



American Society for Quality Control

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

0401

NEISSIETIER

MONTREAL SECTION

NOVEMBER 1986

OFFICERS - 1986 - 1987

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NOTICE OF MONTHLY MEETING

JOINT MEETING

The Quality Control Function in Immunology

The November meeting of the Montreal Section will be a joint meeting with the Section Québécoise. It will be held at the ARMAND FRAPPIER INSTITUE.

DATE: 18 November 1986

TIME: 7:00 PM

PLACE: ARMAND FRAPPIER INSTITUE
531 Boulevard des Prairies
Ville Laval

Exit 6 on the Laurentian Autoroute

LIMIT: 50 persons

Please register with the Section Québécoise secretary, Md Denise CÔTÉ at 514-353-7191.

EXECUTIVE COMMITTEE MEETINGS

The executive committee meetings are open to all members and are held usually meets once a month, to discuss the upcoming activities, new ideas and programs. To attend a meeting, contact the Secretary, Debbie Deslauriers, at 744-1511 ext. 3246, for details of the upcoming meeting.

At the moment of printing the Newsletter, I learned that the Rolls Royce visit was attended by 53 members and guests. It appears that all were satisfied. Our thanks to Messrs LR Royer, Yates and Gascoigne for a ROARING welcome and tour of Rolls Royce.

No meeting is planned for next month. Spend it wishing everyone a Quality Christmas and an even more Quality improved New Year.

SUSTAINING MEMBERS:

The Montreal Section has the following corporate sustaining members;

BELL NORTHERN RESEARCH	Ottawa, Ontario
C.I.P. Inc.	Montreal, Quebec
ELECTROLUX CANADA	Pointe Claire, Quebec
VARIAN CANADA, Microwave Div.	Georgetown, Ontario
MONSANTO CANADA Ltd.	Lasalle, Quebec

If your company wishes to sign up, or require more information contact the membership chairman.

The following people receive complimentary copies of our Newsletter

Ms Debra OWENS	ASQC, Milwaukee, Wisconsin
Mr Carl-Gunnar DYSTHE	Montreal Board of Trade
Mr Liguori M. LEFEBVRE	ASQC, Regional Director
Mr JP Wallace	ASQC, Judge, Meeting Notices and Conferences
Mr F. Corcoran	ASQC, Judge, Newsletter

The items in the Newsletter are gleaned from articles in the ASQC publications ON_Q and Quality Progress as well as diverse other sources such as newspapers. They might be paraphrased and quoted, but not necessarily credited.



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MONTREAL SECTION

0401

Dear fellow members,

The 1986 National Quality Month is over, however let's keep up the spirit and continue to promote the Quality principles and concepts.

It has been an opportunity for ASQC and its constituent sections to promote Quality awareness among business and consumer organizations nationally in Canada and U.S.

Our social and educational event, the one day forum attracted 167 participants. On behalf of the ASQC Montreal Section I would like to thank all those who contributed to the success of this event, especially members of our section : Debbie Deslauriers, David Tozzer ,Emilio Falquero and Lin Humphries. Limited copies of the forum proceedings are available to members at a reasonable price. Contact our Publicity Chairman.

Charles N.P. Cheun



NATIONAL QUALITY MONTH • OCTOBER 1986

CLAUDE I. TAYLOR • CHAIRMAN OF THE BOARD, AIR CANADA
CHAIRMAN, NATIONAL QUALITY MONTH, CANADA

The All Day Forum was a great success.

Over one hundred and sixty people attended the Forum. The sessions were well attended. Popular sessions were those by Len Barth and Mr. G. W. Cooper of Hewlett Packard Canada.

Everyone I have spoken to enjoyed the Forum and learned something from the day they put in. It is the learning process and interactions with other people that is an important aspect of these Forums. If people learn more and improve their business contacts the day is worthwhile.

