



AMERICAN SOCIETY FOR QUALITY CONTROL

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

MONTREAL SECTION
0401

NEWSLETTER MONTREAL SECTION 0401

Chairperson

Deborah DESLAURIERS
BOMBARDIER Inc
Canadair Aerospace Group
PO Box 6087 Station A
Montreal, Qc, H3C 3E4
(514) 744-1511 Ext 1372

SEPTEMBER 1989

NOTICE OF MONTHLY MEETING:

SEPTEMBER:

Montreal Section Hosts "Koalaty" Evening

Vice-Chair & Relations

Dr David TOZER
PARAMAX
6611 Royalmount Ave
Montreal, Qc H4P 1K6
(514) 335-8343

SPEAKER: Ms. Cathy Prokosh
Principal, Allion Elementary School Lasalle.

Secretary

Jean-Pierre AMIEL, B. TECH.
CANADIAN MARCONI COMPANY
2442 Trenton Avenue Box 94
Montreal, Qc, H3P 1Y9
(514) 341-7630 Ext 4845

DATE: Wednesday, September 20, 1989.

TIME: 7:00 PM - 10.00 PM.

Asst Secretary & Historian

George ANDREWS
CANADIAN MARCONI COMPANY
2442 Trenton Avenue Box 94
Montreal, Qc, H3P 1Y9
(514) 341-7630 Ext 4629

PLACE: Airport Hilton, Dorval.

TOPIC: Koalaty Kid Program at Allion
Elementary School.

Treasurer

Denis Martin, P. Chem
GILLETTE CANADA Inc
5450 Côte de Liesse
Montreal, Qc, H4P 1A7
(514) 340-2800 Ext 2286

NOTES: 1) Program includes a video presentation and refreshments.
2) See page 2 for article on Koalaty Kid Program.

DIRECTIONS: From Highways 20, 40 follow directions to Dorval Airport via Cote de Liesse.

Ottawa Sub-section Chair

Anthony T. DON
SPAR AEROSPACE Ltd
PO Box 13050
Kanata, Ont., K2K 1X3
(613) 592-3430 Ext 2210

OCTOBER: All-Day Quality Forum

DATE: Tuesday October 19, 1989.

For details see program in Newsletter.

The Society of Professionals Dedicated to the Advancement of Quality

Membership Chair

Gerry YEDYNAK, Eng
CANADIAN MARCONI CO
2442 Trenton Avenue Box 94
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Program Chair

Avinash JANI
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Alok BHATTACHARYA
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DIRECTORS

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CP Rail, Mech. Dept.
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Youssef YOUSSEF

ECOLE DE
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Lin HUMPHRIES

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(514) 744-1511 Ext 4020

On Wednesday September 20, your Section will be hosting an Evening on the Koalaty Kid program. The principal of Allion school (Ville Lasalle), Ms. C. Prokosh, has been invited to talk about their pilot effort. It has been in operation for twelve months and is in part sponsored by the ASQC.

It seems to me that the question "Why is the ASQC involved with a grade school education program?", would be fair to ask. The answer is simple and found in the relationship between the Cost of Quality and the Cost of Illiteracy. I came across following recent statistics in an article published in the August 26 edition of "The Economist":

"If you think education is expensive, try ignorance," say school teachers. Corporate America is now getting the message... The National Assessment of Educational Progress has found that only 20% of 17 year-olds in American schools can write a simple one paragraph letter to a local supermarket manager applying for a job.... Four out of five cannot interpret a bus timetable..... In mathematics and science American children lag two or three years behind their Japanese counterparts.

In 1987 New York Telephone got 117,000 applicants for 3,000 jobs. Only 57,000 were able to take the company's pre-job test and only 2,100 passed it... Chemical Bank of New York has to interview 40 people to find one it can train as a teller....American business is spending about \$25 billion a year on remedial education.



My guess is that the Canadian situation is not much different. I am sure if we think about it, we can all point to disasters resulting from communication problems; reading, writing or interpretation.

About three years ago the ASQC committed to the fight against illiteracy. In its search for an effective way to contribute the Society discovered the Koalaty Kid program operating at Carder Elementary School in Corning, New York. The goal of the program was to develop student interest in reading using goals, competition and recognition. The results were impressive and the program thought worthy of support. The ASQC sought out other schools in different areas of North America, where the teachers and principals would be willing to commit time and effort to the program. Allion school was one of the first in Canada and ASQC Milwaukee asked the Montreal Section to support the effort.

