

Message from the Chair . . .

Our first event in January 2005 consisted of a 2 hour leadership presentation by Jim Clemmer. This was a smashing success with lots of positive feedback, drawing our biggest turnout in years for a monthly event. Our February event was a presentation and plant tour at Engel Canada which was also a very educational experience with great feedback. To keep updated on all our upcoming events, be sure to check out our website <http://www.asqkitchener.org>.

I sure hope that you have enjoyed our 2004/2005 program so far. The rest of the year still has much to offer our members. March 22nd is the date of our section elections and a presentation on "Supply Chain Quality" by Duke Okes, ASQ CQE, CQM, CQA and Fellow ASQ Member. Our April 13th presentation on "What's New in Software Quality?" is a joint meeting of the ASQ Kitchener Section and the Kitchener-Waterloo Software Quality Association. April 20th is our section's Annual Quality Conference. On April 21st, there is a presentation & plant tour at BLUE BIRD in Brantford. Since there is a limit of 30 attendees, please register ASAP if you're interested in attending this event at the Blue Bird facility.

As usual, there are no monthly events scheduled during the summer months, but that doesn't mean your section executive won't be busy. Our next section leadership committee will soon start planning and organizing the 2005/2006 calendar of events which will kick off in September. If you'd like to be a speaker at one of our monthly events or sponsor a plant tour, we welcome your input so please don't hesitate to contact program@asqkitchener.org If you are interested in becoming a 2005/2006 section leadership committee volunteer or a conference committee volunteer, please contact chair-elect@asqkitchener.org

I would like to take this opportunity to remind our members that if you are looking for work in the field of quality and would like

to have your resume posted on our website, or if your company has a job opening in the quality field and would like to post it on our website free of charge, please contact placement@asqkitchener.org.

In closing, I'd like to say that your E-mail address is very important to us. When you renew your membership, if you don't provide ASQ with an E-mail address or if you indicate a "no" preference for section correspondence by E-mail, we will not be able to send you our monthly event notices and as you have seen by this year's exciting program, we've been averaging two quality events per month plus additional notices for quality courses. To update your E-mail address or change your E-mail preferences, visit www.asq.org and click on the "ASQ Membership Sign-in" button and log in using your member number and password. Select "Change Address" to update your information and preferences. If you need additional help, E-mail ASQ Customer Care at help@asq.org or call 1-800-248-1946.

Harold Sachs, ASQ CQE, CQA
2004/2005 ASQ Kitchener Section Chair
Skyjack Inc., Linamar Industrial Group

Feed back about Section Events

Engel Plant Tour

The Engel Canada presentation and plant tour in February for the ASQ Kitchener Section was very enjoyable and informative. It is always exciting to learn more about local successful facilities. The technology, capabilities and systems in place are truly world class at Engel Canada.

I think everyone walked away from the tour with a greater respect and understanding of the processes and equipment involved with manufacturing complex plastic and rubber components and products. It is always fun to learn how day-to-day things are made and fun to

learn how the machines that make these things are made!

Steve Schock's presentation about their Quality System was very interesting and informative as well. Their approach to some day-to-day traditional QA issues and headaches is very unique. The limiting use of the word "Quality" in their documentation seems like a simple and effective approach for communicating to all employees that the documented system is not just for the Quality Department.

Robert Sehn

Denso Manufacturing Canada, Inc.

Jim Clemmer Presentation



In January our section was honoured to experience Jim Clemmer's presentation titled "**Leading @ the Speed of Change: How to Align People, Processes, and Personal Effectiveness for Continuous Success**". This presentation proved to be a prime example of why Jim holds the prestigious Certified Speaking Professional (CSP) designation, the highest earned designation in professional speaking. Jim is a bestselling author & internationally acclaimed speaker, workshop/retreat leader and management team developer, but he also has a humorous side which he showed us by telling us that he's especially proud of tripling the size of his forehead (of course referring to his receding hairline) and by explaining to us that one of his goals, on his many business trips, is to have half as much fun as his family thinks he's having!

It was obvious that our audience understood Jim's message about the differences between managing things and leading people and the importance of finding the right balance. As I looked around the room throughout the presentation, I constantly saw heads nodding in agreement and understanding. Everyone was attentive and interested in what was being said. Two phrases that particularly stuck in my mind are "**We can't direct the wind, but we can adjust our sails**" and "**Leadership is action, not position**", but there is one other quote that personally struck a high note with me, "**Leadership is the stuff of dreams, inspiration, excitement, desire, pride, care, passion and love.**"

Jim drew our biggest crowd ever for a monthly event and we received a lot of positive feedback about Jim, his presentation, the food, the room set-up and the service at Bingemans so we're hoping that this sets precedence for feedback and constructive criticism about our future events. Maybe it was Jim who got everybody excited enough to give us more feedback than we usually receive, but in any case, we always welcome comments from all members and non-members attending our events. How else can we continuously improve? We thank you for your feedback and encourage you at any time to e-mail your comments to the chair or the program chair. All comments will be made known to the leadership committee.



Kitchener Section 0405

Did you know that Jim tried something new with his presentation for the ASQ Kitchener section? You can purchase an audio track synchronized with the slides for playback through your web browser? Jim Clemmer's website is www.clemmer.net and his E-mail address is jim.clemmer@clemmer.net.

