



American Society for Quality Control

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

N E W S L E T T E R

MONTREAL SECTION

SEPTEMBER 87

MONTREAL SECTION
0401

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Dear members,

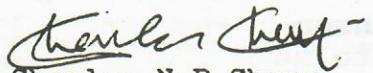
The Montreal section will again participate this October in the Canadian National Quality Month campaign. Mr. Robert Ferchat, President of Northern Telecom Canada Ltd has kindly accepted to lead the campaign.

The theme of the campaign "QUALITY - THE COMPETITIVE ADVANTAGE" will be stressed throughout our activities. To promote quality as the number one strategy in world competition, a poster 17 x 22 1/2" has been designed and will be made available to all event participants during October.

Our contribution to the campaign will be the organisation of three major events. The Quality Forum on October 3, at the Hilton Airport; A " Film and Video " night on October 20, at the Holiday Inn, La Seigneurie and a plant tour of IBM Bromont facility on October 27.

Jack Pompeo the Canadian NQM Coordinator has a complete line of canadian promotional items available for distribution. Do not forget to ask for your Canadian "Q" flag to fly over your company premises. Call him at (416) 452 4041.

I invite you all to participate every way you can and send your success stories to our newsletter editor. Let's show that QUALITY - THE RESULT OF TEAMWORK IS THE COMPETITIVE ADVANTAGE AT OUR PLACE OF WORK.


Charles N P Cheun
Chairman
ASQC, Montreal Section.



COMMITTEES

MEMBERSHIP
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QUALITY MONTH - OCTOBER 87

MOIS DE LA QUALITÉ - OCTOBRE 87

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	

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

NEWSLETTER DEADLINES

If you have news on events for all your brethren (sisthrens) Quality professionals, send them to me at the following address. Please note the deadlines for each issue of the newsletter.

Deadline	Issue
23 October	October/November
4 December	December
15 January	January/February
18 February	March
21 March	April
24 April	May/June

JP AMIEL Box 94
 c/o CANADIAN MARCONI COMPANY
 2442 Trenton Ave
 Montreal, Canada
 H3P 1Y9

MONTREAL SECTION



SECTION QUÉBÉCOISE



QUALITY MONTH - OCTOBER 87
MOIS DE LA QUALITÉ - OCTOBRE 87



For National Quality Month, the Montreal Section is organizing two activities. The first is an invitation to an informal viewing session of Films and Videos on the application of Quality and its benefits.

Dans le cadre du mois de la Qualité, la Section Montréal organise deux activités. La première est une invitation à visionner des vidéos et des films sur la Qualité. Voici quelques titres.

DATE: 20 October 1987

TIME/HEURE: 7:00 PM

* PLACE/LIEU: Holiday Inn, La Seigneurie
7300 Côte de Liesse
Montreal (514)731-7751



PROGRAMME:

- o Quality: The Competitive Advantage
John YOUNG, President & CEO of Hewlett Packard
- o La Clef du Succes; (ACNOR)
L'amélioration du produit - programme basé sur Qualité
- o Quality: Pursuit of Excellence
John ACKERS, President & CEO of IBM Corp
- o Les Artisans de la Qualité; (Bell Canada)
L'amélioration de la Qualité par les employés
- o The Case for Quality;
The importance of a Quality Program
- o Il n'y a qu'une façon de réussir; (Donohue)
La Qualité: Interprétation de l'employé
- o For Want of a Nail;
The importance of everyone in a Quality system

INFORMATION: Mr JP Amiel, (514)341-7630 Ext 4845

DIRECTIONS: From Route 40 (Trans Canada Highway), take Autoroute 13 exit South and exit at Côte de Liesse East, follow the service road to the hotel.

De l'autoroute 40 (la Transcanadienne), sortir à l'autoroute 13 Sud, prendre Côte de Liesse Est et suivre la voie de service à l'hotel.

