ASQ Calgary Mission:
“To be recognized in Southern Alberta as the “Quality Source”.

ASQ Calgary is a non-profit association of volunteers that promotes and advances quality concepts through awareness, education, participation, and reliable member services.

Message from George Dragun, Chair
As we continue to live through the stay-at-home recommendations from our public health officials, I trust that you are making the most of this new situation. This would include continuing to keep safe, maintaining your social life with friends, family and colleagues via virtual means, and observing physical distancing. Also this new situation could lend itself to working on personal priorities, which hopefully include professional development activities related to the field of quality.

The Leadership Team is working on continuing the delivery of our program by migrating to the webinar format. For this we have been working cooperatively with other sections across Canada in learning the use of the technology that is available to us from ASQ Headquarters. We will be announcing shortly our lineup of speakers via this new-to-us medium.

There are several webinars available at the national level in Canada. We have already announced some of them, and will continue to communicate the dates and topics for any new ones as they become available.

Continuing with our approach of telling you about recent QDGs (Quality Discussion Groups), in this issue we are including an overview by Thomas Nounezi of his presentation “Team-Based Maintenance Planning and Scheduling” which he delivered at the QDG on February 18.

Also, Sherif Suliman - our re-certification chair - made an insightful presentation on December 4 of last year entitled: “ASQ’s 18-points system for Re-Certification”. There were many questions clarified during Sheriff’s presentation and so we thought that it would be of significant benefit to share the information provided then, to all the recipients of our newsletter. We are starting in this issue a series of articles based on his presentation.

Further, the Calgary Section will be undertaking shortly a new survey. This time is to obtain information on your preferences regarding the newsletter. This survey is organized by our Voice of the Customer Chair, Houman Mehrabadi.

You will notice a new feature of the newsletter that is emailed to you. This feature will allow the reader to “Read More” after a first paragraph of an article. We believe this will be useful in giving you the flexibility to read what you want and when you want it. The version of the newsletter on our website will still contain the articles in their entirety.

If you have any questions, would like to volunteer with the leadership team or for one of our events, speak at a QDG, or write an article for our newsletter, do not hesitate to contact me at the email below.

And lastly, given the cancellation of the World Quality Conference, we decided to defer to next year the award of the grant for attending it. Don’t forget to attend the virtual WCQI (World Conference on Quality and Improvement) on May 6th, or view the many webinars that will be presented and made available on-demand after the 6th!

Well, so long for now, stay safe and healthy!

George Dragun – Chair
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Email: george.dragun@phoenixamc.com
Overview of the presentation at the QDG ASQ Calgary on February 18, 2020

Planning enables workers to perform their work right and fast the first time they do it, while scheduling reduces delays between works. Successful maintenance planning identifies and scopes the work, defines who performs it and how and when it should be done safely, to the best standard and with minimal loss production at the least cost. The successful accomplishment of these tasks requires from all, trust and commitment that underpin teamwork.

The above description depicts the key importance of planning and scheduling, but the presentation aimed to show whether the planner and/or the scheduler alone could successfully detect, validate, scope, and prepare all the different maintenance tasks; The answer is definitely “NO”. This was evidenced by the frequent rework cases for which planners and workers blame one another in more than 20 organizations we audited prior to and during our training sessions. We advised that, all the people doing the work be involved in the planning and scheduling process. Design engineers, reliability engineers and store staff also need to be involved; this allows all to input and hopefully to buy-in with the final Gantt chart. With all these people on board, team building, development, management, and motivation come into play. Some of the concepts and strategies recommended were the Tuckman model, the RACI chart, the Belbin theory, the Maslow hierarchy of needs, as well as the T-E-A-M. The Tuckman model shows the steps of team development (forming, storming, norming, performing, and adjourning) and could help identify the current state of team. The RACI chart defines who on the team is responsible to perform the task or support it, who is accountable for the task outcome, and who is to be consulted or informed. The Belbin theory has nine team roles organized in three subgroups thinking, teamwork and people. The abilities of team members and leaders tested, and they are assigned their preferred roles to contribute to successful planning and scheduling team to meet organization’s goals. Since planning and scheduling are essential in maintenance project implementation, the team needs to stay highly motivated on a constant basis. For this purpose, the “Maslow hierarchy of needs” could help to assess the level of needs of team members and sub teams, and to attend to them through various endeavours. T-E-A-M framework which stands for “Training, Empowering, Acting and Moving forward” could also help decide what to undertake to keep the team engaged.

Overall, the presentation showed that, between planners, schedulers and workers, there should be trust that characterizes team environment. In the planning and scheduling team, clear vision and goals should be defined and shared with the whole team. This sets the ground for real issues to be exposed and addressed. No time is wasted solving wrong problems as everyone works for success but also learn from their failures instead of blaming each other.

Message from Sherif Soliman, Recertification chair

Hello everyone, and I hope you are staying safe at this challenging time … you may want to invest your time by looking at your recertification dates and requirements. You can start doing it now, even when it is not due!

To help the process we are starting a series of articles on re-certification. They are generally based on a presentation on the subject that I made on December x, 2019 at one of the Calgary section’s QDGs (quality discussion groups). In this article we cover pretty much everything except for the qualifying activities.

