

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 playfully serious 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.

When Wednesday, March 23rd, 2011

Where Kings Buffet, 507 Wilson Avenue (Toys R Us plaza), Kitchener, Ontario (519-893-3100) [in the new enclosed private room \(same restaurant, different room\)](#)

Cost \$25.00 (ASQ Members) \$30.00 (non-members) payable at the door by cash or cheque. No credit or debit cards. ASQ members and non-members are welcome.

RSVP RSVP via E-mail to program@asqkitchener.org by **4pm Friday, March 18th, 2011** in order for us to make the necessary arrangements. Please state:

- the event for which you are registering
- your first and last name
- the name of your company
- Your ASQ membership # (or identify yourself as a non-member).

Agenda 6:30 - Sign in and networking
6:45 - Dinner, Networking
7.30 - Presentation
8:30 - Q&A
8:45 - Wrap up and Networking
9:00 - End

About The Speaker

Dr Michael J Armstrong, PhD

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. Most of his first research involves mathematical modeling, but he has also worked with his students to study food supply chains. His ASQ certifications include the CMQ&OE, CSSBB, and CQE.

Michael has written commentary articles on quality-related topics for a number of outlets, including *The Globe & Mail*, *The Toronto Star*, and the CBC's news website (see link below). He also has done on-air interviews with radio stations such as *CFRB AM 1010* in Toronto and *CHAM AM 820* in Hamilton.

<http://www.cbc.ca/canada/story/2010/05/31/f-vp-armstrong-food-labelling.html#socialcomments#ixzz0pYoY7KYC>