



American Society for Quality Control

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

0401

N E W S L E T T E R

MONTREAL SECTION

NOTICE OF MONTHLY MEETING

~~FEBRUARY~~
JANUARY 1987

OFFICERS: 1986 - 1987

CHAIRMAN

Charles N P Cheun, Eng
C P Rail
Mechanical Dept
Quality Assurance
RM 600 Windsor Station
Montreal Que
H3C 3E4
(514) 395-7243

VICE CHAIRMAN & EXAMINING

Lin Humphries
Canadaair Ltd
P O Box 6087
Station A
Montreal Que
H3C 3G9
(514) 744-1511 (4109)

SECRETARY

Deborah Deslauriers
Canadaair Ltd
P O Box 6087
Station A
Montreal Que
H3C 3G9
(514) 744-1511 (3246)

AST SECRETARY & PUBLICITY

Dr David Tozer C.Q.E
Quality Management Consulting
151 Stillview Rd
Pointe Claire, Que
H9R 2Y1
(514) 695-2028

TREASURER

R Stewart Lavalliere
C.P. Rail
Mechanical Dept
Quality Assurance
RM 600, Windsor Station
Montreal, Que.
H3C 3E4
(514) 395-7843

OTTAWA SUB-SECTION CHAIRMAN:

Anthony T. Don
Spar Aerospace Ltd
Defence Systems Div
P.O. Box 13050
Kanata, Ont.
K2K 1X3
(613) 592-3430 (2210)

COMMITTEE CHAIRMEN

MEMBERSHIP

George G Andrews
Canadian Marconi Company
Quality Assurance
2442 Trenton
Town of Mount Royal, Que
H3P 1Y9
(514) 341-7630 (4629)

EDUCATION

Alan Smith
Bendix Avelex Inc
P O Box 2140
St Laurent, Que
H4L 4X8
(514) 744-7456

NEWSLETTER EDITOR

Jean-Pierre Amiel
Canadian Marconi Company
2442 Trenton
Town of Mount Royal, Que
H3P 1Y9
(514) 341-7630 (4845)

PROGRAM

Edmund Ratneyia
Bendix Avelex Inc
200 Laurentien Blvd
St Laurent, Que.
H4M 2L5
(514) 744-2811 (7231)

ARRANGEMENTS

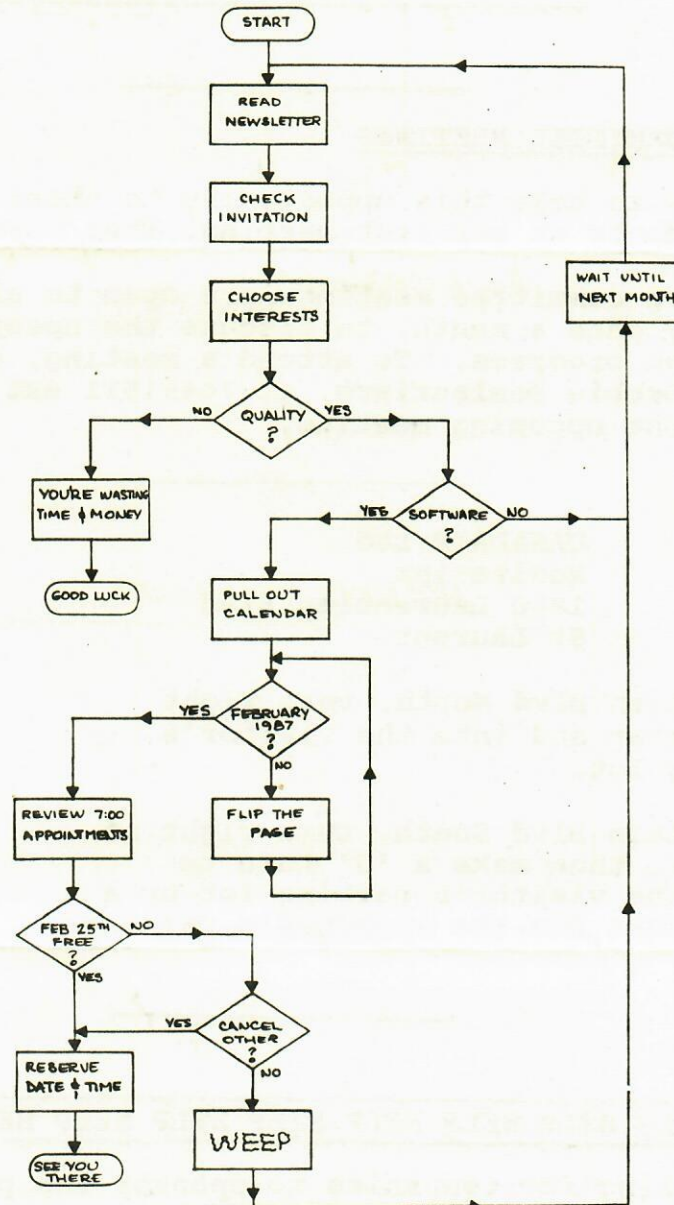
Gerald Heimann
Dornetal Inc
2175 St Patrick St
Montreal, Que
H3K 1B4
(514) 935-1186 (31)

