



**Canada  
Hamilton**  
Section 400

The Hamilton Section Of The  
American Society For Quality

## Newsletter

# September 2010

Editor-

Adam Kossowski

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

### NOTICE OF MEMBERSHIP MEETING

**Wednesday, September 29, 2010**

**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: Balanced Scorecard & Customer Metrics

**John Ashton, Sr. Specialist, Metallurgy & Quality Dept  
ArcelorMittal Dofasco**

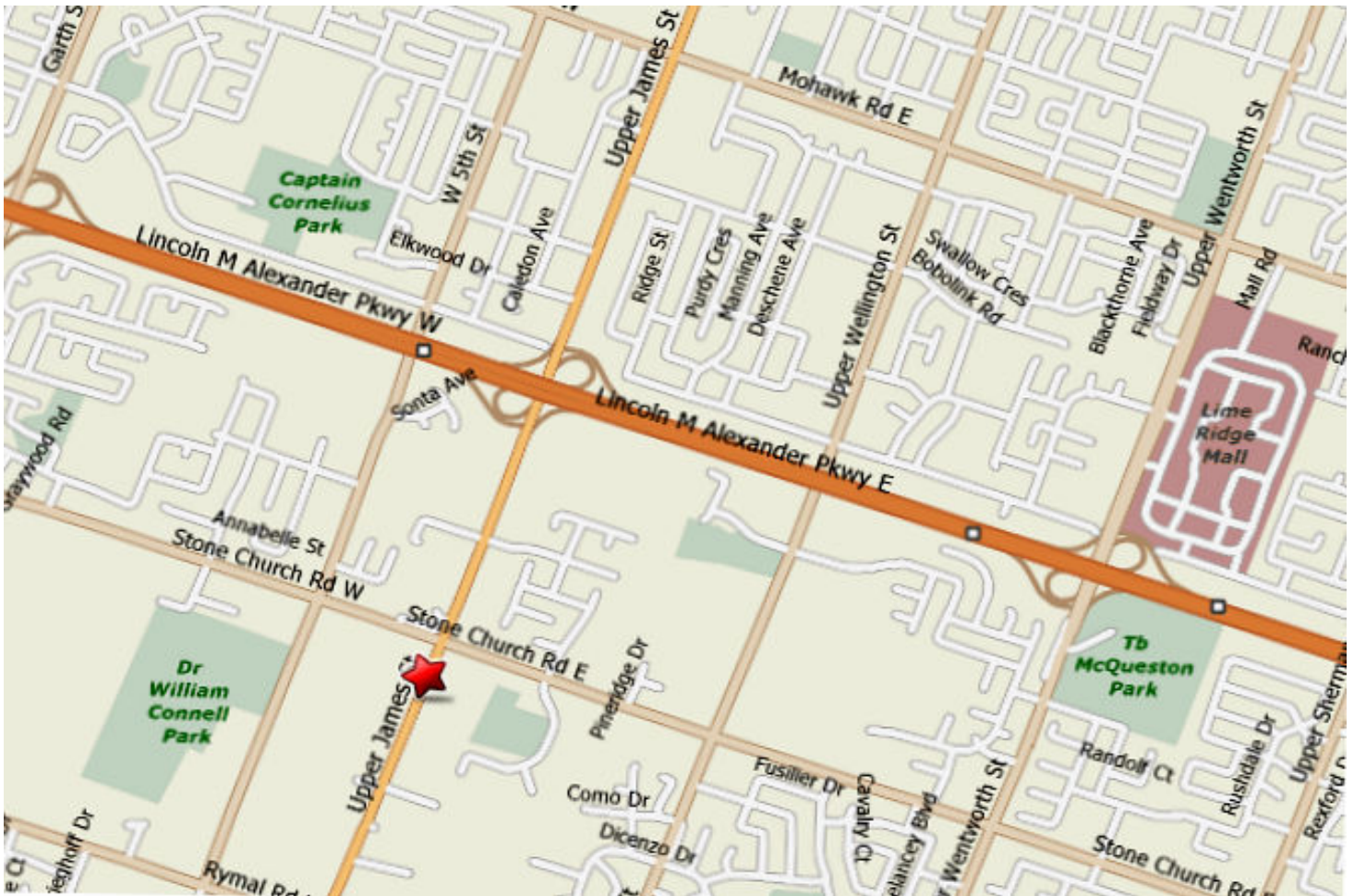


Dofasco has had a corporate balanced scorecard linked to a rigorous management system and business planning process since the late 1990's. In 2002, deteriorating performance was reported by some of Dofasco's major automotive customers. Our reporting at that time was not set up to detect the deterioration. This presentation describes what was done to measure customer feedback and set up a management system to achieve our goal of being #1 in our customers' eyes. Some of the main challenges included dealing with a variety of metrics and different reporting systems. In 2010, the executive team set a strategic goal of increased market share in the construction and manufacturing segment. The customer feedback process developed earlier was fast-tracked to identify key metrics and improvement opportunities. Customer feedback now plays a significant role in managing corporate performance to meet stakeholder needs.

**Speaker: John Ashton, Sr. Specialist, Metallurgy & Quality Dept  
ArcelorMittal Dofasco**

John began his career at Dofasco in 1971 after obtaining a degree in chemical engineering from McMaster University. He worked for sixteen years in the Research Dept. doing process analysis on iron and steel production. In 1987 he switched to the industrial engineering group and has been involved with quality planning, corporate performance measurement and business planning for over two decades.

