



# American Society for Quality Control

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

0401

## N E W S I N T H E U T T E R

### MONTREAL SECTION

JUNE/JULY 1987

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### CHAIRMAN'S MESSAGE

Dear Members,

It's the end of this 36th season of activities. Thank you for your support. During the past season, we had seven monthly meetings in addition to our Quality Month Forum in October.

Special thanks to all members of the executive committee who worked hard to organize and present an excellent program.

Many of us have accepted to stay on for another year to keep up the momentum, four members have joined us on the executive team. Welcome aboard. There are still room on some committees for those who are willing to manage the affairs of the section.

### WHAT'S NEW FOR 1987 - 1988 ?

First let's present your 1987-88 executive committee members :

- Chairman : Charles N P Cheun
- ViceChair & Section Management : Deborah Deslauriers
- Secretary : David Tozer
- Ast Secretary & Newsletter Editor : Jean Pierre Amiel
- Treasurer : Stewart Lavalliere
- Ast Treasurer & Q Progress correspondent: Denis Martin
- Membership : George Andrews
- Education : Alan Smith
- Examining : Lin Humphries
- Program : Avanesh Jani
- Arrangement & Publicity : Gerald Yedynak
- Relations : Joan Kahn
- Historian : Charles Altman
- Ottawa sub section Chair: Anthony Don

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Our goals for 1987-88 :

1. Launch a membership campaign  
A Quality awareness program
2. Organize a FUND raising campaign  
(Publicity, donations, conference, courses)
3. Be on the list of the top 10 ASQC sections  
in the Sadoris competition, Section  
Management Award.
4. Present an excellent program of activities.
5. Organize activities during the Quality  
Month in October.
6. Sponsor educational courses given by  
Concordia University.
7. Organize joint activities with ASQC section  
Quebecoise.

I invite all of you to participate to achieve  
our goals. Have an enjoyable summer and see you  
in September.

Charles N F Cheun

SURVEY QUESTIONNAIRES:

I received 19 survey questionnaires. There are 315 members in  
the Section. That's a response of 6 %. The Executive feels  
that this is a good response. I hope that you people out there  
don't let surveys decide for you which political party is doing  
the best job. After all, a survey is a sample....and WE know  
what THAT is all about (right??).

Below is a summary of the survey comments that I received. It  
appears most were quite satisfied with our new look. Let's hope  
we can continue. (By the way most questionnaires were signed).

NEWSLETTER SURVEY QUESTIONNAIRE COMMENTS

1. More articles on food, drug, cosmetics and more plant tours
2. More editorials
3. More on Vermont & New York, visit IBM in Burlington
4. Characters very small and crowded
5. Good reading for busy people
6. More practical approach to Quality, HOW-TO directives
7. Like to see book reviews, course descriptions and reviews
8. Like to see interviews with QA people of successful companies
9. More data on Q-related courses, articles on Q-achievements
10. Less military and more consumer QC
11. Too general, crowded and small print, mail earlier, more news  
on Section and how money spent
12. More pages
13. Mix is just right
14. Generally pretty good, improvement over last couple of years
15. I like short news items from other publications

COMMENTS ON COMMENTS:

I would like to take this opportunity to respond to the comments made on the questionnaires returned to me;

- 1 & 10. I read many different magazines. When I find something that may be of interest to the reader I try to include it in the Newsletter. My expertise is mainly Electronics, and in the military at that. If YOU have articles on other subjects that will interest the other members PLEASE submit it.
2. I am not very good at editorials. I found that out in early Newsletters. I have Pet Peeves...if that's what you want to hear about, I'll try to oblige. (How does my "Comments on Comments" rate ?)
3. Vermont...the green mountains. Very pretty area, so is New York state, however, I don't know of things that are happening there. Check number one above, let me know and I will let other Vermonters and New Yorkers know also....how about a Northern State sub-section??
- 4, 11 & 12. The print characters are small because printing and mailing costs are big. The Newsletter as it is being sent to you is costing your Section a lot of money so I try to "compress" things. I am looking at alternatives such as printing bi-monthly or less, on business cards or by electronic mail.
- 6, 7 & 8. I don't wish to compete with the Quality magazines, books, seminars and courses which try to educate all on "How-to" resolve Quality problems. However, I will try to reproduce short articles which may help you.
9. In September I ran a special on the two Quality Assurance Certificate programs that are being taught in Montreal. It is my understanding that a correspondence course is available from the University of Alberta, and of course numerous agencies in the US. I shall prepare a summary soon.
- 13, 14 & 15. Please speak to 4, 11 and 12. As I said, the Newsletter is expensive. DONATIONS accepted. We're serious, we'll put your company's name on the bottom of every page.