The organizing committee consisted of David Tozer (Co-chairman Montreal Section), Marcel Charbonneau (Co-chairman Section Québécoise), Lin Humphries (Montreal Section), Debbie DesLaurier (Montreal Section), Emilio Falquero (Montreal Section), Charles Cheun (Montreal Section), Hélène Vincent (Section Québécoise), M. Trudel (Section Québécoise), J. P. Lajeunesse (Section Québécoise), O. Côté (Section Québécoise). Assisting the organizing committee were P. Sidney and M. Pesant (Montreal Section) and the staff at the Association Québécoise de la Qualité.

The Montreal Board of Trade assisted us with advertizing our Forum to the business community in Montreal.

I would like to take this opportunity to thank everyone who helped on the organizing committee, gave presentations and attended the All Day Forum. Without the help, speakers, and people attending there would be no Forum.

This Forum is the first Forum in thirteen years. I hope it is the start of a new tradition in Montreal.

On the financial side the forum was a financial success and will return money to both participating ASQC sections.

Keep an eye on the news letter for more on future events of this type. It will soon be time to prepare for next years forum. We will be needing committee members.

David Tozer

VISIT TO SEAGRAM'S

It was a very happy group of 55 members and friends who braved the Montreal rush-hour traffic to attend the visit at SEAGRAM'S DISTILLERIES.

Imagine 10 buildings, six stories high, stacked to the ceiling with 45 gallon wooden barrels filled with 60% proof alcohol. The aroma was sweet, the sky blue.....

THAT'S A LOT OF SPIRIT ! !

Actually, the whole secret to Seagram's business is the average 6 years (from 3 to 30 years) that the alcohol is stored in the white oak barrels. This is where it matures and develops the taste we love. The alcohol is made mostly from corn, readily available locally. Aromatic spices and flavourings are added to the alcohol which is reduced to 40% prior to the bottling process.

The production schedule of the bottling facility was planned so as to allow the ASQC visitors to see it in operation. WOW !

Try to imagine 120 bottles of Crown Royal Whiskey passing by you. The small bottles used by airlines, fly by at 400 bottles a minute.

During John Toth's presentation, we learned that evaluations of customer complaints and lost products indicated that the main problem in the bottling plant was due to the torquing applied to the bottle caps. This is the area where Seagram's has applied Statistical Process Control (SPC). The presentation was enjoyed by all, and the question period slowly evolved into a discussion on employee participation and SPC.

We would like to thank Messrs T. Lepore, Reg Cooke and Seagram's for their hospitality, and John Toth for his presentation.

JP AMIEL

FUTURE ACTIVITIES:

o Is there an activity that is happening in your area that could interest our membership? Please pass it along to me and I will put it in the Newsletter.

LETTERS TO THE EDITOR:

o Send all letters and articles to:

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|               |
|   JP AMIEL, BOX 94   |
| c/o CANADIAN MARCONI COMPANY |
|   2442 Trenton Ave   |
|   MONTREAL H3P 1Y9   |
|               |
+-----+
|   514-341-7630   Ex 4845   |
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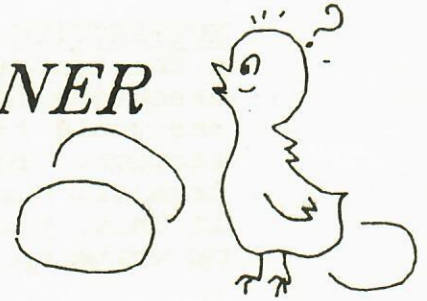
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NEW MEMBERS' CORNER



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

Richard E CHAMPNEY
QA Manager
VERMONT MICROSYSTEMS INC
Milton, Vermont

Michel COUCH
QC Manager
ILCO UNICON
DOMINION LOCK DIV.
Montreal, Québec

P P KARNAUCHOW
QC Supervisor
TORRINGTON INC
Bedford, Québec

Stanley TWARDOWSKY
QC Supervisor
GILLETTE CANADA INC
Montreal, Québec

Total PAID membership is now at 286. There are still 60 unpaid.

Deming's 14 Points

Dr. Deming's 14 points have provided guidance for quality organizations throughout the world. Are you following them?