RELATIONS & Q P CORRESPONDENT

Denis M. Martin P. Chem
Gilette Canada Inc
5450 Cote De Liesse
Montreal, Que
H4P 1A7
(514) 340-2800 (2286)

SECTION MANAGEMENT AWARD

Len Barth, Eng.
Quality Management Consulting
110 Grassmere Ave.
Pointe Claire, Que.
H9R 2Y8



Software Quality Control

This month, Edmund Ratneyia will cross the border and come to initiate us to the art of Software Quality Control.

DATE: 25 February 1987

TIME: 7:00 PM

PLACE: CANADAIR Ltd
Auditorium
1800 Laurentian Blvd
St Laurent

LETTERS TO THE EDITOR:

o Send all your 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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EXECUTIVE COMMITTEE MEETINGS

We would like to take this opportunity to thank BENDIX-AVELEX for the refreshments at our last meeting. They were quite welcome.

The executive committee meetings are open to all members and are held usually 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.

DIRECTIONS

CANADAIR Ltd
Auditorium
1800 Laurentian Blvd
St Laurent

From Laurentian Blvd North, turn right at Poirier and into the visitor's parking lot.

From Laurentain Blvd South, turn right at Poirier, then make a 'U' turn to go to the visitor's parking lot or a right turn for the employee's parking.

HELP HELP HELP HELP HELP HELP HELP HELP HELP HELP HELP HELP HELP

o We are looking for companies to sponsor the publishing of the Newsletter. We'll be glad to PROMINENTLY state the fact that you or your company has sponsored the Newsletter.

ADS, YOU SAY ? ?

Yes, we will publish ads in our Newsletter.
Contact our PUBLICITY man, David Tozer at 695-2028.



MONTREAL SECTION

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American Society for Quality Control

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NEW MEMBERS' CORNER



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

Charles ALTMAN
QC Manager
G F I Inc
Montreal, Québec

Jean DRAPEAU
QA Representative
TRANSPORT CANADA
St Jean, Québec

Andrzej KOLINSKI
Shop Manager
MICHELIN TIRES CANADA
New Glasgow, Nova Scotia

Claude MEUNIER
GAZ METROPOLITAIN
Montreal, Québec

We would also like to record the following members who have 29 years of seniority and more in the ASQC.

		Seniority
Richard TRELFA	Elcon Mgmt Services	41
John FITZSIMONS	Retired	40
Douglas ALLAN	D. Allan Consulting	39
John MACRAE	Dept Supply & Services	37
Lindsay HUMPHRIES	Canadair Ltd	35
George WILLIAMS	Semi-Retired	33
Peter WADE	Concordia University	33
Arthur KLIMES	Dominion Textile Co	31
William WOODING		30
Joseph STEWART	Computing Devices Co	29
Garnet ELLER	Black & Decker Ltd	29
R. CHARLESWORTH	Avon Canada	29
Norman LOGAN	Steinbergs Ltd	29

■ At its November 21 meeting, the Board of Directors voted to approve a dues increase of \$2.00. Policy and procedure F-11 of the Society Bylaws requires the Board to consider a dues increase when the Consumer Price Index (CPI) would increase dues by more than \$1.00. A recent computation indicates that the CPI would increase by \$1.82 for the computation year. The approved increase, effective July 1, 1987, will apply to associate, regular, senior, and fellow members.

■ ASQC President-Elect J. Douglas Eking, (Xerox Corporation) has announced that James R. Houghton of Corning Glass Works, Inc. will chair the 1987 National Quality Month campaign. Houghton will approach this leadership role with the enthusiasm and conviction of one well-familiar with both the internal resistance total quality can encounter and the dramatic, imperative potential it offers. Of his quality background at Corning, Houghton stated, "Adopting total quality as a way of life has posed the most rigorous, the most demanding test of leadership we've faced at Corning." But seeing the results has made him anxious to share his success stories, and attest to the great extent to which total quality is within the control of businesses themselves. An important knowledge he gained at Corning was "that our employes are capable of feats that we never believed they would be willing to attempt at all, much less accomplish, with great imagination and with great energy." It is this sort of message National Quality Month is designed to deliver.

Houghton views heading up the 1987 campaign as a chance to keep us moving down the quality road. "We all have so far to go, in our understanding, in our commitment, in our action."

