



**Canada**  
**Hamilton**  
Section 400

The Hamilton Section Of The  
American Society For Quality

# Newsletter

## September 2009

Editor-  
Adam Kossowski

[www.asqhamilton.com](http://www.asqhamilton.com)

### NOTICE OF MEMBERSHIP MEETING

**DATE: Thursday, September 24, 2009**

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

(See map on page 3)

**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: Innovation & Productivity**

**Data from Statistics Canada shows a steady decline in productivity versus the United States began in 1985. Between 2000 and 2006, a large productivity growth difference emerged favouring the United States. Today Canadian productivity is at an all time low.**

**This presentation will discuss productivity and explain how it determines our competitive position in the global market place. Specifically, it will illustrate how capital investment, labour skill and technological progress contribute to productivity.**

**We will show why Canada is uncompetitive and illustrate how Canadian companies can regain their competitive position through a systematic approach that fosters innovation resulting in technological advancements and improvements in productivity.**

**Speaker: Andrew Milivojevich – President,  
The Knowledge Management Group**

**See biography on next page**

**ASQ Hamilton Section  
Membership Meeting – September 24, 2009**

**Speaker: Andrew Milivojevic – President,  
The Knowledge Management Group**



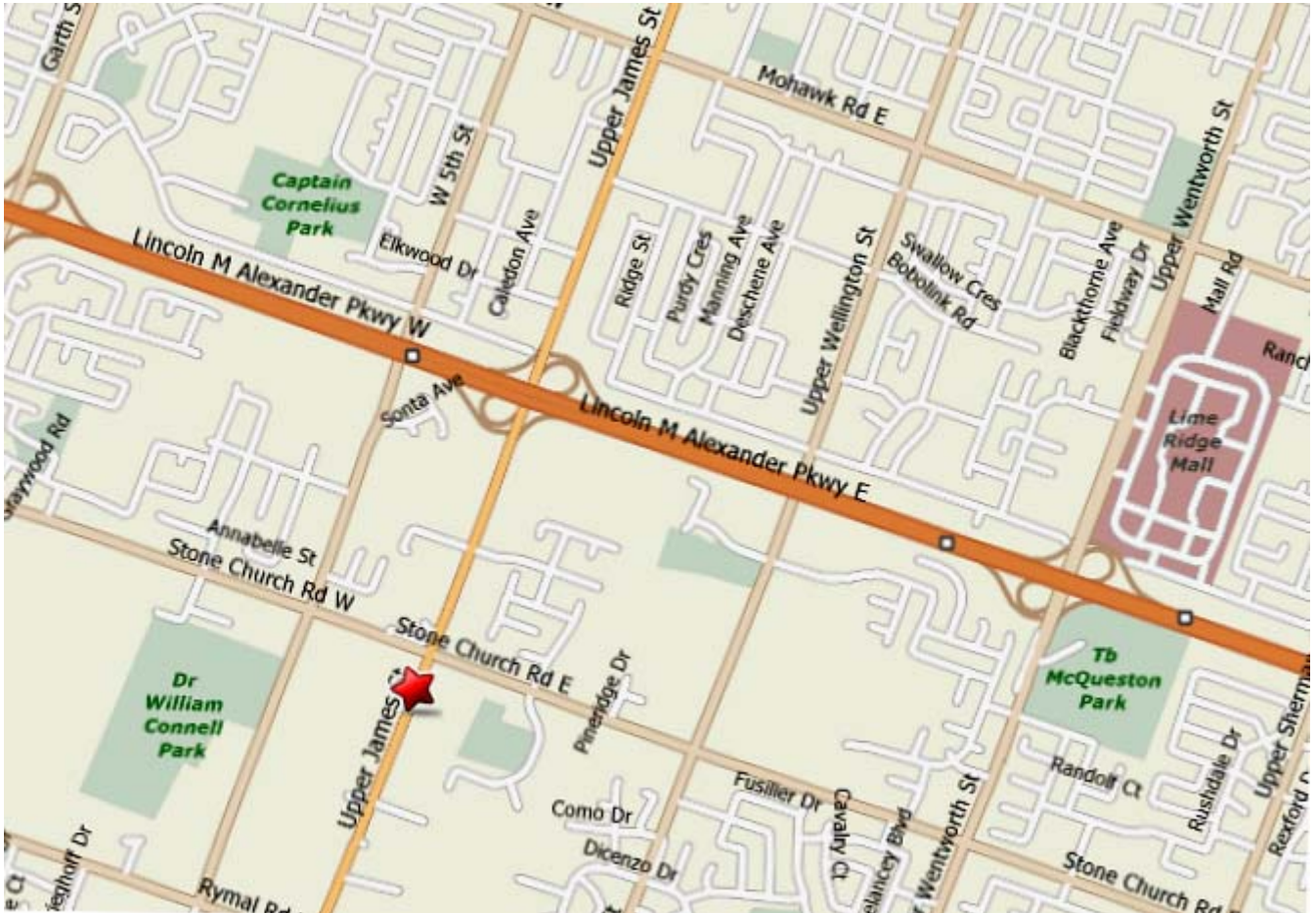
**Andrew Milivojevic leads corporate six sigma and productivity improvement initiatives. Andrew is a Professional Engineer with a Masters degree in Statistics and 20 plus years of experience. He is a fellow of the ASQ and is recognized by the Society as having achieved professional distinction in the technology, theory, education, and application of quality.**

