



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

JULY/AUGUST 87

OFFICERS 1987-88

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

EXAMINING

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

VICE CHAIRMAN

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

SECRETARY

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)

DOMGLAS INC

We start-off the 1987-88 season of the Montreal Section with a visit to the glass manufacturing and packaging plant of DOMGLAS.

DATE: 29 September 1987

TIME: 7:00 PM

PROGRAM:

- o Introduction to DOMGLAS
- o Discussion and film on Glass making
- o Tour of packaging and glass plant
- o Discussion on QC problems in glass making

PLACE: DOMGLAS INC
2376 Wellington St
Pointe St Charles, Quebec

INFORMATION: Mr Y. Savereux, Quality Manager
(514)933-7331

DIRECTIONS: From North, West or South: On Aut. 15 (Decarie) take the Atwater exit, go to Centre Street. Turn right on Charlevoix.

From East: Take Notre Dame Street, turn left at Charlevoix.

Follow Charlevoix till end (Wellington St) Park in the DOMGLAS plant lot.

SAFETY: DO NOT WEAR RUNNING SHOES OR HIGH-HEELED SHOES FOR THIS VISIT.

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 4X6
(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

Avinash Jani
Bendix Avelex Inc
200 Laurentien Blvd
St Laurent, Que
H4M 2L5
(514) 744-2811 (7647)

PUBLICITY

Gerald Yedynak
Canadian Marconi Company
2442 Trenton Box 94
Montreal, Que.
H3P 1Y9
(514) 341-7630 (4842)

Q P CORRESPONDENT

Denis M. Martin P Chem
Gilette Canada Inc
5450 Cote De Liesse
Montreal, Que
H4P 1A7
(514) 340-2800 (2266)

RELATIONS

Dr Joan Kahn
Quality Management
(514)937-8890

HISTORIAN

Charles Altman
GFI Inc
(514) 341-7731

THE SECRET IS OUT ! !

Chrysler's commitment to product quality goes right to the top. As explained in newspapers all over North America, it appears that the company's senior executives have been performing "test rides" on random samples of production lots for over forty years. This fact has only just been publicized recently (a leak ?). This appears to precede the Iaccoca Quality turn-around actions and definitely sounds like the ideal upper management Quality commitment we all wished we had.

On the negative side, however, prior to those test rides, the odometer was disconnected (this part, it seems, did not need testing), if the car was damaged it was repaired and the car sold as new, unfortunately some of the damages to the cars were of a serious nature (so I have read) and the customer was never advised. To clear up any misgivings, Chrysler has promised to notify the customers affected and offer new cars. It also ran full page ads in most newspapers, apologizing for the "overzealousness" of their executives to test products being sold.

I tend to believe that the whole thing was a cover-up of another in a long line of wrong-doings. However, remember that most of us are using the very same principle for our products. We sample parts on the line, subject them to tests which may/may not affect the product, or accept deviations to specifications or rework the product via Material Review Board action. Does this mean that we are cheating the end-user if the product fails to pass testing and it is reworked?

It's still "CAVEAT EMPTOR" out there, and no matter how much effort is put into "quality" activities, in the end, the consumer must do the analysis and comparisons before buying. They should, however, be able to rely on the controls in force to protect them. That's the role of Standards and Specifications. It should be our on-going efforts to ensure that they are properly defined, used and adhered to.

JP AMIEL



ARE YOU MOVING ? ? ?

DON'T TELL US ! !

Please send your change of address to:

American Society for Quality Control
310 West Wisconsin Avenue
Milwaukee, Wisconsin
USA 53203

COMMITMENTS

This Newsletter marks the beginning of the 1987-88 season. We have new people within the Executive which should help maintain us strong. But we need your help. Show up at our regular meetings or at the Executive meetings. It's your section!

Last season's survey will serve as guidelines to me for the upcoming issues, however, I also expect a bit more commitment from the reader. If you like what we do...say it. If you don't like what we do..SAY IT.

