



# ASQ Calgary

NEWSLETTER – NOVEMBER 2005

[www.asq.org](http://www.asq.org)

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## Six Sigma in Calgary

- Tim Yaworski



Six Sigma was the theme of the Quality Discussion Group held on 21 September. What is the QDG you ask? It is a forum for anyone with an interest in Quality to learn and share, it is free and open to everyone, you do not need to be an ASQ member.

The QDG invited a number of Black Belts (BB)/Master Black Belts (MBB) in the Calgary area to share their insight and observations. The panel was chaired by the QDG Leader, Aldous Wong, a very qualified and experienced MBB. The BB participants included Alastair Muir, Sara Haynes, Tanya Sakamoto, Tim Yaworski and Steve Peirce (provided input but could not attend).

The session reviewed questions that had been circulated to the panelists earlier and to guide the discussions. The questions and Aldous' enthusiasm inspired and generated much lively discussions. The highlights are summarized, apologies if it is somewhat abbreviated as space is limited.

Q1. What are the CSF (Critical Success Factor) for Six Sigma projects?

The group discussed what made Six Sigma successful from their experience. Notable the value Six Sigma brings is not through the tools but the impact it has on the business. Because it is project based the focus is on quantifiable and timely results. To attain this, key needs are management support for the program, resource allocation and a comprehensive and well executed communication plan. As accurate data is needed, a metric system to collect and access data is essential. Lastly as people make it happened a recognition system to reward and maintain gains is necessary.

*Continued on Page 3*

### ASQ Calgary Membership – Elena Francis

Thank you for the kind emails and growing membership support. From July to September 2005, we welcomed 19 new members to the Calgary Section of ASQ Canada. Our current membership stands at about 220 strong, with many more that participate, through non-member attendance at ASQ sponsored events or newsletter or email.

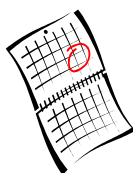
As local events are an integral part of the ASQ experience, we highly recommend that members attend and invite some of the new members along. Take advantage of the opportunity to learn through the sharing of information and ideas. Members gain new contacts, join vital networks, and form lasting friendships with other people in the quality community.

Our current calendar of events is located on our web site at [www.asqcalgary.org](http://www.asqcalgary.org). For fun, we're also considering another contest this year. Please feel free to contact us if you have any questions, comments, or suggestions. (click on "Contact us" at the bottom of our web site).

*This is your section Calgary, help us make it great!*

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### Mark your calendars



**The next  
Dinner Meeting  
is scheduled for  
24 January 2006**

**Location:**  
Danish Canadian Club  
727-11<sup>th</sup> Ave SW

*Please check ASQ  
Calgary website for  
details*

# Quality and Software Discussion Groups

*We support those engaged in Quality activities and facilitate the further development of Quality Professionals*

Come to our FREE CQMgr/CQEng and IEEE/ASQ Software Discussion Group!

**Location:** DeVry Institute of Technology (2700 – 3<sup>rd</sup> Ave. S.E.) Room 103

**Timing:** 6:30 – 8:30pm.

**Contacts:** Quality Discussion Group Leader: Aldous Wong  
Software Discussion Group Leader: Kim Kelln

### *Quality Discussion Group 2005-2006 Schedule*

Date	Topic	Speaker
Sept. 7/05	Welcome Session	Jim Armstrong
Sept. 21/05	Share learning/insight by Six Sigma Black Belts	Aldous Wong
Oct. 5/05	Process Capability Index	Javier Jaime
Oct. 19/05	FMEA (Failure Mode Effect Analysis)	Sara Haynes
Nov. 2/05	Canadian Framework for Excellence	Jeff Pallister
Nov. 16/05	Lego Airplane Exercise - Lean	Laralyn Shaw
Nov. 30/05	Customer Survey	Eileen Ashmore
Jan. 18/06	Lean Journey at NovAtel	Dan McGonigal
Feb. 1/06	Kaisen	Steve Best
Feb. 15/06	QA in HR	Anthony Ebsworth
Mar. 1/06	(Reserved for Provlabs)	
Mar. 15/06	TBD	
Mar. 29/06	Leading Continuous Improvement	Fiona Koether
Apr. 12/06	The Relationship Between The Business Analyst & The QA Specialist	Jim Armstrong
Apr. 26/06	Integrating Six Sigma and Project Management at IHS Energy (Canada)	John Orian
May 10/06	TBD	
May 24/06	Planning Session	

