



**Canada  
Hamilton**  
Section 400

The Hamilton Section Of The  
American Society For Quality

## Newsletter

# September 2010

Editor-  
**Adam Kossowski**

[www.asqhamilton.com](http://www.asqhamilton.com)

### NOTICE OF MEMBERSHIP MEETING

**Wednesday, September 29, 2010**

**Chan's Buffet Restaurant,  
1400 Upper James St, Hamilton (Just South of Stone Church Rd)**

(See map on page 2)

6:00 pm Cash bar, networking and registration  
7:00 pm Buffet dinner  
8:00 pm Welcoming and Presentation

Charge: \$30 includes Dinner and Presentation. \$10 for Presentation only.  
Non-member guests are welcome

### Topic: Balanced Scorecard & Customer Metrics

**John Ashton, Sr. Specialist, Metallurgy & Quality Dept  
ArcelorMittal Dofasco**

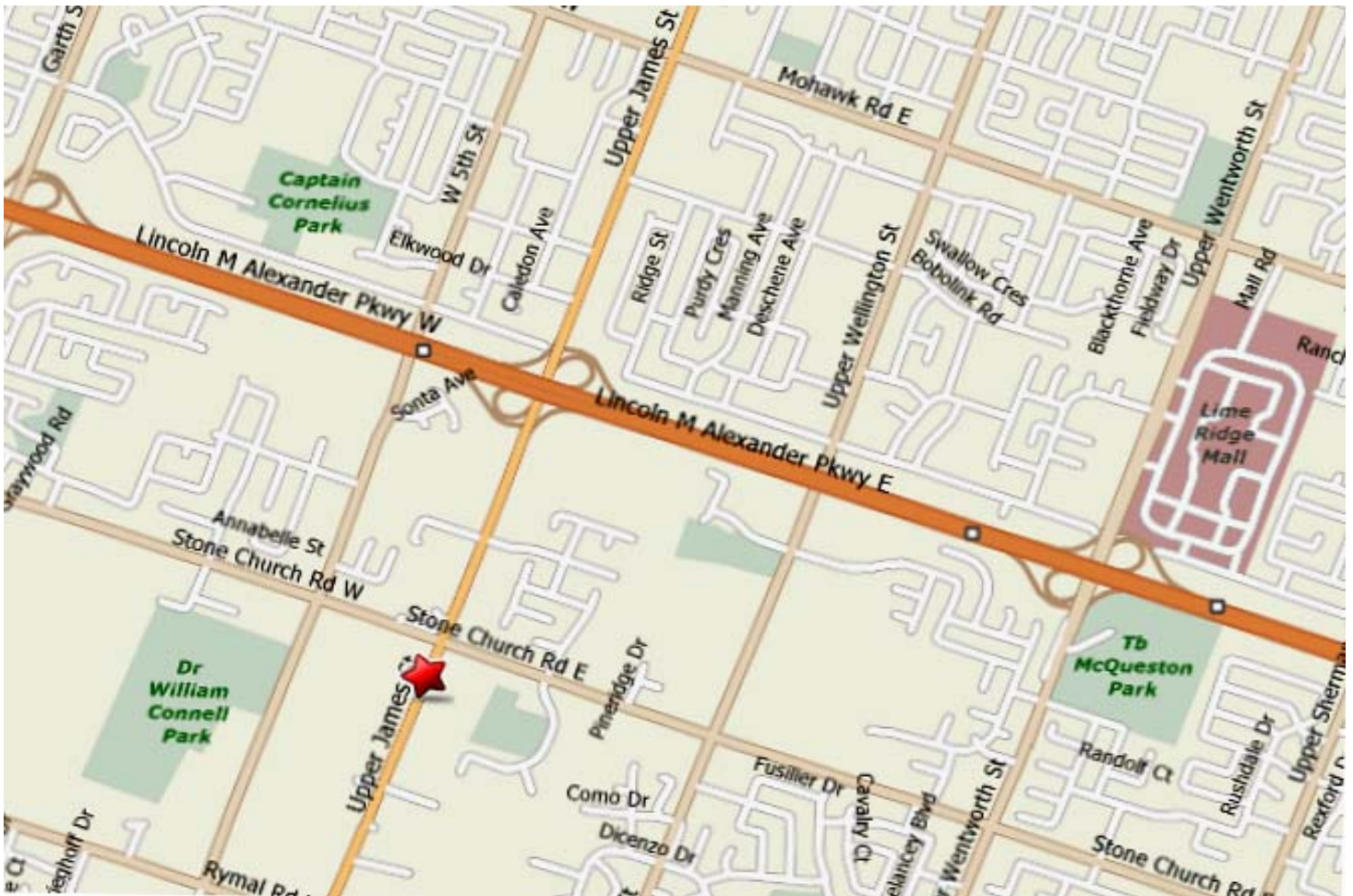


Dofasco has had a corporate balanced scorecard linked to a rigorous management system and business planning process since the late 1990's. In 2002, deteriorating performance was reported by some of Dofasco's major automotive customers. Our reporting at that time was not set up to detect the deterioration. This presentation describes what was done to measure customer feedback and set up a management system to achieve our goal of being #1 in our customers' eyes. Some of the main challenges included dealing with a variety of metrics and different reporting systems. In 2010, the executive team set a strategic goal of increased market share in the construction and manufacturing segment. The customer feedback process developed earlier was fast-tracked to identify key metrics and improvement opportunities. Customer feedback now plays a significant role in managing corporate performance to meet stakeholder needs.