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



*If attending the September 29 dinner, please e-mail Carl Weidhaas at [weidhaas.carl@rogers.com](mailto:weidhaas.carl@rogers.com) by noon on Friday, September 24 and provide your name and phone number.*

## Message from the Chair, ASQ Hamilton Section

Hello Everyone,

I trust you all had a great summer. Please allow me to introduce myself. My name is Carl Weidhaas and I am the Hamilton Section chair for the next 2 years. I currently maintain CQT and CQE designations and spend my days working as a quality engineer at a company called Barrday in Cambridge.

I would like to officially thank Jeff Race for all his hard work as chair over the last two years. It was a difficult time for many in the region but our section achieved Quality Management Process awards both years with your guidance. Thank you to the rest of the section executive for the extra time committed to keep our section successful.

Congratulations to Rory Jones on his election to the section chair starting in July 2012.

We have a great program scheduled for this year. Unique highlights include Root Cause Analysis and Effective Corrective Action as seen through a registrar and a tour of a NEW-CLEAR reactor. Sorry had to put that in.

I hope to see you at the scheduled events and am looking forward to a successful two years for our section.

Best regards,

Carl Weidhaas

### Other Upcoming Events

Event	Organizer	Date	Details
Business Process Improvement Workshop, Mississauga	Andrew Milivojevic The Knowledge Management Group	Sep 22 – 23, 2010	<a href="http://www.tkmq.org/bpi.pdf">www.tkmq.org/bpi.pdf</a>
ASQ Toronto Fall Seminar 2010, Quality in a New World	ASQ Toronto	Oct 7, 2010	<a href="http://www.asqtoronto.org">www.asqtoronto.org</a>
Lean Six Sigma Conference, Buffalo	ASQ Buffalo	Oct 19 – 21, 2010	<a href="http://www.asqbuffalo.org">www.asqbuffalo.org</a>
Tour of Steel Image Metallurgical Laboratory Facility, Flamborough	ASQ Hamilton	Oct 26, 2010	See announcement below

**Tour of Steel Image Metallurgical Laboratory Facility  
and  
Presentation on Metallurgical Failure Analysis**

**7 Innovation Drive, Flamborough, ON  
Off South Dr which is 300 m west of junction of hwy 5 and 6**

**Tuesday, October 26, 2010 at 7:00 pm  
Snacks and refreshments will be provided**

Product failures can result in costly events, safety hazards and poor product branding. Determining the precise cause of component failure is critical to provide the information necessary to make informed decisions and develop cost-effective solutions. This 45-minute presentation will introduce metallurgical failure analysis used to investigate component failures. Participants will better understand the concepts applied during failure analysis and how to utilize it within the manufacturing industry. Following the talk, various laboratory equipment will be demonstrated and attendees will be given the opportunity to use the equipment to examine component failures.

**Tour Guide & Presenter:  
Shane Turcott, Principal Metallurgist**

Shane Turcott graduated with both a B.Eng and M.A.Sc in Materials Engineering from McMaster University. He has performed failure analysis for the manufacturing, maintenance and energy industries through former employment at Dofasco, Bodycote and Liburdi Turbine Services. In 2008, he started **Steel Image** specializing in solution-based failure analysis. He is currently the Vice Chair of the Ontario ASM Chapter and regularly speaks at universities and conferences on failure analysis.

**The Section is charging a \$20 fee for this Tour and Presentation  
How to Register for this Tour**

Sign up with your \$20 fee - cash or cheque only - at the September 29 membership meeting at Chan's Buffet Restaurant. There is a group size limit of 22 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)

## **Hamilton Section Officers for 2010 / 2012**

At the April 20, 2010 membership meeting, nominations were presented for the positions of Vice Chair/Chair-Elect, Secretary and Treasurer for the 2010 / 2012 section executive.

With no additional nominations received, and with the current Vice-Chair/Chair-Elect moving to the Chair position, the Section officers for 2010 / 2012 will be:

<b>Chair:</b>	<b>Carl Weidhaas</b>
<b>Vice-Chair/Chair-Elect:</b>	<b>Rory Jones</b>
<b>Secretary:</b>	<b>Rory Jones</b>
<b>Treasurer:</b>	<b>Joseph Drozd</b>

**Congratulations to the officers of the new executive, which took over effective July 1, 2010.**

## **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](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 [isqas@yahoo.ca](mailto:isqas@yahoo.ca)

## **Program Update**

Our program has been updated to include our May meeting. We are pleased to have Tim Dietrich from Hamilton Health Sciences speak about the Application of Quality at Hamilton Health Sciences. The date of the presentation is Tuesday, May 17, 2011. Mark your calendars.

## **Member on the Move**

One of our long time colleagues and friends, Dr. Charlie Goldsmith, has headed out to Simon Fraser University in British Columbia. Charlie has accepted the position of Chair in Statistics & Information Sciences for Arthritis and Musculoskeletal Diseases. We'll miss him and wish him well in this new post.

## **Congratulations to ASQ Certification Achievers**

**the following Hamilton Section members who were successful  
in ASQ certification exams held in Hamilton in June 2010:**

**Certified Quality Engineer  
Sunil Desai**

**Certified Quality Improvement Associate  
Melanie Lucio**

**Certified Six Sigma Black Belt  
Bao Le**

**NOTE: If you have passed an ASQ certification exam that you wrote at a location  
other than Hamilton, please e-mail the Section Chair Weidhaas  
at [weidhaas.carl@rogers.com](mailto:weidhaas.carl@rogers.com) with the information.**

**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](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.**