Coffe and danishes will be served.
Du café et des danoises seront servis.



QUALITY MONTH - OCTOBER 87

MOIS DE LA QUALITÉ - OCTOBRE 87



Au Québec, cette première campagne d'envergure est entreprise suite à la proclamation du ministre de l'Industrie et du Commerce qui décrétrait, le 28 octobre 1986, à l'assemblée nationale, le mois d'octobre comme le mois de la Qualité au Québec. Les activités suivront de près le programme initié par l'American Society for Quality Control (ASQC) qui préconise des activités spéciales aux États-Unis et au Canada durant le mois d'octobre. Un comité formé de membres de l'Association québécoise de la Qualité et des sections de Montréal et Québécoise de l'ASQC, coordonnera le programme.

CAMPAGNE 1987: "La Qualité: un avantage de compétitivité"

Cette année, de concert avec les chefs d'entreprises et les dirigeants du gouvernement, les associations de la qualité veulent faire reconnaître que la mise en valeur de la qualité est le meilleur avantage que l'entreprise québécoise peut se donner sur le marché de la compétition.

Le marché local, régional et international sert dorénavant d'arène aux stratégies de la compétition. En 1987, la campagne doit mettre en évidence l'importance de la qualité comme facteur préféré pour réussir sur le marché de la compétition.

SLOGAN: "LA QUALITÉ L'EMPORTE". Pour accentuer davantage le thème de cette année et en faire la promotion, un slogan a été développé et rendu disponible sous forme d'affichettes qui seront distribuées gratuitement grâce à une contribution du gouvernement du Québec.

The American Society for Quality Control (ASQC) has chosen competitiveness as the theme for the 1987 National Quality Month in North America. In Quebec, this campaign is launched with a resolution from the National Assembly as adopted October 28, 1986. The local sections of the ASQC, together with l'Association Québécoise de la Qualité, are organising the campaign which serves as a focal point for this renewed dedication to quality being expressed by business, government, media and the general public.

This year's theme, "Quality: The Competitive Advantage" addresses a missing ingredient in the national debate about the free trade agreement that shall be concluded during October and the following months. 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 better share of the national and international market.

On October 3, Robert A. Ferchat, President of Northern Telecom Canada Ltd, chairman of the 1987 Canadian Quality Month Campaign, will give a kick-off speech at a joint ASQC, AQQ and SRE forum in Montreal. Different activities described in this bulletin will take place during the month and a slogan "QUALITY LEADS THE MARKET", illustrated on a poster was developed to increase the promotion of this year's theme.

Liguori M. LEFEBVRE
Quality Month Coordinator (Québec)





QUALITY MONTH - OCTOBER 87
 MOIS DE LA QUALITÉ - OCTOBRE 87



I.B.M. (BROMONT)

This second activity organized for Quality Month 1987 by the Montreal Section, will be a tour of the IBM facilities in Bromont, Québec.

La deuxième activité organisée par la Section de Montréal est une visite de l'usine de IBM à Bromont, Québec.

DATE: 27 October 1987



TIME/HEURE: 7:00 PM

PROGRAMME: Une présentation sur IBM

PLACE/LIEU: IBM
Bromont, Quebec

NOTE: MAXIMUM de 30 places pour cette visite.
ONLY 30 persons may attend this visit

RESERVATIONS: Call to reserve/ Appelez pour réserver:
 Mme Denise Côté (514)353-7191 [A.Q.Q.]
 Ms Sunday Gibbs (514)340-3132 [A.S.Q.C.]

TRANSPORTATION: A bus will pick-up members at the CANORA parking lot of COMPAGNIE MARCONI CANADA, corner Jean-Talon West and Canora at 5:00 PM.

Un autobus transportera les membres à partir du stationnement CANORA de COMPAGNIE MARCONI CANADA, coin Jean-Talon Ouest et Canora à 17:00.

