



# American Society for Quality Control

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

0401

## NEWSLETTER

### MONTREAL SECTION

May 1987

OFFICERS - 1986 - 1987

#### NOTICE OF MONTHLY MEETING

COMMITTEE CHAIRMEN

**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  
Canadair Ltd  
P O Box 6087  
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(514) 744-1511 (4109)

**SECRETARY**

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**AST SECRETARY & PUBLICITY:**

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**TREASURER:**

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**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)

#### STEPPING UP TO QUALITY ASSURANCE

This month, we hold our last meeting of the season at the Dorval Airport HILTON HOTEL.

The guest speaker will be Dr Joan KAHN, who has published a number of papers on Quality in the medical field. Her book "Stepping up to Quality Assurance" is being published in May. It will also be available in French under the alias, "Le rayonnement de la qualité".

Quality assurance in the medical environment certainly offers an interesting challenge, and I am sure that you will come and listen to what they are and how the ROYAL VICTORIA HOSPITAL implemented its QA program.

**DATE:** 27 May 1987

**TIME:** 7:00 PM

**PLACE:** HILTON HOTEL  
Dorval International Airport  
Montreal

**DIRECTIONS:** Access via Autoroutes 520, 20, 40 or 13. Just follow the signs for the airport and take the first exit right, just after the underpass.

Refreshments will be served.

PLEASE CALL AND CONFIRM BEFORE 21 MAY 1987.

CALL Ms GIBBS, at 340-3132. ALL welcome.

**MEMBERSHIP**

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

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**NEWSLETTER EDITOR**

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Bendix Avelex Inc  
200 Laurentien Blvd  
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H4M 2L5  
(514) 744-2811 (7231)

**ARRANGEMENTS**

Gerald Heimann  
Dometal 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



MONTREAL SECTION

0401

## American Society for Quality Control

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

### Call for Papers

#### A Saturday Forum on Quality and Reliability

**Sponsors: ASQC (Montreal and Quebecoise Sections) and SRE**

Place: Airport Hilton in Dorval

Time: Saturday 3 October 1987, 8:00 am to 4:00 pm

Theme: Competitiveness

Papers are invited on the subjects of Quality and Reliability.

The focus will be on:

- Management involvement,
- Computer systems (hardware, software and people),
- Quality and reliability costs,
- Systems and co-ordination of systems development,
- Technical methods, and
- Your latest idea

and how these they can help your company achieve a competitive position in the market place.

**Summary deadline: 15 June 1987**  
**Acceptance notification: 7 July 1987**  
**Paper deadline: 22 August 1987**

**Specification: 8½" by 11", 1" margins, typed, single spaced and less than ten pages for the paper.**

Please forward summary to:

M. Bolar  
SPAR Aerospace  
21025 Trans-Canada Highway  
Ste. Anne-de-Bellevue, Québec  
H9X 3R2

**Attend and make a friend.**



Our client is known throughout the world as a leading manufacturer of high-quality transportation equipment. The Canadian plant is located in the Montreal area and employs close to 800 people. This position is a result of recent growth and internal promotion.

## Quality Assurance Manager

Supported by a staff of 20, including 15 quality assurance inspectors, this individual is responsible for quality from the supplier to the customer. This person will apply modern techniques of quality assurance management combined with a practical sense of what is needed in a large, highly productive plant. This person will also interact actively with other company plants throughout North-America.

We require a fluently bilingual graduate engineer with 4-5 years' experience in an assembly line environment who is a creative leader that can inspire and motivate people in a positive and productive manner.

To pursue this position, please forward your resume immediately indicating your salary requirements and referring to project Q11.



**GRIFFITH WRAY & ASSOC.**

**MANAGEMENT CONSULTANTS**

1411 Fort St., Suite 505, Montreal, Quebec H3H 2N6

(514) 935-9810

10350 Yonge St., Suite 206, Richmond Hill, Ontario L4C 5K9

(416) 737-1333

Salary, based on experience  
is \$39-45000 a year.

Contact Ms Barbara YULE at  
(514) 935-9810

## QUALITY SAMPLES

■ The board of directors of the American Society for Quality Control is pleased to announce the appointment of Dr. Edward A. Buckley as the new executive director of ASQC effective April 15, 1987.

Dr. Buckley comes to ASQC from the executive staff of the American Institute of Certified Public Accountants, a 250,000 member professional society headquartered in New York. As vice president of member services at AICPA, he was responsible for relations with industry, practice management, meetings and exhibits, state societies relations, membership development and records, as well as all member benefit programs. In addition, he served in a coordinating role for all technical divisions and had overall responsibility for research and informational services operated from the largest accounting library in the world.