1. Constancy of purpose
2. Adopt a new philosophy
3. Cease dependence on mass inspection
4. End practice of buying from the lowest bidder
5. Find problems and improve the system
6. Institute modern methods of on-the-job training
7. Institute modern methods of supervision
8. Drive out fear
9. Break down barriers between departments
10. Eliminate numerical goals
11. Eliminate work standards
12. Remove barriers to hourly workers
13. Institute education and retraining programs
14. Create management systems to do points 1. to 13.

QUALITY SAMPLES

SUB-SECTION:

o The Montreal Section covers a large geographic area. The executive is looking for volunteer members outside of Montreal who would like to give some of their time in arranging a sub-section. The goal is to obtain the maximum of participation from all our members, wherever they are. If you are interested in this, please contact George Andrews at 514-341-7630 x4629, or write to him at;

CANADIAN MARCONI
Box 94
2442 Trenton Ave
Montreal, H3P 1Y9

DESTINATION QUALITY FORUM:

o Over 160 members attended the all-day DESTINATION QUALITY forum. A most interesting day of presentations and discussions.

o It appears that Daniel Johnson, Quebec Minister of Industry and Commerce, is well versed in the quality improvement movement. In his speech, he not only thanked the quality practitioners for their on-going efforts, but recognized that Quality was a simple and effective way of improving Quebec's industrial competitiveness.

o I believe that the most attended conference was that given by Mr Gary Cooper, Total Quality Control Manager of Hewlett Packard Canada. His presentation was divided into two one-hour blocks. It certainly showed what top management commitment could do as a driving force in Quality improvement and how simple it could be. His Pocket TQC hand-out is reproduced in this Newsletter, the original is in blue so please excuse the 'quality' of the copy. You can probably obtain other copies from HP.

o Mr Len Barth's presentation on Modern QC Techniques also attracted a standing-room only audience.

o Many other sessions were just as popular, but I could only attend some of them. If you have comments that you wish to share on the Forum, send them to me.

o Overall, I'm sure all members found this a worthwhile Forum, and are looking forward to next year's.

o Let's all give a cheer to the organizing committee for all their efforts in making this meet a success.

M. Charbonneau	C. Cheun
D. Tozer	E. Falquero
D. Deslauriers	H. Vincent
L. Humphries	M. Trudel
JP Lajeunesse	O. Côté

■ After four years that saw dramatic recovery from ASQC's financial crisis, Executive Director Sandra J. Edson will resign to become the executive director of the American Association of Critical Care Nursing. Edson will remain at ASQC through Oct. 31 before assuming her new position. Sandra joined ASQC as executive director in July 1982. A certified public accountant, she played a key role in halting the Society's financial losses and guiding ASQC back to fiscal strength. She also participated in the growth of ASQC's influence in the quality movement.

■ AT&T, General Motors, American Express, and Corning Glass Works have teamed up with ASQC to launch *The Quality Review*, a new quarterly magazine for upper management, financial analysts, government officials, business schools, and the business press. An ecstatic Bill Winchell (GM), ASQC vice president for Publications, in announcing the go-ahead for the magazine said, "This is a major milestone for ASQC. It was an illusive, high-risk, high-gain project when the Board approved this activity ten months ago. Now the risk is gone. Our investment of time and energy has paid off handsomely. The gains have already started."

New Course

ASQC is developing a new course entitled "Basic Statistical Quality Control with Computer Applications." This course, which is expected to be ready in the fall of 1987, will be a three-day, hands-on workshop on the use of SQC software.

Certificate Supplier

ASQC has entered into an agreement with a new supplier to produce, package, and mail certificates for individuals who are certified or recertified. Under our new agreement, certificates will be mailed directly to successful candidates approximately eight weeks after the examination date. At the same time, letters of recognition for successful candidates will be sent to their home sections for presentation at a section meeting.

Our thanks go to the successful candidates who have been patiently waiting the delivery of their certificates. We expect this new system will meet our goal of providing timely, error-free products to our members.

