



# Nova Scotia Quarterly Connection

Jan/Feb/Mar 2013

Happy New Year to all ASQ 411  
Members!

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**Quality Audit Division**

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## Contact Us:

**ARTICLES for the Quarterly Connection**

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**REGISTRATION FOR EVENTS**

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**CERTIFICATION & EXAM QUESTIONS**

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## QC vs. QA vs. QM

Watching my grandkids open their gifts from Santa gave me the idea for this article.

In one of the gifts there was a little slip of paper with the words "Inspected by #52" on it.

My granddaughter asked me what this was for so I told her that it meant that someone had checked her present to make sure it was OK.

The idea for this article came as an afterthought about this little slip of paper on what it maybe did, or did not tell us.

At one time Quality Control (QC) was primarily inspection focused and was intended to find the non-conforming or poor quality items etc. after they were produced.

I remember years ago when I had just entered the work force as an inspector visiting a customer. In a far corner of their facility was a not so small pile of products that had been returned by customers.

I remember asking what they were and the answer that they were defects that Inspection had "missed" and that they had been returned by the customers because they did not work. I then asked what do you do with them and was told they will be thrown out.

At that time it did not strike me as a poor response, after all I was an Inspector and knew that inspection could not be expected to catch all defects. This was a fact that as I progressed in my carrier and as the quality profession grew this was to become well known.

## Updates to the Executive/Committee Chair Roles:

- Chair-Susan Gorveatte
- Chair Elect/Newsletter Chair-Paige McFarlane
- Treasurer-Susan Batchilder
- Secretary-TBA
- 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:

### January 24, 2013

#### “7 Basic Quality Tools”

Come and learn about the 7 basic quality tools and learn how to apply them for decision making purposes. Understand how no particular tool is mandatory, but any one of these tools could be helpful depending on the circumstances. These are basic tools, used because of their simplicity, and once understood, no one should be afraid to use them.

Join Susan Batchilder on Thursday, January 24 from 6:30 pm to 8:00 pm (90 minutes) at Sunsel, 800A Windmill Rd/corner of Akerley Blvd, Dartmouth

Contact Sandra Low at [sandralow@eastlink.ca](mailto:sandralow@eastlink.ca) to register.

So let's progress to today.

The above is not intended to imply that inspections are not an important part of any quality system but inspections cannot stand alone. As the title to this article is QC vs. QA vs. QM let's explore what each is in its basic forms and how they are very much intricately to each other.

Quality Control (QC) is the most basic and the oldest way of trying to ensure quality but as its name implies it alone cannot control quality.

QC is primarily focused on inspections which at best as many studies have found can only catch 85% of all defects and by itself fails miserably in ensuring that only compliant quality products are received by their users.

However QC in combination of QA (Quality Assurance) is the next step where we now start to incorporate “Quality Planning” via such things as Control Plans, Inspection Plans, Advanced Quality Planning, Audit Plans etc. which are designed, developed and used to ensure that the “inspections” are also designed and located at the earliest point in a process to best find, and in the best utilization, predict and therefore prevent defects and non conformances from occurring.

The later this is where the use of SPC methodologies such as Process Capability Studies and Control Charts come into play as well as Advanced Quality Planning (AQP) using such tools as PFMEA's QFD, TPS, and many of the tools that I reviewed in my last article are used. So now you begin to see how basic QC combined with the more advanced QA provides a much improved approach for quality.

Now let's add in QM (Quality Management) to this mix. Those of you who understand the requirements of Quality Management standards such as ISO9001, you will understand where I am going with this.

Up until maybe a decade ago QC and QA was still thought to be very much the responsibility of the “Quality Dept. however Quality Management changed all that. I know there are some may dispute this but I believe that Walter Shewhart and Dr. Edwards Deming where the fathers of introducing QM which included these key factors;

## ISO 9001 Internal Audit Workshop

**May 30-31, 2013 9:00am-4:30pm**

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**

Sandra Low at [sandralow@eastlink.ca](mailto:sandralow@eastlink.ca) to register.

### **DID YOU KNOW?**

**World Conference Registration is Now Open**  
ASQ's World Conference on Quality and Improvement provides more than 100 sessions to help you improve efficiency or implement quality tools in your organization, plus it offers you the chance to network with more than 2,000 quality professionals. Register now for the 2013 World Conference on Quality and Improvement, May 6-8, in Indianapolis, IN.

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- Management should learn their responsibilities, and take on leadership
- Supervision should be to help people and machines and gadgets to do a better job
- Improve constantly and forever the system of production and service
- Institute a vigorous program of education and self-improvement

Walter Shewhart and Dr. Edwards Deming felt that these should be used by top management to guide their organizations towards improved performance and that this could be enabled by ensuring that the following principles were followed:

- Customer focus
- Leadership
- Involvement of people
- Process approach
- System approach to management
- Continual improvement
- Factual approach to decision making
- Mutually beneficial supplier relationships

These eight principles form the basis for the quality management system standard ISO Standard for Quality Management

So now when you have an organization that has combined the methods of QC along with the tools of QA and the principles of QM in a properly thought out manner you now have a powerful system of not just controlling or assuring quality but managing it as well.

So back to that little slip of paper that said "Inspected by #52". As far as I know my granddaughters' toy is still working so maybe the manufacture of the toy had more than just inspection but a well thought quality system.

As a closing note I saved that little slip of paper and have it pinned to my board above my desk; just as a reminder of this.

Your feedback comments etc are welcome as are any ideas you may have on future articles or topics that you would like to know more about or even have an event focused on. If so please send your requests on articles to; Jim Evans – [jim.evans@nautel.com](mailto:jim.evans@nautel.com) and Requests/Ideas for events/programs to; Sandra Low - [sandralow@eastlink.ca](mailto:sandralow@eastlink.ca)

Jim Evans, Senior Member ASQ