**Andrew received citations for his work advancing quality and Six Sigma in Canada; for being a champion of innovation through statistical methods to resolve technical uncertainties in the Canadian business community; and for being a vocal promoter for quality and Six Sigma through the Canadian federal government's initiative in Scientific Research and Experimental Development.**

**Andrew is a graduate advisor to the College of Engineering's Center for Quality and Applied Statistics at the Rochester Institute of Technology. He is also a published author, speaker and instructor at the School of Continuing Studies at the University of Toronto.**

***If attending the September 24 dinner, please e-mail Jeff Race at [j.race@palfingerna.com](mailto:j.race@palfingerna.com) by noon on Friday, September 18, 2009 and provide your name and phone number.***

**Location of Meeting**  
**Chan's Buffet Restaurant, 1400 Upper James St, Hamilton**



<b>Other Upcoming Events</b>			
<b>Event</b>	<b>Location</b>	<b>Date</b>	<b>Details</b>
Overview of ISO Standard 31000 – BSI	ASQ Toronto	Sep 9, 2009	<a href="http://www.asqtoronto.org">www.asqtoronto.org</a>
Cost Reduction Roadmap – Mark Lefebvre, SatiStar	ASQ Toronto	Oct 14, 2009	<a href="http://www.asqtoronto.org">www.asqtoronto.org</a>
Tour of Cogent Power with Greg McDougall - organized by ASQ Hamilton Section	Burlington	Oct 27, 2009	See notice on page 5

## **Message from ASQ Hamilton Section Chair, Jeff Race**

***As the summer's end quickly approaches my thoughts turn towards ASQ Hamilton's 2009/2010 season. It has been a pleasure to be your Section Chair for the previous season and I am truly excited for the upcoming season. Before I know it I will have completed my tenure as your Chair and will be looking forward to continuing my support as a volunteer on the executive and as a member of this great section.***

***I am very proud of the hard work and dedication provided by my colleagues on our executive team. Each one has shown such great enthusiasm and commitment to the success of our section. It is directly through their efforts that our section has once again earned awards of distinction for SMP (Section Management Program) excellence as we have in the past!***

***Last season was a very busy season with some great speakers and presentations including two fabulous plant tours - one of the Hamilton Water Works and the other at the Canadian Blood Services. A resounding thank you goes out to those two organizations for allowing us into their operations. We also conducted a very successful SWOT analysis of our section's activities in a Café setting. The volume and quality of information and ideas that came from the participants indicates the passion and dedication of our membership.***

***This coming season is yet another ambitious and exciting year with speakers such as Andrew Milivojevich from The Knowledge Management Group giving a presentation on "Innovation and Productivity" and Michael Armstrong, Associate Professor of Operations at Brock University giving a presentation on Candy-Covered Process Performance, which was presented at the ASQ Congress this year. We are also fortunate to have Excellence in Manufacturing Consortium (EMC) present to us the benefits of getting involved in a consortium that engages hundreds (>750) of businesses in creating excellence through best practices. To me it is paramount that during these times of economic uncertainty we leverage the expertise from within our own local business community.***

***I strongly recommend that each member mark their calendars and plan to attend each of our meetings. As a matter of fact, I challenge you to attend two more ASQ presentations than you did last year. It allows an opportunity to network with your peers or colleagues, or mentor and share your knowledge with others. I believe you will agree that we have a very warm and inviting atmosphere at our meetings, so please join me when you can. I look forward to meeting each of you, our members.***

***Sincerely,  
Jeff Race,  
Chair, ASQ Hamilton Section 400***

## Plant Tour – Cogent Power, Burlington – October 27, 2009

Come and join us for a tour of Cogent Power in Burlington. Cogent Power provides a number of products dedicated to the power generation and transformer industries. They are well along in their lean enterprise journey having received the top 'Host Tour' rating for the 2008 annual AME (Association for Manufacturing Excellence) Conference in Toronto, and most recently being awarded the prestigious 2009 AME "Manufacturing Excellence Award" in Canada.