Special Pre-Conference Seminar

Quality consultants Dorian and Peter Shainin will be holding a special pre-Annual Quality Conference seminar on May 3 at the Marriott City Center Hotel in Minneapolis. Entitled, "How to Solve Tough Quality Problems With Unique Techniques," the seminar will provide clues to where to look for unsuspected variables and solutions to quality problems.

Watch for further details and registration information in the December issue of *Quality Progress*.

Food packaging awards

WILMINGTON, Del.—The Du Pont Co. has established the "Du Pont Awards" for innovation in food and packaging technology. The awards are sponsored by Du Pont in cooperation with the National Food Processors Association (NFPA). They will recognize innovative new ideas in all aspects of food processing and packaging that expand the use of plastic materials in food packaging.

The competition will honor innovations in technology coming from any part of the food industry, including food processors, container makers, equipment manufacturers, primary materials suppliers, distributors and others who play a role in the development of food products packaged in plastics.

Any new food product, package or process used in food production involving packaging with plastic materials and first marketed or put into commercial use in North America between July 1, 1985 and Dec. 1, 1986, is eligible for the competition. Plastic materials must be an essential component of the final product package. To learn more about the awards or to obtain an entry form, call (302) 999-2525.

NASA Award Seminars

One goal of the NASA Excellence Award is to make the award program a learning experience by sharing the successful techniques practiced and implemented by the award winners. In light of this goal, NASA is presenting three one-day NASA Excellence Award Seminars.

Aerospace and defense professionals are invited to attend these seminars, where they will have the opportunity to learn, first-hand, the principles and techniques for achieving quality and productivity excellence in their organizations. The six 1985 finalists will discuss their award-winning programs, and NASA officials will speak on the status of Productivity Improvement and Quality Enhancement (PIQE).

Seminars will be held on October 24 in Chicago, on November 14 in Los Angeles, and on December 1 in Washington, D.C. The \$40 registration fee includes the one-day conference, lunch, and a free copy of *Highlights: NASA Excellence Award for Quality and Productivity*.

For more information about the seminars, contact Debra Owens or Shirley Halladay, ASQC Headquarters, (414) 272-8575.

AMERICAN SOCIETY FOR QUALITY CONTROL

ENERGY DIVISION

SECOND TOPICAL CONFERENCE ON NUCLEAR WASTE MANAGEMENT QUALITY ASSURANCE

February 9 - 11, 1987
Tropicana Hotel
Las Vegas, Nevada



In January, 1986, the ASQC Energy Division presented the First Topical Conference on Nuclear Waste Management Quality Assurance in San Diego - It was an outstanding success! This second conference is planned to address the challenges confronted by our industry and scientific community; as well as the requirements as perceived by the Government, the States and the Indian Nations.

This conference will address the quality assurance issues on:

- High Level Nuclear Waste
- Low Level Nuclear Waste
- On Site Storage; Shipping
- Waste Packaging
- International Activities

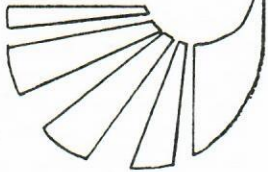
START with these Seven Fundamental Questions

- Who are my customers?
- What do they need?
- What is my product or service?
- What are my customers expectations and measures?
- Does my product or service meet their expectations?
- What is the process for providing my product or service?
- What action is required to improve that process?

We all have customers and suppliers, and they may be internal or external to HP. Note that while the focus for improvement is on the process itself, every individual involved should be able to answer these seven fundamental questions at any time after TQC has been adopted.

To start answering these Questions you will need Data

First of all from your customers. Use this data, together with your departmental goals, to advance to the next stage.



TQC POCKET GUIDE

A memory jogger for people starting their TQC activities.

What is Quality?

A quality product or service is one that meets or exceeds customer expectations.

What is TQC?

A commitment to excellence in which all functions focus on continuous process improvement, resulting in increased customer satisfaction.

