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Quality Corner



Announcing the launch of Quality Corner. Quality Corner will now be dedicated to publishing content written by anyone from the ASQ Toronto community. The objective will be to encourage our members to practice their writing abilities, share their expertise, and contribute to the ongoing development of all of our ASQ Toronto members regardless of their industry or quality expertise.

Anyone can submit an article that is interesting to them but will need to tie it back to the world of Quality Management or an analysis while applying Quality Management principles, tools, or perspective.

If you are a business and would like to write an article, this can be considered as long as the intent of the article is to discuss how a customer's problem was solved using your solution along with the methodology that was used.

This is a great way to showcase your expertise and help to continue to develop the knowledge of your peers in the Quality Community. This is also a great way to get noticed in the community – who knows what this could lead to...a job opportunity, a new business partner, or expand your network.

Some additional guidelines for Quality Corner submissions:

1. Email submissions to communication@asqtoronto.org by the 15th of the month.
2. Maximum 500 words.
3. A small image (4 cm x 6 cm) can be included to replace the image shown above.
4. Submission of an article will not guarantee publishing in a given month's newsletter and may be published in a subsequent newsletter.
5. If your submission is selected, the Newsletter Editor will contact you directly.
6. Your submission will be reviewed for clarity, readability, grammar, spelling, etc. and may require revisions prior to publishing in the newsletter.

If you have any questions, please contact the Communications Chair at communication@asqtoronto.org or speak with Sanaz Ghazi at the next section meeting.

Did You Know?

- In November 7 and 8, ASQ Biomedical division is holding two-day conference. Frederic Hamelin, Quality Systems Officer, Health Canada has been invited and will be speaking at this event!
For more information please look at the conference website: <http://tinyurl.com/asq-biomed-toronto>

Event Location
Marriott Toronto Airport
Toronto, ON
CANADA

Contact Information
Name: Scott Blood
Phone: 978-729-5978
E-mail: scottqara@gmail.com

- Wednesday, Nov. 8, 2017, ASQ Toronto section has an event by Maria Falbo from Focus Consultants Group on overview of IATF 16949.
Registration open soon at:
<https://asqtorontonov08.eventbrite.ca>

Event location: SpringHill Suites Toronto Vaughan
612 Applewood Crescent, Vaughan,
ON L4K 4B4

- Saturday Nov. 25, 2017, ASQ Toronto section is running a Networking Breakfast meeting on:
How to Turn 3-Minute Conversations into Long Term Relationships and Results by Michael Hughes from North America's Networking Guru.
Registration open soon at:
<https://asqtorontonov25.eventbrite.ca>

ASQ QUALITY MEETING FOR NEWCOMERS & MEMBERS:

In the first week of December 2017, ASQ- Toronto Section is planning to hold an event for newcomers and members in Quality field.

Don't miss this opportunity!

A panel with seasoned Quality professionals answering your questions about:

- Challenges and opportunities in the quality field
- How can you position yourself to get a good job
- Where can you network and get noticed
- The role of education, experience and certifications
- Testimonials
- And much more...

More information regarding to this event will be announced soon.

Testimonials



ASQ Toronto is looking for members to participate in a quick 2 minute testimonial that we will use to promote the ASQ Toronto community via our new [ASQ Toronto YouTube channel](#). Video recordings will take place at the end of the monthly ASQ section meeting or remotely. To participate, go to <https://goo.gl/forms/27ZMDg4llp3VLbn2>. You will need to answer the following in the 2 min video testimonial:

1. What is your name, job title, and how long have you been a member of ASQ?
2. What is 1 thing you learned from the section meeting?
3. What do you enjoy the most as an ASQ Toronto member?

October Section Meeting

This month's section meeting took place on October 15, 2017 at the Signature Mississauga Hotel. The guest speaker was Scott Wright who spoke to ASQ Toronto members about **Call of Duty: Managing Corporate Cyber Security Risks in a Connected World**.

About the Speaker: Scott Wright

Scott Wright is an Ottawa-based cyber security coach and consultant who specializes in helping teams work securely. For over 15 years, he has been helping public and private sector organizations to identify and prioritize risks, and implement security programs and systems. Scott has a degree in Engineering from the University of Waterloo, as well as an MBA from the University of Ottawa. He also co-hosts the Shared Security Podcast on iTunes, an audio program that explores the trust we all put in people, apps and devices.



Presenter:
• Scott Wright
The Streetwise Security Coach
swright@securityperspectives.com

It's easy to see that information has become the fuel that powers most organizations. Increasingly, businesses are reliant on information and data that includes: customer information, transaction records, process information, metrics and monitoring data, and even software systems. In fact, the core elements of quality management all rely on information collected, stored and processed by the business.

In this meeting, cyber security coach Scott Wright explored the impacts of not having a workforce that understands how cyber security risks affect the quality of their work, and the success of the organization. Attendees learned about emerging tools and techniques that businesses are starting to use to enable staff to effectively identify and manage these risks, including "Game Based Learning" concepts that could be translated into disciplines outside information security. Scott also covered some important tips for avoiding common cyber security risks like phishing and ransomware, and for working securely in a connected world.

