- Education Chair-Bruce Carlyle
- Certification Chair-Paul McAdam
- Membership Chair-Vernon Simms
- Auditing Chair/Website Chair-Ken Sadler
- Past Chair-Vishal Bhardwaj

Upcoming events:

November

- An Executive Meeting is planned for **Thursday, November 1st 2012 at 6:00 PM.**
Location: TBD
All members are welcome to attend!
- A “Get to Know Your ASQ” and 5S Workshop is planned for **Thursday, November 15th 2012 at 6:00 PM.**
Location: TBD
All members are welcome to attend!
- An ISO 9001 Internal Audit Workshop is planned for **Thursday and Friday, November 22-23, 2012 from 9:00-4:30**
Location: OHES, 10 Akerley Blvd., #42
Refer to this newsletter for more information

Kick off meeting held Sept. 4th/2012

By Susan Gorveatte, ASQ 411 - Chair

September marked the kick-off of a new year for section 411. After reviewing the minutes and action items from the last meeting the group moved into a discussion on how to “get the most out of your ASQ membership”. Susan Batchilder will host a workshop on “Getting the Most from your Membership” (including Re-certifications and credits) so keep your eye on the calendar for more details.

This year, we are planning a number of additional programs. Once dates have been confirmed for these events, we will post them on the website.

An ISO 9001 Internal Audit Workshop/Seminar is scheduled for November 22-23, 2012, see additional information on this great event within this newsletter.

More ASQ events are planned for the 2012-2013 year so be sure to read your e-Newsletters and visit the website often www.asq411.org Come out and support your association, give us your ideas and get to know Your ASQ!

Lean Definition:

By Bruce Carlyle, ASQ 411 - Education Chair

- The optimization of value in our process so that we have the ability to make exactly what is needed, when we need it, and in the quantity needed by our customer
- The relentless identification and elimination of waste from our process so that we can flow at the rate of customer demand

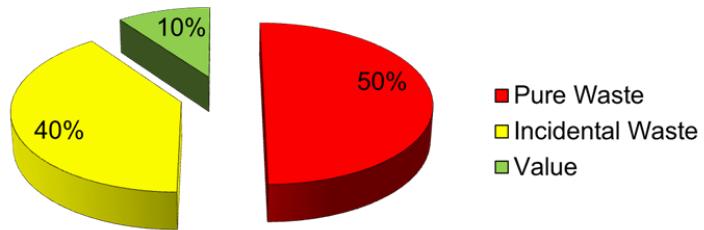
Quality Quotes:

"The significant problems we face cannot be solved at the same level of thinking we were at when we created them." - Albert Einstein

"Wisely and slowly; they stumble that run fast." - William Shakespeare

"The golden rule is that there are no golden rules." - Bernard Shaw

"We may be very busy, we may be very efficient, but we will also be truly effective only when we begin with the end in mind." - Steven Covey



Typical Waste Breakdown before "Lean"

The 8 Types of Waste= DOWNTIME

- Defects/ Quality
- Over-production
- Waiting
- Non-utilized resources/talent
- Transportation
- Inventory
- Motion
- Excess Processing

How Will Lean Help Us?

- We can reduce *Lead Time* to our customers by eliminating waste from our system
- Reduce frustrations by removing barriers to doing our jobs
- Encourage everyone to get involved in improving the process
- Increase customer satisfaction
- Optimally utilize resources while meeting our customer's needs

ISO 9001 Internal Audit Workshop

2 Days

November 22-23, 2012

9:00am-4:30pm

Location:

Occupational Health &

Educational Services

10 Akerley Blvd, Unit 42

Parking available

Cost:

\$ 400.00 members Plus HST

\$ 450.00 non-members Plus HST

Recommended for Management Team Members, ISO Coordinators and all employees, this in-depth, sixteen-hour session provides participants with an opportunity to explore the five elements of the ISO 9001 (2008) Standard and learn how to perform process audits on an already implemented quality management system.

Participants will create their own audit schedule for their organization and prepare questions for an actual audit to be performed on site. Case studies, exercises, role-play and workshop discussions reinforce the lecture and notes.

