



# American Society for Quality Control

P.O. BOX 444, POINTE CLAIRE — DORVAL H9R 4P3

## N E W S L E T T E R

### MONTREAL SECTION

JUNE/JULY 1986

OFFICERS - 1986 - 1987

COMMITTEE CHAIRMEN

**CHAIRMAN**

Charles N P Cheun, Eng  
C P Rail  
Mechanical Dept  
Quality Assurance  
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**MESSAGE FROM THE OUTGOING CHAIRMAN**

**THANKS FOR THE SUPPORT**

Suddenly, the end of my term as your Chairman is here, and I have a lot of people to thank.

**VICE CHAIRMAN & EXAMINING**

Lin Humphries  
Canadair Ltd  
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(514) 744-1511 (4109)

First off there's Charles Cheun, your incoming Chairman, who laboured tirelessly as Secretary and had to bail me and others out on several occasions.

The section had an excellent program this year. Debbie Deslauriers assembled a fine group of speakers and topics, and I appreciate it.

**SECRETARY**

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Special thanks go to Len Barth whose support was always there when needed.

Stuart Lavallière has done a bang-up job with our Newsletter. I cannot say much for his artistic skills, but nobody is perfect.

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The unsung heroes of the section are George Andrews, Jacques Hébert and Tony Don. Jacques has kept our finances in good order and our credit rating in good standing. It took quite a lot of work on George's part to get the Newsletter printed and mailed on time each month. This was in addition to his soliciting new members and keeping existing members renewed. At last count there are 316 of us, and still growing. Tony Don took care of the Ottawa members and handled all the arrangements for our Ottawa plant tour of Lumonics.

**TREASURER**

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Finally, let me thank all of you who supported the section. I am proud of the section and now (but not then), I can thank Ken Kivenko for talking me into the line of succession when Detlef Blankenshein left for Kitchener. It has been a fascinating, rewarding, and at times, a frustrating experience.

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Charles and his new committee members will be on stage next; you're in good hands. Let me ask that you give them all your support.

Lin Humphries

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## BUZZWORDS

Everyday we are faced with a growing number of words which technically sound extraordinary but which might mean absolutely nothing.

Recently everyone has been jumping on ... you guessed it .... Quality. There's a good buzzword, if you ask 10 people, you get that many interpretations. So what does 'Quality' mean? That is... to us the 'Quality Professionals' who work in the 'Quality' departments and read 'Quality' magazines? Ponder this statement for a while.

"Where is Quality?". It lurks in every company, but you have to dig hard to find it. First, you'll have to convince a few 'key' people, and you can do that by ensuring that you and your company participate in Quality Month.

You are part of the elite, those that get blamed for the lack of 'Quality' in the company's products. That's why it's about time that we came up with something simple. This year, your section and the Section Qu'b'coise will be organizing a one-day seminar on different aspects of Quality. Presentations will include discussions on Just-In-Time manufacturing, Quality Circles, Metrology and Calibration, Design of Experiments and other general quality improvement themes.

All this will take place at the Sheraton Laval in October. Look for further details in this newsletter and plan on being there.

Here's a suggestion -- bring your Manufacturing and Procurement Managers along.

Why don't you organize something in your own plant? October is coming soon, now's the time to think and plan for it.

Let's make Quality mean something, not just another buzzword ! !

---o---

By the way, recommended reading on the beach this summer is a book by E. Godratt and J. Cox titled:

### The Goal

It's available from Hitchcock Publishing for \$20(US). It makes for very easy reading, strikes home and proposes a very informative discussion on another approach to 'Quality' costs. You'll really enjoy it.

It is being published in monthly installments of Quality magazine. I have been circulating these copies around the office to the manufacturing people and they are anxious for each next installment.