Main topics for the meeting

- Relationships between security and quality
- Examples of "quality process" failures in the "connected world"
- Understand root causes of most common failures
- Practical tips for managing cyber security risks
- Integrating security and quality

Understanding the relationships between security and quality management is very important to meet customer satisfaction.

The concept of "Privacy by Design" introduced by Ann Cavoukian describes how personal information must be protected in a way that is positive sum or good for business.

In business, attacker hits business staffs through direct inquiries (phone, email) and malware infections.

Businesses are being hit with spear-phishing" attacks disguised as supplier information updates, or late payment notifications. If the accounting staff aren't following correct procedures, the wrong entities are paid.

So, most potential targets include:

- Financial organizations
- Law firms
- Healthcare providers
- Aerospace companies
- Pharmaceutical labs
- Educational institutions
- Communications providers
- Anyone with numerous suppliers that can be identified.

October Section Meeting



Call of Duty: Managing Corporate Cyber Security Risks

Some tips to reduce risks from Phishing and Social Engineering include:

- Authenticate the inquirer procedure for handling unexpected links or attachments
“Out of band” verification, contact references and scratch beneath the surface
- Authorize and document information has an authorization process to document release
- Office should have a set of guidelines for spotting suspicious messages and a standard message format for internal messages.

Malware infections also include Spyware & Keyloggers, Banking Trojans (from “Trojan horse”), Botnets, Ransomware.

Some tips to reduce malware risks include:

- Check links by hovering or “holding” (mobile) to see if they match what’s expected
 - Don’t click on unexpected or suspicious links or attachments (even in web forums or social media)
 - Use bookmarks to access known sites
 - Use antivirus software to detect known malware
 - Make sure there is regular, secured backups in case of a ransomware attack (“image backups” are even better, but take longer and user more space)
- If there is any suspicion of malware, report to trusted IT and support team.

Actionable insights regarding to security with quality management

- Ensure security awareness training is relevant and auditable
- Review critical processes, add controls, and ensure awareness training is tailored to address highest risks
- And consider innovative security and quality training techniques to improve engagement, retention and performance.

Full presentation video is available at:

<http://bit.ly/ASQTO-Scott-Wright-2017>

Fast Fact

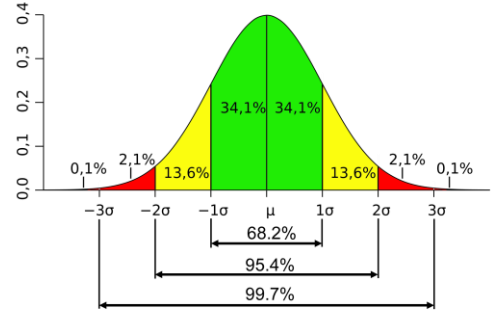
The ASQ Toronto section is the 3^d largest section membership of ASQ globally with over 1,500 members.

The largest member section is Minnesota with a whopping 1,621 members.

What would it take for ASQ Toronto to be even bigger and better next month? Next Year? Speak to a member of the ASQ Toronto executive team at the next section meeting or contact them by [email!!!](#)

ASQ Statistics Webinars

The ASQ Statistics division has several free webinars available for its members to learn more about risk based statistics for product testing, process capability analysis, DOE, and paired t-tests. To watch any of the webinars visit <https://www.youtube.com/ASQStatsDivision> today.



Volunteers Needed: Certification Committee Volunteer Opportunity

Study Group Instructor/Leader – we are currently looking for someone with CQA certification to lead a study group starting almost immediately. Ideally, the candidate will have previously led a study group or conducted training / teaching. The study group can meet either virtually (via GoToMeeting) or in person at a public library; the former option would have a lower cost.

Please contact Virginia Trimble (Certification2@asqtoronto.org) and Sandeep Sharma (Certification1@asqtoronto.org) if interested in assuming this role or if with any questions regarding the responsibilities.



Change in Exam Format

ASQ has moved from the traditional “pencil and paper” exam format to computer-based testing (CBT). Detailed information is available on ASQ’s website at <http://asq.org/cbt/>. Since this exam format is still new, please visit the website from time to time as ASQ provides new updates.



Job Postings

Job Title	Company	Expiry Date
Product Marketing Manager for our Quality Management practice	INTELEX	Nov. 24, 2017
Quality Specialist	SCI	Dec 10, 2017



ASQ Toronto Leadership Team

Executive

Position	Name	Email
Section Chair	Rogério Boaventura	chair@asqtoronto.org
Chair-Elect	Angela Hashemi	chair-elect@asqtoronto.org
Vice Chair	Eric Cheong	vice-chair@asqtoronto.org
Secretary	Dawn Banihashemi	secretary@asqtoronto.org
Treasurer	Marion McGill	treasurer@asqtoronto.org
Immediate Past Chair	Kam Ho	past-chair@asqtoronto.org

Committee Chairs

Position	Name	Email
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Senior Advisor	Elizabeth McBride	emcbrideadvisor@asqtoronto.org
Senior Advisor	Kusam Kohli	kkohliadvisor@asqtoronto.org



Feedback

Please let us know your opinion about the newsletters. What would you like to see in the newsletter and how we can make it better? Your ideas are most welcome.

Please email your comments to the Communications team at communication@asqtoronto.org.