



# NEWS LETTER

**ASQ CANADA EDMONTON SECTION (0410)**

**Volume 3 Issue 3 www.asqedmonton.org February 2011**

## 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.

Hello Everyone,

We have three Section Events planned in the next two months that I would like to let you know about. On February 17, Derrick Olesen will be talking about Oil Sands Development: a topic near and dear to all of us because in some way shape or form the oil sands are affecting our lives and our livelihoods. I am hoping that you can attend.

The section executive Volunteers have been thinking about Root Cause Problem Solving for some time. Whether as a necessary support to your ISO system (corrective and preventive action) or as a key element of Customer Satisfaction, RCA is an essential tool in every Quality Professional's kit. We have received inquiries about RCA courses in Edmonton, and haven't been able to provide guidance. This has led us to invite Rakesh Agarwal, Weatherford's RCA expert, to come up from Houston and run a one-day RCA seminar on March 25. I encourage you to register with Deepak early because space is limited.

Thirdly, we will have a March dinner meeting. At present we are planning on having our annual (well, third annual) Jeopardy Fun Night in conjunction with our certification round table in March. This may change depending on the schedules of the other speakers we have planned for the balance of the year.

Turning to the ongoing series on ISO 26000 that I rashly promised to pen. There is an astonishing amount of content in the Guidance on Social Responsibility, but I'll do my best to provide a précis over this and the next three newsletters. First the definition of Social Responsibility according to the standard: "Responsibility of an organization for the impacts of its activities on society and the environment through transparent and ethical behavior that

- Contributes to sustainable development including health and the welfare of society
- Takes into account the expectations of stakeholders
- Is in compliance with applicable laws and is consistent with international norms of behaviour and
- Is integrated throughout the organization and practiced in its relationships."

Clause 6 is the heart of the guidance: it describes the six areas of organization governance which are involved in the deployment of social responsibility:

1. Human Rights
2. Labour Practices
3. The Environment
4. Fair Operating Practices
5. Consumer Issues
6. Community Involvement and Development

Despite the breadth of these core subjects, there is a great deal of practical content in the guidance in each of these areas. I propose to discuss them in pairs over the next three newsletters.

But to wrap up this note (which is getting a bit out of hand given the two paragraphs that I am supposed to be submitting to the newsletter) I would like to share a thought on the role of Quality Professionals in social responsibility. As a starting point, consider the value of bringing our tools to bear in support of social responsibility. The definition talks about the expectations of stakeholders. Who are the organization's stakeholders? Looks like an opportunity to use SIPOC, Is/Is Not and other chartering techniques. And what are the expectations of these stakeholders? CTC trees come to mind, and Kanon analysis, and who does feedback surveys and other data gathering more than Quality Professionals? An intriguing opportunity to broaden the value of our core skills to the organization.

More next time,

Regards,

**Allan**



# Upcoming Events

- Topic:** Canada's Oil Sands - Responsible Development
- Speaker:** Derrick Olesen, *P.Eng.*
- When:** Thursday, February 17, 2011
- Where:** Meridian Banquet/India Garden Restaurant, 76 Ave & 49 St. Edmonton
- Time:** Registration beginning at 5.30 pm, Dinner at 6.00 pm, followed by presentation.
- Cost:** \$10 for ASQ Members, \$15 for non-members

Please confirm your presence through e-mail by February 14<sup>th</sup>, 2011

## About Speaker:



Derrick Olesen P. Eng. MBA ASQ Certified Six Sigma Black Belt. Derrick has worked in the Oil and Gas Industry since 1982. He has a B Sc. In Mechanical Engineering – (University of Manitoba 1982) and an MBA – (University of Alberta, 1997) He obtained ASQ Six Sigma Certification in 2003. He has experience working in the Resources sector in Facilities Engineering Design and Construction, Operations Engineering, and Pipeline Development. He has also worked in the downstream as a Business Analyst

and as a Marketer in Supply Chain Management as an SAP change Agent and as the Supply Team Leader (Western Canada Lube and Specialties), He has been in the Refinery as a Six Sigma Black Belt, Reliability Engineer and Equipment Strategy Leader. He is currently the Equipment Strategy Leader at Imperial Oil – Strathcona Refinery.

## Presentation Overview:

The presentation will give a bit of background on who Imperial Oil is, including its history, what it does, and where it operates. It will talk about the world demand for energy, and Canada's role in meeting that demand.

It will then move into a discussion on the oil sands. It will talk about what they are, how they're developed, oil sands environmental issues, and finally, the technology we're using today as well as others under development that are reducing the environmental footprint of the oil sands.

The material in the presentation will contain forward-looking information and future results could be different as a result of many factors, some of which will be noted in the presentation.

**For Registration send an e-mail to: Deepak Dev Arora at [deepakdevarora@gmail.com](mailto:deepakdevarora@gmail.com)**

## 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.

## ADVERTISE WITH US

ASQ Canada Edmonton Section invites advertisement from renowned companies to reach our members through this newsletter, and on our local website. Please contact us for more information.