■ Dana Cound (GenCorp.) has recently announced that the interim board of directors of the American Quality Foundation has elected Josh Hammond, ASQC's director of development, to the interim board as president. Josh, who will continue his staff responsibilities to ASQC, is expected to help organize the Foundation, begin its fund raising activities, and recruit a chairperson for the permanent board.

Joining Josh on the interim board as treasurer is James Conley, a partner at Ernst & Whinney, a Big Eight accounting firm. John Condon, of Abbot Laboratories, was appointed the Foundation's secretary. Together with John Hansel, president, Systems Integration & Management and John Knappenberger, director of quality, TRW Inc., the interim board has begun its planning activities. It will deliver a full report to the ASQC board of directors in May.

### 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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More information on ASQC services is available through ASQC International Headquarters or your local Section. Call 414-272-8575 and ask for a Membership Services Representative.



**Mug-a-Member Campaign '87**  
American Society for Quality Control  
310 W. Wisconsin Avenue  
Milwaukee, Wisconsin 53203

**INFORMATION**  
ASQC was among the first to develop and promote quality standards, statistical process control, and quality control audits. *Quality Progress*, ASQC's internationally respected monthly magazine provides current analysis and useful information in the field of Quality.

**PUBLICATIONS**  
QUALITY PRESS is the authoritative one-stop place for all your quality information needs. Members can take advantage of discounts on the leading titles in quality-related publications. Other Member publications include 3 journals, *Journal of Quality Technology (JQT)*, *Technometrics*, and the new innovative journal for upper management, *The Quality Review*.

**PROFESSIONAL DEVELOPMENT**  
Gain a competitive advantage through the variety of courses and programs offered by ASQC's professional development services: The Educational Training Institute, Technical Divisions' conferences and course offerings, and local Section courses, seminars and workshops.

**CERTIFICATION**  
ASQC's program of formal certification is recognized as a mark of proficiency in the quality field. Over 19,000 quality professionals have achieved this mark and realized a professional advantage.

**CONFERENCES**  
Choose from national, regional and local conferences designed for your needs — whether you are an executive of a Fortune 500 Company, a Quality Manager or Professional, or a member of the Service Industry. ASQC wants you to be informed.

**SPECIAL PROJECTS**

- National Quality Forum (co-sponsored with *Fortune Magazine*)
- Gallup Surveys on Quality (sponsored by ASQC)
- National Quality Month by U.S. Presidential Proclamation
- NASA Excellence Award, administered by ASQC

**MESSAGE TO ALL MUGGERS (SPONSORS)...**

To Receive Your Mug and Enroll a New Member:  
(No customary application required.)

1. **Fill-out Membership Coupon** on front of this panel.
2. **Attach proper membership fee or credit card information** from New Member as calculated on Membership Coupon.
3. **Mail Coupon and Fee to:**  
ASQC, 310 W. Wisconsin Avenue, Milwaukee, WI 53203.
4. **Include your name and Member #** at bottom. Your specially designed ASQC mug(s) will be sent to you at the conclusion of this offer, July 1, 1987, based on address information in your Membership file.
5. There is no limit to the number of mugs you may receive. (Six makes a nice set.)
6. **Double Bonus!!!** The Mug-a-Member recruitment totals can be applied to the ASQC Personal Touch Program.
7. **Get out there and start mugging!**

**Special Bonus for New Members!**

Enroll early! New Members will receive additional benefits prior to July 1, 1987, (when their membership year officially begins). Membership applications will be processed as soon as they arrive at ASQC Headquarters.

Be sure to include your name and member number in order to receive your mug.

# Member News Flash!

from ASQC...

The American Society for Quality Control goes to new lengths to recruit members. In a recent unprecedented move by the Membership Committee, a new membership drive was enthusiastically launched:

**THE MUG-A-MEMBER CAMPAIGN**

Every current member of ASQC who recruits a new member before June 30, 1987 will receive a specially designed eleven ounce ceramic coffee mug in recognition of their efforts.