### *IEEE/ASQ Software Discussion Group 2005-2006 Schedule*

Date	Topic	Speaker
Sept. 14/05	The value of professional certification	Derek Bullen, S.i. Systems
Sept. 28/05	How do you know when your process is good enough?	Fiona Koether, Nortel
Oct. 12/05	Usability	Rosanne Fleury, NETeller
Oct. 26/05	Usability	<i>A facilitated discussion</i>
Nov. 9/05	Understanding and Improving Testability	Pete McBreen
Nov. 23/05	Employee recognition	Christine Bovaird
Dec. 7/05	7th First Annual Quality Soiree	<i>Contact Kim</i>
Jan. 11/06	Getting to the Point - Communication	Margo Elliot, Momentum Performance
Jan. 25/06	Effective communicating	<i>A facilitated discussion</i>
Feb. 8/06	TBA	
Feb. 22/06	TBA	
Mar. 8/06	TBA	
Mar. 22/06	TBA	
Apr. 5/06	Maintainability	Orest Demkiw, Peloton
Apr. 19/06	Maintainability	<i>A facilitated discussion</i>
May 3/06	TBA	
May 17/06	TBA	
May 31/06	Annual Planning Session	

## Section News

### **Chuck Harrison – 1942-2005**

Regretfully the Calgary community lost a great individual and contributor to the Quality profession. Chuck was highly regarded for his contributions leading quality improvement initiatives as an Industrial Technology Advisor with the Industrial Research Assistance Program (IRAP), National Research Council. Our condolences go out to his family.

### **Visit to the Value Member Summit – Milwaukee, Wisconsin, Oct 2005**

*Jim Armstrong, Section Chair*

I had the privilege of representing our section at the Value Member Summit. This was the first event ever that targeted all section chairs. In fact all but three Canadian sections were represented. In total there were almost 252 sections represented along with people from the ASQ HQ, 27 forums and divisions. The overriding reason for the summit was in response to the trend of declining membership and member involvement in ASQ activities. We worked in groups using a “café style” approach to brainstorming to address the following:

Review the research and consider our beliefs, attitudes, and experience in member value, Explore the future of quality, and Identify and remove the barriers that hinder us from adding member value.

Initially the discussions appeared to identify that many members desired education, training, and networking opportunities. However, the HQ folks are going require more time to pour through the shear volume of ideas and recommendations that were generated to determine. I am sure we will be hearing more on how to add value to the ASQ experience. In the mean time, if you have suggestions or thoughts on how to improve services here in Calgary please do not hesitate to contact me.

### **Canadian Foremost Tour – 13 Oct 05**

The tour was very well attended by 20 participants. ASQ Calgary would like to thank Foremost for hosting the tour specifically the following: Tony Calafatis - Chief Estimator, Brennan Bohme - Design Engineer, Bob Mitchell - Quality Assurance Specialist and Chris Franklin-Hall - Operations Manager

### **Spring Newsletter Deadline**

Date: 15 January, 2006

**Six Sigma in Calgary** *Continued from Page 1.*

Q2. What are your favorite 3 tools in the Six Sigma toolkit and why?

Six Sigma uses many tools which have been borrowed and stolen from various quality initiatives that have come before, and it is often said Six Sigma is not something new. However the value it has demonstrated is in the methodology that they are applied. The favorite tools named were: Stakeholder Analysis, Resistance Plan (5 levels of resistance), Process Map Value Stream, Failure Mode and Effects Analysis, IN/Out of Scope, Project Plan, Mistake Proofing, Pareto, 5 Whys, Run Chart, Dot Diagram, For additional info please contact Aldous.

Q3. What are your favorite books?

It was announced at the session that a new book was just being published by one panelist, Alastair Muir. The book is titled Lean Six Sigma Statistics published by McGraw-Hill. Alastair augments the DMAIC process with Recognize and Sustain and focuses on application to address transactional projects. Other books recommended were: What Is Six Sigma? by Pete Pande, Larry Holpp, Lean Production Simplified by John Shook, Managing the Risks of Organizational Accidents by J. T. Reason, The Team Handbook by Peter R. Scholtes, Brian L. Joiner, Barbara Streibel, Statistical Thinking: Improving Business Performance by Roger Hoerl, Ronald Snee, Statistical Engineering: An Algorithm for Reducing Variation in Manufacturing Processes Steiner, Stefan H. & R. Jock MacKay

Q4. What are your insights to reduce the cycle time to implement 6 Sigma within your organization?

Discussion revolved around the culture within the organization. Top management support, company wide pull-in at all levels and adequate support structure for Six Sigma activities and personnel were identified as key.

Q5. What is the goal of Six Sigma, why should companies do it?

Although a very simple question why an organization should expend the effort, time and cost to implement a Six Sigma program can be difficult to answer. Ideas discussed were that it provides a common language across an organization to facilitate continuous improvement. Also it is widely promoted as improving business results, how this is accomplished is the hard part. What Six Sigma provides is a way to improve employee capability to solve problems better, cheaper and faster (Aldousism).

**Six Sigma Resources – Training and Expertise**

Locally in the Calgary area Six Sigma is being implemented and practiced in a wide cross section of industries. From manufacturing to health care to various service industries. Consulting expertise is available locally. Six Sigma training resources are available through ASQ, see our website. ASQ also offers a Six Sigma Black Belt Certification awarded based on a written exam and demonstrated work experience. The Quality Council of Alberta, one of our partners, is pursuing offering Six Sigma training. Refer to our website for links under “Resources” and “About”.