Special Notice

All Quality Control
 Magic Wands
 Have Been Recalled By
 The Manufacturer.
 Henceforth,
 Superior Quality Will
 Be The Result Of
 Hard Work And
 Good Judgment.

Fred F. Burns
 March, 1981

AMERICAN SOCIETY FOR QUALITY CONTROL



ENERGY DIVISION

If you are interested, or if you would like to know more about the Energy Division, please contact your Energy Division Regional Councillor



<p>REGION 02 David R. Palmer Niagra Mohawk Power Corp. 300 Erie Boulevard West Syracuse, NY 13202 (315) 428-6812</p>	<p>REGION 03 Joseph G. Spolizino Long Island Lighting Co. 175 E. Old Country Road Hicksville, NY 11801 (516) 933-4590</p>	<p>REGION 04 Albert Sjöberg 24 Tumbleweed Road Willowdale, Ontario Canada, M2J 2N3 (416) 491-8710</p>	<p>REGION 25 Stanley Marash Stat-A-Matrix Institute 2124 Oak Tree Road Edison, New York 08820 (201) 548-0600</p>
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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
LE MOIS DE LA QUALITÉ À QUÉBEC

À Québec, le Mois de la Qualité sera célébré le 15 Octobre, au Colloque "DIRECTION QUALITÉ" au Centre de Robotique du CEGEP Lévis-Lauzon. Cette activité est organisé par le CEGEP Lévis-Lauzon en collaboration avec la Commission de Formation Professionnelle de Québec, l'Association Québécoise de la Qualité, région de Québec.

In Quebec city, Quality Month will be celebrated at the Centre de Robotique of the Lévis-Lauzon CEGEP on 15th of October. This activity is a combined effort of the CEGEP, the Commission de la Formation Professionnel of Québec and the Québec region of the Association Québécoise de la Qualité.

15 OCTOBRE 1987

Renseignements/Info: M. Réjean CHATIGNY
Centre de Robotique
CEGEP Lévis-Lauzon
Québec, (418)833-5110

N A T I O N A L Q U A L I T Y M O N T H I N T O R O N T O
LE MOIS DE LA QUALITÉ À TORONTO

- o The Toronto Section will host a presentation on "Achieving Quality Excellence" by John RIDEOUT of FORD MOTOR CANADA.

21 OCTOBER 1987

RAMADA HOTEL

Information: ASQC (416)297-3250 or Clive DEVERS (416)851-6791

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- o They will also host an Executive Luncheon to strengthen and reinforce the area's senior management commitment to top-down emphasis on Quality.

29 OCTOBER 1987

Information: Mike McRITCHIE (NORTHERN TELECOM) at (416)452-4056
Lally MARWAH (IBM) at (416)448-4949

FAREWELL

- o The Executive wishes all the best to Mr Ligori LEFEBVRE who has resigned from the office of Regional Director for personal reasons.

CONGRATULATIONS

- o To Mr Daniel RANDOLL of BENDIX AVELEX. Daniel has successfully passed his CQE Certification. All the best wishes from the Executive.
- o To Mr Lin HUMPHRIES of CANADAIR. Lin has been nominated by the Montreal Section Executive to replace Ligori Lefebvre as Regional Director until June 88.

QUALITY SAMPLES

■ Thirty-one (31) companies have taken out ads in the Third Annual Quality Advertising Section in *Fortune* magazine to make it the largest domestic special section in *Fortune* this year. In fact, the 50% growth in the section this year is the largest growth of any *Fortune* advertising supplement in recent memory. The *Fortune* supplement carries the NQM '87 theme: Quality: The Competitive Advantage. ASQC welcomes as new advertisers: Digital Equipment Company, Du Pont, Florida Power & Light, General Electric, Honeywell Bull, Intel, Johnson & Matthey, National Westminster Bank, 3M, NYNEX, Penwalt, Squibb, Tandy Radio Shack, Weyerhaeuser and Xerox.

