



### Member Leaders (2012 – 2013)

#### Section Chair

Viswanathan Ganapathy  
[chair@asqedmonton.org](mailto:chair@asqedmonton.org)

#### Vice Chair

Puneet Manchanda  
[vicechair@asqedmonton.org](mailto:vicechair@asqedmonton.org)

#### Certification Chair

Vick Mehta  
[certification@asqedmonton.org](mailto:certification@asqedmonton.org)

#### Secretary

Hemang M. Pandit  
[secretary@asqedmonton.org](mailto:secretary@asqedmonton.org)

#### Treasurer

Syed Hasnain  
[info@asqedmonton.org](mailto:info@asqedmonton.org)

#### Newsletter Editor

Deepak Shienh  
[newsletter@asqedmonton.org](mailto:newsletter@asqedmonton.org)

#### Audit Chair

Ademola Usuanlele  
[info@asqedmonton.org](mailto:info@asqedmonton.org)

#### Membership Chair

James Gao  
[membership@asqedmonton.org](mailto:membership@asqedmonton.org)

#### SMP Chair

Doina Varzaru  
[info@asqedmonton.org](mailto:info@asqedmonton.org)

#### Program Chair

Manjit Sekhon  
[program@asqedmonton.org](mailto:program@asqedmonton.org)

#### VOC Chair

Deepak Shienh  
[VOC@asqedmonton.org](mailto:VOC@asqedmonton.org)

#### Internet Liaison

Alma Siojo  
[webmaster@asqedmonton.org](mailto:webmaster@asqedmonton.org)

#### Nomination & Past Chair

Akhilesh Manchanda  
[info@asqedmonton.org](mailto:info@asqedmonton.org)

#### Publicity Chair

Hisham Karami  
[info@asqedmonton.org](mailto:info@asqedmonton.org)

#### Member At Large

Mohammed Khalid  
[info@asqedmonton.org](mailto:info@asqedmonton.org)

**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.

### MESSAGE FROM THE CHAIR

Dear ASQ Members,

Our section member leaders for the next period July 2013 to December 2014 were finalized communicated to our members during our last dinner event on May.1, 2013. I wish to thank my outgoing member leaders team for their dedication and hard work. Congratulations to our next member leaders team and they will continue to provide our section members excellent customer service and support.



Our last dinner event on “**The Art of BS.....Balancing**

**Stakeholders”** by **Roxane Fast, CMA, PMP, Registered PRINCE2** Practitioner turned out as an excellent event and very well appreciated by all the participants.

Our year end next event is AGM scheduled on June 12, 2013, prior to July and August holiday season, details of which are included in this newsletter. Please make it convenient to attend, network and find out more about ASQ, our section activities, membership benefits and other areas of interest from our section member leaders. Please note that our annual AGM meeting is a free event for all ASQ section members.

I had the privilege and honor to serve you as section chair for the last 2 years and wish to thank you all for your support and contribution. Puneet Manchanda will be the Section Chair for the next period and he will continue to communicate to you all through our newsletters and section website.

Please feel free to contact any member leader, if you have any questions on ASQ Edmonton Section.

I hope to see you all on June 12, 2013.

Regards,

Vis Ganapathy

Chair, ASQ Edmonton Section (0410)

### **ASQ Members Expectations Survey!**

We are conducting a survey to gain a better understanding of your expectations and to identify opportunities for improvement. Please provide your valuable feedback on the feedback form sent along with this email. Filled form can be sent via email to [asqedmonton@gmail.com](mailto:asqedmonton@gmail.com) or for online services you may visit <http://www.asqedmonton.org/> .

We realize the value of your time and to thank you for your time, we will enter the name of participants into a draw for a \$50 MasterCard Cash Card. The draw will take place on Jun 12, 2013 in AGM and the winner will be announced. In order to qualify, respond by Jun 07, 2013.



### USEFUL LINKS

<http://elsmar.com/> Intro to quality, presentations, forums.

<http://www.sqa.org/> Society of Quality Assurance

<http://www.praxiom.com/> Intro to quality, quality standards.

<http://facebook.com/ASQ> ASQ's facebook page, like us and join the posts.

[http://asq.org/training/certified-quality-auditor-certification-preparation\\_CQAASQ.html](http://asq.org/training/certified-quality-auditor-certification-preparation_CQAASQ.html) Certified Quality Auditor Certification Preparation Course Offered by ASQ

### Quality Quotes

*"There is scarcely anything in the world that some man cannot make a little worse, and sell a little more cheaply. The person who buys on price alone is this man's lawful prey."*

- John Ruskin

*"Quality begins on the inside... then works its way out."*

- Bob Moawad

*"Because you're a creation of God, you reflect the Divine qualities of creativity, wisdom, and love."*

-Doreen Virtue

*"All good work requires self-revelation."*

-Sidney Lumet

ASQ Canada Edmonton Section is pleased to announce its upcoming event:  
**Event:** "Annual General Meeting (AGM) - ASQ Edmonton Section (0410) & ASQ Certification Benefits"

**When:** Wednesday June 12, 2013

**Where:** Woodvale Community League, AKA Millwoods Golf Course Clubhouse, 4540 50 St NW, Edmonton, AB T6L6B6  
<http://goo.gl/maps/AI6Ys>

**Time:** 6:00 pm - Registration followed by Dinner and Networking opportunity.  
7:00 pm - Presentation

**Cost:** This event is free and is for ASQ members and Quality professionals.

### Various Certification Courses at ASQ!

Dear quality colleagues (ASQ members or non-members),  
Representing the Global Voice of Quality, ASQ certifies professionals as a formal recognition that an individual has demonstrated a proficiency within, and comprehension of, a specific body of knowledge. Investment in employees' career and their future with an ASQ certification has helped bring significant benefits to organizations. ASQ certification has provided many individuals with an advantage over their competitors and increased their potential for career growth on a fast track. Please refer to the membership section on ASQ Edmonton webpage for details on the 15 certifications offered by ASQ:  
<http://www.asqedmonton.org/Membership.html>

To support quality professionals worldwide in preparing their certification exams and day to day quality improvement activities, ASQ makes available a warehouse of tools and methodologies at its on-line Knowledge Center at <http://asq.org/knowledge-center/index.html>. Also, ASQ provides on-site and web-based training on various quality topics and certifications. More details can be found at <http://asq.org/learninginstitute/index.html>.

### Total Quality Management

TQM is the management of quality, totally and fully in all respects, small areas and all activities of organization, right from the top to bottom. TQM succeeds only if top management is involved. TQM provides the overall concept that fosters continuous improvement in organization. It focuses primarily on total satisfaction of both internal and external customers. TQM is necessity. It is a journey not a destination. If we break up the word TQM and define each of them we get.

<b>TOTAL</b>	Everyone associated with the company involved in Continuous Improvement including Customers and Suppliers.
<b>QUALITY</b>	Customers Stated and Implied requirements are fully met
<b>MANAGEMENT</b>	Executives are Fully Committed.

