



**Canada
Hamilton**
Section 400

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The Hamilton Section Of The
American Society For Quality

Newsletter

January 2011

Editor -
Adam Kossowski

NOTICE OF MEMBERSHIP MEETING

Thursday, January 20, 2011

**Chan's Buffet Restaurant,
1400 Upper James St, Hamilton (Just South of Stone Church Rd)**
(See map on page 2)

6:00 pm Cash bar, networking and registration
7:00 pm Buffet dinner
8:00 pm Welcoming and Presentation

Charge: \$30 includes Dinner and Presentation. \$10 for Presentation only.
Non-member guests are welcome

Topic: Effective Root Cause Analysis & Corrective Action

The drivers for improving an organization's management system are: performing comprehensive and effective internal audits, addressing any nonconformances arising and changing the system to prevent their recurrence, and performing a management review that reviews these actions in some detail. Over the past couple of years, there has been an increase in the number of findings cited in these areas and, in particular, against an organization's corrective action system. Recurring findings in the same area from one audit to the next, lack of familiarity with the system, and lack of management involvement in the monitoring of corrective actions have certainly contributed to the increase.

The problem with many corrective actions, however, begins with a statement of the nonconformity itself. This presentation will begin with a review of the three essential components of a "statement of nonconformance" and then proceed with a root cause methodology suitable for identifying the source of the system failure. Examples of corrective actions from both quality and environmental management system audits will be used to illustrate these concepts.

Speaker: Olga Delvecchio – SRI Quality System Registrar

Olga Delvecchio is an experienced Quality, Environmental and Laboratory Management Systems practitioner with over twenty years of involvement in developing, assessing and improving these systems within the metals manufacturing industries. *(Biography continued on page 2)*

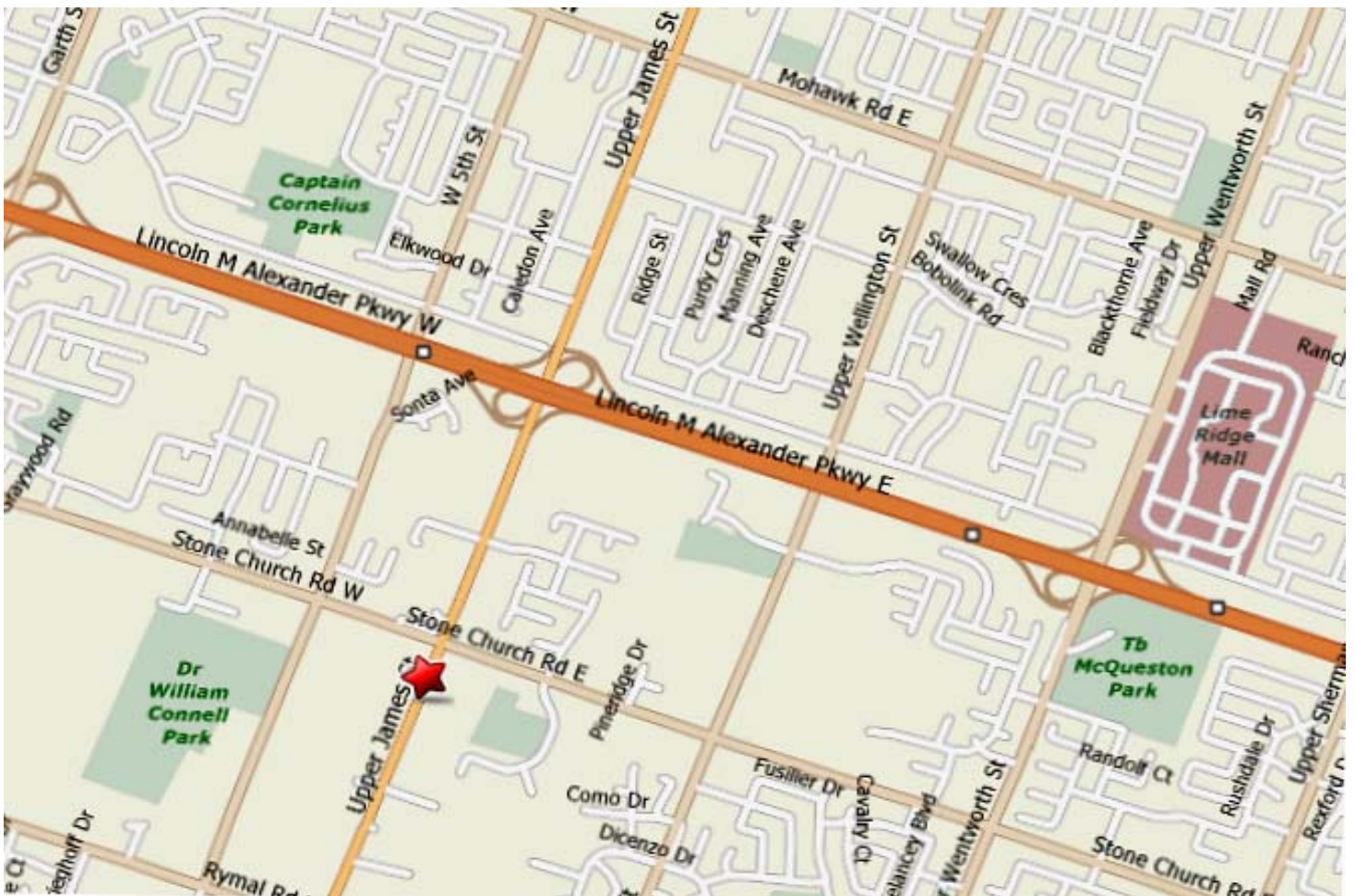
Speaker: Olga Delvecchio (continued from page 1)

