



Canada
Hamilton
Section 400

The Hamilton Section Of The
American Society For Quality

Newsletter

November 2009

Editor-
Adam Kossowski

www.asqhamilton.com

NOTICE OF MEMBERSHIP MEETING

REVISED DATE: Thursday, December 3, 2009

**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: Candy Covered Process Performance

Candy factories are secretive places. Think of the spies that plagued Willy Wonka's fictional factory, or the real-life rivalry between Mars and Hershey. So how do you assess the performance of a candy production line, if you can't even get inside the building? You study the candies that come out the door.

This study examines the differences in weights and color mixtures from pack-to-pack and batch-to-batch for 5 popular brands of candy. The analysis uses graphical plots, control charts, and statistical tests. The results show that even for such a simple product, the processes of some manufacturers are much more consistent than those of their competitors. They also remind us that it is possible to learn about a supplier's process even before visiting their factory.

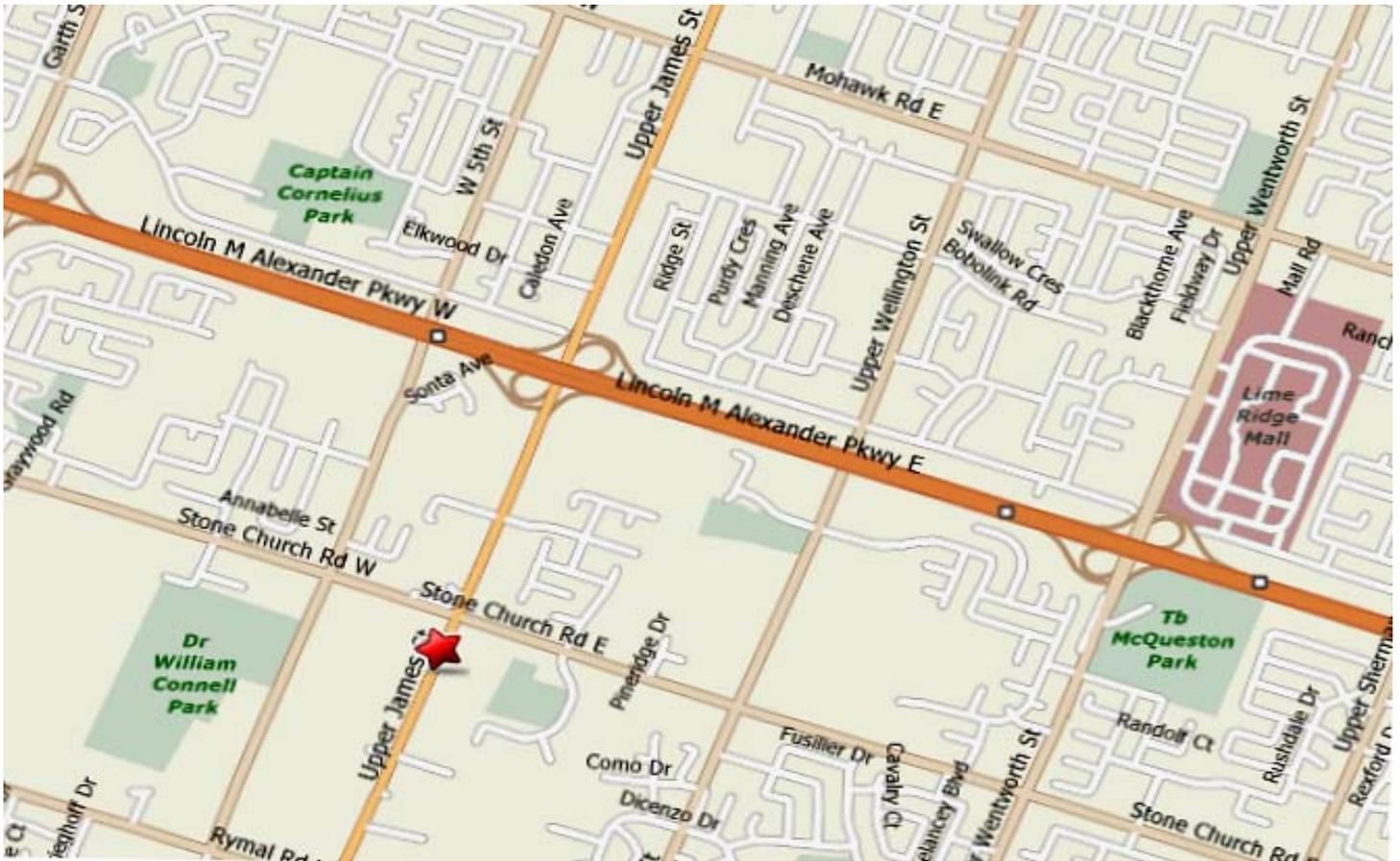
Speaker: Michael Armstrong, Associate Professor, Brock University

Dr Michael J Armstrong is an Associate Professor in the Faculty of Business at Brock University, where he teaches courses in quality management and operations management. Some of his first research involved mathematical modeling of reliability and maintenance, while his more recent studies have looked at food supply chains. His ASQ certifications include the CMQ&OE, CSSBB, CQE, and CRE.