■ ASQC President Dana Cound (GenCorp), has announced the ASQC Board of Directors' approval to establish a foundation to be known as The American Quality Foundation. Cound said, "Coming at the close of our 40th Anniversary Year, this courageous Board action is a strong signal to our members and American business and industry that ASQC and its foundation plan to have a substantial impact on the future of quality." The mission of the new foundation is to secure, manage and administer endowments, special funds, programs and projects to support and strengthen the global competitiveness of American products and services.

Hardness Tester Helps Build Better Integrated Circuits

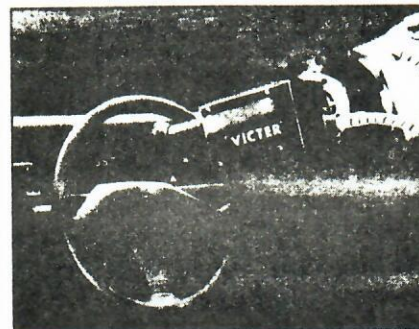
Electrical engineers know that the thin-film, multilayered structures that make up integrated circuits are subject to high degrees of failure, particularly at interconnection points. Researchers at Stanford University (Palo Alto, CA) are using new techniques to understand why relatively straightforward interconnections that appear to be solid when made, inexplicably break later on. One technique devised by William Nix, a professor at the Stanford School of Engineering, uses a new submicron hardness tester (nicknamed the "nano indenter") to determine the hardness of thin-film material by indenting the metal to a minimum depth of 500 angstroms.

"The nano indenter allows us for the first time to probe mechanically on a very small scale," Nix explained. The degree of hardness as determined by the indentation is then compared to the known microstructure of the material being studied, which helps determine why the material might fail.

HIGDON'S LAW:

Good judgement comes from experience. Experience comes from bad judgement.

Robot auto inspector



VICTER is the newest quality-control inspector at England's BL Technology Ltd. And although he ignores dress codes and never says good morning, VICTER is considered a model employee. He's never absent and never late for work. And BL claims that no human being can match his electronic eyeball's accuracy or speed.

Pictured here checking an instrument panel, VICTER (Vision Inspection and Calibration Test by Robot) visually inspects the displays of 10 warning lights, five illuminated push buttons, and a temperature gauge, fuel gauge, tachometer, speedometer, and digital clock, while simultaneously measuring the electrical inputs to the parts corresponding to the video images.

Such a system enables, for example, checking that the tachometer is displaying the correct figure for a given engine-rev value, and that the dial illumination level is appropriate for the applied voltage. The robot carries a solid-state camera that is aligned with the various panel components in turn by the controlling computer. Each image is analyzed by the vision system, where it's compared with a digitized standard for that part. Information about any faults is passed on to a master computer, which ultimately provides a pass/fail printout for the entire instrument panel.

All of this complex electrical and optical testing is accomplished during a frenzied mechanical ballet that takes just a single minute.

The robot rig is intended for car production installations, where the camera can be manipulated through the open window of a vehicle on the final assembly track or as part of a bench-test procedure on a rolling road dynamometer.—David Scott

How To Get Your Next Raise and/or Promotion

1. Make sure you want it.

And deserve it. Ultimately the only way to get ahead in business is to become more valuable (raises and promotions should never be asked for — or given — because of need). It's also important to communicate your increased value to your superiors, in their language. Are you really ready to move up a rung? If so, the following 11 steps can get you started.

2. Do more.

Consider your job description to be the foundation of your responsibilities, not the boundary (and if you don't have an accurate job description, write your own and get your boss' approval). Look for new ways to contribute to your company. Volunteer to do assignments (particularly the ones no one else wants). Help your boss in ways he or she doesn't expect — few things in business are more powerful than giving people more than they bargained for.

3. Look the part.

Remember the saying "dress for the job you want, not for the job you have." Make it easy for the people responsible for promoting you to visualize you in the new job. You'll convince yourself, too!

4. Be a problem-solver.

This is the key skill for upper-level positions. A good way to improve your problem-solving ability is to require yourself to not just report problems to your boss, but also options and recommendations. If your recommendation is correct (and you may come up with a solution your boss would not have thought of), it's a feather in your cap. If you're wrong, you can ask your boss to show you where you went off the track — thereby improving your problem-solving capabilities in the future.

5. Keep visible.

It's not enough to do a good job; you must be seen doing a good job. Keep people tuned in to what you're doing. You can do this by writing memo updates on your projects (with copies to all affected parties); being your department's or group's spokesperson; volunteering for high-visibility projects; writing for the company newsletter; asking to be invited to meetings where you can make a contribution. Think about how you can increase your profile in your company.