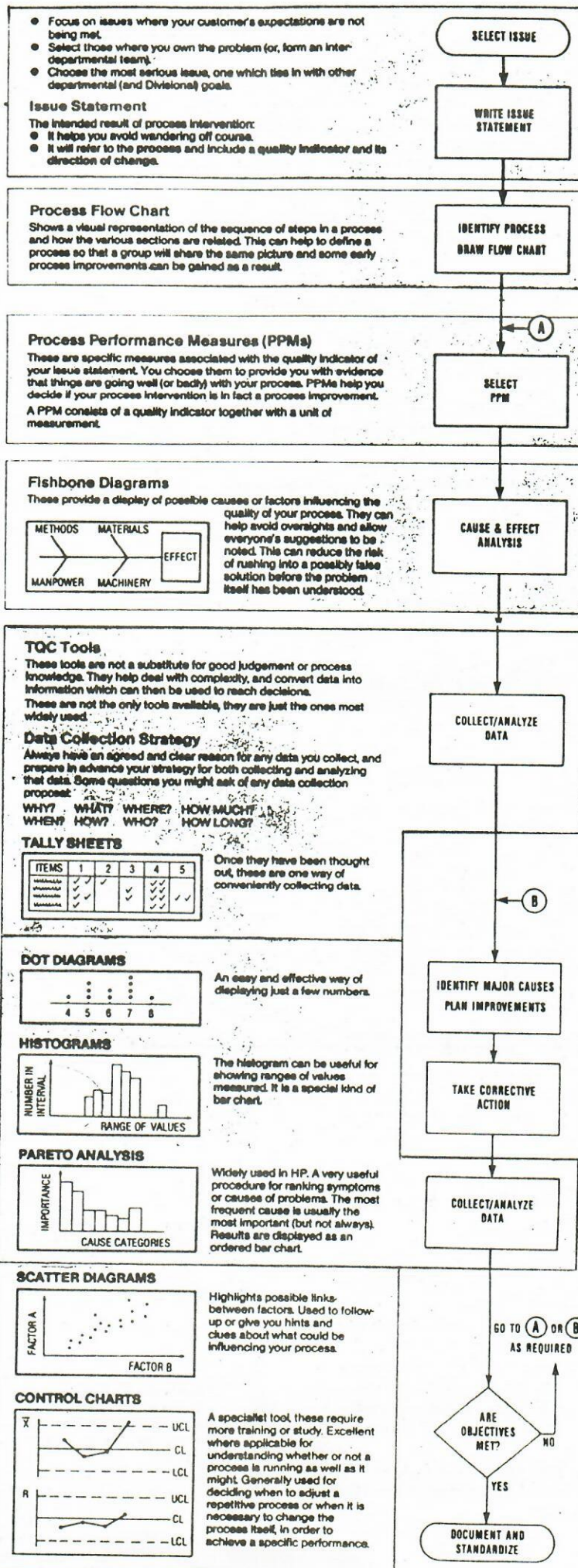
TQC is not just another activity! It is a framework for improvement and problem solving. If TQC is considered something extra to do, it hasn't been adopted.

The Goal is Perfection

The goal is perfection - hence the call for continuous improvement. But it is OK to have intermediate goals or targets which can be reached within a specific time. The important thing is that we are striving towards perfection in a structured way, using data to help find where resources should best be applied to achieve the goal.

Environment for TQC Success

- Set aside time on a regular basis to meet and to discuss progress.
- Get feedback from your customers.
- Focus on the process by which you do things.
- Use data in your decision making. Statistics can be a useful tool.
- Document your improvements so that they can be built upon.
- Be prepared: this is a long-term commitment. Few worthwhile achievements will be won overnight!



Consumerism is death-defying experience in China

By MICHAEL BROWNING
Knight-Ridder

PEKING — A Shanghai grandmother saves up for an electric blanket, buys one. Licks it home, invites her grandson to sleep warm beside her that night — and both are electrocuted.

A Szechuan pharmacy runs out of medicinal plaster and substitutes arsenic. Six people die.

The 1984 Chinese expedition to Antarctica suffers freezing discomfort when it finds that its parkas, manufactured by the Shanghai Down Garments Factory, aren't waterproof or cold-resistant, and that the pockets have a tendency to fall off. The sleeping bags are too tiny to crawl inside and must be used as mattresses.

