

From the desk of the Chair

Harold Sachs, ASQ CQE, CQA



WELCOME EVERYONE to an exciting new year with the ASQ Kitchener Section!

We conducted a survey at the section elections and many of the attendees had

common concerns and requests such as holding more events and more plant tours, reinstating newsletters and giving more notice prior to events, especially for plant tours with a limited number of attendees. Well, we're trying our very best to continuously improve and listen to the voice of our Customers by accommodating and exceeding all of these requests. If any member has additional concerns, requests or ideas for improvement, please feel free at any time to express your thoughts via E-mail to chair@asqkitchener.org.

MORE EVENTS: We've **doubled** the number of events for the 2004/2005 program, including more plant tours and we are in the process of finalizing some additional events. Recognizing that some members attend night school on certain evenings each week, the presentations and plant tours are staggered to occur on a different day, changing from a Tuesday to a Wednesday or Thursday evening each month. All events at Bingemans are open to ASQ members and non-members. Since last year we experienced far more RSVP's for plant tours than the companies would allow, we've decided to make all plant tours available to ASQ members only.

MORE NOTICE: We've come up with something new this year! **Now, you can see the entire program of events on our website and register for a specific event at any time, months ahead of the RSVP deadline.** Registering is easy. Simply send an E-mail to program@asqkitchener.org, stating your first and last name, the name and date of the event

for which you are registering, the name of your company, and your ASQ membership # or identify yourself as a non-member. We will send you a confirmation via E-mail and if an event has already reached its attendance capacity, you will be notified and your name will be placed on a waiting list in case of cancellations.

LOWER COST: This year, as an added benefit, the Kitchener ASQ Section is subsidizing our events. For example, the \$20.00 you will be paying to attend most dinner meetings with presentations at Bingemans is less than our cost per person for the food and room rental.

BARGAIN EVENT: If you really want a quality bargain, **make sure you don't miss out on our January 24th event** at Bingemans where we have booked **JIM CLEMMER** for a 2-hour presentation. The subsidized cost of this event including the meal will be \$25.00 for ASQ members and non-members so feel welcome to register a friend or co-worker who is not a member and introduce him/her to ASQ. Jim's topic is **"Leading @ the Speed of Change: How to Align People, Processes, and Personal Effectiveness for Continuous Success"**. Jim Clemmer is a **bestselling author and internationally acclaimed keynote speaker, workshop/retreat leader, and management team developer on leadership, change, customer focus, culture, and personal growth**. During the last 25 years, Jim has delivered over 2,000 customized keynote presentations, workshops, and retreats and holds the prestigious Certified Speaking Professional (CSP) designation, the highest earned designation in Professional Speaking. Jim's 5 international bestselling books include **The VIP Strategy, Firing on All Cylinders, Pathways to Performance, Growing the Distance, and The Leader's Digest**. Jim says that he's looking forward to this event being a "rousing success" for the ASQ Kitchener Section and **we've asked him to bring along some of his books and application workbooks for purchase by our attendees**. Come early to see the display and get Jim to autograph your purchase.

NEWSLETTERS: Unfortunately due to unforeseen circumstances, we apologize that this first newsletter is arriving behind schedule, but rest assured that we have **reinstated quarterly** newsletters for the months of **September, December, March and June**. Each newsletter will identify the upcoming program of events although you will be expected to refer to our website for specific details of each event. We will be mailing hardcopies to all members and E-mailing electronic copies. Our regular monthly event notices will only be E-mailed as done in past years.