6. Improve your communication skills.

The higher you go, the more important these skills become. Ask yourself which communication skill you need to improve the most: one-on-one communication, listening, writing, making presentations? You'll get best results if you concentrate on one skill at a time.

7. Invest in yourself.

Keep learning and growing. There is a world of great books, tapes and training programs available to help you increase your value (CareerTrack produces some of the best). Join associations and get to know the successful people in your field. The more you can learn about your products and industry — and about how to manage your own talents — the more of a resource you'll be to your company.

8. Do your homework.

Find out what others in your field are making. See if your current compensation is in line — you might find you are well paid in your current position. If so, now is the time to consider a promotion that would put you in a higher earning category. It's always nice to know your worth on the open market.

9. Keep your ambition in perspective.

Play by the rules. And don't forget to respect the chain of command. If you appear to be more interested in your own personal success than your team's or company's, people will be motivated to resist you rather than support you.

10. Justify it.

Help your employers justify your promotion and/or raise. Show how you've exceeded your job description, how you've cut costs, increased productivity, or improved the work environment. Document these successes — on paper. There's something magical about putting a pencil to paper. As Lee Iacocca says in his biography, "...the discipline of writing something down is the first step toward making it happen." In conversation, you can get away with all kinds of vagueness and nonsense. There's something about putting your thoughts on paper that forces you to get down to specifics.

11. Let them know you want it.

Ask for it, but don't come on too strong. If you're turned down *do* ask for reasons, but be sure you ask in the spirit of learning rather than the spirit of argument. And consider taking "no" for an answer. Also, use your judgment as to your organization's current outlook (is your company going through lean or robust times?).

12. Make a "kinetic commitment."

In other words, set your raise and/or promotion goals right now, *on paper*. Write down your objectives, achievement strategies, measurement standards and timetable. Keep an ongoing log of all your accomplishments and contributions. Spend ten minutes a week updating it. Should you make a copy for your boss? Good idea!

James C. Calano *Jeff Salzman*
Jimmy Calano Jeff Salzman

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1800 38th Street, Boulder, Colorado 80301
(303) 447-2300

ASQC committees on service industry quality

ARNOLD AF STATION, Tenn.— The Administrative Applications Division (AAD) of the ASQC is pledged to developing Service Industries Committees. These committees' objective is to promote the application of quality management in service industries and service segments of manufacturing. Also, they will sponsor an annual Service Industries Conference. The benefits of such activities should include standardized terminology and practices, accreditation, training and symposia.

The ASQC effort parallels the growing effort in the US to apply appropriate quality improvement practices to service industries, which account for two-thirds of the nation's Gross National Product. Typical service industries are transportation, public utilities, restaurants, retail, finance, professional services and government, among others.

Committees such as banking, construction, government services, graphic arts and telecommunications already exist. They organize conferences, provide training and sponsor publications—they have been doing this for years. AAD disseminates information among these committees and organizes activities among them.

Josh B. Tye, deputy vice chairman for service industries of AAD, says that service industry management is welcome to participate, and those disciplines not now represented are encouraged to form committees. In addition to helping shape the future of service industries, participants will achieve personal growth.

For more information, contact Tye at Sverdrup Technology, 615-454-7606.

Existing and potential service industry committees	
EXISTING	POTENTIAL
Banking	Broadcasting
Construction	Contract services
Government services	Education
Graphic arts	Food services
Health care	Manufacturing support services
Hotel, motel	Professional services
Insurance	Retailing
Logistics	Utilities
Telecommunications	
Transportation	

The Society's Financial Performance For the Four Months Ended October 31, 1986

Excess revenue generated through the General Fund was \$124,958 over budget for the first four months of fiscal 1987. Year-to-date actual revenue generated has exceeded budget expectations by \$307,704 or 8.1% while actual expenses during the first four months of fiscal 1987 are over budget by \$182,746 or 6.6%.

Total revenue for the four months ended October 31, 1986 was \$4,089,698 or 20.2% greater than total revenue of \$3,402,947 earned during the same period a year ago. Total expenses for the same period in fiscal 1987 and fiscal 1986 were \$2,966,458 and \$2,214,958, respectively, resulting in \$64,749 less excess revenue through the first four months of this year as compared to the prior year.

The results of operations for the four months ended October 31, 1986 are not, however, necessarily indicative of the results which may be expected for fiscal year 1987 because of seasonal factors among other things.

For further information regarding the financial status of the Society, contact Mike Thiel, director of finance and administration and acting executive director or Brad Hoffman, managing accountant, at ASQC headquarters.

OR
HERE!

YOUR AD HERE

See Inside For Details !!!



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



To:

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JEAN-PIERRE AMIEL
CANADIAN MARCONI CO.
2950 GOYER # 21
MONTREAL, QC H3S 1H5