ANOTHER SURVEY

How about letting us know what your are preferences for meetings? There are three ways by which you can let us know:

- A. Mail: your comments to Avinash JANI
- B. Call: Avinash JANI at (514)744-2811 ext 7647
or JP AMIEL at (514)341-7630 ext 4845
- C. Drop-off: Your comments at a Monthly Meeting

Here is a list of typical questions we would like answered:

1. Type of meeting place preferred (List 2):
 - a) Meeting Only Cost
 -
 - b) Dinner Meeting Cost
 -
2. Meeting Night Preferred (Circle):
 - a) Week of Month 1 2 3 4 Rotate
 - b) Week night SU MO TU WE TH FR SA Rotate
3. Proposed Topics (Rate: 1-10; 1 Most Preferred)

<ul style="list-style-type: none"> () Process Control () Training/Education () Value/Cost Aspects () Inspection () Data Processing () Maintainability 	<ul style="list-style-type: none"> () Sampling () Administration () Theory () Test Eng'g & Eqpt () Systems () Design
---	--

National Quality '87 Month Campaign

O C T O B E R 1 9 8 7

Robert A. Ferchat • President, Northern Telecom Canada • Chairman, National Quality Month

CAMPAIGN THEME ON COMPETITIVENESS SET FOR OCTOBER

ASQC is pleased to announce the appointment of Robert A. Ferchat, President, Northern Telecom Canada Limited as Chairman of the 1987 Canadian National Quality Month campaign. Appointment notices for key newspapers and business publications to this effect will be released Sep 1. A letter and information package from Mr. Ferchat will also go to key media and business leaders Sep 1. The October 1987 issue of Quality Progress will feature an article on his leadership role at Northern Telecom Canada and highlight Canadian NQM activities.

Key Activities:

Mr. Ferchat's Quality Month Kick-off Speech to ASQC Forum in Montreal on Oct 3. This all-day forum at the Airport Hilton International in Dorval, Quebec will be sponsored by the Montreal and Quebecoise Sections and will feature the theme, 'Competitiveness.' It will also enjoy the participation of the Society for Reliability Engineering.

ASQC Executive Luncheon on October 29 in Toronto, Ontario. Sponsored by the Toronto Section, it will be aimed at senior management not directly related to the quality disciplines.

This year's theme 'Quality -- The Competitive Advantage' addresses a missing ingredient in the national debate about how to strengthen Canadian competitiveness in the global market place. Through focused activities, the campaign will aim to stimulate awareness of the importance of quality improvement as the best way to increase productivity, sustain long-term profitability, and secure a larger share of the world market place.

We need your energy to generate maximum awareness on quality during October. There are promotional items specially commissioned for the 1987 Canadian NQM campaign, to help make it a special event. ASQC Canadian member Jack Pompeo of Northern Telecom Canada Limited is serving as the Canadian point of contact. He will be happy to answer any questions or inquiries you may have regarding the Canadian efforts at (416) 452-4041.

To ensure a highly visible commitment to quality, all participating companies are asked to fly the Canadian Quality 'Q' flag over their premises throughout the month of October and senior management are asked to reinforce the quality activities by sending a personal letter to their employees.

Call now to register your local program and obtain a Quality Month Flag and Posters.

N A T I O N A L Q U A L I T Y M O N T H I N Q U É B E C

- 3 Oct ... Quality Forum: Competiveness
Dorval Hilton, (ASQC: Mtl & Qc, SRE)
Info: D CÔTÉ (514)353-7191, D TOZER (514)337-1191
- 14 Oct ... One-day Forum: Quality & Competition
Ecole Hautes Études(HEC), U of Montreal (AQQ, HEC)
Info: D CÔTÉ (514)353-7191
- 15 Oct ... Colloque: Formation Professionnel au Québec
(AQQ: Québec Chapter)
Info: D CÔTÉ (514)353-7191
- 20 Oct ... Films and Videos: Quality
Dorval Hilton, (ASQC: Montreal)
Info: JP AMIEL (514)341-7630 ext 4845
- 27 Oct ... Plant Tour: IBM in Bromont (ASQC: Montreal)
Info: J AVINASH (514)744-2811

COLLOQUE QUALITÉ COMPÉTITIVITÉ
 SAMEDI, 3 OCTOBRE, 1987
 MONTRÉAL HILTON AÉROPORT INTERNATIONAL (DORVAL)

