

### Notice of Membership Meeting

**Wednesday, February 4, 2015**

#### Art Gallery of Burlington

1333 Lakeshore Road, Burlington  
(See Map & Directions Below)

**7:00 pm Registration - Social – Networking  
Coffee / Tea**

**7:30 pm Welcome and Presentation**

**Fee: \$10, Students are FREE**

**Non-member Guests are Welcome**

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### Topic: Quality in University Education

Speaker: Michael J. Armstrong

The quality of university education is clearly very important to the students that obtain it. It should also matter to the relatives, governments, and taxpayers who help fund it. But because education is an intangible service, it can be difficult to define, measure, improve, or control its quality. This is made more complex by the way the university “system” is largely decentralized, with decision-making spread across many campuses, departments, professors, and students.

This presentation will describe a selection of ways in which “quality” and “university education” intersect. Examples include:

- Student learning about quality through conventional courses and applied projects.
- Small-scale application of techniques such as benchmarking and lean to improve individual courses and processes.
- Big-picture issues such as the accreditation and funding of programs and campuses.

This talk should appeal to current, former, and future students, along with their relatives. It may also interest those dealing with quality issues in other service

industries, such as healthcare or finance.

## **Michael J. Armstrong - Biography**

Michael J. Armstrong is an associate professor in the Goodman School of Business at Brock University, where he teaches courses on quality and operations management. His ASQ certifications include the Six Sigma Black Belt and the Manager of Quality & Organizational Excellence. Michael received a Chancellor's Chair for Teaching Excellence award in 2012, and a Fulbright Scholar award in 2013. He has written articles for Quality Progress magazine, as well as for newspapers such as the Globe and Mail, Toronto Star, and Hamilton Spectator.

## **Art Gallery of Burlington**



### **Driving Directions**

*From Niagara or Hamilton East - Take the first exit (North Shore Blvd) at the north end of the Skyway Bridge. Keep to the right, pass the Joseph Brant Hospital and Maple Ave. Turn left at Brock Ave and make an immediate right into the driveway of the Art Gallery of Burlington. If you miss the driveway, continue to the corner of Brock and Elgin and make a right - enter the parking lot on your right.*

*From Toronto or Hamilton West - Take QEW Niagara and exit at North Shore Blvd. Turn left at the end of the ramp and continue under the QEW. You will pass the Joseph Brant Hospital and Maple Ave. Turn left at Brock Ave and make an immediate right into the driveway of the Art Gallery of Burlington. If you miss the driveway, continue to the corner of Brock and Elgin and make a right - enter the parking lot on your right.*

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Members planning to attend this meeting please e-mail Kris Krishnamoorthy at [krishnam55.kk@gmail.com](mailto:krishnam55.kk@gmail.com) by the preceding Friday.

Please include your name and phone number as well as the name of your guest should you intend to bring someone.

Members who pre-register in this way and attend are eligible to enter TWO of their business cards into a prize draw which is held semi-annually.

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### Other Upcoming ASQ Events

| Event   | Organizer    | Date         | Details  |
|---|--------------|--------------|--|
| Quality Lessons from the GM Recall Situation  | ASQ Toronto  | Feb 11, 2015 | <a href="http://www.asqtoronto.com">www.asqtoronto.com</a>   |
| Breakfast Workshop – Decision Aid and Support Interactive (DASI, pronounced “daisy”) Tools. | ASQ Toronto  | Feb (TBD)    | <a href="http://www.asqtoronto.com">www.asqtoronto.com</a>   |
| ISO 9001:2015 – Emily Delisle. The Registrar Company  | ASQ Hamilton | Mar 19, 2015 | <a href="http://www.asqhamilton.com">www.asqhamilton.com</a> |

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### Message from the Chair

Dear Friends,  
Happy New Year! On behalf of the Executive Team, I welcome all of you to another exciting “Quality Year” associated with the ASQ Hamilton Section. Let us hope that 2015 will be the Year of Quality in all respects.

It gives me great pleasure to continue serving the Hamilton Section as the Chair for the second term. As I continue my journey along with a team of experienced and enthusiastic leadership team, I reaffirm that the Hamilton Section is dedicated to promote Quality in the local community in several ways.