Certificates will be issued upon completion of this session.

Contact Susan Gorveatte,
susan@gorveatteconsulting.com or Sandra Low at sandralow@eastlink.ca to register.

What “Tools Do You Need as a Quality “Practitioner”?

By Jim Evans, Senior Member ASQ

In my previous article I put forward my thoughts on who “Quality Practitioners” are today and what their functions and roles are within a company / organization.

In thinking more about this with respect that “Quality Practitioners” are members of multiple areas of an company/organization such Purchasing, Engineering, Sales, Service, Finance, Maintenance, Manufacturing / Production etc. and likely hold the responsibility not only for the level of quality they provide but also to be actively involved in the improvement of their quality levels, the question of what “Quality Tools” to they need to have and use to assist them with this, came to mind.

As a result I sat down and started to list of the quality “tools” that I have used, knowledge of and heard of. I was quite surprised at how many “tools” where on the list.... 54 in total!! I am also sure that there at many more that I forgot or not aware of that could be added to my list.

That then got me thinking how do you know which one to use and how many do you need to be proficient in? I am not talking about the tools used by quality professionals such as Six Sigma Black Belts, Quality Engineers etc. who typically have a full time role in that position but rather the quality practitioners who not only hold the responsibilities of their regular job but also are involved in measuring, reporting and improving quality as part of their job.

With so many tools to choose from, where do you start, and which ones do you need? My suggestion is to ease into the vast selection and to start with some of the simple tools first.

For Measuring/Reporting tools such as: Pareto Charting, Histograms, Trend Charting, Stop Light Charts, Basic SPC Charts (P, N, X-bar& R), Basic Statistical Distribution Charts (Bell Curve) etc. are relatively simple and easy to use and understand and most can be done using standard programs such as Excel. My view for reporting quality levels, keep it simple.

What is ASQ?

ASQ is a global community of people passionate about quality, who use the tools, their ideas and expertise to make our world work better.

ASQ: The Global Voice of Quality.

Did you know....

- That ASQ.org offers Quality books for sale?
- That you can earn a gift of the month with your ASQ Membership?
- That you can search hundreds of jobs for Quality Professionals at the ASQ Career Centre?

...CHECK IT ALL OUT and MORE!

WWW.ASQ.ORG

Long ago I had a boss that told me if it took him more than 15 seconds to understand what the data that was presented to him was saying, that it was too complicated and his thought likely applies to the vast majority of people. I have followed that principle to this day and it has never let me down.

Some of the basic Problem Solving/Improving tools include: 5-Why Analysis, Brainstorming, Kaizen, 7/8 Step Problem Solving, Process Flow Diagrams, Yes/No Decision Charts, Cause & Effects Analysis, PDCA (Plan-Do Check-Act), etc.

If you are not familiar with some of these a quick “Google” search will lead you to the basics. Also ASQ is a great resource for information on these (and many more) tools.

Surprisingly these basic tools will work in a vast majority of situations and applications and should get you well on the road to becoming not only active but effective in your role as a quality practitioner. After you get comfortable in using these basic tools or your feel you are now ready to see what else is out there, then there are more complex tools that you can look into and consider using.

These more complex tools do not necessarily replace the simpler ones and in most cases will supplement them Examples of these are; Balanced Scorecard, Value-added Flow charting, Swim lane Diagrams, Inductive Reasoning, Means-End Analysis, FMEA’s (Process and Design), Poka Yoke (Error proofing), Statistical Repeatability and Reproducibility studies, CATWOE Analysis, Six Sigma Design of Experiments (DoE), etc.

If you want more info on this topic let your ASQ section know. Such information is vital as it informs them of what needs and interests the ASQ Section 411 membership has so that they can determine how best to serve you.

So what's on my mind for the next article?

Again I have been spending a lot of time thinking about what the needs are for quality “practitioners” as opposed to quality “professionals” and will share my thoughts on this relative to Quality Control, vs., Quality Assurance vs. Quality Management. Also if there is a specific topic that you would like to see an article or information on in the ASQ Section 411 newsletter let us know!! - Jim Evans