YOUR E-MAIL ADDRESS IS IMPORTANT: Did you know that **40% of our members have not provided us with an E-mail address or have indicated a “no” preference to receiving E-mails from the section?** If you want to receive regular monthly event notices, please supply ASQ Headquarters in Milwaukee with an E-mail address. Otherwise, you will have to rely on mailed hardcopy newsletters every three months and you may miss registration deadlines and updates about new or revised events. If you don't have a computer with E-mail capabilities, perhaps you could ask a friend or relative if you could use their E-mail address. We won't send you junk mail, only important notices and news. We sure don't want you to miss out on all the activities we have to offer. **Last year 20% of our section members supplied HQ with an E-mail address but checked off a “no” preference to receiving E-mail from the section.** We asked some members about this and found out that some did this inadvertently without realizing the consequences. Some members weren't aware of it because they still received notices, but this will no longer happen because of new ASQ E-mail guidelines that we will strictly adhere to. Please check your membership profile to ensure that it reflects exactly what you want. **To change your ASQ email preferences, go to <http://www.asq.org/members/account/index.html> and sign in. For password assistance, go to http://www.asq.org/help_signinB.html. If you need additional help, send an E-mail to <mailto:help@asq.org>.**

LEADERSHIP COMMITTEE: We have a large team of section volunteers this year who are all leaders and who are all really enthused about the section, so you can expect to see a lot of new changes, goals and improvements once we get going full swing. We've only had a few meetings to date, including some training by our Regional Director for ASQ Canada, Brenda Fisk. **I think that we make a super team and I sincerely thank all our volunteers for their past, present and future efforts.** Check out our section website to learn more about the Section Leadership Committee and Conference Committee. **The Program Chair position is still vacant, which I am temporarily assuming, but if any section member would like to volunteer for this position, he/she would be welcomed with open arms.** The majority of the 2004/2005 program has already been developed, but we still need a Program Chair to assist with RSVP's, confirmations, attendance records, event updates, registration receipts, etc., and there's always the job of keeping eyes and ears open to establish a preliminary program of events for 2005/2006. **Anybody interested?** If so, please send an E-mail to chair@asqkitchener.org.

QUALITY CONFERENCE: Our Annual Quality Conference will be held on **February 10, 2005** at **Bingemans Conference Centre**. If you want to **volunteer** to help out with the conference planning and execution and/or if you'd like to be a **speaker** at the conference, please contact our **Conference Chair, Ray Culver**, at education@asqkitchener.org.

JOB OPENINGS AND RESUMES: We have a **Placement Chair this year, Rinkol Zhu**. If you are a Kitchener Section member seeking employment or a member of another section looking for work in our geographic area, please contact Rinkol at placement@asqkitchener.org. **She will be glad to post your resume on our website. If your company is looking to fill a position, please contact Rinkol to have your advertisement posted on our website and in our newsletter free of charge.** Third party employment agencies are also permitted to

advertise on our website and in the newsletter, but advertising fees will be applicable.

Once you review our program of events, you'll understand why I can promise that this will be an exciting year.

About our Section Chair

Harold Sachs has been an active member of ASQ since 1988 helping out with conferences and also in the roles of Treasurer, Membership Chair and Program Chair. Presently, Harold is the Supplier QA Engineer at Skyjack Inc., a division of Linamar Corporation. Prior to this, Harold was ISO 9001 Project Manager at Ingersoll-Dresser Pumps where he developed and implemented the QMS and led the company through successful registration with LRQA.

Before that, Harold worked for Joy Technologies and Joy MK Projects Company on the Ontario Hydro Flue Gas Desulphurization project for the Lambton coal-fired thermal generating station. Harold has gained a lot of experience in supplier audits, product inspections, inspection and test plans, and technical specifications. Other past employers were Sulzer Bingham Pumps, Mitsubishi Electric, Valcom and Telesat Canada.

Besides being a Certified Quality Engineer and Quality Auditor, Harold is also an Electronics Engineering Technologist. Over the years, Harold has completed numerous courses and seminars in the field of quality. He is one of the original two students in 1989 who received certificates in the first graduation ceremony for the Quality Assurance Program at Conestoga College. Since then, Harold has continued with courses in Supply Chain Management, Problem Solving, Leadership and Management/Supervisory skills. Besides ASQ volunteering, Harold's hobbies are Hunting, Fishing, Camping and Woodworking.