As a part of our community service, we strive to encourage the youth in local Colleges and Universities to participate in educational programs relevant to Quality and Continuous Improvement. In this context, I am pleased to announce that the Hamilton Section is sponsoring two Student Awards annually, one in Brock University and the other in McMaster University. On November 19, 2014, the B. Tech students from McMaster University hosted a Quality Showcase to celebrate the two best projects

(Design of Experiment) that won the Student Award. Congratulations to the B.Tech students, Johnny and Pavel, who made an excellent presentation of their award winning projects. This Presentation can be viewed at the Section website, [www.asqhamilton.com](http://www.asqhamilton.com). (Check out the link to the Archives).

For those members who are passionate to provide voluntary services to the Quality community, there are some exciting opportunities in the Hamilton Section. There are two vacancies currently available in the Executive Committee. We are looking for enthusiastic volunteers to fill the positions for Membership Chair and Publicity Chair. If anyone is interested, or if you want to know more about these leadership positions, please contact one of the Executive Team members for further direction. I would like to take this opportunity to convey my sincere thanks and appreciation to Judi Mansfield Jones who has chosen to retire from the Executive Committee at the end of this year, after a long and dedicated service to the Hamilton Section. Also, I would like to acknowledge the sincere efforts made by Jeff Race as the Membership Chair for several years. He will continue as the Certification Chair for the Hamilton Section. If there are any questions on the membership or other Section affairs, please feel free to contact me at [krishnam55.kk@gmail.com](mailto:krishnam55.kk@gmail.com).

On behalf of the Executive Team, I would like to welcome the new members who recently chose to join the Hamilton Section. As you continue your journey towards the excellence in 'Quality', do not hesitate to add your voice to the 'Global Voice of Quality' – ASQ. If you have any questions or suggestions for improvement, please feel free to contact any of the Executive Team members via e-mail or through the social media – Facebook and LinkedIn.

The next Membership Meeting will be held on February 04, 2015. Continuing our focus on quality in education, we are pleased to announce that Dr. Michael Armstrong of Brock University will be presenting on this important topic – "Quality in Education". I encourage everyone to attend this exciting event.

Sincerely,  
Kris Krishnamoorthy, P. Eng.  
Chair, ASQ Hamilton Section (0400)





## **Advantages of Senior Membership!!**

Take advantage of an ASQ Senior Membership and get the benefit of enhanced benefit selections!

A Senior Membership allows you to choose ONE of the extra benefit options listed below which is included with Senior Membership dues of \$159.00,

- Select one journal of your choice

Select two divisions of your choice

- Select one additional section of your choice

To become a Senior Member, all you need to do is meet the following criteria;

- You have been an ASQ Full member and in good standing for one year
- Have 10 years of professional experience
- Meet one of four professional criteria outlined on the Senior Membership application

Go to <http://asq.org/membership/individuals/senior.html> for more information on the exciting benefits of Senior Membership.




## **Certificate Achievers from October and December 2014 Congratulations to all!!!**

### **October Exam:**

Shyra Khosla – SSGB  
Simona Versan – SSGB  
Precup Marginean – CQA  
Cory Duckworth – CQE  
Anna Vinayagalingham – CQE  
Christopher Gaspar – CQIA  
Mike Mitchell – CQPA

### **December Exam:**

David Gerard - CQT  
Shyra Khosla – CQT  
Leszek Kolanski – CQT  
Karen Vanderhoek – HACCP





## 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 for employment opportunities in the quality field.

Link on side bar at [www.asqhamilton.com](http://www.asqhamilton.com)

Also posted on [LinkedIn](#) and on [Facebook](#)

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 Stan Sobota at [stats\\_me@email.com](mailto:stats_me@email.com)



**The ASQ Hamilton Section Newsletter is posted online about seven times per year to announce upcoming section meetings, facility 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 electronic copy, as well as special announcements of ASQ events in between issues, check your ASQ profile at [www.asq.org](http://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.

**IF YOU HAVE CHANGED YOUR E-MAIL ADDRESS,  
PLEASE UPDATE IT AS DESCRIBED ABOVE.  
WE CANNOT UPDATE YOUR E-MAIL ADDRESS AT THE SECTION LEVEL.**