## ASQ Edmonton section invites you to participate in a day course on Effective Root Cause Analysis

**Topic:** Effective Implementation of RCA (Root Cause Analysis) Technique

**Speaker:** Rakesh Agarwal, PhD

**When:** Friday March 25, 2011

**Where:** Woodvale Facility (Millwoods Golf Course), 4540 – 50 Street, Edmonton

**Time:** 7.30 AM – 5:00 PM

**Cost:** \$199 for ASQ Members, including members from other professional societies, \$249 for non-members

**Breakfast & lunch included, Pre-registration required, Cash or Cheque in favor of 'ASQ Edmonton Section' is acceptable. Free Parking; Register early; due to this course format seats are limited.**

### About Course Instructor:



Dr. Rakesh Agarwal is a Reliability Manager in the Corporate Enterprise Excellence Team of Weatherford International, located in Houston, Texas, USA. He joined Weatherford, an Oil and Gas Service company, in 2001. He came to Weatherford through acquisition of Cidra Corporation, where he was responsible for reliability and qualification of fiber optic products applied in telecommunications. Prior to Cidra, he had been working for Delphi Delco Electronics, a fortune 50 company of General Motors, as a Product Validation and Engineering Analysis Manager, responsible for 3.3 billion dollars of powertrain electronics

systems. Dr. Agarwal earned his bachelor's degree in mechanical engineering from the Indian Institute of Technology in Kanpur, India, his Master's in mechanical engineering, specializing in fracture mechanics, from University of Rhode Island, and his doctorate in applied mechanics to electronics packaging from CALCE Center in University of Maryland at College Park. Dr. Agarwal has authored a couple of books on electronic materials and five book chapters. He has published over twenty five papers in refereed journals, and was an associate editor for IEEE Transactions on Reliability in 1994. He is an active member of ASQ and SPE. His areas of expertise include Root Cause Analysis, FMECA, Physics-of-Failure, Statistical Analysis, Fracture Mechanics, Electronics Packaging, Damage Mechanics, HALT, ALT, and Testing. He can be found on LinkedIn, Facebook, or through email to [agarwal100@yahoo.com](mailto:agarwal100@yahoo.com)

### For Registration Contact any of the following member leaders:

#### Section Executives (July 01, 2010 –June 30, 2011)

Position	Name	Contact
Section Chair	Allan Wilson	allwilson@telus.net
Vice Chair	Viswanathan Ganapahy	viswanat.g@gmail.com
Secretary	Hemang M. Pandit	pandit_hemang@yahoo.com
Certification Chair	Vik Mehta	vick.k.mehta@ge.com
Treasurer	Lawrence Harnesk	lawrence.harnesk@ worleyparsons.com
Newsletter Editor	Deepak Dev Arora	deepakdevarora@gmail.com
Membership Chair	Richard Roy	rroy0319@rogers.com
SMP Chair	Doina Varzaru	doina.varzaru@worleyparsons.com
Member At Large	Manjit Sekhon	manjit.sekhon@ca.weatherford.com
Nomination & Past Chair	Akhilesh Manchanda	akhilesh.m@live.com
VOC Chair	Puneet Manchanda	puneetma@hotmail.com



## ASQ Celebrates 65 Years of Quality

[ASQ](#) - The world's largest network of quality resources and experts - celebrates 65 years of providing the insights, ideas and tools to advance the global quality community. Using the recently unveiled new tagline—The Global Voice of Quality™—ASQ is amplifying quality through the commitment of millions of its diverse quality experts around the world. To date, ASQ has [93 networks](#) and 25 topic- and industry-specific divisions and forums to join the people who make our world work better.

Headquartered in Milwaukee, Wis. with a local section in Edmonton, ASQ has established itself as a champion of quality in manufacturing, education, healthcare, the service sector and government, since it was formed in 1946. It has also expanded to more than 150 countries and has an overall membership of more than 80,000 individual members.

“Our members vision that quality become everyone’s job has professed steadily since the mid ‘80’s.” says Paul Borawski, ASQ CEO. “The Quality community is large, diverse, and inclusive – with room and opportunity for Quality professionals and everyone with a passion for improvement. Our members work in every field and sector of the economy and live in communities in over 140 countries. As ASQ celebrates its latest milestone, I am confident our members will take quality, the quality community and an vital profession to new heights and will continue to make the world a better place in which to live.”

ASQ traces its beginnings to the end of World War II, as quality experts and manufacturers sought ways to sustain the many quality-improvement techniques used during wartime. Formerly known as The American Society for Quality Control, it was formed by [253 members](#) of 17 quality-related societies. George Edwards, then director of quality assurance at Bell Telephone Labs, was elected its first president.

An ASQ historical perspective of photos is available on ASQ's [Facebook](#) page. In addition, throughout the year, ASQ's member e-newsletter, *ASQ Weekly*, will feature member stories about ASQ's history.

Learn more on ASQ 65<sup>th</sup> Anniversary at

[http://www.asq.org/media-room/press-releases/2011/20110201-asq-celebrates-65-years-of-quality.html?WT.dcsvid=NjcwODYyNjk4S0&WT.mc\\_id=EM6304M](http://www.asq.org/media-room/press-releases/2011/20110201-asq-celebrates-65-years-of-quality.html?WT.dcsvid=NjcwODYyNjk4S0&WT.mc_id=EM6304M)

### About ASQ

ASQ ([www.asq.org](http://www.asq.org)) is a global community of people dedicated to quality who share the ideas and tools that make our world work better. With millions of individual and organizational members of the community in 150 countries, ASQ has the reputation and reach to bring together the diverse quality champions who are transforming the world's corporations, organizations and communities to meet tomorrow's critical challenges. ASQ is headquartered in Milwaukee, Wis., with national service centers in China, India and Mexico. Learn more about ASQ's members, mission, technologies and training at [www.asq.org](http://www.asq.org).

### Welcome to New Members

Please welcome members who are new to the Edmonton Section (0410) of ASQ Canada. On behalf of Edmonton Section, the member leaders committee welcomes them.

### Upcoming Certification Examination

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

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