Message from our Chair-elect

Jane Martin, ASQ CQE, CQT, CMI



Welcome to a new year with the ASQ Kitchener Section. As part of the duties of the Chair-elect, I will be the SMP co-coordinator.

The Section Management Process (SMP) has been developed by the ASQ to assist sections in their planning and implementation of services and programs that will meet the needs of their members through the Plan-Do-Check-Act cycle of continuous improvement. The business plan will provide us with a strategic direction as well as a measure of our results.

The society's goals are increased member satisfaction, loyalty, and member retention. SMP encourages the sections to continually measure, address and improve customer satisfaction.

I will coordinate the development of our section business plan for 2004 – 2005. Our plan will address both the goals of the society and the goals that we set for our section.

About our Chair-elect

Jane has been an active ASQ Member since 1997. Before accepting the nomination as our current Chair-elect, Jane was also our elected Secretary for 2003/2004, and she has participated in the CMI exam review in Milwaukee, AQC 2003 promotions committee for Kansas City, and AQC 2004 site committee operations vice chair for Toronto.

Presently, Jane is working as a Quality Engineer for Transgear Manufacturing, a Division of Linamar Corporation. Before joining Linamar, she was on the rock blasting crew for pipeline construction, noise and ground vibration analysis. Jane's hobbies are exploring Ontario's provincial parks and conservation areas. She is also a die-hard fan of the Miami Dolphins.

Secretary**Csilla Valtner, CQT**

Csilla is a member of ASQ and ASQ Kitchener section since 2000. She is presently working with Musashi Auto Parts Canada and previous to this she was working with Linamar Corporation. She is also an active member of Tisza Hungarian Canadian Association and holds the position of Treasurer with the Association. Her favorite hobby is music.

Section & Conference Treasurer**Gerhard (Gary) Parthe, CQA**

Gary is a member of ASQ and ASQ Kitchener Section since 1988. For the past 16 years he has been actively involved with the section activities and volunteering. He had been the sections Chair, Secretary, Conference Chair and Exhibition Chair. Gary works with Pentalift Equipment Corporation as Plant Manager. Prior to this, he was working in various senior management positions with Triangle Suspension Systems, Champion Road Machinery, Euclid, Mack Truck and Caterpillar. Gary's hobbies include squash and golf.

Recertification Chair**Detlef Blankschein, ASQ CQE**

Detlef handles the section part of the Recertification process for the ASQ. He holds senior member status and has been an active member of ASQ since

1969. He has served the Montreal and Kitchener sections as a volunteer in various positions such as Section Chair, Membership Chair, Program Chair, Treasurer, Education Chair and Recertification chair.

Detlef spent the past forty odd years in Canadian industry, initially in the Montreal area and since 1984 in the KW area, holding a variety

of senior technical, quality, operations management and executive positions at such major corporations as Canron Inc., Deutz Diesel, Devtek Corp. Heroux – Devtek Inc., Engel Canada, and Skyjack Inc.

His experience includes restructuring and rebuilding the operational health of companies, retooling for new products and re-staffing and training for new ventures, as well as supporting all activities connected with strategic outsourcing.

Detlef holds the CQE certificate # 69.

Chair –**Auditing Committee, Nominating Committee, Access- to- Database Sig Bjarneson, ASQ CQE, CQT**

Sig is a member of ASQ and ASQ Kitchener Section since 1988. Since then he had volunteered himself to the section towards various activities of the section and held positions as

Conference,

Membership and Program Committee chair. He is presently working as a Quality Engineer with ATS – Automation Tooling Systems and prior to this he worked with GSW, W.C. Wood, MTD and B&W Heat Treating in various Quality and management positions. He is also a member of Royal City Toastmasters and his favourite hobbies are fishing, DIY projects, and last but not least, spoiling his grand-daughter.