Olga's career in the steel industry has taken her from the research and technology laboratories to the sale of technology and, from the management of quality, to environmental affairs. As a management consultant, Olga has worked with major customers of, and suppliers to, the steel industry both nationally and internationally. Some of her more interesting and challenging business assignments have taken her to far off places such as China, India and Eastern Europe.

Olga has her own management systems consulting practice servicing those organizations that need to develop environmental, quality and/ or laboratory management systems. She is also a third party contract auditor, performing QMS and EMS registration audits to ISO 9001, TS 16949 and ISO 14001 standards.

A graduate in Engineering Materials from the University of Windsor, Olga is active at the executive level in the American Society for Quality – Hamilton Section. She is a licensed Professional Engineer in the Province of Ontario, an RAB Certified QMS and EMS Lead Auditor and has recently been named a Fellow of ASQ.

Location of ASQ Hamilton Section Meeting: Chan's Buffet Restaurant, 1400 Upper James St, Hamilton



If attending the January 20 dinner, please e-mail Carl Weidhaas at weidhaas.carl@rogers.com by noon on Friday, January 14 and provide your name and phone number.

Other Upcoming Events

Event	Organizer	Date	Details
Use Your Creativity to Solve Problems - Dr. Michael Mladjenovic	ASQ Toronto	Jan 12, 2011	www.asqtoronto.org
How the Common Sense of Quality Leads to Success - Claudio Faria	ASQ Toronto	Feb 9, 2011	www.asqtoronto.org

Web-based CQE Practice Exams

ASQ Hamilton Section provides a complimentary web-based e-learning solution for candidates wishing to become ASQ-Certified Quality Engineers (CQE). For further details go to:
<http://www.asqhamilton.com/cqepexam.htm>

Jobs and Ads Web Page

Check out our Jobs & Ads web page - link on side bar at www.asqhamilton.com
- for employment opportunities in the quality field.

ASQ Hamilton members seeking employment or a career change can also have their resumes posted in the Classified section of our Jobs and Ads web page. There is no charge for this service to our members. Resumes (MS Word preferred) should be sent to the section webmaster Bob Mok at isgas@yahoo.ca

Congratulations to ASQ Certification Achievers

The following Hamilton Section members were successful
in ASQ certification exams held in Hamilton in October 2010:

Certified HACCP Auditor
Connie Ellen Glen

Certified Quality Technician
David J. Swaerdens

Certified Six Sigma Black Belt
David AC Devoe

Certified Six Sigma Black Belt
Subramaniam Hariharan

Manager of
Quality/Organizational Excellence
Salwa Rezk

The ASQ Hamilton Section Newsletter is posted online about seven times per year to announce upcoming section meetings, plant tours and other events of interest to members.

The newsletter will be sent electronically only to those members who have agreed to receive Section information by e-mail.

Except for the September issue, the newsletter is not sent out by regular mail.

IMPORTANT: To ensure that you receive your copy, as well as special announcements of ASQ events in between issues, check your ASQ profile at www.asq.org. Log in and type the word profile in the search box. Select My Account: Update Your My ASQ Profile, and verify that your correct e-mail address is included in your profile.

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