J.P. Amiel



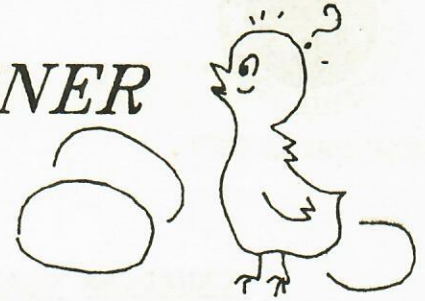


MONTREAL SECTION

# American Society for Quality Control

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## NEW MEMBERS' CORNER



We wish to welcome the following new members to the Montreal Section:

Robert L. LEFEBVRE  
QA Manager  
GOODYEAR TIRE & RUBBER Co  
Williamstown, Ontario

Hong Nham NGUYEN  
Lab Supervisor  
GOODYEAR TIRE & RUBBER Co  
Valleyfield, Québec

Robert D. VIAU  
Manager Quality Standards  
MICROTEL  
Brockville, Ontario

Edmond BOYRGET  
Supervisor  
ROTHMANS OF PALL MALL  
Québec, Québec

Christianne CHABOT  
QA Manager  
CATELLI Ltd  
Montreal, Québec

Richard R KEEP  
Lab & Environment Spvr  
A B I  
Bécancour, Québec

Transfer: Timothy A LEISTIKOW  
Chazy, New York

Lorne P. MOREY  
Technical Director  
CIP Inc  
Ottawa, Ontario

Christian TOUPIN  
UNIVERSITY OF ALBERTA  
Ste Foy, Québec

Jean BEAUDOIN  
President,  
Industrial Engineers Assoc.  
CASSAVANT FRERES Ltd  
St Hyacinthe, Québec

James K BRUBAKER  
QC Audit Manager  
AYERST LABORATORIES Inc  
Rouses Point, New York

Timothy P GENDRON  
QC Manager  
JOHNSON FILAMENTS Inc  
Williston, Vermont

Victorin PROULA  
BEXEL, DIVISION C F Q  
St Jean Baptiste, Québec

The total Montreal section membership of 324 is as follows:

Associate	22	Student	2	Fellow	4
Regular	280	Senior	16		



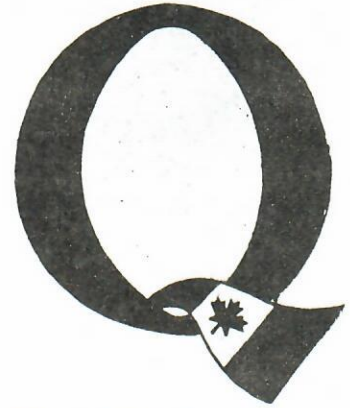


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MONTREAL SECTION .

## QUALITY MONTH



### CANADIAN CHAIRMAN:

ASQC President-elect, Dana Cound has announced that Claude I. Taylor, chairman of the board of Air Canada, has agreed to serve as chairman of the Quality Month Campaign in Canada.

Mr Taylor, in agreeing to take on this campaign said, "I think that every corporate executive today is concerned with quality. The consumer has to see value in the money he spends for a product or service, and one of the values he has to see is the quality of the product or service -- no matter what it is. To remain competitive, quality must become a way of doing business and ultimately, a part of our corporate culture."

The selection of Air Canada is based not only on its reputation for quality, but on Mr Taylor's personal commitment to quality, for he is a former member of the ASQC and also a past CHAIRMAN OF THE MONTREAL SECTION. He has been influential in developing and setting up quality control and is still involved in maintaining and improving the quality of the service at Air Canada.

### U.S. CHAIRMAN:

Mr Douglas D. Danforth, chairman of Westinghouse Electric has been chosen as the chairman of the National Quality Month campaign across the border. He stated that Westinghouse is preparing a 10 minute film and a 30 second public service announcement on quality for the ASQC, which will be used during Quality Month.

The film will be used as part of a press-kit to be released in August to all sections for use in the Quality Month promotion. The public service announcement will be distributed through the Broadcasting Industry Council.

### MONTREAL:

The Montreal and Québécoise section of the ASQC, as well as the AQQ have formed a small committee to plan a variety of joint activities during October, Quality Month.