Certification Chair**Bob Zadarko, ASQ CQE, CQA, CQT**

Bob is also one of the senior members of the ASQ and ASQ Kitchener Section. He is a member since 1988 and actively volunteered in various positions in the section as Program Chair in the past

years. He is working as a Manager, Compliance Engineering with ATS Automation Tooling Systems where he manages a group of seasoned quality and engineering professionals ensuring product safety and conformance to various international standards. His past work experience consists of approximately 15 years of experience in the Quality field in the defence and automotive industries.

Conference and Education Chair **Ray Culver, ASQ CQE, CQMgr**



Ray is one of the active members of ASQ and ASQ Kitchener Section since 1998. He is also the Chair of the Guelph Quality Awards

committee. He is working with Basics Office Furniture & Design as their General Manager. He has dedicated his entire professional career working for office products and furniture dealerships within the Basics Group of companies. He held many positions ranging from warehousing, sales, operations, and quality. His hobbies are Rock climbing and fishing. He is an outstanding cottager, and always curious to know as to what makes the world turn.

Membership Chair **Ross Wilhelm**



Ross is a member with ASQ and this section since 1998. He is also one of the members of the adjudication committee of the Guelph Quality

Awards. Ross is the Quality Manager at Hematite Manufacturing, Guelph Ontario, an accoustical component supplier to the automotive industry. He spear headed his company to all the Quality Certifications like

QS9000, ISO 14001 and ISO/TS16949:2002. He has spent his entire career in the Quality field managing for over 30 years in interior trim components and accoustical components for the automotive industry. Prior to joining Hematite he worked at Van Dresser Ltd, Waterloo for 20 yrs.

His hobbies include woodworking and gardening.

Past Chair 2003- 2004 **Richard Hutchinson,** **ASQ CQE, CRE, CQA, CQM, CSSBB**

Richard is a member of ASQ and ASQ Kitchener Section since 1999. He is the current past Chair of the ASQ Kitchener section. He is working with LPP Manufacturing – A Division of Linamar Corporation. He is also a member of SAE.

Historian **Laura Ibbotson, CQIA**



Laura is a member of ASQ since 2001. She is working with Research In Motion as a Quality Knowledge Specialist. She is also a member of SCIP (Society of Competitive Intelligence Professionals). Her hobbies include reading, gardening, and many outdoor sporting activities.

Koalaty Kid Education Liaison **Ivanka Polic, ASQ CQE**

Ivanka is a member of ASQ since 1999. She is also one of the adjudication committee members for the Guelph Quality Awards committee. She is working with Guelph Tool Inc., as their Supplier Quality Assurance Engineer. Her hobbies include reading and music.

Placement Chair

Rinkol H. Zhu



Rinkol is a member of ASQ since 2001. She is working as a Reliability Specialist with Research In Motion. Prior to this assignment she was working for Sun Japan Computer System Ltd. and Inventec Electrics Ltd as a Quality Engineer for several years before moving to Canada. Her hobbies are travelling and

gardening.

Newsletter & Internet Liaison

Babu Gunabalan,
ASQ CQE, CQA, CQT

Babu is a member with ASQ and this section since 2001. He is also one of the members of the adjudication committee of the Guelph Quality Awards. He is working at Roctel Manufacturing - A division of Linamar Corp.

2004 Program of Upcoming Events

To register for an event, send an E-mail to program@asqkitchener.org, stating your first and last name, the name and date of the event for which you are registering, the name of your company, and your ASQ membership # or identify yourself as a non-member. Please refer to our website <http://www.asqkitchener.org/> for more details of the events such as the start time, the RSVP deadline, the speaker biography, cost, food, etc.