Well I hope I didn't discourage anyone. Thanks very much for your responses. It tells me that the Newsletter is of some use. AGAIN, it's your Newsletter, so I need YOUR help in putting it together. Send in your one paragraph/page articles or comments, who knows maybe you are doing something that would be of real value to someone else.

JP AMIEL

Quotable Quips

"Imagination is more important than knowledge."

*Albert Einstein*

**JAPANESE ROBOTS** have proven to be efficient workers — and killers. In a recent report, the Ministry of Labor said 10 Japanese workers have been killed over the past nine years by industrial robots. In addition, five or six workers annually are seriously injured by the malfunctioning machines. Investigations have failed to reveal why the machines turned on humans. It has been suggested that faulty programs or simply "going crazy" are to blame.

SOFTWARE  
QA?  
3

#### STEPPING UP TO QA

Stepping up to QA is a systematic approach of conversions in the hospitals of Quebec to Quality Assurance. It won't happen overnight and it won't look like the "traditional" QA plan in the manufacturing plant. As Dr KAHN puts it, it's "...a CARE program... being more CAREFUL, CARING and becoming better CARETAKERS.."

That is basically what the twenty people present were told in her presentation which has also been made over a "hundred" times to hospital administrators, doctors, nurses and service staffs in many hospitals in the province. Hospitals obtain services and staff based on their certification. It appears that all Quebec hospitals had to implement a Quality Assurance program to retain this certification. The Royal Victoria Hospital is the only one with a full-time QA representative.

Dr KAHN acts as a consultant to all the hospital service heads so that THEY may set-up the methods, standards and objectives applicable to their own area. The approach is simple, each group is taught to look at itself as a process whose input is for one service and output for another. Then, they learn to evaluate how they can improve this process by the use of M & M's (Methods and Motivation).

I won't go over the details of this exposee in detail here, let's just say that Dr KAHN was extremely happy to get a chance to discuss the QA in manufacturing industries as we were to review her approach, that is... well into the late evening... A most successful evening.

#### ALL-DAY FORUM

By the time you read this, the call for papers deadline will be passed. Let me just remind you that you should put aside OCTOBER 3 as the day you attend the Section's ALL-DAY FORUM. This year the theme is "COMPETIVENESS".

#### PRACTICAL QUALITY ENGINEERING COURSE

A couple of Newsletters ago I told you that the Section was looking into the possibility of offering a course on Practical Quality Engineering. This course was assembled by the ASQC and is now available to all Sections interested in presenting it. The course outline is as follows:

- 1 Introduction
- 2 Fundamental Concepts of Probability
- 3 Design of Experiments
- 4 Quality Planning, Management, and Product Liability
- 5 Metrology
- 6 Inspection Testing
- 7 Statistical Quality Control
- 8 Quality Cost Analysis
- 9 Reliability, Maintainability and Product Liability
- 10 Quality Auditing
- 11 Quality Information Systems
- 12 Motivation and Human Factors

If you are interested in this course please contact Alan SMITH at (514) 744-7456.

MONTREAL SECTION SENIORS HONOURED:

On Wednesday 27 May 1987, two of our prominent seniors were honoured for the time and effort that they have put into this Section. Messrs Len BARTH and Lindsay HUMPHRIES were treated to a small dinner and were then presented a memento of the Montreal Section by JP AMIEL and Debbie DESLAURIERS, on behalf of the membership. You will find a brief outline of the achievements of both these men of the Society below.

We wish them both the very best in years to come and once again thank them for all their efforts.



Left to right: JP AMIEL, D. DESLAURIERS, L. HUMPHRIES,  
L. BARTH and C. CHEUN.

Mr Len BARTH:

Len is a Mechanical Engineer and a Senior Member of the ASQC. He recently retired from BELL CANADA where he worked for 32 years, twelve of these in the QA Centre. He joined the Montreal Section in 1962 and became the first Historian.