Planned so far are an all-day quality forum on October 18, and a number of plant visits throughout the area. Your section will also be planning an activity on October 29. Plan to participate.





## *American Society for Quality Control*

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MONTREAL SECTION



### **SUMMARY OF QUALITY MONTH COMMITTEE MEETING**

The Quality Month Committee met 26 May 1986 to discuss preparation for October's big event. The committee recommends we get involved in Quality Month this year in the following way.

- 1) Hold a conference for quality practitioners in conjunction with the Montréal Board of Trade with a star quality practitioner or a well known quality minded executive.
- 2) Hold an All Day Forum Saturday 18 October 1986 for quality practitioners to allow an upgrading of skills.
- 3) Have three site visits for members during the month of October.
- 4) Get all levels of government involved.
- 5) Get the media involved.
- 6) Get the schools involved in a competition about quality.

To make a strong impression on the community we will need a little help from everyone in the organisation. Give a little of your time when you are asked to help. If we all do a little together we do a lot.

Claude Taylor is our national chairman for Quality Month. He is a past chairman of the Montréal Section.

David Tozer

# **OCTOBER**

## **CANADIAN QUALITY MONTH**

## MONTH BY MONTH

Here is a quick overlook at what your section has in the planning for the coming year. We have targeted the third Wednesday of each month for these activities and we hope that this will fit easily into everyone's schedule. Let's all plan on being there.

- SEPTEMBER 24 To celebrate the arrival of autumn, we shall begin the season with a visit to SEAGRAM'S distillery and bottling plant. The outing begins at 5:00 PM and includes a small presentation on Statistical Process Control, a visit of the bottling plant and of course the distillery. Sandwiches and an open bar are also planned.
- OCTOBER IT'S QUALITY MONTH. Your section, the section Québécoise and the AQQ are planning a number of activities. October 18 is an all-day forum on Quality, October 29 is being planned as this section's meeting. Of course there are all those activities that YOU will be organizing in your plant.
- NOVEMBER 26 We are planning a tri-partite meeting with the IEEE and the SRE. The subject of that evening's presentation will be Reliability.
- JANUARY 28 Tentatively planned for January is a visit of the the west-island plant of CIRCOCRAFT.
- FEBRUARY 25 "SQC: How to get it?" The special aspects of Software Quality Control will be discussed at that evening's presentation.
- MARCH 25 This is going to be a different approach to a membership drive. Edmund will be giving us further details on his "Open House" campaign in the coming months. It certainly sounds interesting.
- APRIL 29 By April most of you will be interested in a visit to DIGITAL in Ottawa, so this is being arranged.
- MAY 27 If we start the season in good cheer, it should end that way also. We have planned a visit of MOLSON'S brewery, in downtown Montreal at 6:00 PM. The visit includes a brief presentation and 'suds' testing.





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## MESSAGE FROM THE NEW CHAIRMAN

It's an honour to be the chairman of the Section and I would like to thank the members of last year's executive committee for the excellent work.

It is very encouraging to see new members on the committee and for the coming year 1986-87, I hope to continue to lead the Section towards becoming more healthy and active.

At its last meeting the executive committee decided to compete for the Sadoris Award, a recognition by ASQC for section activities. In this regard we need member participation. You will hear more about it in coming Newsletters.

We are also planning a series of activities for October, Quality Month. A major event will be the one day forum on Saturday October 18. Reserve this date.

Hope to see you regularly at our Monthly meetings.

Charles Cheun  
Chairman

### COMITEE CHAIRMEN

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## ASQC VISIT TO LUMONICS

MAY 1986

On May 7, 1986 approximately 30 Montréal based members went by chartered bus to Lumonics in Kanata, Ontario for a plant tour. Lumonics manufactures two types of gas lasers at this plant; one type produces light in the infrared region while the other type produces light in the ultraviolet region.

Lasers are devices that are able to concentrate light into a coherent, slowly diverging beam. The word laser is an acronym for light amplification by stimulated emission of radiation.