QUALITY FORUM COMPETITIVENESS
 SATURDAY, OCTOBER 3, 1987
 MONTREAL AIRPORT HILTON INTERNATIONAL

	SOULANGE	MERCIER	LAURENTIEN	DORVAL
8:00	INSCRIPTION / REGISTRATION		FOYER GRAND SALON	EXPOSANTS / EXHIBITORS
9:00	OUVERTURE / OPENING GRAND SALON		ROBERT FERCHAT PRÉSIDENT NORTHERN TELECOM CANADA LTD. CHAIRMAN, QUALITY MONTH CANADA / PRÉSIDENT MOIS DE LA QUALITÉ AU CANADA	
9:30	CERTIFICATION DES FOURNISSEURS J.-P. PAQUIN, JOHNSON & JOHNSON G. PRINCE, ACHATS, GVT DU QUÉBEC	DIAGNOSTIC QUALITÉ G. COULOMBE, SOGEQUA	RELIABILITY CENTERED MAINTAINABILITY S. MORIN, NATIONAL DEFENSE HEADQUARTERS	STEPPING UP TO QUALITY ASSURANCE J. KAHN J. KAHN & ASSOCIATES
		GESTION TOTALE DE LA QUALITÉ G. LAPIERRE, COGERI		
10:30	PAUSE-CAFÉ / COFFEE BREAK			FOYER GRAND SALON
11:00	PANEL: LA QUALITÉ DANS LES SERVICES G. GARIÉPY, C. DUGUAY, P. MITNYAM, J. MORIN, R. LANOUE - ANIMATEUR	FIABILITÉ R. SOKOLOWSKA, RWS DESIGN	GIDEP - A TOOL FOR IMPROVING RELIABILITY E. RICHARDS, GIDEP OPERATIONS CENTER	PROCESS CAPABILITY DURING DESIGN B. REYES, SPAR AEROSPACE
		INSPECTION AUTOMATISÉE C. DUBEAU, PARQUETTERIE DUBEAU		
12:00	DÉJEUNER / LUNCH GRAND SALON		HENRI BERGERON , SOCIÉTÉ RADIO CANADA LA COMMUNICATION S'APPLIQUE À TOUT COMMUNICATIONS IS EVERYTHING	
13:30	QUALITÉ: POSITION DES PATRONS N. BRUNET, ROTHMANS DE PALL MALL	PLANS EXPÉRIMENTAUX J. PERRON, GOODYEAR	SOFTWARE RELIABILITY AND MAINTENANCE C. SMITH, GANDALF DATA LTD.	TRENDS IN MILITARY PROCUREMENT QUALITY CONTROL L.E. JOHNSON, NATIONAL DEFENSE HEADQUARTERS
	QUALITÉ: POSITION DES SYNDICATS F. LAURENDEAU, FTQ	IMPLANTATION DU C.S.P. S. MARTEL, CRIQ		
14:30	PAUSE CAFÉ / COFFEE BREAK			FOYER GRAND SALON
15:00	PANEL: L. LEFEBVRE, FONDATEC H. VINCENT, PROVIGO F. BEHMANN, SNC		GRAND SALON COMPÉTITIVITÉ ACCRUE PAR LA QUALITÉ IMPROVE COMPETITIVE POSITION WITH QUALITY CHACUN EST INVITÉ À S'EXPRIMER / AUDIENCE PARTICIPATION ENCOURAGED	
16:30	PLÉNIÈRE DE CLÔTURE / CLOSING SESSION G. COULOMBE, SOGEQUA		GRAND SALON	D. TOZER, FRONTENAC INDUSTRIES



		REGISTRATION	FEES	
			BEFORE SEPT. 18	AFTER SEPT. 18
NAME _____	TITLE _____			
COMPANY _____	TEL. _____			
ADDRESS _____				
NO _____	STREET _____			
CITY _____	POSTAL CODE _____			
			MEMBER ASCQ, SRE, AQQ, OTScA	\$65 \$75
			NON MEMBER	\$75 \$85

PLEASE RETURN COMPLETED FORM AND YOUR CHEQUE PAYABLE TO:

AMERICAN SOCIETY FOR QUALITY CONTROL
 POST OFFICE BOX 235, STATION K,
 MONTREAL, QUEBEC H1N 3L1

FEES COVER A COPY OF THE TRANSACTIONS AND LUNCH.