Harold Sachs, ASQ CQE, CQA
ASQ Kitchener Section Chair, 2004/2005
Skyjack Inc., Linamar Industrial Group

*2005/2006 Section Elections -
Nominations*

To: All Members
From: Section Nominating Committee

SUBJECT: Nominating Committee Report

In accordance with our Section By-laws, the Nominating Committee has been convened and the following are our nominations for the 2005 - 2006 Section Leadership Committee:

Section Chair	Jane Martin
Chair Elect	Ross Wilhelm
Secretary	Csilla Valtner
Treasurer	Gary Parthe

The Nominating Committee confirms that each of these candidates is a member in good standing and is eligible to stand for election.

Also in accordance with our by-laws, these nominations will be presented for consideration of the membership at the **Election Meeting** scheduled for **March 22, 2005**. It should be noted that, nominations from the membership shall be accepted provided that both the nominator and the person being nominated are present at the meeting.

In the absence of any other nominations, a motion will be made to accept the recommendation of the Nominating Committee and those in attendance will be asked to vote.

If there are any questions or concerns, please feel free to contact any member of the Section Leadership Committee.

Sig Bjarneson
Nominating Committee Chair

ASQ Certification

Fall ASQ Exams were a "killer"!

Congratulations to all those who passed the fall exam season. For those of you that were not that fortunate keep up the studies and we'll see you next time around,

Here is a breakdown and results of our section's performance on the various certification exams;

Certified Quality Technician (CQT)

9 Wrote
4 Passed
Pass Rate: 44%

Certified Six Sigma Black Belt (CSSBB)

1 Wrote
1 Passed
Pass Rate: 100%

Certified Quality Manager

2 Wrote
0 Passed
Pass Rate: 0%

Certified Quality Auditor (CQA)

3 Wrote
2 Passed
Pass Rate: 66.67%

Certified Quality Engineer (CQE)

30 Wrote
9 Passed
Pass Rate: 30%

Certified Software Quality Engineer (CSQE)

4 Wrote
3 Passed
Pass Rate: 75%

Total Pass Rate for the Fall Exams for our section:

49 members wrote an exam
19 members passed their exam
Pass rate section-wide: 38.78%

Fall Exam Results

Congratulations to the following members who successfully passed their exams!

Certified Quality Engineer (CQE)

1. Ajay Bhasin
2. Bhaskara Podipireddy
3. Derek Strassburger
4. Frank Dietrich
5. Jing Dang Jane Zhang
6. Natino Scarfone
7. Shuiquan Wang
8. Tatiana Goia
9. Yanhong Wang

Certified Quality Technician (CQT)

1. Glenn Perk
2. Luda Dueck
3. Nazar Petros
4. Rajnish Kumar Walia

Certified Software Quality Engineer (CSQE)

1. Josh Assad
2. Kumanan Gopaldasamy
3. Leslie Ryan

Certified Quality Auditor (CQA)

1. Jean-Pierre Courtemanche
2. Naveen Koka

Certified Six Sigma Black Belt (CSSBB)

1. Shengyun Zhang

Certification is a great way of career development. For more information visit www.asqkitchener.org



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 that 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.

Upcoming Events

Date	Event & Topic	Speaker	Location
Tuesday March 22, 2005	SECTION ELECTIONS: Also Awards & Recognitions PRESENTATION: Supply Chain Quality	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, Berkley 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, Berkley Room 425 Bingemans Centre Dr. Kitchener, Ont.
Wednesday April 20, 2005	ANNUAL QUALITY CONFERENCE	Ray Culver, ASQ CQE, Certified Quality Manager Conference Chair education@asqkitchener.org	Bingemans Conference Centre, 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.

ASQ Annual Quality Conference

Mark your calendar for April 20th. The ASQ Annual Quality Conference is approaching and this year the subject and speakers are better than anything we have put on before. Security is on everyone's mind! Security knowing that your processes are safe, and under control. Your people are safe and onboard with the corporate mission. Your computer systems are isolated from the bad guys!

This conference will appeal not only to members of your quality department but within other areas of the business so please point your Health and Safety staff, your IT staff, Human Resources to the ASQ website and register for a day of learning.

Ray Culver, ASQ CQE, Certified Quality Manager

2004/2005 Education & Conference Chair



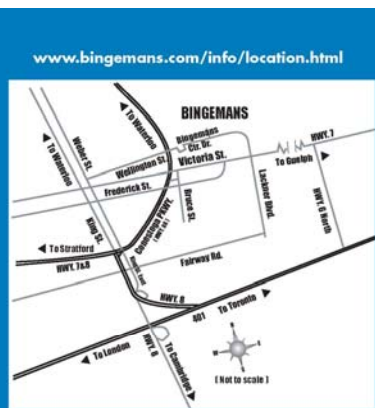
NO MATTER HOW YOU DEFINE IT, "SECURITY" IS IMPORTANT FOR ANY BUSINESS...

- ▶ **security** in technology and information management
- ▶ **security** in human resources management and practices
- ▶ **security** in ergonomics and employee wellness
- ▶ **security** in your quality systems and continuous improvement tactics
- ▶ **security** in the future of your business!

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Canada Kitchener Section 405
ASQ
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ONE-DAY SYMPOSIUM
INSIGHTS
IDEAS
OPPORTUNITIES

WEDNESDAY, APRIL 20, 2005