

# QUALITY UPDATE

January 2011

## WELCOME FROM THE CHAIR...

Lori Terpstra

As incoming Chair of the Kitchener ASQ Section 405 I would like to take this opportunity to welcome you to what will hopefully be a busy and successful new year. Our 2010/11 year runs from July 1, 2010 to June 30, 2011 and this year we have a wonderful group of executive that have returned as well as some new faces. We are still looking for one or two volunteers so if you are interested in helping out and earning some recertification points please contact me at [chair@asqkitchener.org](mailto:chair@asqkitchener.org).

Another way you can earn recertification points (as well as contribute to your section's success), is to either do a presentation yourself at a dinner meeting or connect us with somebody who will. Similarly, if your plant is willing to hold a tour for our membership or you know a plant who is please let either our Program Chair Yadhira ([program@asqkitchener.org](mailto:program@asqkitchener.org)) or myself know ASAP and we'll ensure you get the recognition and renewal points, and can even help you with your presentation feedback if needed.

We have set a goal this year of getting out 2 electronic newsletters, one in the fall and one in the spring to share with you some relevant information and report on our program scheduled and past meetings. If you are interested in contributing an article, story or picture please contact Dianne or Rui at [newsletter@asqkitchener.org](mailto:newsletter@asqkitchener.org). Reporting on a dinner meeting or tour you attended is a quick and easy way to share your experience and gain some recertification points.

We look forward to seeing you at our dinner meetings and tours over the next year, a wonderful way to network with your fellow colleagues and possibly find job opportunities for those of you looking. If you have any suggestions or feedback on our program, newsletter etc please feel free to speak with myself or any of the leadership team either in person or by contacting us via email (our contact emails are listed on the ASQ Kitchener website under contacts).

Lori Terpstra

Chair, ASQ Kitchener Section

## Volunteer Positions for the ASQ Kitchener Section

As you may know, all ASQ sections are required to have annual elections to establish the Leadership Committee for the section. We require having nominees for Treasurer, Chair-Elect and Secretary for these elections. You can nominate yourself.

Also, there are many other positions that you can volunteer for, please check the ASQ Kitchener section website for these positions. It's never too early to think about volunteering! And remember, you get points towards recertifications!

All volunteer positions require you to be in good standing as a member of ASQ and ASQ Kitchener Section.

For elected positions, all nominees require at

minimum 10 ASQ Kitchener Section members to accept the nomination, prior to, or at least on, election day.

The General Election for these positions is held at ASQ Kitchener Section General Meetings usually in late spring. As required by ASQ procedures, the ASQ Kitchener Section Leadership needs to identify one nominee for each of these positions for the election ballot, the rest of the nominees can be added as late as election day.

Your continued involvement and support for the ASQ Kitchener Section is appreciated!

Thank You.

Robert Sehn

ASQ Kitchener Section

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### Events

ASQ Kitchener holds monthly meetings to assist our members with certification and to encourage networking. Come on out, it's a great way to earn re-certification points (0.3 RU/meeting)!

You can register for events at any time, well ahead of the RSVP deadlines. To register for an event, send an E-mail to [program@asqkitchener.org](mailto:program@asqkitchener.org), stating:

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

Plant tours have a limited number of attendees so they are restricted to ASQ members only but the majority of other events are open to non-members. Confirmations will be sent via E-mail to everyone who sends an RSVP and if an event has already reached its registration capacity, you will be notified and your name will be placed on a waiting list in case of any cancellations.

## Lean Enterprise: The 7 Deadly Wastes in an Office Environment



### What is Lean?

lean means creating more value for customers with fewer resources.

The overarching element in Lean office initiatives is to eliminate what are called the seven deadly wastes.

#### 1. Overproduction

Examine ways in which office workers may be producing too much or before their work product is needed. This is especially common with information in an office environment. Process Mapping and then standardizing the work flow for each process, including signals to initiate truly necessary production.

#### 2. Inventory

Avoid compiling resources that will not be immediately needed. Looking for unnecessary files, supplies, and copies can drain work resources. Standardize work requirements, produce only what is needed to satisfy customer requirements, and ensure work products expediently move through the work flow processes.

#### 3. Transportation

Ensure that any movement of work materials (including information) adds value. Materials are typically moved several times before being permanently sorted, with



temporary storage creating wasted effort.