INFORMATIONS: MRS. D. CÔTÉ
 (514) 353-7191

D. TOZER
 (514) 337-1191

QUALITY FORUM COMPETITIVENESS

401-MTL

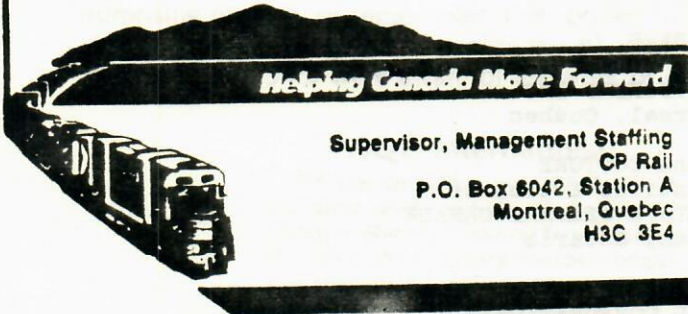
CP Rail 

Director, Quality Assurance

Your mandate will be to organize and direct an effective audit and analysis function for the purpose of surveying and verifying the quality of all repair work within the mechanical department. You will also be directly involved with the quality aspects of new acquisitions of locomotives, freight cars, purchased material and services.

Your engineering or science degree must be complemented by a minimum of 12 years' experience in the analysis and solution of technical problems in a business environment. Knowledge of quality assurance, audit and statistical techniques is highly desirable.

Our compensation package reflects the responsibilities and senior nature of this position. Please apply, in confidence, quoting project number 87/43, to:



Supervisor, Management Staffing
CP Rail
P.O. Box 6042, Station A
Montreal, Quebec
H3C 3E4

AVAILABLE: PROJECT ASSIGNMENTS WORLDWIDE!

Put the BQS Advantage to work for you.

Get more in return for your effort and experience. If you are a practicing or recently retired QA/QC engineer or inspector your proven experience is in demand locally:

- Source Inspectors
- Quality Engineers
- Procedure Writers
- Auditors

Join the leader in field inspection/auditing services with offices worldwide.

Send us your resume, or call ■ 800-624-5892



BQS, INC.
"The Inspection Company"

8301 Arlington Blvd., Suite 401, Fairfax, VA 22031
(703) 573-2906 / (800) 624-5892
Facsimile 703-641-9517

An Equal Opportunity Employer M/F/H/V

When responding to ads, please quote your Newsletter as the source. Editor.

QUALITY SAMPLES

TOM PETERS, co-author of *In Search of Excellence* and *A Passion for Excellence*, claims exceptional leaders have many traits in common. Prominent among them are:

1. They soak up information, often take notes obsessively and realize they can learn from anyone, regardless of title or position.
2. They're constantly looking for ways to make things better. They're starving for thousands of tiny improvements. To them, no idea is too small.
3. They delight in the success of others. They never attempt to hog credit. They give credit where credit is due.

Every novel should have a beginning, a muddle, and an end.

PETER DE VRIES

Certificate in Quality Control - Concordia University

Once again a full range of courses in Quality Control is being offered at Concordia (Loyola Campus) and Quality practitioners are encouraged to attend to upgrade their skills.

Courses commencing in the fall semester include

- Elementary Metrology
- Statistical Quality Control
- * Statistical Sampling
- Basic Concepts in Reliability
- * Design of Experiments
- * Quality Assurance Technology
- Computer Application of Statistics

* Courses continue into winter semester

Courses commencing in the winter semester include

- Advanced Metrology
- Advanced Reliability
- Quality Management
- Product Cost Control

This year is the last year that all of the Quality courses will run concurrently and starting next year the majority of the courses will be run only on alternate years. While this will not unduly affect students, providing they follow the course sequence in the University calendar, continued low enrollment could further adversely affect the frequency of course offerings. The message is lets get out there and take the opportunity these courses offer. Hope to see you at Concordia.

LES VOYAGES
HONE

Esther Simony-Amiel

Conseillère en voyages

Les Voyages Hone inc.

666, rue Sherbrooke ouest, suite 004

Montréal, QC, Canada H3A 1E7

Tél.: (514) 845-8221

FRANCE * ENGLAND * GREECE * MORROCCO *

TUNISIA * SPAIN * PORTUGAL * AFRICA *

GUIDED TOURS FROM MONTREAL

We offer a wide variety of Guided Tours on five continents. In this area we have many years of experience and an assured success.

Don't hesitate to consult me, Esther, for any trip, anywhere in the world. I will be glad to put my many years of travel experience at your disposal.

I only deal with reputable tour operators, ensuring the best vacations.



QUALITY MONTH - OCTOBER 87

MOIS DE LA QUALITÉ - OCTOBRE 87

COLLOQUE - 3 OCTOBRE, 1987 - FORUM



SOCIETY OF
RELIABILITY
ENGINEERS

THEME
COMPÉTITIVITÉ: COMPETITIVENESS

MONTREAL
SECTION
QUEBECOISE



MONTREAL SECTION

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

To :