



# NEWS LETTER

**ASQ CANADA EDMONTON SECTION (0410)**

**Volume 2 Issue 4 www.asqedmonton.org February 2010**

## Mission

ASQ Canada Edmonton Section adds value to ASQ membership and promotes quality in Northern Alberta through facilitating local access to information and education on quality principles, practices and experience, and by providing opportunities to share ideas and learning.

## Quality Quote

“The quality of a person's life is in direct proportion to their commitment to excellence, regardless of their chosen field of endeavor.” – Vince Lombardi

## Upcoming Event:

### Topic:

- Introduction to Managing Quality with Legal Perspective...  
by Akhilesh Manchanda P. Eng.
- ASQ Certification Benefits, Section update and panel discussion  
by Vick Mehta P. Eng. and Panel  
Panel members: Vick Mehta, Richard Roy, Melody Christofferson and Allan Wilson

**When:** Thursday, February 25, 2010

**Where:** Meridian Banquet/India Garden Restaurant, 76 Ave & 49 St. Edmonton

**Time:** Registration at 6.00 PM followed by dinner

**Cost:** \$10 for ASQ Members, \$15 for Guest

**Please confirm your presence through e-mail by February 20, 2010**

## Akhilesh Manchanda



Akhilesh is a Professional Engineer with over 19 years of experience in varied business segments with accent on proven quality management leadership qualities, design and development of Enterprise Excellence, Quality Management, Vendor Management, Lean Manufacturing, Six Sigma Methodology, Integrated Management Systems/processes and their implementation initiatives. He has an excellent blend of acumen and change management skills and has been instrumental in setting up continual improvement programs, execution of quality initiatives, integration of enterprise excellence processes and collaborations in diverse organizational requirements.

He has a good track record of having served for reputed organizations including Weatherford, Universe Machine, Argus Machine, Uniwest Machine, Onida, LG Electronics and Tyco Controls in past. Currently he is working as a Consultant on Project Quality Management with Enbridge Pipelines Inc.

He has extensive experience in implementation and evaluations of ISO-9001, API Q1 / ISO TS 29001, ISO 14001, ASME, ABSA, OPR-99, Z662-07 and CSA approval systems. Akhilesh is a Senior Member with ASQ, he has been a member leader since 2001 and has served as Section Chair from July 2006 – June 2009. He can be contacted through e-mail: [akhilesh@canada.com](mailto:akhilesh@canada.com)

## **Presentation Overview**

Implementation of a successful quality management is a significant accomplishment for a company. It requires strong commitments at all levels, documented processes, as applicable to business needs, and requires the recording of process results that demonstrate performance to meet expectations or requirements.

A well established QMS represents a powerful methodology and is backed up by a paper trail validating a strong commitment to achieve quality in the event of a lawsuit. Conversely, it also can represent a significant degree of exposure if the paper trail reveals lack of controls that are not able to document a sound quality management system. The good news and the bad news are identical; a paper trail exists in the event of a lawsuit. A good record demonstrates that the due diligence has been practiced and implemented process controls are effective.

Organizations with established quality management system and other related standards should consider evaluating such programs from legal perspective. Understanding of the legal implications pertaining to applied standards requirements is important.

Many lawyers are striving to understand established standard, what it is, how it operates, the types of legal exposures and legal protections it offers or creates and how to go about defending a company in the event of a lawsuit and they will want to determine if it provides a useful vantage from which to build an effective case in the event of a lawsuit.

The Art of War: "Know the enemy and know yourself; in a hundred battles you will never be in peril." Perhaps this axiom should be given a modern twist: "If you don't know quality as it relates to your client, you could easily be in peril!" ...Reference from INFORM's book 'ISO 9000 – A Legal Perspective'

