

Notice of Membership Meeting

Tuesday, June 9, 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: Members and Non-members \$10, Students
are FREE**

Non-member Guests are Welcome



Topic: Quality in University Education
Speaker: Michael Armstrong

Associate Professor, Goodman School of Business, Brock University

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 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.

Members planning to attend this meeting please e-mail Kris Krishnamoorthy at 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.



Other Upcoming ASQ Events

| Event Sponsor | Link |
|-----------------------|---|
| ASQ Hamilton Chapter | http://www.asqhamilton.com/calendar.pdf |
| ASQ Toronto Chapter | http://asqtoronto.org/wp-content/uploads/2013/08/2014-2015-ASQ-Toronto-Presentation-Schedule-Apr-242015.pdf |
| ASQ Kitchener Chapter | https://asqkitchener.wordpress.com/events/ |



Message from the Chair

Hello Everyone,

Welcome back to the ASQ Hamilton Section.

Hope everyone is having a Quality time and enjoying Spring 2015!

First, it is my pleasure to extend a warm welcome to the seven new ASQ members who joined our Section in May 2015. On behalf of the Executive Committee, I invite you to attend the Membership Meetings and explore all benefits available to the ASQ members. If you have any questions or comments, please contact one of the Executive Committee members for guidance.

Many of you may remember the Mini-survey conducted by the Hamilton Section in April. As mentioned in the March and April Newsletters, this mini-survey was a follow-up on the ASQ Customer Satisfaction and Loyalty Survey conducted in 2014. The purpose of this mini-survey was to identify three most important priorities that the Hamilton Section Executive Committee should focus in the current year in order to improve the member value. Thank you for those members who promptly responded to this mini-survey.

The results of the mini-survey identified the following three priorities for the Hamilton Section.

1. Start using webinar format for some of the meetings
2. Excellent topics and presenters of quality topics at the meetings
3. Keep me informed of new developments

Although there were only 9 responses, this feedback is important. The Executive Committee will focus on the above priorities and take the necessary steps to enhance the member value in conducting the Section Affairs. Although this mini-survey is closed now, please do not hesitate to provide your valuable feedback via e-mail or through the social media (Facebook and LinkedIn). See the ASQ Hamilton Section home page for instructions on how to join our Group in LinkedIn and Facebook.

As you know, the Hamilton Section has had the privilege of presenting excellent topics of interest to members with eminent speakers. Some of these Presentations are archived

in the Section website for the benefit of the members who missed the Membership Meetings. See the 'Archives' link in the website: www.asqhamilton.com We will continue to strive to present excellent topics of interest to the members.

On 13 May 2015, the Hamilton Section organized a tour to the 3D Printing Lab in collaboration with the Additive Manufacturing Resource Centre in Mohawk College. I hope those members who attended this event found this tour interesting and valuable. The next Hamilton Section Membership Meeting will be held on June 9th, 2015. At this event, you will have the opportunity to listen to an interactive Presentation by Prof Michael Armstrong of Brock University on the topic – "Quality in University Education". I look forward to seeing many of you at this event.

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



Please Give a Warm Welcome to ASQ Hamilton Section's Newest Members!!!!

Harminder Chohan
Stefano Annosantini
Laura Scott
Meghann Gilpin
Iain Sinclair
William Alkerton
Tim Boden



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 asq.org/membership/individuals/senior.html for more information on the exciting benefits of Senior Membership.



Quality Assurance / 3D Printing (Additive Manufacturing) / CMM & GD&T Courses at Mohawk College

It is another successful semester for the Q.A. Certificate courses. QC101 Quality Concepts, Techniques and Motivation are being taught by Joe Curto C.Q.E.

The CE classes offered are:

- QUALQC101 Quality Concepts, Techniques & Motivation - January offering
- MATHQC102 Statistical Process Control 1 - April offering
- MATHQC103 Statistical Process Control 2 - September offering
- QUALQC104 Availability, Reliability & Maintainability - January offering
- QUALQC105 Principles of Metrology - September offering
- QUALQC106 Inspection & Testing - April offering

A CE course is offered for 3D Printing/Additive Manufacturing in the micro lab in E wing. 3D Printing is the production of a part by adding material rather than the conventional process of removing material. The advantage of 3D Printing is the reduction of waste and the production of complex shapes that cannot be obtained by conventional processes. The lab is equipped with computer workstations for the design of the part and Afinia and Uprint printers to produce it, the current project is to produce a chess set.

Two courses offered under Mechanical Design which may be of interest are CMM (Coordinate Measuring Machine) and GD&T (Geometrical Dimensioning & Tolerancing).

If you would like more information on the courses the details are contained in the Mohawk College CE catalogue or you can contact:

Bill Stewart, C.Q.E, RABQSA
Program Manager
School of Continuing Education

william.stewart6@mohawkcollege.ca
<http://www.mohawkcollege.ca/continuing-education.html>





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

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



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. 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.**

