

# SOCIETY of MANUFACTURING ENGINEERS

## TORONTO CHAPTER 26

### MARCH 2002



<http://www.sme-toronto-26.org/>



## Tour: Honda Automobile Plant

Plant 1, 4700 Tottenham Road, Alliston, Ontario. 705-436-5561

Wednesday March 6, 2002

The tour will start promptly at 6:30 pm

2002 marks Honda's 16th anniversary of manufacturing automobiles in Canada, Honda of Canada Manufacturing. The two plants are state of the art facilities for the manufacturing of 4 door Civic, Acura 1.7 EL, Acura MDX and Honda Mini Van. With 450 acres of which 45 acres are under roof, the plant employs 5000 people and has invested 1.4 billion in capital. They produce 350,000 vehicles per year. HCM production serves not only the Canadian market, but is also exported to the United States, Japan and 12 other countries.

At this plant they do metal stampings, die shop, body welding and assembly.

They have won the J.D.Power and Associates award in the past. and are ISO 14001 ( Environmental management) Certified in and ISO 9002.

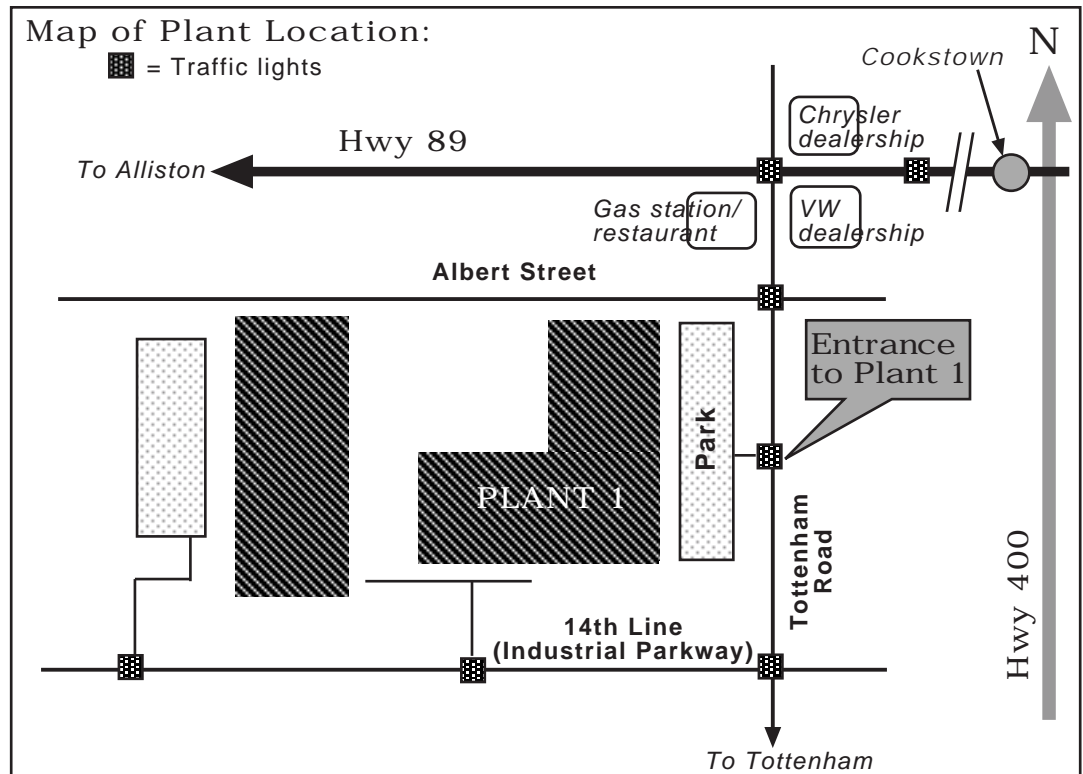
**Register today for this event with Loris Giuricich 416-448-2225, Lgiurici@celestica.com or Ken Kogej 416-402-3146, Ken-dante.msn@attcanada.net**

### Directions:

Take Hwy 400 north from Toronto to Hwy 89 West. Drive through Cookstown towards Alliston on 89 (approx 18 kms) Turn left at Tottenham Road Continue past Albert Street The Entrance to Plant 1 is on the right.