**Speaker: John Ashton, Sr. Specialist, Metallurgy & Quality Dept  
ArcelorMittal Dofasco**

John began his career at Dofasco in 1971 after obtaining a degree in chemical engineering from McMaster University. He worked for sixteen years in the Research Dept. doing process analysis on iron and steel production. In 1987 he switched to the industrial engineering group and has been involved with quality planning, corporate performance measurement and business planning for over two decades.

**Location of ASQ Hamilton Section Meeting:  
Chan's Buffet Restaurant, 1400 Upper James St, Hamilton**



*If attending the September 29 dinner, please e-mail Carl Weidhaas at [weidhaas.carl@rogers.com](mailto:weidhaas.carl@rogers.com) by noon on Friday, September 24 and provide your name and phone number.*

## Other Upcoming Events

Event	Organizer	Date	Details
Business Process Improvement Workshop, Mississauga	Andrew Milivojevic The Knowledge Management Group	Sep 22 – 23, 2010	<a href="http://www.tkmq.org/bpi.pdf">www.tkmq.org/bpi.pdf</a>
Lean Six Sigma Conference, Buffalo	ASQ Buffalo	Oct 19 – 21, 2010	<a href="http://www.asqbuffalo.org">www.asqbuffalo.org</a>
Tour of Steel Image Metallurgical Laboratory Facility, Flamborough	ASQ Hamilton	Oct 26, 2010	See announcement below

### Tour of Steel Image Metallurgical Laboratory Facility and Presentation on Metallurgical Failure Analysis

7 Innovation Drive, Flamborough, ON  
Off South Dr which is 300 m west of junction of hwys 5 and 6

**Tuesday, October 26, 2010 at 7:00 pm**  
Snacks and refreshments will be provided

Product failures can result in costly events, safety hazards and poor product branding. Determining the precise cause of component failure is critical to provide the information necessary to make informed decisions and develop cost-effective solutions. This 45-minute presentation will introduce metallurgical failure analysis used to investigate component failures. Participants will better understand the concepts applied during failure analysis and how to utilize it within the manufacturing industry. Following the talk, various laboratory equipment will be demonstrated and attendees will be given the opportunity to use the equipment to examine component failures.

#### **Tour Guide & Presenter:** **Shane Turcott, Principal Metallurgist**

Shane Turcott graduated with both a B.Eng and M.A.Sc in Materials Engineering from McMaster University. He has performed failure analysis for the manufacturing, maintenance and energy industries through former employment at Dofasco, Bodycote and Liburdi Turbine Services. In 2008, he started **Steel Image** specializing in solution-based failure analysis. He is currently the Vice Chair of the Ontario ASM Chapter and regularly speaks at universities and conferences on failure analysis.

#### **The Section is charging a \$20 fee for this Tour and Presentation** **How to Register for this Tour**

Sign up with your \$20 fee - cash or cheque only - at the September 29 membership meeting at Chan's Buffet Restaurant. There is a group size limit of 22 for this tour.

Priority will be given to attending ASQ Hamilton Section members.

Absentee sign-ups permitted if accompanied by the fee.

Non-Hamilton Section members and non-ASQ members may also sign up on a waiting list. Further info – contact Judi Mansfield-Jones at [jmj@nanoquestinc.com](mailto:jmj@nanoquestinc.com)

## **Hamilton Section Officers for 2010 / 2012**

At the April 20, 2010 membership meeting, nominations were presented for the positions of Vice Chair/Chair-Elect, Secretary and Treasurer for the 2010 / 2012 section executive.

With no additional nominations received, and with the current Vice-Chair/Chair-Elect moving to the Chair position, the Section officers for 2010 / 2012 will be:

Chair:	Carl Weidhaas
Vice-Chair/Chair-Elect:	Rory Jones
Secretary:	Rory Jones
Treasurer:	Joseph Drozd

Congratulations to the officers of the new executive, which took over effective July 1, 2010.

## **Web-based CQE Practice Exams**

ASQ Hamilton Section provides a complimentary web-based e-learning solution for candidates wishing to become ASQ-Certified Quality Engineers (CQE). For further details go to:

<http://www.asqhamilton.com/cqepexam.htm>

## **Jobs and Ads Web Page**

Check out our Jobs & Ads web page - link on side bar at [www.asqhamilton.com](http://www.asqhamilton.com)  
- for employment opportunities in the quality field.

ASQ Hamilton members seeking employment or a career change can also have their resumes posted in the Classified section of our Jobs and Ads web page. There is no charge for this service to our members. Resumes (MS Word preferred) should be sent to the section webmaster Bob Mok at [isqas@yahoo.ca](mailto:isqas@yahoo.ca)

**The ASQ Hamilton Section Newsletter is posted online about seven times per year to announce upcoming section meetings, plant tours and other events of interest to members.**

The newsletter will be sent electronically only to those members who have agreed to receive Section information by e-mail.

Except for the September issue, the newsletter is not sent out by regular mail.

IMPORTANT: To ensure that you receive your copy, as well as special announcements of ASQ events in between issues, check your ASQ profile at [www.asq.org](http://www.asq.org). Log in and type the word profile in the search box. Select My Account: Update Your My ASQ Profile, and verify that your correct e-mail address is included in your profile.

**IF YOU HAVE CHANGED YOUR E-MAIL ADDRESS,  
PLEASE UPDATE IT AS DESCRIBED ABOVE.  
WE CANNOT UPDATE YOUR E-MAIL ADDRESS AT THE SECTION LEVEL.**