My role as recertification chair has changed dramatically since the online recertification became available. Before the online recertification I was the conduit for the actual verification of the qualifying activities, while now I am here to provide advice and address any questions you may have in Calgary. I have included sources of good information on recertification at the end of the article.

Why recertify?

Ensure quality and commitment to the profession

Certification constitutes a Mark of Excellence. Maintaining the validity of your certification through recertification demonstrates that you have the knowledge to ensure the quality of your products and services, and shows a commitment to the profession.
**Uphold the standards and maintain your knowledge**

Further, you made the effort to pass the certification exam in the first place. Now maintain it by being recertified with ASQ, as proof that you continue upholding the standards and maintaining the level of knowledge provided by the original certification.

**Who needs to recertify?**

There are certifications that require periodic recertification, while there are others that are exempt from this requirement. There are thirteen certifications that require recertification, and are:

Biomedical Auditor, Pharmaceutical GMP Professional, Supplier Quality Professional, Master Black Belt, Lean Six Sigma Black Belt, Calibration Technician, Quality Engineer, Software Quality Engineer, Quality Auditor, Manager of Quality/Organizational Excellence, Six Sigma Black Belt, HACCP Auditor and Reliability Engineer.

There are six certifications that are exempt from recertification, that is they are certified for life, are:

Quality Improvement Associate, Quality Inspector, Quality Process Analyst, Quality Technician, Six Sigma Green Belt and Six Sigma Yellow Belt.

**Time Limitations**

There is a window within which you can recertify, as follows:

- Your recertification date (or expiry date) falls on the 3rd anniversary of when you became certified as per ASQ records.
- Apply for recertification up to 6 months before or after your recertification date.
- After the 6-month grace period, you can only recertify by exam.
- For synchronizing 2 or more certifications; You must submit your recertification packet within the 6 month grace period of the certification that is expiring first.
- You have one year from your recertification date to recertify by exam before your certification(s) will become decertified. In summary: 0-6 months after expiry date by recertification journal, 6-12 months after expiry date by exam.

**Recertification Units**

First of all, the number of recertification units required has not changed, and remains a total of 18 over a three-year period. There are several ways in which these RUs can be achieved, and this “qualifying activities”, will be treated in subsequent articles.

**How to Recertify**

There are three options, as follows:

Option 1 – On line recertification: You do this by accessing the online certification function in the asq.org website. Entering your qualifications under each of the categories is possibly the area that creates most of the questions I receive.

Option 2 – By completing the paperwork and sending it via mail. By downloading the re-certification journal [https://asq.org/cert/recertification](https://asq.org/cert/recertification), fill the information and send via mail to ASQ headquarters.

Option 3 – By taking the exam again. If you miss the 6-month grace period after the expiry date, you can still choose this option - to be completed within one year of the expiry date. Some people prefer this option to refresh their knowledge.

In follow up articles I will explain the various ins and outs for qualifying in each of the recertification categories.

**Information Sources**

Any questions, pls. feel free to contact me hutta@hotmail.com

1) Asq.org
2) ASQ help line. If the CSR (customer service rep) does not know the answer, they will ask somebody inside ASQ (likely the recertification coordinator). Or, if you are not satisfied, you can ask to talk to the coordinator yourself. Sometimes the communication may be by email.

3) The Calgary section recertification chair – the undersigned – Sherif at hutta@hotmail.com. I will be happy to advise on any issue related to recertification.

**Newsletter Survey – by Houman Mehrabadi, Secretary and VOC Chair**

Improving our members’ experience is at the forefront of the strategies of ASQ Calgary. We have identified the newsletter as a key component of those strategies. In order to fulfill our commitment to a quality newsletter, we would like to ask for your feedback. To this effect, we will be releasing a few days after this issue, a short survey to obtain your views about the newsletter. Your feedback will be of great help to us and we thank you for participating!

1. **ASQ Members can update their communication preferences by doing the following:**
   - Access ASQ.org > My Account > Communication Preferences
   - If there is no check mark against ‘Email’, select 'edit' option and try to put check mark and save.
   - For Opt in/Opt out: ASQ.org > My Account > Opt in/out

2. **ASQ Calgary upcoming events:**

Please note that all in-person presentations have been postponed.

http://www.asqcalgary.org/events-cal/ Click to review upcoming events organized by ASQ Calgary

3. **Volunteers for ASQ Calgary for 2020 are:**

   - Chair – George Dragun
   - Secretary – Houman Mehrabadi
   - Treasurer – Jeff J. Rosaine
   - Membership – Sean Wang
   - Internet Liaison & Audit chair – Patrick E. Atkins
   - Newsletter Editor – Khalid M. Mohammed
   - Nominating Committee Chair – Vacant
   - Recertification Chair – Sherif Soliman
   - Quality Discussion Group – Vacant
   - Past Chair – Dale Sahota

   *Quality Professionals are invited to support ASQ Calgary and we are looking forward to hearing valuable suggestions and comments. Please contact us to inquire about volunteer positions.*

**Contact us:**

ASQ recertification guide
ASQ Calgary Events
info@asqcalgary.org