And the section would not be complete without the participation of most of the companies that have supported the quality advertising supplement in the past: American Express, AMP, AT&T, Corning Glass Works, Cushman Wakefield, Dow Corning, Eastman Kodak, Ernst & Whinney, First Chicago, General Motors, IBM, MetLife, The New England, Organizational Dynamics, Parker Hannifin, Polaroid and Westinghouse. According to ASQC President, Doug Eking (Xerox), "The *Fortune* advertising section on quality is fast becoming a strong tradition for National Quality Month. It is a dramatic way to reach executives and upper management around the world with the positive story about continuous quality improvement in American products and services." Over 3.5 million readers world-wide are expected to see the ASQC quality section in *Fortune*.

QUALITY CONTROL MANAGER

Noma Industries is seeking a Quality Control Manager for one of its member companies located in the Toronto area.

This position provides a variety of challenges including development and implementation of a complete SPC program, new product development, customer and vendor contact, and total quality systems management.

The successful candidate will have several years management experience in Q.C./Q.A. and will have pursued post-secondary level education in quality disciplines. CQT or CQE accreditation would be an asset, as would experience in a high volume manufacturing environment, possibly involving plastics processing. Exposure to automotive OEM quality requirements and CSA/UL standards would also be beneficial.

We offer an attractive compensation package including profit-sharing bonus and stock purchase options and a competitive benefits program.

Qualified candidates are invited to submit their resume to:

Noma Industries Limited
Suite 315
4211 Yonge St.
Willowdale, Ontario
M2P 2A9
Attention: J. Cummings.

A Note From A Founding Officer

Dr. Ed Buckley received a kind note of welcome recently from one of our senior past presidents, Ralph Wareham. Ralph was a founding officer of ASQC and has served the Society continuously for the past forty years.

Don't Miss National Quality Month Issue of QP

October is National Quality Month (NQM) and Quality Progress will keep you abreast of the important issues raised and the exciting events occurring. The October issue will highlight what representatives from over 90 companies discussed when forums were held in five cities for a "National Conversation on Quality" sponsored by Corning Glass Works. J. Douglas Eking, ASQC president, and Jamie Houghton, National Quality Month 1987 campaign chairman, will give their thoughts on the importance of NQM and ASQC's role. And QP will take a look at Canada's National Quality Month campaign, with a special interview with Robert Ferchat, 1987 Canadian NQM chairman and president, Northern Telecom Canada. Don't miss these and more important features in the October issue of *Quality Progress*.

Two New Newsletters Target Design, Software Quality Professionals

Quality by Design is a brand new newsletter for architects and engineers responsible for managing quality in design services firms. Each page of the bi-monthly newsletter is full of concise, useful information to help design professionals understand and implement total quality. It's published by the A/E Quality Management Association. An annual subscription is \$56.00; you are guaranteed your money back if you are not satisfied. To subscribe, write to: A/E Quality Management Association, P. O. Box 2822, Silver Spring, MD 20902 or call (301) 681-4285. And if you're interested in more new quality initiatives for design professionals, call ASQC member Bill Hayden at (301) 982-2885.

ASQC's Software Quality Technical Committee (SQTC) has just come out with its own newsletter, *Software Quality*. Through it, the committee hopes to keep its members informed of SQTC happenings, provide a forum on software quality issues, and generate new membership. Courtesy copies of *Software Quality* are available to both ASQC members and non-members by contacting Scott Lindsay, Bell Communications Research, 6 Corporate Place PYA 1E-230, Piscataway, NJ 08854-4158, (201) 699-4198.

We were sad, however, to read in the note of the death of Ralph's wife, Helen. Helen passed away on July 15 in Naples, Florida after suffering from a long illness. For many years, Helen attended the Annual Quality Congresses with her husband and undoubtedly lent great support to Ralph's many efforts on behalf of ASQC. We extend our sincere condolences to Ralph.