### How to Register for this Tour

Sign up with your \$20 fee - cash or cheque only - at the September 24 membership meeting at Chan's Buffet Restaurant. There is a group size limit of 24 for this tour. Priority will be given to attending ASQ Hamilton Section members.

Absentee sign-ups permitted if accompanied by the fee.

Non-Hamilton Section members and non-ASQ members may also sign up on a waiting list. Further info – contact Judi Mansfield-Jones at [jmj@nanoquestinc.com](mailto:jmj@nanoquestinc.com)

## University of Toronto School of Continuing Studies – Business & Professional Studies

### Certificate in Applied Innovation & Productivity Improvement for Industry

This three-course certificate will establish a foundation of competencies required to achieve technical innovation, increase profitability and improve customer satisfaction. The program focuses on topics in the field of statistical engineering. It establishes a scientific framework for conducting investigations to achieve broad based technical advancements that qualify for Revenue Canada's Scientific Research and Experimental Development Tax Incentive Program. Participant team work will be a key component in completing assignments and in the learning process.

This certificate requires the successful completion of three courses.

**Start Date:** September 2009, Mississauga Campus

**Contact the Program Instructor** for additional information:

Andrew Milivojevic, email: [andrew.milivojevic@utoronto.ca](mailto:andrew.milivojevic@utoronto.ca) profile: <http://individual.utoronto.ca/innovation/>

**Website:** <http://learn.utoronto.ca/bps/innovatec>

## Web-based CQE Practice Exams

ASQ Hamilton Section has launched 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>

## Congratulations to ASQ Certification Achievers

The following Hamilton Section members were successful in the ASQ certification exams held in Hamilton in June 2009:

Certified Quality Auditor:  
**Edward E. Kavanagh**

Certified Quality Process Analyst:  
**Quang V. Nguyen**

NOTE: If you have passed an ASQ certification exam that you wrote at a location other than Hamilton, please e-mail the Section Chair Jeff Race at [j.race@palfingerna.com](mailto:j.race@palfingerna.com) with the information.

## Call for Six Sigma Success Stories from Software/IT Organizations

Do you have a Six Sigma success story from the Software/IT industry?

We are soliciting case studies for a book that will be a unique collection of Six Sigma success stories from the Software/IT industry. If you have a success story from a Six Sigma improvement project that has had a significant impact on your organization (with measurable savings), we want to hear from you!

We are interested in hearing about Six Sigma improvement projects for the software development process and support (maintenance) process. Of particular interest are improvement projects that have successfully dealt with challenges that most software/IT organizations are faced with everyday. Such challenges include (but are not limited to):

- - Software defect reduction
- - Software Development Life Cycle - Cycle time reduction
- - Lean Six Sigma / Process streamlining / Value Stream Simplification
- - Improvements in process effectiveness (project planning, requirements, design, development, test, support)
- - Risk reduction
- - Performance and reliability improvement
- - Design For Six Sigma (DFSS)
- - And more

Selected success stories will appear as individual book chapters after approval from the submitting companies. Company name and logo will appear on the book cover along with company profile and author bio in the book chapter.

For more details and a Submission Form please contact Vic Nanda at [vic\\_nanda@hotmail.com](mailto:vic_nanda@hotmail.com)

Vic Nanda,  
ASQ member with Philadelphia and Princeton sections, USA.  
Author, reviewer, and National Awards Committee member.  
Recipient of ASQ Feigenbaum Medal for 2006

## **Call for Volunteers to become Deputy Regional Councilors – ASQ Canada, ASQ Audit Division**

The Audit Division of ASQ represents over 11,000 members drawn from every industry, public and commercial, throughout the world. The Division includes members from all levels within a company. The Audit Report, our Division newsletter, can be found on the Audit Division Web Page — <http://www.asq.org/audit/index.html>

In order to successfully accomplish the goals and objectives of the Audit Division I am looking for “Deputy Regional Councilors” for ASQ Canada. If you are interested please contact:

Ramakrishnan Nara - Regional Councilor (Canada), ASQ Audit Division, Ottawa  
Email- [RNARASIMHAN2549@ROGERS.COM](mailto:RNARASIMHAN2549@ROGERS.COM), Tel. 613-837-6765

## **Jobs and Ads Web Page**

Check out our Jobs & Ads web page - link on side bar at [www.asqhamilton.com](http://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](mailto:isgas@yahoo.ca)

## **The ASQ Hamilton Section Newsletter is posted online about six 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 no longer 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](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.**