Potential members are cautioned that ASQC is armed with a number of compelling reasons to join the world's leader in the advancement of Quality:



**ATTENTION MUGGERS!**

Please Fill-In, Tear Off, and Mail This Form to:

ASQC Headquarters,  
310 W. Wisconsin Avenue,  
Milwaukee, Wisconsin 53203

New Member Name \_\_\_\_\_ please print

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Membership Category select one  
\_\_\_\_\_ Member \$52 \_\_\_\_\_ Associate \$40

Division Membership select choice(s)

- 1 Administrative Applications \$4.50
- 2 Aerospace & Defense \$6.00
- 3 Automotive \$2.00
- 4 Chemical & Process Industries \$4.00
- 5 Electronics \$6.00
- 6 Textile & Needle Trades \$4.00
- 7 Food, Drug & Cosmetic \$5.00
- 8 Reliability \$8.00
- 9 Inspection \$3.00
- 10 Biomedical \$5.00
- 11 Energy \$3.00
- 12 Statistics \$3.50
- 13 Human Resources \$4.00

\_\_\_\_\_ TOTAL DIVISION PAYMENT

\$ \_\_\_\_\_ FINAL TOTAL

Make check payable to ASQC or use credit card.

Major Credit Card: \_\_\_\_\_  
Number: \_\_\_\_\_ Exp. Date: \_\_\_\_\_

New Member Signature (required) \_\_\_\_\_ Date \_\_\_\_\_

Sponsor Name (Mugger) please print \_\_\_\_\_

Member # \_\_\_\_\_ Date \_\_\_\_\_



## NEW MEMBER'S CORNER

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

Raymond BARNES  
Quality Technician  
MICROELECTRONICS Ltd  
Leslie, Scotland

Wolfgang CASTA  
Mgr QA & Trials  
MIL DAVIE Inc  
Cote St Luc, Québec

Lau CHUN  
Process Section Mgr  
TEXAS INSTRUMENTS PTE Ltd  
Singapore

Paul E MARCEAU  
Mgr QA Audits  
BELL CANADA  
Longueuil, Québec

Daniel J Mc GONIGAL  
Product Assurance Mgr  
DY-4 SYSTEMS  
Nepean, Ontario

Juan Martel MORENO-MONTANO  
Specialist SPC  
CELANESE MEXICANA S A  
Mexico City, Mexico

Daniel RANDOLL  
QA Analyst  
ALLIED BENDIX AVELEX  
Montreal, Québec

Glenn SEROSKI  
QC Manager  
LEAN FLOW METAL PRODUCTS  
Kitchener, Ontario

Laurie A TOMITA  
Mgr QA & Ingrid. Proc.  
AVON CANADA Inc  
Pointe Claire, Québec

Dinh Toan VO  
Reliability Engineer  
CANADIAN MARCONI Co  
Montreal, Québec

We would also like to welcome our new sustaining member;

Uris WIDMER  
QC Director  
OERLIKON AEROSPACE Inc  
St Jean Richelieu, Québec

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### SOFTWARE QUALITY ASSURANCE

Last February 1987, Mr Edmund Ratneiya introduced us to the notions of Software Quality Assurance. This is basically the controls to be put in place to ensure that software will do what it is intended to do. In the context of Edmund's presentation, we discussed software as being the computer programs and their support documentation.

We were told how difficult it is to "control" software since, unlike hardware, there is no warning of potential failure and therefore only a good prevention system can ensure the creation of the "proper" quality software. Edmund then presented some of the program plans and control forms that he has developed, based on a myriad of MIL specifications just released or about to be released on the subject.

Typically, a computerized banking system may consist of millions of lines of computer instructions, written by hundreds of people. Each one of those programmers worked on small segments of the the program. Experts say that they can never be sure whether all the segments will work in harmony, as an error as small as a misplaced semicolon in one program line, can cause a system to malfunction. If you have ever tried just to control the revision status of drawings or verify that everyone in your plant has the correct revision, you can appreciate the controls needed.

All in all it was an interesting introduction to a growing concern in industry, where programmed. automated machinery is becoming more and more important.

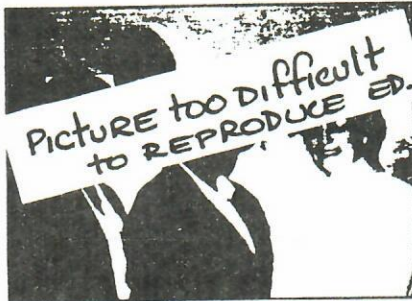
Thank-you to Edmund for coming in from Rockland, Ontario to make this presentation.

JP AMIEL



# IN PURSUIT OF EXCELLENCE

## Certification Programs



Members of our certification and recertification departments (clockwise, from bottom left): Mercedes McWilliams, Kevin Hood, Cindy Hagert, Stephanie Maas, and Sandra Shed.

### Recognizing The Quality Professional

One of the major contributions ASQC has made to the quality profession is its professional certification programs. This contribution is of a dual nature. By prescribing a body of knowledge, proficiency in which serves as the standard of professionalism, ASQC promotes a high level of competence to the benefit of industry and, indeed, the world. On a more personal level for the individual who earns it, certification opens doors and brings the recognition of employers. It also acknowledges to one's professional colleagues that a coveted achievement has been earned.