#### 4. Motion

Ensure any motion is necessary to produce a work product. From an office perspective, determine if workers have to travel or search for resources more than necessary.

#### 5. Waiting

Address losses in productivity due to delays in securing necessary resources. Idle time is an easy source of waste to detect, and it can be addressed by streamlining approval processes, ensuring value-added resources are readily available, and cross-training employees in anticipation of shifting work loads.

#### 6. Defects

Ensure work is done correctly the first time. Such clear waste can be reduced by standardizing processes and training office workers.

#### 7. Over processing

Eliminate activities that have no value from the customer's perspective, such as multiple approvals or reviews.

These efforts clearly require a thorough understanding of an office's work flow processes and valued work products. When people, and not machines are adding value, information flows differently, with more complex actions and less predictable cause-and-effect sequences. Consequently, change management is a larger issue and more resources must be devoted to detecting non-value-added activities.

Reference: APOC 2010 [www.apqc.org](http://www.apqc.org)



## EDUCATION & TRAINING

### ASQ Learning Institute Featured Courses

Auditor/Lead Auditor Training for ISO 13485 (RABOSA Certified)

Internal Auditor Training for AS 9100

Introduction to Quality Engineering

ISO 22000:2005 Lead Auditor Training (RABOSA - Certified Examinations)

ISO 9001:2008 Lead Auditor Training (RABOSA Certified)

Lead Auditor Training for AS9100 (RABOSA Certified)

Leading Lean Teams in Healthcare

Lean Six Sigma Green Belt Training

Root Cause Analysis

Software Quality Engineering

SPC Implementation

ASQ has many training delivery methods including, Instructor-led (classroom based), Instructor-led (web-based), Blended format and onsite. All training is colour coded making it simple to select the method that is right for you.

**Remember:** ASQ Members also receive a discount price for all training!

**ASQ Kitchener**

## CERTIFICATION COMMITTEE NEWS

The ASQ offers the following types of certification:

- Biomedical Auditor (CBA)
- Calibration Technician (CCT)
- HACCP Auditor (CHA)
- Manager of Quality/Organizational Excellence (CMO/OE)
- Mechanical Inspector (CMI)
- Quality Auditor (COA)
- Quality Engineer (COE)
- Quality Improvement Associate (COIA)
- Quality Process Analyst (COPA)
- Quality Technician (COT)
- Reliability Engineer (CRE)
- Six Sigma Black Belt (SSBB)
- Six Sigma Green Belt (SSGB)
- Software Quality Engineer (CSQE)



### SIMPLIFIED RECERTIFICATION PROCESS

1. Get your recertification journal (Original!) and the back-up documentation (Copies!) together. (The journal was part of the recertification package you received from Milwaukee. The back-up documentation can consist of ASQ section leadership signed meeting receipts, course completion certificates, company letter certifying your employment as quality professional during the certification period etc.,- all things which you collected over the last three years).
2. Fill out the sections you intend to use for the point claim and attach a copy of your back up material.
3. Fill out the front page of the journal and summarize the point count as you see it.
4. Make sure, that you indicate what the certification is for and your certification number.
5. Indicate the payment method. Please indicate the credit card option for the certification payment (this is the preferred method, as all others are problematic to say the least) and sign as card holder.
6. Next, get the package to the recertification chair, you can contact : Detlef Blankschein [certification@asqkitchener.org](mailto:certification@asqkitchener.org)
7. Once the recertification package is received, the point count indicated by you will be verified through the objective evidence you provided for the point count.
8. After the verification process was successful, Milwaukee is informed of the finished recertification and they in turn will process the new certificate and send it to you.

You can download certification applications at [www.asq.org/certification/downloadable-apps.html](http://www.asq.org/certification/downloadable-apps.html)

## CERTIFICATION LOCATIONS

Kris Porter – Certification Chair

We are currently searching for a less costly (preferably free) venue for our certification exams.

ASQ headquarters no longer contributes toward the cost of the examination venue. These costs are incurred solely by the section.