### **Vick Mehta, P. Eng. CQM, CQE, CSSB**

Vick is a Professional Chemical Engineer & presently working for GE Oil & Gas as Corporate Global Services Quality Leader and is responsible for North America region. He has extensive experience in Process Engineering in large corporations engaged in manufacture of Oil, Gas, and Heavy Chemicals. Earlier he worked with Hitachi Ltd., Japan for 10 years for a high technology 'Color Television Picture Tube' manufacturing plant in Process & Plant Engineering. Vick is a Senior Member and has been associated with ASQ Edmonton section executive for many years & is currently **Certification & Re-Certification Chair** for the last three years. Vick obtained ASQ certifications as 'Certified Quality Manager/Organizational Excellence', 'Certified Quality Engineer' & 'Certified Six Sigma Black Belt'. He also had the opportunity to be the part of the team for ASQ 'Certified Six Sigma Green Belt' exam review in 2006. Vick is certified Lead Auditor for ISO 9001, 14001 & OHSAS 18001 management systems and also as 'Canadian Registered Safety Professional (CRSP)'

### **Melody Christofferson**

Melody is a graduate of the University of Calgary, in Sociology of Organizations. She has worked in Quality Management since 1995 and been a member of ASQ since 1998. Melody is a consultant with extensive experience in developing and implementing quality management systems in records and information management. Her work in pipelines records includes international work in the US and China. Currently she is working at Enbridge Pipelines Inc. Melody achieved her ASQ-CMQ/OE in 2008.

## **Welcome to New Members**

Please welcome members who are new to the Edmonton Section (0410) of ASQ Canada. On behalf of Edmonton Section, the executives committee welcomes them and offers a complimentary invitation for our upcoming event on February 25, 2010.

## **Upcoming Certification Examination**

For list of category, application deadline and examination date, please click on the following link.

<http://www.asq.org/certification/dates>

### **MEET OUR LOCAL MEMBERS**

ASQ Edmonton section is currently looking for organizations to sponsor our upcoming events; the sponsorship includes two complimentary participants and exposure to meet our members. Please contact one of the section executives for further details.

## News from ASQ Head Office

### ASQ Collaborates With the Alliance for Performance Excellence

To increase the understanding and use of quality throughout the United States, ASQ is collaborating with the [Alliance for Performance Excellence](#). The Alliance advances quality by supporting state and local quality award programs based on the Malcolm Baldrige National Quality Award criteria. This collaboration provides ASQ members with another network of leaders interested in quality and performance excellence.

ASQ members can take immediate advantage of this collaboration by attending an Excellence in Healthcare conference March 1 in Dallas, Texas. Baldrige healthcare recipients will be on-hand to share their knowledge on how the Baldrige criteria can transform an organizational culture and improve healthcare. For more information, [click here](#).

### ASQ in the News: "Food Industry: We Have a Problem"

John Surak, Ph.D., an ASQ member and food safety expert, recently wrote an article for *Food Manufacturing* that addresses food safety recalls and explains why quality is critical to food safety management. [Click here to read the article](#).

### Testimonial Award Submissions Due February 28

ASQ Testimonial Awards are designed to express appreciation to members who have served with distinction for an extended period of time. Think about those you want to present with a special ASQ recognition to thank them for their continued service. Testimonials will be prepared in time for your presentation at the World Conference on Quality and Improvement in St. Louis, Mo. [Click here](#) for additional information and to view the nomination form.

### Tips for Crafting a Successful Fellow Nomination - Part 5

The fifth article in a series explaining common pitfalls that cause non-acceptance of Fellow nominations is now available. [Read Article 5 - Nomination - examination process vs. dialogue](#). Contact [Karen Prosser](#) for additional information.

### 2010 Service Quality Conference Call for Papers

The ASQ Service Quality Division is seeking proposals for concurrent session presentations and tutorials for its 19th annual conference. The conference will be held September 13-14 in Las Vegas, Nev. For more information, visit the [conference page](#). To submit a proposal for either a concurrent session or tutorial, please complete the appropriate form and return it via e-mail to [Teresa Hupfer](#) by February 28.

### Section Executives (July 01, 2009 – June 30, 2010)

Position	Name	Contact
Section Chair	Allan Wilson	allwilson@telus.net
Vice Chair	Viswanathan Ganapathy	viswanat.g@gmail.com
Nomination & Past Chair	Akhilesh Manchanda	akhilesh@canada.com
Secretary & VOC Chair	Puneet Manchanda	puneetma@hotmail.com
Treasurer	Terry Fung	tctfung@telus.net
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SMP Chair	Doina Varzaru	doina.Varzaru@WorleyParsons.com
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Member-at-Large	Tom Hamilton	tom.hamilton@enbridge.com

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