### Plant Tour Information:

Plant tours are conducted when the plant is in operation and your safety is top priority. Safety glasses will be provided. High heels, open toes or open heeled shoes cannot be worn. Cameras and video cameras are not permitted inside the plant.



\$10 for members (CMMA & CTMA included), \$20 for non-members and \$5 for students

**Our theme for the year: FUTURE GROWTH AREAS IN MANUFACTURING**

## *We are seeking:*

VOLUNTEERS to help run the Chapter. Please get in touch with Joe Benedetto, if you can spare a little time, 416-267-2102 or jrbene@attglobal.net

PROGRAM/TALK/TOUR SUGGESTIONS. We want to offer talks and tours of interest to our members. If you have a suggestion please get in touch with George Heintzman, 416-467-8298 or gheintzman@sympatico.ca

## *Your Company Flyer Bulletin Enclosure Opportunity*

Chapter 26 is offering companies the opportunity to enclose their company flyer in our monthly Bulletin mailing. The piece to be included must meet the following criteria:

- 500 folded flyers ready for stuffing into a #10 envelope supplied by 1 week after copy deadline.
- Is of interest to our membership - is manufacturing oriented (we don't want life insurance or travel brochures)
- Weighs less than 3 sheets of 8.5 x 11 in 20 lb bond paper. Larger items could be negotiated.

We reserve the right to reject pieces we do not feel to be consistent with our professional goals and objectives. Our mailing list is currently over 400 manufacturing professionals. The current price is \$300 per issue. We reserve the right to change any of the above items without prior notice. For more information please get in touch with Ken Kogej at 416-274-2540 or by email at ken-dante.msn@attcanada.net, or George Heintzman, 416-467-8298 or email gheintzman@sympatico.ca

## *PROGRAM COMMITTEE*

Programs, Bruce Keeling, AFV Multimedia, 416-239-2811  
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Robert Hope, R.B. Hope Industries Inc., bob@rbhope.ca  
Advisor, Joe Benedetto, JRB Enterprises, 416-267-2102  
jrbene@attglobal.net

## *THIS SEASON: Topics & Schedule*

### **2002**

Wednesday, March 6. Tour, Honda through their Car plant in Alliston. 6:30. PM . Limit: 30 people.

Wednesday, April 3. Talk, Stephen Armstrong, AMGI Management Consultants Inc.

Wednesday, May 1. Tour TBA

Wednesday, June 5. RP Overview and Update Panel

## *Bulletin Copy Deadlines*

**NOTE: Send material to Jenny Ono Suttaby at jono@jentekcompany.com by the following dates for inclusion in the upcoming Chapter Bulletin:**

April Issue: March 10

May Issue: April 7

June Issue: May 7

## *Executive Meetings*

### **EXECUTIVE MEETINGS 6:30 pm START: 2002**

Thursday, March 21, 115 Brookside Ave, 6:30 pm

Thursday, April 11 EXECUTIVE PLANNING MEETING, 28 Kildeer

Thursday, April 25

Thursday, May 30

Thursday, June 13

For additional information on the next meeting phone 416-274-2540 or email: Ken-dante.msn@attcanada.net or gheintzman@sympatico.ca

## *Note: The Joseph R. Benedetto Scholarship*

The Application Form for the Joseph R. Benedetto Scholarship is now available on the chapter web site at [www.sme-toronto-26.org](http://www.sme-toronto-26.org).

## EXECUTIVE LIST

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Our continuing thanks to Professor Mark Fox, U of T, for hosting the Chapter's web site on his server at <http://www.novator.com>

### Great Turnout for Elliott Matsuura Talk

Over 30 people appeared at Giorgio's Restaurant to hear Vince D'Alessio, Sales Director at Elliott Matsuura, speak on high speed machining. The presentation began with an explanation of the principles behind high speed cutting with specific information on materials and applications best suited for this technology.

