



CANADIAN INSTITUTE OF PLUMBING & HEATING
L'INSTITUT CANADIEN DE PLOMBERIE ET DE CHAUFFAGE
A National Voice With Regional Roots | Une histoire régionale, une voix nationales

Happy Holidays

The Canadian Institute of
Plumbing & Heating - Calgary
Region wishes you and all those
close to you a joyous holiday
season and a new year
filled with happiness
and hope for a
world at peace.

2015



UPCOMING EVENTS

MCA Events:

January 14 - 16, 2016

Curling Bonspiel
Red Deer, AB

CIPH Events:

February 25, 2016

Calgary Region Business Meeting
Glenmore Inn, Calgary

April 21, 2016

Calgary Region Annual General
Meeting
Glenmore Inn, Calgary

June 26 - 28, 2016

Annual Business Conference
Banff Spings Hotel, Banff

November 2 - 3, 2016

CIPHEX West
Vancouver, BC

IN THIS ISSUE...

Lean Thinking - Carla Ciepliski

Project Life Cycle - Fabian Asin

Low-Lead - FAQ's

Industry Closer to True North
American Harmonization of
Standards

Member Profile

What's Going On

Board of Directors



BUSINESS LUNCH MEETINGS

Lean Thinking - Carla Ciepliski February 26, 2015

LEAN – made popular by Toyota in Japan. The main focus of Lean has traditionally been in Manufacturing, but is now being applied in every industry, including service industries.

Definition: Creating more value for customers with fewer resources while improving quality and response time.

Universal Definition: Continuous elimination of waste through the entire supply chain, while providing value to customers.

Tips: Know there are always better ways to do things so keep yourself open to new ideas and innovations, leverage teamwork and collaborate. Also remember there is a complete supply chain involved. Keeping this in mind, if you're in business to make money this means servicing your customers and keeping them satisfied.

Pillars/steps of Lean:

1. Understand and define value from the customer's perspective – What would you pay for? The rest is waste and an opportunity to improve.

Waste Categories Include:

- a. Delay
 - b. Duplication
 - c. Unnecessary Movement
 - d. Unclear Communication
 - e. Incorrect Inventory
 - f. An opportunity lost to retain or win customers
 - g. Errors in service transition
2. Define Value Stream
 3. Create continuous flow through processes
 4. Create pull through processes
 5. See perfection – Continuous improvement always (you may not reach this, but at least you'll find excellence along the way when you have the target set high).

Process Mapping: Shows what REALLY happens vs what we THINK happens. Process Mapping is where you physically map out every input and output of a process. This allows you to identify areas of waste, and focus your efforts to improve.

The goal of Lean is always customer focused. Focus on 'opportunity or waste' section instead of just plugging through the current 'mess'. Some examples include:

- Find optimal target of inventory.

- Find the root cause of an issue and work to improve that issue, be proactive.
- Lean has to be delivered from the top-down, but involves everyone in the business. The ones "doing the work" should be involved in identifying waste and finding solutions to fix them.
- The best leaders know how to ask the right questions to prompt the answers.

Project Life Cycle – Fabian Asin April 30, 2015

- RFP – Identify the need, develop the solution
- Agreement
- Project Objective – Performance
- Termination

If doing his/her job correctly the Project Manager will include the vendor and communicate well to all parties.

Assess risk ie only 1 – 2 people know the details. What if they leave?

Criteria – 95% of PM's focus on past performance, reference, overall understanding of the need instead of financial, warranty and risk which is still important to 'cover their butt'.

Challenges:

- No budget control
- Change in scope
- Lack of authority
- Internal policy and procedures
- Rules and regulations of industry
- Not well defined requirements and quality – ISO standards.

Positive Ways to deal with a PM:

- Get to know them, build a good relationship
- Understand his/her challenges, assist with RFP support
- Provide a level of authority

Low-Lead - Frequently Asked Questions (Canada)

As a follow up to the recent low-lead webinar, CIPH, along with industry experts and CSA have come together to provide clarity as to the status of integrating low lead requirements into the standards.

This document is intended to clarify the current activities in Canada. Included in the document is the commonly asked questions, a recent schedule of standards being worked on and a provincial adoption chart. These will be updated periodically as new information becomes available. These FAQs are to be used as advisory only.

To read the latest FAQs, please click [here](#)

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Industry Closer to True North American Harmonization of Standards

In 2012, CIPH submitted a whitepaper to the Standards Council of Canada (SCC) outlining the economic impacts of unnecessary duplication of standards, testing, and certifications for the plumbing and heating industry.

The **submission** showed the possibility of significant savings if a true harmonizing of standards, testing, and certifications occurred via a harmonized North American standards development process.

The total cost of product testing and certification compliance in the North American plumbing and heating industry is between \$3.2 and \$4.5 Billion per year. With only about 10% of the referenced standards being currently bi-nationally harmonized, there are many instances of duplicate testing and certification to meet the various federal and provincial standards that govern many of these products. The result is an additional cost to Canadian consumers of approximately \$120 - \$150 million per year.

- In response, the SCC has initiated a project to develop and explore creating a truly bi-nationally harmonized product standard, for the plumbing and heating industry. Earlier this year, the project was awarded to the joint team of Underwriters Laboratories and Underwriters Laboratories Canada to ensure that the project will comply with both the SCC and its US counterpart (the American National Standards Institute ANSI) standards development processes.

- In August 2015, a technical committee of US and Canadian stakeholders was struck, consisting of industry (CIPH), manufacturers, and regulators in order to develop the ANSI/UL 1201: Standard for Sensor Operated Backwater Prevention System; the overall objective of which is to ultimately create "One standard, one test, one mark... recognized in North America."

- The technical committee is committed to having a working first draft of the standard to SCC by December 2015. This standard is planned for release in 2016 in both the US and Canada as an ANSI and SCC accredited document.

- "ULC Standards considers this to be a great opportunity to demonstrate and deliver on standards development innovations to meet the desire for a North American Solution. Beyond the standard itself the process set out will show the way to further North American standards development."

- -Rae Dulmage,

- Director, Standards Department, Government Relations Office and External Affairs, ULC Standards and Underwriters Laboratories of Canada Inc.

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Member Profile

HBX Control Systems

HBX Control Systems are designed, engineered and manufactured in Canada to accommodate a wide range of hydronic heating and cooling needs commonly found in today's residential, commercial and industrial design applications. We are an innovative, forward thinking company that can adapt quickly in an ever changing industry. The complete line of HBX products allows for a range of application types including mixing, staging, solar systems, geothermal systems, snowmelt applications and Wi-Fi Zoning system.

What's Going On

Take part in the insightful webinar on the policy directions CIPH and its partners are developing to make our industry a better place to operate in.

- What's in store for the NPC 2015?
- What are we doing with harmonization of codes and standards?
- SCC initiatives and projects update
- The Agreement on Internal Trade and it's impacts for us
- The Automatic Adoption of Codes 2020
- Looking for more inspectors, and why?

Hear from Ralph Suppa, President and General Manager of CIPH, Kevin Ernst, Chair of the Plumbing Industry Advisory Council, and Michel Girard, Vice President at the Standards Council of Canada.

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