Over the past year Michael has written articles on quality-related topics for a number of newspapers, including *The Globe & Mail*, *The National Post*, and *The Hamilton Spectator*. He also has done on-air interviews with radio stations such as *CFRB AM 1010* in Toronto and *CHAM AM 820* in Hamilton.

The Hamilton Spectator ran a short article recently on Michael's upcoming presentation – to access click on <http://www.thespec.com/article/664124>

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



If attending the December 3 dinner, please e-mail Jeff Race at j.race@palfingerna.com by noon on Friday, November 27, 2009 and provide your name and phone number.

Other Upcoming Events

| Event | Location | Date | Details |
|---|--------------|--------------|--|
| Lean Manufacturing / Lean Service Organizations – Choosing the best tools in tough economic times. Trevor Smith, Quality Integration Solutions. | ASQ Toronto | Nov 11, 2009 | www.asqtoronto.org |
| ISO13485:Medical Devices - Nancy Ruth, Devices CanReg | ASQ Hamilton | Jan 28, 2010 | January Newsletter |

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>

ASQ Learning Institute™ - Anywhere, Everywhere. It's All About You.

[Visit the ASQ Learning Institute™ and set up your profile now!](#)

This is a great cause-based message that highlights the importance of the tools and skills members develop through their ASQ membership:

The ASQ Learning Institute™ Is Now Live - Learn Skills That Will Help Make Your World Better

Quality: The Cause of Good Things in the World

Quality techniques from ASQ enable doctors like Dr. Manu Vora, an ASQ Fellow - and the Blind Foundation for India, which he co-founded-to help cure and prevent blindness for approximately 90,000 people in India.

"The quality discipline has helped us manage the foundation from the beginning," said Vora. "By implementing the PDSA model at BFI, we were able to hit the ground running."

Using the plan, do, study, act cycle, a basic quality tool, Vora also played a major part in providing vaccinations and vitamin A to tens of thousands of children in India.

With your ASQ membership, you belong to an organization of continuous learning and improvement, making quality the cause of good things in our world.

[Visit the ASQ Learning Institute™ and set up your profile now!](#)

This will help you explain the primary benefits of the ASQ Learning Institute™:

The ASQ Learning Institute™ will help you to plan, manage, schedule, and track ALL of your professional development needs anywhere in the world while guaranteeing the same high-quality training and instructors you expect from ASQ.

The ASQ Learning Institute™ allows you to create a user profile so you can build your learning plan, track your success, and boost your career-all starting today.

[Visit the ASQ Learning Institute™ and set up your profile now!](#)

These are the tools of the ASQ Learning Institute™, and how they should be presented:

These tools are available to Full, Senior, Honorary, and Fellow members now:

- ASQ Course (Learning) Catalog - Compiles a list of available training, including instructor-led, online, and document-based training. Allows users to browse and locate catalogs very quickly by subject areas or calendar date.
- ASQ Learning Institute™ Calendar - Provides a clear view of all the professional development opportunities over an 18-month period. The calendar allows users to view upcoming learning offerings that include all courses, seminars, and conferences in multiple modalities.
- Learning History - Displays the entire history of learning events for a learner-including components assigned and completed. The learning history can be thought of as the learner's "transcript."
- Competency Assessment - Provides a structured list of knowledge, skills, and abilities that serves as a foundation for users to map the level of competencies needed for various job functions.
- Career Planner - The Career Planner helps you manage your career by mapping your future career path and assessing the difference between your current abilities and the abilities (called competencies) required for the job to which you ultimately aspire to.
- Learning Plans - This personalized plan provides a detailed description of user activities to help learners achieve their education goals. The learning plan can be thought of as the "to do" list.

[Visit the ASQ Learning Institute™ and set up your profile now!](#)

ASQ Learning Institute™ - Anywhere, Everywhere. It's All About You.

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 isqas@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. 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.**