To attain a certificate, individuals must meet education and experience requirements and pass a written examination. ASQC members and nonmembers alike may be certified in the following disciplines:

- Certified Quality Engineer (CQE)
- Certified Reliability Engineer (CRE)
- Certified Quality Technician (CQT)
- Certified Mechanical Inspector (CMI)
- Quality Engineer-in-Training (QEIT)

Examinations are given twice a year for each certification discipline:

- CQE/QEIT—June and December
- CRE/CQT/CMI—April and October

The local ASQC Sections and affiliates provide proctors and sites for the examinations. All individuals are responsible for their own personal study and examination preparation. "Preparation" or "refresher" courses per se, with the express purpose of training candidates to answer the exam questions, are considered counterproductive, and so are not offered. A bibliography of suggested reference materials is provided by the certification department to help candidates in their

exam preparation.

Experience criteria form the other portion of the requirements for certification. Each discipline has its own criteria as to the number of years employed in the field, educational background, research activity, etc.

To apply for certification, call or write ASQC and ask the certification department for a program brochure for the certification discipline that interests you.

The certification coordinators at ASQC headquarters, identified above, are responsible for carrying out the entire certification process and are in direct communication with the Society's certification volunteers and examinees. They can answer any questions concerning the certification program and assist examinees in rescheduling, changing exam sites, clearing holds, and other concerns.

Sandra Shed, the senior certification coordinator, manages the department's day-to-day operations. She can be reached at (414) 272-8575 ext. 230.

### ... And Retaining The Distinction

The value of professional certification erodes with each wave of technological change, unless that certification is periodically updated. The ability to adapt, to innovate, to meet the challenge of constant change on the state-of-the-art frontier is what defines the quality professional. ASQC makes sure its certification program is based on this reality.

Quality and Reliability Engineers who wish to retain their certified status must participate in the "Maintenance of Certification" program every three years.

The primary purpose of this program is to motivate quality professionals to maintain the high level of proficiency in their disciplines demonstrated during their original certification. Applications for recertification are mailed automatically to candidates as their certifications near expiration, every three years.

There are two ways to be granted recertification: by accumulating Recertification Units (RUs) or by re-examination.

Candidates have a three-year period in which to meet the RU recertification requirements. RUs may be accumulated in a variety of ways: taking part in ASQC or other technical society-sponsored educational programs such as conferences, seminars, workshops, and courses; presenting or publishing technical papers; teaching quality-related

## Ed Sullivan Leaves ASQC

Ed Sullivan, who turned *Quality Progress* into the premier publication for the quality profession and launched ASQC's successful Quality Press venture, is leaving ASQC after 7-1/2 years to start "another really big shooo" at Panel Publishers in New York. Ed came to ASQC in 1979 as news editor of *Quality Progress* and quickly transformed it into a "real showcase for the Society and the quality profession," Dana Cound noted at a recent ASQC all staff meeting. He added, "I will miss him personally and professionally."

While he made his mark on *QP*, Ed broke new ground for the Society with Quality Press. Starting from scratch with zero titles in 1985, this book publishing venture has skyrocketed. Fifteen titles have been issued this year alone, with nine more currently in production and scheduled for release by our fiscal year end. And ASQC's book sales for the first time have topped \$1 million in sales under Ed's management.

## Certification Rules Change

At its November meeting, the Certification Committee adopted two changes in recertification rules. One affects the Section Examining Committees (SECs); the other concerns individual recertification candidates.

The Certification Committee voted to stipulate that all documentation of the Section Examining Committees' activities produced in reviewing recertification applications must be retained for a period of three years after the end of each recertification cycle. This documentation includes copies of all recertification records not submitted to headquarters with the recertification applications. For example, SEC records pertaining to recertification applications due December 31, 1987 must be kept by the SEC through December 31, 1990. This change is effective July 1, 1987.

The second change concerns the Recertification Units (RUs) awarded to individuals who submit exam questions for any of the certification exams. Until now, recertification candidates earned 0.1 RU for each accepted question or case study. As of Jan. 1, 1987 recertification candidates who submit exam questions or case studies which are accepted by the appropriate exam subcommittee will receive 0.5 RU for each question, and up to 1.0 RU for each accepted problem or case study. This change applies to questions for any of the existing exams.

Under this system, John Doe is a Certified Reliability Engineer (CRE) whose recertification date is approaching. If he needs 3.5 RUs to complete his application, he can get them by submitting, for example, two approved questions each for the CMI, CQT, and CQE exams and one approved problem for the CRE exam. Under previous rules, he would have received 0.7 RU for the same number of questions.





