



ASQ Calgary
www.asqcalgary.org

WestJet Tour

By Jim Armstrong

On February 20, 2008, 20 members of ASQ section 0409 toured the WestJet maintenance facility in NE Calgary. Our tour guide provided an excellent opportunity to review maintenance operations for commercial aircraft.

Aside from the opportunity to view the inner working of aircraft up close, we also gained some insight into the attitude behind the success of WestJet. For the Aircraft Maintenance Engineers (AME's), the goal was to ensure the aircraft is properly maintained, so that it is flying as much as possible. The maintenance staff also stressed the role of standardization in the fleet of aircraft. By using only the Boeing 737, WestJet can significantly reduce the parts overhead. Minimizing the type of aircraft also means standardized operating procedures in other areas like safety, flying, and general maintenance.

Training plays a significant role in keeping WestJet in the air. The facility has a full simulator section that is so realistic that time spent in the simulator is deemed to be counted as actual flying time. Flight attendant training is also conducted on site. In the aircraft cabin simulator, the attendant staff members are trained in safety and evacuation procedures. Maintainers are also trained in the latest technical aspects of the 737 aircraft.

What struck me as being consistent was that everyone we talked to was focused on minimizing cost while trying to add customer value. In other



Boarding Pass Please

words, all activities were focused on minimizing the consumption of fuel and materials while at the same time maximizing the time the aircraft has in the air. What was even more evident was the focus on the customer at WestJet. WestJet has a firm belief that the way to increased revenues and profitability was by keeping as many satisfied customers flying in their aircraft. To WestJet, planning for customer satisfaction is essential, neglect nothing.

I would like to thank our tour guide Dan Murray and the Aircraft Maintenance Engineers at WestJet for an excellent tour!

May 28th Dinner Meeting

ASQ Calgary is hosting their final event of the 2007 –2008 program year with a dinner at the “Danish Canadian Club”. Guest speakers for the event are Chris Blonar and Robert Gerst speaking on “Implementing Lean Programs”.

Chris and Robert will each present a case study of a Lean implementation and discuss:

- what works and what doesn't
- how to sustain the gains and maintain enthusiasm
- using a Lean program office

- challenges and positive outcomes
- strategies for ensuring success
- the 4 big mistakes companies can make with Lean

The “Danish Canadian Club” is located at 727, 11th Ave SW. Dinner is \$35 for members \$40 for non-members. Please call or e-mail Rachel Wang at yqrwang@yahoo.com or 389-8968 to make your reservation.

The evening starts at 5:30 with networking opportunities and dinner served at 6:00.

2008 – 2009 Presentation Schedule

By Steven Best

I want to thank all speakers for volunteering and making this past year great. Based on the attendees feedback forms we had one of the best years in speaker ratings. As a small token of appreciation all speakers are invited to our end of year dinner on May 28th 2008, please come out and show your appreciation for their efforts and enjoy two lean presentations.

Secondly, I want to thank the volunteers that have already stepped forward for next season. We currently have a full roster for 2008-9; however, we always need back-up speakers as emergencies and last minute conflicts do arise during the year. Last but certainly not least, I need to thank you, the members for coming out to our bi-weekly discussion groups. It is you and your comments that make our discussion groups something special. Another thanks to all members who attended the May 14th planning session, all e-mail responses and everyone providing suggestions through our meeting feedback forms. Combined you helped plan next years discussions.

In closing, I have attached a tentative schedule for next year ASQ QDG sessions, please note that we have decided to keep the same agenda for

presentations starting 6pm sharp every other Wednesday night @ DeVry. In an effort to try something new and to encourage additional discussion we will be providing tent cards for attendees as well as some additional special incentives stay tuned for future updates.

	Date	Topic
1	10-Sep-08	DOE
2	24-Sep-08	Movie Night - Mapping Your Value Stream
3	08-Oct-08	SMED - Making Change Overs Faster
4	22-Oct-08	TRIZ and Improving Your Supply Chain
5	05-Nov-08	PAS 55
6	19-Nov-08	Plant Tour
7	03-Dec-08	Quality Olympics Night
		Christmas Break
8	28-Jan-09	ISO 9001:2000 Panel Discussion
9	11-Feb-09	Genetic Algorithms and Evolutionary Optimization
10	25-Feb-09	Plant Tour
11	11-Mar-09	Games Night - Quality Design Game
12	25-Mar-09	Movie - Kaizen Breakthrough Event
13	08-Apr-09	ASQ Certification Panel Discussion
14	22-Apr-09	5S and Transforming Your Organization
15	06-May-09	Project Management Building for Quality
16	20-May-09	Year End Planning Session
17	03-Jun-09	Volunteer Recognition Dinner -Danish Club

Effective Problem Solving through Innovative Solutions (TRIZ)

Basic TRIZ Training (pronounced "treez") offers a set of tools for defining contradictions, solving problems and selecting solutions. Standard approaches to problem solving involve the implementation of solutions that are usually compromises. TRIZ enables you to rethink the way you and your organization evaluate and approach a problem so that you can identify an ideal solution and avoid compromise.

This program offers an intensive introduction to the foundational elements of TRIZ and provides students with an understanding of how to use them effectively to solve problems in a manner that is repeatable, reliable and creative.

Participants will learn:

- What TRIZ is and how it works as a robust problem solving methodology.
- How psychological inertia can affect problem solving.
- How to identify and define problems in terms of contradictions.
- How to successfully solve problems using the Contradiction Matrix Theory, Separation Principles, and the System Approach.

For additional information on the training content, please contact Maria Stoletova at: m_stoletova@hotmail.com

Course Length:	June 19 th 2008, 8:30 a.m. - 4:30 p.m.
Accreditation:	0.5 CEU credit (Lakeland College)
Location:	EduCORE LEARNING, INC 1120 - 29th Avenue, N.E. Calgary, Alberta T2E 7P1
Registration:	\$250.00; Lunch included

Name: _____ Company: _____

Address: _____ City: _____ Prov. _____ Postal Code: _____

E-Mail: _____ Telephone: _____

To register: Return completed form via Fax to Roxie Kelly at (403) 205-4879.

Payment Options:

Please complete your payment with a credit card by contacting Roxie at (403) 537-5888. You must pay in advance. No registration cancellations after June 13th (noon), 2008. Substitutions are allowable up to the day of the course. The training is subject to cancellation with a full refund if there are 4 or less paid students registered by June 13th.