Date	Event & Topic	Speaker	Location
Thursday October 21, 2004	PRESENTATION: Supplier Development; Challenges, Different Approaches & Lessons Learned	Benson Tendler VP of Product Quality Research in Motion	Bingemans Conference Centre, Heritage Room 425 Bingemans Centre Dr. Kitchener, Ont.
Wednesday October 27, 2004	PLANT TOUR & PRODUCT DEMO: Christie Digital PRESENTATION: Cinema Going Digital – Image Quality Challenges	Peter Pekurar Quality Manager Christie Digital	809 Wellington St. N. Kitchener, Ont.
Saturday October 30, 2004	WORKSHOP: GD&T; Everything You Need to Know about Positional Tolerances (Certificates of Accomplishment issued - 0.4 RU's)	David DeLong, ASQ CQE, CET, ASME GD & T Professional – Technologist Level Quality Management Services Inc.	Lear Canada 530 Manitou Dr. Kitchener, Ont.
Tuesday November 9, 2004	PRESENTATION & NETWORKING DISCUSSION: ISO 9001 – The Morning After	Denis Devos, BA, B.E.Sc, M.Eng, P.Eng	Bingemans Conference Centre, Heritage Room 425 Bingemans Centre Dr. Kitchener, Ont.
Thursday November 18, 2004	PLANT TOUR: Basics Office Furniture & Design PRESENTATION: Ergonomics @ Work	Lucy Hart In-house Ergonomist for The Global Group Downs view, Ont.	200 Frobisher Dr. Waterloo, Ont.
Friday December 3, 2004	ANNUAL CHRISTMAS EVENT DINNER THEATRE: Theatre in the Trees	Funny Money A Comedy by Ray Cooney Directed by John Snowdon	The Arboretum University of Guelph Guelph, Ont.
Tuesday December 7, 2004	PLANT TOUR: Blount Canada PRESENTATION: Maintaining a Quality Culture	Ben McCarl, MASc, P.Eng Manager Quality and MIS Blount Canada	505 Edinburgh Rd. N. Guelph, Ont.


2005 Program of Upcoming Events

Date	Event & Topic	Speaker	Location
Monday January 24, 2005	PRESENTATION: Leading @ the Speed of Change: How to Align People, Processes, and Personal Effectiveness for Continuous Success	Jim Clemmer Bestselling author & internationally acclaimed speaker, workshop/retreat leader. and management team developer on leadership, change, customer focus, culture, and personal growth	Bingemans Conference Centre, Heritage Room 425 Bingemans Centre Dr. Kitchener, Ont.
Thursday February 10, 2005	ANNUAL QUALITY CONFERENCE	Details TBA Ray Culver, ASQ CQE, CQM Conference Chair education@asqkitchener.org	Bingemans Conference Centre, Heritage Room 425 Bingemans Centre Dr. Kitchener, Ont.
Wednesday February 23, 2005	PLANT TOUR: Engel Canada PRESENTATION: "Engel . . . be the first" - Overview of company, products & quality system	Steve Schock, ASQ CQE Quality Manager Engel Canada	545 Elmira Road Guelph, Ont.
Tuesday March 22, 2005	SECTION ELECTIONS: Also Awards & Recognitions PRESENTATION: Supply Chain Quality	Details TBA Nominating Chair, Sig Bjarneson, ASQ CQE, CQT database_audit@asqkitchener.org Duke Okes, ASQ CQE, CQM, CQA Fellow ASQ Member APLOMET/Applied Logical Methods	Bingemans Conference Centre, Heritage Room 425 Bingemans Centre Dr. Kitchener, Ont.
Wednesday April 13, 2005	JOINT ASQ & KWSQA EVENT PRESENTATION: What's New in Software Quality?	Kitchener-Waterloo Software Quality Association http://www.kwsqa.org/	Bingemans Conference Centre, Heritage Room 425 Bingemans Centre Dr. Kitchener, Ont.
Thursday April 21, 2005	PLANT TOUR: Blue Bird PRESENTATION: History & Overview of Company	Tony Martins Quality Manager Blue Bird	22 Airport Rd. Brantford, Ont.
June 2005	ANNUAL GOLF TOURNAMENT	Details TBA If interested, contact Gary Parthe, CQA treasurer@asqkitchener.org	Brookfield Golf Club R.R. # 21, Cambridge (Beaverdale Road)