## Business Management Systems Training



### QMI offers BMS training in:

**Essentials, Internal and Lead Auditor Training:**  
 ISO 9001:2000 Quality Management  
 ISO 13485:2003 Medical Devices Quality Management  
 ISO 14001:2004 Environmental Management  
 OHSAS 18001 Occupational Health & Safety Management

**Quality:**  
 ISO 9001:2000 Process Auditing  
 ISO 9001:2000 Customer Satisfaction  
**New** ISO 9001:2000 The Role of Management

**Food Safety:**  
 HACCP Essentials  
**New** ISO 22000 Food Safety Essentials  
**New** ISO 22000 Food Safety Internal Auditor

**Occupational Health and Safety:**  
**New** OHSAS 18001 The Role of Management

**Health/Medical:**  
 Auditing Infection Control During Construction or Renovation of Health Care Facilities  
 ISO 13485:2003 Transition Training

**Environmental:**  
**New** ISO 14001:2004 EMS Key Changes  
**New** ISO 14001:2004 The Role of Management

**Integrated Management Systems:**  
**New** Establishing and Implementing an IMS  
**New** Auditing an IMS

### CSA Learning Centre

Look to the CSA Learning Centre to provide comprehensive training materials and seminars to help you learn more about standards, their requirements, and how they are applied. Our industry leading courses are delivered by experienced professionals and will give you the practical guidance your business needs to succeed.

### THE CHOICE IS YOURS...SCHEDULED OR ON-SITE COURSES

QMI, a division of CSA Group, offers training sessions year-round, as well as the option of having this training delivered on-site at your preferred location. The CSA Learning Centre manages the delivery of all QMI training courses. Request an "on-site quote" from the CSA Learning Centre at <http://learningcentre.csa.ca>.

For further details: <http://learningcentre.csa.ca> 1-800-463-6727

# 2005/2006 ASQ Calgary Executive

Position	Volunteer	Contact	Position	Volunteer	Contact
Section Chair	Jim Armstrong	Jim.Armstrong@shaw.ca	Liaison	Anthony Ebsworth	A.Ebsworth@provlab.ab.ca
Vice Chair	Vacant		Publicity	Starr Tse	starrtze@hotmail.com
Treasurer	Kim Olson	jaceo@telusplanet.com	Quality Discussion		
Secretary	Gerry Doerksen	gdoerksen@clientsight.ca	Leader	Aldous Wong	aldous.g.wong@esso.ca
Life-time Chair	Bob Cook	281-7155	Coordinator	Traian Ilie	traiani@msn.com
Executive at Large	Colleen Lawrence	spectrumqa@shaw.ca	Coordinator	Anura Seneviratne	Anura.Seneviratne@SERCE LUS.com
Program	Rachel Wang	RachelWang@smarttech.com	Software Discussion		
Newsletter	Tim Yaworski	tyaworski@shaw.ca	Leader	Kim Kelln	k.kelln@iosoftware.ab.ca
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Membership	Elena Francis	ecfrancis@shaw.ca	Internet	Darren Nippers	dnippers@bwnet.com

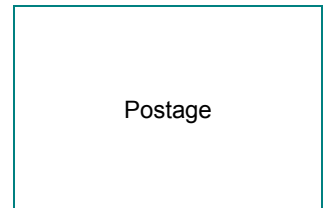
## Advertising – reach out to the Calgary Quality Community

ASQ Calgary has over 200 active members and is the largest and most active Quality group in Calgary. We have formed associations with several other groups in the community that have similar interests. Our wide membership and ability to reach Calgary Quality professionals by mail outs and internet would be very appealing to local companies such as yours that offer training, consulting or registrars related to ISO, six sigma, lean or other quality related areas. The Newsletter will be mailed out in hardcopy and available on the ASQ Calgary website. Included is a listing and link to your website. Please contact the Newsletter Chair for more info.

Issue	Mail Date	Deadline Date
Fall 05	1 Sep	15 Aug
Winter 05	1 Nov	17 Oct
Spring 06	1 Feb	15 Jan
Summer 06	1 May	15 Apr
Fall 06	1 Sep	15 Aug

Type of Ad	Cost per Issue	Size (Height x Width)
Full Page	\$500	9.5" x 7.5"
Insert	\$400/page	11" x 8.5"
½ Page	\$300	4.5" x 7.5"
¼ Page	\$150	4.5" x 3.5"
Business Card	\$70	2" x 3.5"

ASQ Calgary Section  
 230 Douglas Ridge Mews SE  
 Calgary, Alberta, Canada  
 T2Z 2M3



ADDRESS CORRECTION REQUESTED

ASQ Member Name