*Alexis Nifon*  
INDUSTRIAL PARK  
• Fully landscaped  
• Vast trucking area  
• Energy efficient *compare!*  
Leasing 737 3344

QUALITY SAMPLES

RECENT  
FRONT  
PAGE !!

Quality-control standards were cut in race to put a roof over the opener



## OIB says 190-tonne canopy is safe

By WILLIAM MARSDEN and ROBERT WINTERS of The Gazette

As riggers and welders worked night and day during the past year to piece together the steel body of the Olympic stadium's leaning tower, the Lavalin engineering company was lowering its quality-control standards for welding in an effort to finish the job on time.

The 8,000-tonne, twin-hulled, steel tower — which the public will see for the first time in its completed form when the Expos play their season opener Monday — bears the full weight of the 190-tonne retractable roof.

Olympic Installations Board (OIB) officials insist that welding standards were always adequate to ensure the safety of the 168-metre tower.

Lavalin, whose company Socodéc was in charge of the project, has refused to comment.

But internal OIB documents show that:  
• Unqualified welders worked on the site for as long as two months without having passed Canadian Welding Bureau tests.

**Thousands of pages**

• The welding subcontractor, MIL Montage Inc., worked on the tower for nine months without official accreditation from the Canadian Welding Bureau as is required by Quebec law and the National Building Code.

• Les Laboratoires Ville-Marie, which the OIB hired to check Lavalin's welding procedures, reported last fall that Socodéc had reduced the criteria of acceptability for welds; the proportion of welds inspected; the number of areas in the tower struc-

**INSIDE** Four pages on the Big O begin on B-4

ture considered to be under stress; and the percentage of rejected welds that were reinspected after repairs.

The consultants' reports were among thousands of pages of internal OIB documents obtained by *The Gazette* under the Quebec access to information law.

In an Oct. 28 report, Ville Marie warned that, with the weakening of welding-inspection standards, "it is obvious (the standards) specified in the tendering of the contract have not been respected."

Socodéc replied that the reductions would have no effect on the solidity of the tower.

The Quebec Supply and Services department, which is responsible for the OIB, was never informed that unqualified welders were working on the tower, or that Lavalin had reduced quality-control standards, deputy-minister Jean-Marc Bard said in an interview.

Only accredited welders should be used, Bard said. If Supply and Services Minister Gilles Rocheleau had been informed, Bard said, he would have insisted that all standards be respected.

The documents obtained by *The Gazette* paint a picture of behind-the-scenes conflict as well as a variety of serious problems the OIB experienced in administering the contract to complete the Olympic tower and roof.

One angry exchange of letters involves the problem of safety on the work site where, the OIB complained, objects kept

falling off the tower.

The falling debris led to two shutdowns at the site, and Lavalin complained to a subcontractor at one point that safety problems could compromise the entire project.

During a baseball game last August, for example, a steel corner crashed to the ground next to the Expos bullpen.

Other falling objects included metal plates, an electric saw, plywood and wooden planks, a light bulb, large magnets and thousands of glowing metal welding bits. The welding bits damaged the artificial turf and caused an \$891,000 fire that destroyed half the acrylic roof over the Olympic pool.

It was "only by luck" someone wasn't killed, the OIB wrote Lavalin.

**Serious design flaws**

Throughout the project, Lavalin engineers had to tackle serious design flaws in the original plans by French architect Roger Taillibert.

They discovered there was no room for the retractable roof's winches and pulleys at the top of the tower where Taillibert's plans placed them. An entirely new system had to be designed.

Another design flaw had to be corrected after engineers found that 14.7-tonne counterweights for the interior cable cars could have come crashing through the roof of the pool if installed according to the original plans.

Big O as it's supposed to look with roof anchored.

## 190-tonne canopy is safe

**INSIDE** Four pages on the Big O begin on B-4

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- o Well they've done it. DOMETAL has won the XEROX Award of Excellence. This is quite an honor for them since this is the first time that a Canadian sheet metal part supplier wins it. They "...have shipped over 500,000 parts to Xerox without any discrepancies.." reads the plaque awarded by the Xerox Manager of Product Quality.

We congratulate DOMETAL and Gerry HEIMANN, their Quality Control Manager, for this achievement. The award was handed to DOMETAL by XEROX at a small ceremony in April.

Speaking of Gerry, he has recently resigned his post in the Section's Executive. It seems that this award was only the beginning of things, and he will now devote even more time at future expansion. Good luck Gerry in your endeavours.

*Flash!*



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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