That was a year ago and now your Section is looking to expand its support. We have asked Ms. Prokosh to tell the Allion story to our members. If you are interested in the Program, interested in your Section, interested in the fight against illiteracy, I encourage you to turn out for the meeting. It promises to be an interesting evening and an opportunity to exchange ideas on an important and very current issue.
....Hope to see you there?

D. Martin

TENTATIVE PROGRAM FOR REMAINDER OF 1989-1990

NOVEMBER : Wine and cheese in honour of World Quality Day.

DATE : Wednesday 15th November 1989.

LOCATION : To be announced.

N.B. : There will be a minimum cover charge.

NOVEMBER : Joint meeting with the Packaging Association of Canada (PAC) Quebec Chapter.

TOPIC : Quality in the 1990's

DATE : To be announced.

FEBRUARY : Plant tour of Monsanto Chemicals in Montreal

DATE : To be announced.

MARCH : Plant tour of GFI-DOMETAL metal stamping in Pointe Claire, Presentation/discussion on Quality.

TENTATIVE DATE : March 9, 1990

APRIL : Plant tour of GE Bromont, Quebec. Compressor and Airfoil Division. Presentation on GE's Quality Program.

TENTATIVE DATE : April 18, 1990

MAY : Plant tour of Philips Information Systems. Computer assembly plant in St. Laurent, Quebec. Discussion/presentation on Philips Quality.

TENTATIVE DATE : May 16, 1990

Message from the Chair

After a successful 1988-1989 session I am looking forward with great anticipation to the 1989-1990 session.

The past years' accomplishments of the Montreal Section are worth noting;

- * We sponsored the Koality Kid Program. Denis Martin has written an article providing background on the Koality Kid Program.
- * For the 3rd consecutive year we sponsored the Quality Month Forum. David Tozer is the driving force behind the forum and is one of the reasons for its' continuing success.
- * We sponsored the establishment of the Ottawa Section. Tony Don is one of the Ottawa members who made the Ottawa Section a reality. This year Tony is the Ottawa Chair-person. Congratulations!
- * We participated, through the hard work of Professor Youssef Youssef, in the establishment of a Quality Category in the Canada Awards for Business Excellence.
- * The first meeting of the Canada Quality Council was held May 8, 1989 in Toronto. Again the Montreal Section was represented by Youssef Youssef.
- * Section Membership rose to 400 paid members.
- * We achieved Master Section Status in the Section Management Program (SMP). Your new membership cards will be annotated accordingly. Details on this years SMP Program will be included in the next newsletter.

The success of the 1988-1989 was made possible through the efforts of the executive members and the participation of the membership. A special note of thanks is extended to Emilio Falquero, Assistant ASQC Regional Director. Emilio is the coordinator for Quality Month in Quebec and is dedicated to the Koality Kid Program.

Now for the 1989-1990 session! We are still committed to the Koality Kid Program, Quality Month, Canada Quality Council and Canada Awards for Business Excellence. Beyond this we plan to conduct a telephone survey with our members, sponsor a quality award for the students at Concordia and ETS and achieve the Top Achiever Status in the Section Management Program. We are already off to a great start. Charles (Chuck) Altman has coordinated an excellent program which has something which will appeal to each member.

The key to our success is member participation. You are encouraged to attend Section meetings and events. Feel free to contact any member of the executive if you would like to become more active in Section activities or have any suggestions.

Deborah Desbours

COLLOQUE SUR LA QUALITE TOTALE

LE CENTRE SHEBRATON MONTREAL
LE MARDI 17 OCTOBRE 1989

8h00	Inscription		
8h45	Not de bienvenue	Jean-Claude Savard,	président du colloque
	Conférences de la matinée		
	Relever le défi de la compétition par la qualité	George A. Peapples,	Président et directeur général de la compagnie General Motors du Canada, président canadien du mois de la qualité
9h20	La qualité, pour être de classe mondiale: Les tendances internationales	James H. Harrington,	président de Harrington, Hurd and Ruieker et auteur du best-seller "The improvement process"
10h00	Une expérience de mise en marché réussie d'un produit de classe mondiale: Le nouveau système téléphonique "Meridian Norstar" de Northern Telecom	Normand Bourque	vice-président Exploitation Northern Telecom Canada Ltée
10h30	Pause santé		