If you have any suggestions or can offer a venue for up to 50 people, 4 Saturdays every year, please contact Kris:

[examining@asqkitchener.org](mailto:examining@asqkitchener.org)

## GO FOR CERTIFICATION

It is common that a person is in a technician or engineer position in quality field, but not ASQ certified. Perhaps they do not have time, nor they feel the needs. However, when I heard someone say that ASQ certification is simply memorizing the answer to the question, I feel the need to share my certification experience.

Getting certification is a hard work but beneficial. When you study during the preparation, you gain the body of knowledge that is well structured and balanced, and specific to each category.

I got my COA while I was an internal auditor; it helped me to conduct an audit professional. I got my COE while I was looking for a job; it helped me to land an ideal position. More importantly, I become more capable of taking more responsibilities.

So, please, go

Cynia Zhang



## BUILD YOUR QUALITY NETWORK

### Choose the Community That's Right for You

No matter what your interest, industry or topic, ASQ has a community for you.

#### Networks

Networks provide you with a way to establish a bond of common experience and challenges around a specific area of interest. Examples of networks include:

- Social Responsibility
- Women in Quality
- Consultant's network
- And more or start your own network

#### Social Media

Keep up with ASQ. We're active on:

- Twitter
- Facebook
- LinkedIn and more

#### Blogs

Find out what ASQ's bloggers are saying about hot topics such as:

- Healthcare Efficiency
- Quality in Higher Education
- Statistical Thinking to improve quality and more

#### Discussion Boards

Get in on the conversation. Public discussion board topics include:

- Ask a Quality Professional
- Certification
- And many more

Check it out at [www.asq.org](http://www.asq.org), login and join the discussions!

Did you know that [www.ASQ.org](http://www.ASQ.org) has an online community? Join a Community. Build Your Quality Network.

Meet quality professionals like you – people in your industry, with your interests, or in your region.

- **Learn.** Connect with fresh perspectives and new approaches. Get answers to your questions.
- **Improve.** Find out how others solved problems. Put their best practices and case studies to work for you.
- **Share.** Answer others' questions. Establish yourself as a contributor in your field or industry.
- **Develop.** Make new connections to develop your career and your network.

## 2010/11 SECTION GOALS & OBJECTIVES

1. Increase Impact:
  - Support global transformation initiative
  - Support Social Responsibility movement
2. Grow Membership:
  - Grow the number of organizations served
  - Grow the number of members engaged in member unit activities
  - Grow the number of renewing members
3. Increase Customer Loyalty:
  - Improve member retention
4. Grow Means
  - Increase professional certifications
  - Increase use of ASQ training
5. Process Performance
  - Use technology to enable information sharing
  - Improve performance using Baldrige criteria or other methodology
6. People
  - Increase Member Leader satisfaction
  - Increase Member satisfaction
  - Increase number of Member Leaders participating in leadership training

# LEADERSHIP COMMITTEE MEMBERS



Position Chair

Name Lori Terpstra

Email [chair@asqkitchener.org](mailto:chair@asqkitchener.org)

Position Past Chair

Name Frank Cazzola

Email [pastchair@asqkitchener.org](mailto:pastchair@asqkitchener.org)

Position Chair - elect

Name Gurvinder Babbrah

Email [chair-elec@asqkitchener.org](mailto:chair-elec@asqkitchener.org)

Position Secretary

Name Maureen Kinahan

Email [secretary@asqkitchener.org](mailto:secretary@asqkitchener.org)

Position Treasurer

Name Steve Woodall

Email [treasurer@asqkitchener.org](mailto:treasurer@asqkitchener.org)

Position Access to Database

Name Steve Zsivanov

Email [database@asqkitchener.org](mailto:database@asqkitchener.org)

Position Arrangements Chair

Name Lisa Liu

Email [arrangements@asqkitchener.org](mailto:arrangements@asqkitchener.org)

Position Audit Chair

Name Jane Martin

Email [database\\_audit@asqkitchener.org](mailto:database_audit@asqkitchener.org)

Position Certification&Recertification Chair

Name Detlef Blankschein

Email [certification@asqkitchener.org](mailto:certification@asqkitchener.org)

Position Education Chair

Name Gurvinder Babbrah

Email [chair-elec@asqkitchener.org](mailto:chair-elec@asqkitchener.org)

Position Examining Chair

Name Kris Maney Porter

Email [examining@asqkitchener.org](mailto:examining@asqkitchener.org)