So much has been written about China's waning tide of consumer goods — watches, cameras, television sets, calculators, fans, refrigerators, tape cassette players — that one tends to forget that quantity doesn't necessarily mean quality. China is drowning in shoddy gewgaws, many of them blatant counterfeits.

Here consumerism is risky business: One pays one's money, one takes one's chances, and, occasionally, one dies.

"White Elephant" batteries leak and explode. Certain hair-coloring conditioners leave women bald, with inflamed scalps. Top-brand bicycles rain down nuts and bolts along the road.

"Red Flag" limousines get about 10 miles to the gallon. "Snowflake" refrigerators are sometimes so inefficient that food rots in them within

48 hours. High-voltage rat-killers called "electric cats" are so powerful that they kill people.

People break teeth on sweet moon cakes with the occasional metal chip inside, or while eating common rice mixed with pebbles. The quality of Peking beer has fallen off sharply in the past three years; now approximately one of three bottles is quite flat.

"Dirty radishes" is the Chinese expression for North Americans' "lemons," and today, all across communist China people are getting a cruel lesson in the darkest side of capitalism: short weights, substandard goods, counterfeit name brands, spotty quality control and sometimes outright poison masquerading as food or medicine.

Remedies are few to non-existent.

China has no governmental organization to protect consumers, and the ministry of public health is already overworked. There is no Good Housekeeping Seal of Approval in China. Each factory is responsible to its own ministry.

A television program, *Voice of the Audience*, was aired last January in Peking with consumer complaints and immediately was attacked by the manufacturers of the shoddy products that it exposed.

In the case of the Shanghai grandmother, reported in the May 13 *China Daily* newspaper, a faulty electric blanket led to death. The Szechuan pharmacist's assistant was arrested for manslaughter after carelessly putting arsenic in a drawer marked "medicinal plaster." *China Daily* reported on Sept. 30. Another case only involved



Canned meat on sale in Peking: Lack of expiration-date system can bring spoilage.

shameful embarrassment: Xiao Guang, a doctor at the Shanghai Shipping Hospital, gave a wedding party at which many guests fell ill after eating chocolates rotten with mold and worms. It developed that the sweets had been on the shelf for eight months, and China has no system of expiration dates for foodstuffs.

Such lapses are more affordable in the West. In poor China, a major appliance such as a television set or a refrigerator can take years to save up for, months to get a ration coupon to buy — then weeks to break down and forever to fix.

The size of the problem is staggering. At least one-third of all goods produced in China are defective or do not conform to national standards. *China Daily* reported July 1.

entrepreneurs have shown themselves equally adept at stealing from the West, and from each other.

Phony "Phoenix" and "Flying Pigeon" bicycles have been confiscated in the thousands. Scissors and rice wine from Zhejiang province, famed for their quality, routinely are counterfeited with fake labels and decals. Walt Disney characters are borrowed every day — one brand of cigars in Tianjin is named "Miaoshu" — Mickey Mouse.

A line of sparkplugs in Shanghai nationally advertised in 1984 used the Kool cigarette name and logo.

Lee Iacocca's autobiography has been translated into Chinese, presumably without his permission, and a Chinese is involved in a laborious translation of Dr. Benjamin Spock's best-seller, *Baby and Child Care*, which the Chinese hopes to get published soon. He believes that he is performing a public service, and indeed, probably will make very little money out of it.

In 1985 alone, 120 million illegal trademarks were discovered and banned in China and fines of just more than \$2 million were imposed. But the counterfeiting and copy-right-infringement continue apace.

Some of it is done altruistically, with the best of motives and scarcely for money at all. For instance, *The Peking Evening News* has recently been running certain cartoons by New York caricaturist David Levine, simply because the paper finds Levine's pen technique admirable. If Levine were to submit his work to the paper he would be paid the standard rate: between \$4 and \$5 for a set of four or more drawings.

announcing fines and penalties effective immediately for shoddy products.