10H45

ATELIERS

CANOPLAST

WOODBRIIDGE

LES OUTILS DE QUALITE DE
CLASSE MONDIALE

LA GESTION DE LA QUALITE

Stratégie développée par

L'adaptation d'un sous-
traitant aux normes d'une
entreprise de classe
mondiale (GM)

La méthode "CEDAC" (diagramme
causes-effets avec l'addition de
cartes) du Dr. Fukuda mise au
point chez Sumitomo a mérité un
prix Deming de littérature

Animateurs: Guy Bellefleur,
directeur de la qualité,
Canoplast Inc. et
Christian Moisy, président
de Proconseil

Animateurs: Normand Ainsly,
directeur du contrôle de la
qualité, Woodbridge, division
des sièges, sou-traitant pour
GM Boisbriand

Animatrice: Gwendolyn
Galsworth, Ph.D. de
Productivity Inc. aux
Etats-Unis

Animateurs: Denis Pronovost,
auditeur, Quality Management
Institute, Ghislaine Champagne,
analyste de la qualité, Canadair
Ltd et David Tozar, directeur
Paramax Electronics Inc.

*Bring
a Friend!*

12h00 Dejeuner-causerie

La qualite totale chez Bombardier:

Raymond Royer, president et chef de l'Exploitation,
Bombardier Inc.

14h00

ATELIERS

COMPAGNIE DE PAPIER QUEBEC
& ONTARIO

L'UTILISATION D'OUTILS D'AVANT-
GRADE POUR AMELIORER LA QUALITE

CAMPBELL SOUP: TOTAL SYSTEM
APPROACH

Comment implanter efficace-
ment la qualite (l'approche
Denig)

le deplatement de la fonction
qualite chez IPL Inc. et
l'utilisation des outils
Taguchi

l'implantation de la qualite
totale chez ce geant americain
de l'alimentation

le logiciel: Une assurance
qualite

Animateur: Ross McDonald
directeur corporatif
amelioration de la qualite
compagnie de Papier Quebec
& Ontario

Animateurs: Louis-Regis
Tremblay, specialiste de la
qualite, IPL Inc et Gilles
Pilon, firme C.S.I.

Animateur: Lew Springer,
ex-vice-president mondial aux
operations, Campbell Soup

Animateurs: Johan Scheep,
specialiste de la qualite,
Canadair Ltée, Edmond Ratnaya,
ingenieur principal software
quality assurance, Honeywell
Lee et Raymond Vilbikaitis,
ingenieur charge de projets,
Unisys Corporation

15h30 Pause sante

Conférence de l'apres-midi

16h00 Comment transformer son
entreprise par la qualite
des services

Jacques Horovitz,

expert europeen dans le
domaine de la qualite des
services et auteur du best-
seller "La qualite de service
a la conquete du client"

18h00 Cocktail de cloture

Roger Néron,

president du Group de

concertation sur la qualite

M.B.: Les participants beneficent d'un systeme de traduction simultanee.

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EDUCATION/TRAINING:

Reminder: Application deadlines for ASQC certification examinations are:

<u>EXAM DATE</u>	<u>APPLICATION DEADLINE</u>
CQE/QEIT/CQA December 2, 1989	October 6, 1989
CRE/CQT/CMI March 3, 1990	January 12, 1990
CQE/QEIT/CQA June 2, 1990	April 6, 1990

Quality Assurance Courses: Concordia University

<u>COURSE</u>	<u>START DATE</u>
QUAL 206 Quality Management	January 1990
QUAL 209 Product Cost Control	January 1990

For more information contact office of Dean of Engineering,
Concordia University, Tel: 848-3056

SECTION MANAGEMENT PROGRAM

The executive is happy to report that our section achieved Level III Master Section Status - in the Section Management Program in 1989. Congratulations on this accomplishment!

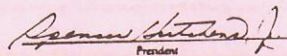
With the support from all Section members we can repeat this achievement in 1990.

CERTIFICATE OF ACCOMPLISHMENT

Montreal

has met the requirements necessary to reach

LEVEL III:
MASTER SECTION STATUS


President

February 1, 1989
Date





MONTREAL SECTION

P.O. BOX 444. POINTE CLAIRE

DORVAL H9R 4P3



To :

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JEAN-PIERRE AMIEL CANADIAN MARCONI CO.