Position Historian

Name Rui Wang

Email [historian@asqkitchener.org](mailto:historian@asqkitchener.org)

Position Internet Liaison&Publicity Chair

Name Cynia Zhang

Email [webmaster@asqkitchener.org](mailto:webmaster@asqkitchener.org)

Position Membership Chair

Name Steve Zsivanov

Email [membership@asqkitchener.org](mailto:membership@asqkitchener.org)

Position Newsletter Editor

Name Dianne Galletta / Rui Wang

Email [newsletter@asqkitchener.org](mailto:newsletter@asqkitchener.org)

Position Nominating Chair

Name Robert Sehn

Email [nominations@asqkitchener.org](mailto:nominations@asqkitchener.org)

Position Placement Chair

Name Babu Gunabalan

Email [placement@asqkitchener.org](mailto:placement@asqkitchener.org)

Position Program Chair

Name Lori Terpstra

Email [chair@asqkitchener.org](mailto:chair@asqkitchener.org)

Position SMP Coordinator

Name Gurvinder Babbrah

Email [smpcoordinator@asqkitchener.org](mailto:smpcoordinator@asqkitchener.org)

## ASQ Certifications & Memberships - Purpose, Value & Benefits

Elizabeth Burns has been a Certified Quality Engineer since 1988 and an ASQ Fellow since 2009. Elizabeth introduced Kitchener Section members to ASQ's Certification and Membership options during our September 2010 dinner meeting. Here's a review of Elizabeth's presentation:

### ASQ Certification

ASQ Certification is a formal recognition by ASQ that an individual has demonstrated proficiency within and a comprehension of, a specified Body of Knowledge at a point in time.

As an ASQ member, certification will allow you to gain new skills and upgrade your proficiency. It is also a source of professional and personal pride. ASQ certification is an investment in your career and your future.

There well over 100 corporations which endorse ASQ certification. That means you'll have an advantage in the marketplace when looking at career options.

Allen Wong, a past member of ASQ's Certification Board, has recorded an audio cast - "The Value of Certification", in which he explains the value of certification in the Abbott Laboratories hiring process. It's worth listening to at [asq.org/certification](http://asq.org/certification).

There's also a regular Salary Survey published in Quality Progress which shows the difference in salaries between certified and non-certified quality professionals.

ASQ's certification began with the development of the Certified Quality Engineer Exam in 1968. Since then, 16 certification exams have been developed, with new certifications being introduced regularly.

Each certification description can be found on the ASQ website ([asq.org/certification](http://asq.org/certification)), as well as the requirements for sitting the exam (education and work experience). Each certification is based on a Body of Knowledge which is also explained on the website.

The ASQ Certification Board has developed a Certification Handbook. This handbook is invaluable for anyone considering sitting for a certifications. Contents include the phases of exam development, frequently asked questions and test taking tips.

Once you've decided to sit for a certification exam, confirm that you have met the requirements and that you are very familiar with all of the topics in the Body of Knowledge.



You'll need to complete an Exam Application, include your payment, list your Section number (Kitchener is Section 405) and include your proof of meeting the education and work experience.

Send the package to ASQ and if you meet

the requirements, they will confirm your exam date and location (which will be in the Kitchener / Waterloo area).

Each certification undergoes an extensive test development process. This process is based on the ISO standard 17024, which is the standard used by Certifying Agencies. This exam development process has become the gold standard for certification programs.

Once you've passed the certification exam, there may be recertification requirements. The following exams require recertification:

CQE, Manager, CHA, CQA, CBA, CRE, CCT, CSQE, CPGP and Six Sigma Black Belt.

Recertification verifies that you have maintained the same knowledge level you demonstrated when you originally passed the exam.

There are two ways to recertify:

**Recertification Journal:** Obtain a minimum of 18 recertification units during your three-year certification. Credits are earned through employment, professional development, education and society involvement.

**Examination:** Sit for the exam (this is required if your certification has expired and is past the six-month grace period).

And once you've become certified, you are invited to volunteer for one of the many workshops required to develop exams. Send your resume to [mmartin@asq.org](mailto:mmartin@asq.org) and Mary will send your name to the appropriate exam sub-committee.