High speed cutting is more than just surface speed and material. Other factors are required to obtain the true benefits of the technology. The presentation included information on machine structures, spindle designs/configurations, control requirements and tool holder/cuttings tool considerations.

Actual cutting examples were available for inspection during the presentation.

Elliott Matsuura Canada Inc. is a wholly owned subsidiary of Matsuura Machinery Corporation, Japan, manufacturers of high quality machining centers with many years of experience in the area of high speed machining products.

**Elliott Matsuura Canada Inc.**, 2120 Buckingham Road., Oakville, Ontario, L6H 5X2. Phone: 905-829-2211. See [www.elliottmachinery.com](http://www.elliottmachinery.com)

*Ken Kogej*  
*Ken-dante.msn@attcanada.net*  
*Chair*

### The Cost of Quality

#### The Changing View of Quality

I happened to pick up a 1990 conference Board paper titled "The Road to Total Quality." The first exhibit struck me as showing very clearly the changing concept of quality. When I went to school quality was good but if you tried for too high a level of quality (known as ridiculously high) it would cost too much money and be uneconomic. You can spend too much on quality. You keep expenses in line by only spending money when you have to; when you have a problem. This is the "Failure/React culture."

#### Understanding Quality

The contribution of W. Edwards Demming was to show that quality is the result of a **process**. A given process will produce a certain level of predictable quality. To move to a higher level you must change the process. To change the process you must document it and understand it. To achieve this new higher level of quality consistently you must always use the same process.

This meant you could predict quality, good or bad, at every level. People began to ask what the impact or cost at a higher level could have at lower levels.

This new kind of thinking has led to big changes. The Japanese lead the way with higher quality cars at lower prices (initially). It allowed the development of computer

see Quality - continued on page 4

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Information and links at: <http://www.sme-toronto-26.org/>

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## Rapid Prototyping & Manufacturing Show 2002

**Rapid Prototyping & Manufacturing 2002** returns to the Cincinnati Convention Center on April 29 - May 2, 2002. Manufacturers, service providers and industry leaders will come together to demonstrate and discuss the latest developments for design, prototyping, tooling and direct manufacturing. See a complete showcase of materials, processes and equipment on display, meet and network with leading technical experts and discover innovative ways to improve product quality, cut costs and reduce time to market - all under one roof.

SME's Rapid Prototyping & Manufacturing 2002 is North America's Leading Conference and Exposition dedicated to Rapid Manufacturing. All of SME's members can get in the show for FREE....(IF, and only IF you bring your SME card to the show)...All you have to do is show your SME card and you will get in for FREE, but you must have your SME card with you. A great opportunity!

You can Pre-Register for the event, see the complete exhibitors list, the top attending company list and technologies on display. It is all included on that website at [www.sme.org/rapid](http://www.sme.org/rapid).

*Note: Chapter 26 is presenting a panel discussion on RP in its last program of the season on June 5.*

## NB: Please - Update Your Information

**Please** check that your information in the SME headquarters database is correct!

Phone (toll free): 1-800-733-4763

Website: <http://www.sme.org/>

You can renew your membership on line by clicking on "Renew Membership" in the Member Services section.

## ... The cost of quality

**Quality - continued from page 3**

programs with an amazingly small numbers of errors - like the code that took astronauts to the moon (You can't afford a "Reboot and loose all your data" message).

### Prevent Culture

The whole culture of companies changed. All flows of information became processes which were written down and then followed. The focus is not on the error but the sources of error, the root causes of errors. This allowed the real cost of errors to be calculated.

### The whole Company

This culture then spreads to the whole company. Costs used by workers to make decisions must be accurate. The communication chain with the customer must be accurate and reliable.

This overlaps with the note in this bulletin in the November issue (<http://www.sme-toronto-26.org/pages/pdf/SMENov01Bull.pdf>) on *Simplicity*. The concept expressed in the book I reviewed there is that management and workers have a duty to make it easy and simple for customers to do business with us, so they will not make mistakes leading to higher cost and lack of satisfaction. Customers and all workers must have the information, training, communication and contacts to be able to do their jobs quickly without error.

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Past Chair