



ASQ Calgary
www.asqcalgary.org

Canadian Quality Congress

The 1st Annual Canadian Quality Congress was held at the University of British Columbia in Vancouver, Canada, from August 19–21, 2010. The Total Quality Research Foundation (TQRF) Canada, in participation with the 13th World Congress for Total Quality Management and the Laboratory Quality Management Program of the University of British Columbia Department of Pathology, hosted over 150 international delegates. Delegates, speakers and sponsors discussed the timely theme of “Focus on Future: Quality, Innovation and Social Responsibility”.

Jeff Rosaine one of our Calgary ASQ members attended the conference and offered to share some of his thoughts on the conference with us. Over the next few issues we'll take the opportunity to review some of the highlights of Jeff's conference experience.

Keynote Speaker – James Harrington

James Harrington took the podium as the first keynote speaker. Harrington is a well-known author concentrating on Total Quality Management, but his presentation was less about Quality and more of an inspirational talk. He talked about achieving your dreams, and explained the difference between a dreamer, dream maker and dream breaker. He said to lead like the rest of the world is looking over your shoulder. One way, in this buyer's market, is to treat every customer like they are the only one you have. He also talked about how some organizations can stifle dreams. One way to combat this is for organizations to restructure every 5 years.

Quality Discussion – Past Present and Future

There were 7 panellists, with so many it was less of a discussion as everyone only got to speak once in the allotted time. But some interesting ideas were presented:

- Improvement teams must identify Quality gaps.
- Baldrige process is systems thinking at its best. It should be used as a basis for improvement.
- Harrington countered this point. Relying solely on Baldrige is not a guaranteed recipe for success. For example General Motors has been following Baldrige guidelines for years. You must have good systems, but it is more important to anticipate customer needs.
- One speaker introduced the concept of Knowledge Management Systems. Knowledge is what sets us apart and makes us successful. In many organizations, knowledge hoarding is too common. A successful Knowledge Management System promotes the notion that it is not how much you know, but how much you share. You should have a knowledge warehouse. A system where someone screens all the information and then distributes it.

Quality Discussion – Quality in Leadership

JC Savard on discussing Quality in Leadership stated there are three leaders in the business world, Management, Union Leaders and Opinion Leaders. There is a lot of distrust held amongst these different groups. Quality can promote peace and harmony amongst these groups, by way of keeping them all involved in the decision-making process. Quality can collect the information, and distribute equally amongst the different groups. There are further tools within Quality that can aid decision-making, and bring these groups together.

Plant Tour of Transcontinental Inc

By Santosh Kumar Mishra & Patrick Atkins

The ASQ Calgary Chapter organized a visit to Transcontinental for its members to look at Quality practices on the shop floor with an emphasis on 5S implementation.

ASQ organizes a variety of events throughout the year for the benefit of its members who are quality professionals in various domains, disciplines, and industries. This was one such event.

The plant tour was organized on 2nd Oct 2009 to the factory located at 5516, 5th St. SE, Calgary from 11 am till 2.30 pm. In all there were 13 participants from various organizations. The program started with a welcome note followed by a presentation on Transcontinental by two very experienced professionals, Gerry Federow and Kevin McWilliam who took us through the history of the company, its operations, quality practices particularly 5S.

Some interesting company statistics:

- Business: since 1976 – printing, media and distribution
- Locations: 50 in US, Canada & Mexico
- Revenue(2008) : US \$2.2 Billion
- Employee base: 13,500 (in Calgary about 450)
- Headquartered: Montreal
- No of printing presses: 8
- USP: robotics used (second in the world)
- Going green: use recycled paper, ink, water and solvents. In fact in 2009, for 5 years in a row, Corporate Knights has rated Transcontinental as one of Canada's 50 most socially responsible corporate citizens.....no mean achievement!!
- Number of projects (continuous improvement): 180
- ROI : \$300K CAD/year(due to quality initiatives)
- Savings due waste reduction: CAD \$1 million

Some specific challenges encountered in implementing their 5S program included

- The challenges of communicating across all shifts in an environment that worked 24 hrs a day 7 days a week.
- Identifying useful measures. Posting measures achieves nothing if the measures are not used to manage the process. Identifying the useful measures is the key.
- Replacing tool boxes for each shift with tool boards for each work station. Resistance to sharing tools across shifts and not having tool boxes to lock up.
- Moving from art to a science. Implementing technology that can correctly identify colours without the subjective option of the trained human expert.
- Reducing paper inventory and reduce the lead time and replenishment of paper.

We were very impressed with the Transcontinental tour and wish to express our gratitude to them for allowing us to visit their facility.

Upcoming ASQ Calgary Events

Date: December 2, 2009

TOPIC: Process Definition

QDG: Quality Discussion Group

START: 6:00 p.m.

DeVry Room 208

Date: December 15, 2009

TOPIC: Lessons Learned in Building a Learning Organization

SQDG: Software Quality Discussion Group

START: 12:00 p.m.

Standard Life Building, 2nd floor XCHANGE Conference Center

Check our website www.asqcalgary.org for more details