### ASQ Membership

ASQ offers membership options for your organization:

**Site Membership:** Employees at a single business location can access ASQ member benefits

**K-12 Membership:** School and district employees get the tools they need to implement quality in education

**Enterprise Membership:** Employees at all your locations can access ASQ member benefits

Here is a description of membership options for individuals:

**Full Membership:** Complete access to member benefits

**Associate Membership:** Electronic membership for virtual knowledge exchange and online networking

**Student Membership:** Prepare for post-university or college career; enjoy ASQ member benefits at a lower rate

**Forum or Division only:** Industry and topic specific knowledge and networking

**Senior Membership:** For individual members who represent the upper echelon of the quality procession and serve as the backbone of the Society. Criteria includes:

- Been an ASQ Full member in good standing for one year
- Have 10 years of professional experience
- Meet one of four professional criteria outlined on Senior membership application
- Enhanced benefit selections

And the ultimate achievement for an ASQ member is ASQ Fellow Nomination. ASQ has defined a Fellow as an individual who has attained distinction in one or more of the following ways:

- Planning or operating quality related work activities.
- Teaching a major course in a quality related academic discipline at an accredited school or institution.
- Developing original theories, principles or techniques of quality related work

ASQ Fellows are recognized by their peers for distinction and accomplishment. The Fellow experience also includes networking opportunities and new levels of ASQ involvement. Nomination requires concrete evidence of any activities or accomplishments. Fellows must be nominated by their section forum / division or International Chapter.

Everything you ever wanted to know about ASQ certification and membership can be found at [asq.org](http://www.asq.org)

Elizabeth Burns, C.Q.E.  
E. Burns Consulting  
Guelph, Ontario  
eburns@sentex.net

## 2011 Scholarship Application Now Available

The Inspection Division is pleased to announce that it has increased its annual scholarship to \$3000! This scholarship was created to help members, their family or friends defray the costs associated with college expenses. Scholarship funds will be dispersed to one or more deserving students in the Spring of 2011.

Applications can be downloaded from the ASQ Inspection Division web site: <http://www.asq.org/inspect/about/awards-inspect.html>

Applications can also be obtained by contacting Jim Spichiger at [jim.spichiger@alcatel-lucent.com](mailto:jim.spichiger@alcatel-lucent.com)

Applications must be postmarked no later than February 15, 2011.

## 2011 Chuck Carter Award International Inspector of the Year

Applications are now available for the 2011 Chuck Carter International Inspector of the Year Award! For over 35 years the Inspection Division has offered this award to provide recognition to "The Inspector". Any qualified individual who spends more than 50% of his or her time in inspection, test, audit, calibration, etc., functions to assure conformance to engineering, manufacturing, quality and customer standards or requirements, is eligible as a candidate to receive the award.

Applications can be downloaded from the ASQ Inspection Division web site: <http://www.asq.org/inspect/about/awards-inspect.html>

Applications can also be obtained by contacting Jim Spichiger at [jim.spichiger@alcatel-lucent.com](mailto:jim.spichiger@alcatel-lucent.com)

Applications must be postmarked no later than February 15, 2011.

**ASQ Kitchener**

# ASQ KITCHENER SECTION MISSION STATEMENT

To continuously pursue the achievement of excellence  
by promoting the best interests of our members and striving to meet and exceed their  
expectations in the realm of education, recognition, professionalism and support.  
Thus, we shall maintain the professional integrity of our society through trust  
and respect of our members by upholding society ideals.

Congratulations to those who achieved their  
certifications in October 2010

Gordon Whitehead - CQT  
Andriya Petrovic - CQT  
Datadai Devi Harrilall - CQT  
Daniela Oancea - CQT  
Raid Biram - CSSBB  
Sean Mckenna - CSSBB  
Dereck Cyrus - CSSBB  
Robert Kovacs - CMQ/OE

The *Quality Update Newsletter* is a ASQ Canada  
Kitchener Section 405 publication and source of  
information for members.

Contributions: Cynia Zhang  
Detlef Blankschein  
Elizabeth Burns  
Frank Cazzola  
Lori Terpstra  
Kris Maney Porter  
Robert Sehn  
Co-Editor: Dianne Galletta  
Co-Editor: Rui Wang



**ASQ Kitchener Section #405**  
23-500 Fairway Rd. S, Box 114

**ASQ Kitchener**