But this broad approach, lumping consumer fraud with far more serious crimes, is unlikely to be effective.

Counterfeiting and copyright piracy, which first were mentioned in the Chinese press in 1983, have become rampant in China since then. Chinese

The Gazette, Montreal, Saturday, October 11, 1986

The Automotive Division's logo could be:

YOUR IDEA



WOULD YOU LIKE TO WIN \$200??

WE'RE LOOKING FOR CREATIVE, IMAGINATIVE INDIVIDUALS TO HELP US DESIGN A LOGO FOR THE AUTOMOTIVE DIVISION, ASQC

ABOUT THE AUTOMOTIVE DIVISION:

ASQC is a national organization. Within ASQC are "divisions", each of which is geared toward a certain industry or group of industries. The Automotive Division of ASQC is geared toward quality professionals who are involved in automotive and automotive-related industries.

CONTEST RULES

- You need not be a member of ASQC to win.
- There is no limit on the number of entries you may submit.
- Contest entries must be received by December 1, 1986
- Winner will be judged based on:
 - Concept - not quality of artwork
 - A "rough sketch" provided by the contestant (Additional written explanation may be submitted in order to assist judges interpretation)
 - Suitability for use on stationery, brochures, etc.
- Color scheme may be included but is not necessary.
- In the event no suitable design is submitted, prize monies will be retained by the Automotive Division and used to retain professional design services. Judges decision will be final.

Send complete application and your idea (concept and rough sketch) to:

JoAnn Goble
5897 Cheltenham
Troy, Michigan
48068

AUTOMOTIVE DIVISION LOGO CONTEST APPLICATION

NAME: _____

ADDRESS: _____

_____ ZIP: _____

TELEPHONE: _____

Submit with concept/sketch by 12/1/86

OF THE PREACHER AND PREACHED...

Some years ago, when the dust bowl hit Oklahoma, a young pastor was sent to a new assignment in that area. It being his first time to prepare a sermon on his own, he worked and polished and perfected it to a fine degree. Came the Sunday morning to deliver it, however, only one person sat in the pews. Perplexed, the young pastor asked this lone individual whether he should go ahead and give the sermon. The loner replied, "Well, sir, I'm only an Oklahoma farmer, and I don't know about preachin', but if'n I had only one cow, I'd take her hay, no matter what." The young pastor, thus inspired, then gave a sermon that lasted an hour and a half. When he concluded, he asked the farmer, "Well, what did you think?" The farmer replied, "Pastor, like I did tell ya', I'm only a farmer and I don't know about preachin'. But, I'll tell ya' this, if'n I had *only* one cow, I'd take her hay, but I sure wouldn'a dumped the whole load on her."



Moral: Stress quality; don't make quality stressful.

Achieve the recognition you deserve thru ASQC's certification programs!

Certification Programs

ASQC offers the following certification programs:

Reliability Engineer Certification Program

The Certified Reliability Engineer Program is designed for professionals with eight years of experience, who understand and can apply the principles of performance evaluation and prediction to improve product/systems safety, reliability, and maintainability.

Quality Engineer Certification Program

The Certified Quality Engineer Program is designed for professionals with eight years of experience who understand and can apply the principles of product and service quality evaluation and control.

Quality Engineer-in-training Certification Program

The Quality Engineer-in-training Program is designed for professionals who have a bachelor's degree in quality technology, math, the sciences, engineering, or a related field, but who lack sufficient experience to become a Certified Quality Engineer.

Quality Technician Certification Program

The Certified Quality Technician Program is designed for the paraprofessional who has four years of experience in Quality Technology/Inspection and who, in support of and under the direction of Quality Engineers or Supervisors, can carry out in a responsible manner proven techniques in quality technology.

Mechanical Inspector Certification Program

The Certified Mechanical Inspector Program is designed for the inspector who has five years of experience in mechanical inspection or a related field, or two years of experience and a high school diploma.



MONTREAL SECTION

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To:

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CANADIAN MARCONI CO.
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2950 GUYER # 21
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