The records that he has maintained allow us to look back at the many events and people who helped make this Section. His latest achievement is a History of the Montreal Section. The first draft is at typing and it is hoped will soon be published.

Amongst his other achievements, let's note that he was Secretary-Treasurer in 1964 and Vice-Chairman in 1965. He took Chairmanship of the Section in 1966. Len became the Regional director for Eastern Canada (everything East of Winnipeg) in 1970 and held that position for four terms. It is also at about that time that he joined Concordia University where he taught Statistical Sampling Technology and later the Introductory Quality courses at Vanier CEGEP and McGill University.

Mr Lin HUMPHRIES:

Lin is one of the first members of the Montreal Section of the ASQC since he joined the Section in 1952, two years after its creation.

In 1957, Lin was the Vice-Chairman of the Section's First All-Day Forum and in 1960 became Chairman of that Committee. Throughout the years he filled many different positions in the Section, Secretary-Treasurer in 1962, Vice-Chairman in 1963 and Chairman in 1964.

Some of the events for which he was instrumental, include a yearly Ottawa meeting, the alternation of the Regional Director between Ontario and Quebec, and especially for his efforts at keeping the Section afloat during the "lean" years. (That's when only faith kept the Section going, as there was practically no Executive Committee and many Anglophones had moved to Toronto)

■ All of the response isn't in yet, but judging from early reviews, the premier issue of *The Quality Review* has met and exceeded customers' expectations. The reader reply card tally for just the first three mailing days after its distribution shows that the magazine has already generated over 300 requests for additional information, including more information about ASQC. More than half these inquiries came from senior executives, presidents of colleges and universities, mayors, and senior government officials at the state and federal levels—indicating our target audiences are being reached, and are responding. Issue two will be sponsored by General Motors and its subsidiaries, EDS and Hughes Electronics and will be released mid-May; individuals on the mailing list can expect their copies in early June. Articles will feature: an analysis of why quality is left out of the national competitiveness debate; a look at how quality drives profitability; an interview with John Gardner, founder of Common Cause; a profile on AT&T titled, "Reliability By Design"; and commentaries on the Gallup Survey, Part II by Xerox and Polaroid.

## Corning Glass Works National Quality Month Video Tape

The 1987 National Quality Month video tape produced by Corning Glass Works debuted with a continuous showing at the Annual Quality Congress last month. Critiques were taken after the previews, which Corning will review in preparing a final version of the tape, which will become available July 1. Each regional director will receive three copies of the 18-minute tape for free-loan distribution within their area. Additional tapes may be purchased from ASQC headquarters for \$24.95 per tape, 3/4" and 1/2" formats. Additional information regarding this video tape can be obtained by contacting Lynn Kallas, ASQC headquarters, (414) 272-8575 ext. 216.

## Q Promotional Catalog

To aid members in purchasing 1987 National Quality Month materials, ASQC headquarters has again produced a promotional items catalog. This catalog will provide full-color photos and descriptions of the many promotional materials available to you this year, including: posters, mugs, pens, rulers, patches, pins, and brochures. Many new items have been added to this year's promotional merchandise, including an expanded wearables line. A tear-off order form is included in the catalog. Catalogs are now in stock and ample merchandise is available. Call Lynn Kallas or Donna Kossow at 1-800-248-1946 for your free copy.

■ The major event for National Quality Month becomes even more national with this year's campaign. The National Quality Forum (previously known as the *Fortune* Forum), scheduled for October 13, 1987 at the New York City Marriott Marquis, will be transmitted live via satellite to regional locations across the U.S. This will afford greater participation in this historic quality conference. To be jointly sponsored by ASQC, Corning Glass Works, GM, and *Fortune* magazine, this third annual Forum will again bring together leaders from business, government, and academia for national dialogue. Topics will emphasize the leading role of upper management in putting "Quality First." 1987 NQM Chair James R. Houghton (Corning Glass Works) will address the Forum with the keynote speech. Sharing their ideas and analyses will be *The High Flex Society* author Pat Choate; David Kearns, Chairman of Xerox Corp.; and Harvard Professor Dr. Michael Beer.



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