In lasers atomic or molecular systems are excited (pumped) from a low energy state to an unstable higher energy state. The system then decays spontaneously (of its own accord) to a slightly lower metastable state, decay from this state is slow. Many systems reach this metastable state as energy is pumped into them. When a piece of light (photon), with the energy equivalent to the difference between the unexcited and metastable state, meets the metastable system it causes this system to emit light. This new photon causes another decay etc. Energy stored in the metastable states is released in a beam of light. In this manner, one photon that caused the decay to start has been amplified by stimulating atomic or molecular systems to emit light.

The infrared laser produces a beam of light that is passed through a metal mask (stencil); the metal part of the mask absorbs the light. The transmitted light is focused onto the package that is to be marked. The focused light is intense enough to burn off paint and other coatings on a package or even the container in some cases. Once the target is burnt the package is permanently marked with the pattern on the mask.

This form of marking has replaced ink in many applications. The main advantage of the laser system is that it is simple to use and the marking will not erase when exposed to water or other solvents. Conventional inks are easily rubbed off by common solvents. The laser is used for marking a variety of articles ranging from plastic shampoo bottles to printed circuit boards.

The ultraviolet laser operates at a much shorter wavelength than the infrared laser. The energy of each "piece" of light emitted from an ultraviolet laser is much higher than that emitted from an infrared laser. The ultraviolet laser is also able to operate with more precision and can be used for medical applications, causing less tissue damage than current lasers. The ultraviolet laser is being tested for efficacy and safety in medical applications at this time.

During the tour the production area was shown to us. The production level is at a few hundred units per year. All the work has to be done in a clean environment but not in a clean room. The electrodes for lasers are precision assemblies that are placed into fibreglass pressure vessels. These devices are then placed in the casing for the electronics, "lasing" gas and the pressure vessel. The assembled laser is then ready for use. Lumonics inspects incoming materials and performs final inspection of the completed units.

Lumonics is a Canadian company with subsidiaries around the world. They are the third largest laser manufacturer in the world. They have plants around the world.

Everyone who went on the tour learned about new applications of lasers and we appreciate the time taken by the Lumonics staff to give us the tour.



SADDORIS AWARD

You probably all know that Mr Len Barth is our Historian and Saddoris Award chairman, but you probably don't know what the Saddoris Award is.

Well, the ASQC wants to encourage all its sections to operate in the most efficient and dynamic way, so towards that end, every year the most active section is given an award, the Saddoris Award. The Montreal Section won it in 1958, when Claude Taylor was the chairman.

This competition is based upon a point system. A specific number of points are awarded for the preparation and submission of Administrative and Finance reports, Newsletters, Program plans, for Management training, Meetings and attendance, Education, Notices, Special projects, etc. Each activity has a maximum number of points possible.

The object is to get the most points for that year. The catch is that you can only accumulate a maximum of 12,000 points in a year. However, as you go above the maximum for each activity, this is "banked" for the next year. In fact, it's possible to start a new year with quite a lead.

Your committee intends to make a valiant effort at winning this award. Last year's winners, the Long Island Section accumulated 18,785 points.

Let's all participate this year and get those points.

NEWSLETTER

Let's be frank, I am not the best editor in town and therefore I'll probably need help to run this newsletter. YOUR HELP.

When you go to an activity, why not share the experience with all of us? Submit articles or queries that you may have to me for publishing. Don't forget that this is your newsletter.

Contact me at:

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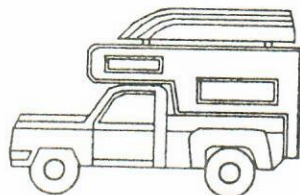
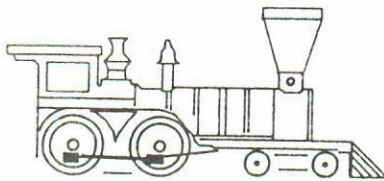
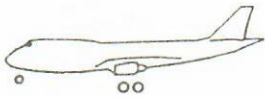
MONTREAL SECTION

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To :



*HAVE A GOOD HOLIDAY !!*