

AMERICAN SOCIETY FOR QUALITY CONTROL

MONTREAL SECTION 0401, P.O. BOX 444, POINTE CLAIRE-DORVAL, QC H9R 4P3



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Montreal Section 0401

NEWSLETTER

AUGUST 1990

CHAIRMAN'S WELCOME

Welcome to the 1990-91 ASQC year. This year, your officers are David Tozer, Chairman, Denis Martin, Vice-Chairman, Charles (Chuck) Altman, Secretary, and Inteaz Ali, Treasurer. We have the support of a full and talented executive who will continue to provide the level of service you are used to receive for the last few years.

The executive and their positions are shown on this page. If you have any questions concerning any of the ASQC operations, contact the subcommittee chairman, or myself.

For the upcoming year, we have planned an extensive program. Quality Month will be especially busy. Your society will be participating in major activities.

At the Business World Exhibition, we will be working with the other quality organizations in town to increase quality awareness and increase our membership.

Workshops will be offered to make people aware of the positive impact quality can have on any companies operation.

The ASQC Satellite Broadcast is sponsored in Montreal by the Montreal Section with the technical support of Bell Canada. I invites as many of you as possible to attend this half day presentation.

We expect to have breakfast and a presentation before the broadcast. Mr. Monty, Chairman of Quality Management for Canada will be presenting part of the New York City address.

The All Day Forum is the fifth one of the current series. This year's theme is: "Creating a quality environment for the '90's." The Montreal section is the only sponsor this year. As usual we have kept the price down and have a very interesting set of speakers. The language format is evenly mixed between English and French. The day will start at 07:00 am and end at 14:30, allowing people to have a good part of Saturday for other activities. Mr. Monty is the keynote speaker.

For the rest of the year, we are planning up to 10 (ten) activities. Keep an eye on the newsletter for these events. Your executive works hard to put together an interesting program and needs your support with your attendance at the advertised events.

We also intend to have some joint sessions with other quality organizations in the Montreal region.

Interest in quality is picking up in the Montreal sections geographical area. Come out to our activities. Meet people. Improve your professional standing. Participate.

David J.N.Tozer, CQE.

Montreal Section wins TOP ACHIEVER Award

Last year your executive, lead by Deborah Deslauriers succeeded in achieving the "Top Achiever" award.

The award is given to sections that have documented extremely effective management of their plans and activities.

The award recognized normal management practices within the section and a continual interest in growth and reaching out to people. The section membership has supported the executive by attending the advertised events and encouraging other people to join in.

The current executive will follow the tradition established by our predecessors. However we need your support if we are to continue to have a strong, recognized program.

Congratulations to Debbie and last year team.

The 1990 Quality Forum

Preparations for the 1990 Quality Forum at the Chateau Vaudreuil, Lake of Two Mountains area, are well underway.

Some twelve papers will be presented by representatives of government, industry and local universities. Both French and English speakers have been invited. The opening address will be given by the Chairman of the Canadian Quality Month 1990, Mr. J.C. Monty, President, Bell Canada.

The theme "Creating a Quality Environment for the 90's" was developed to serve as an umbrella to various topics of public concern. We will hear about latest developments, and achievements, in areas ranging from industrial waste control to quality at the working place. Several success

stories as to how Quebec companies are using Total Quality Management will also be presented. Finally, a guest speaker from the USA will introduce us to the United States Department of Defence approach to TQM.

Formal presentations will be followed by a workshop where everybody can participate. The Forum will be concluded . The Forum will be concluded by person to person discussions over lunch. The afternoon is free to give everybody the opportunity to enjoy a fall afternoon in the beautiful Lake of two Mountains area.

Please refer to the enclosed flyer for further information.

We hope to see you on October 13th at the 1990 Quality Forum in Montreal.

Montreal Section Activities for 1990-1991

Date: September 18, 1990 (Tuesday)
Time: 7:00 - 8:30 PM.
Place: MATROX ELECTRONICS Co.
Activity: Plant Tour.

Please Note

After the tour, a short questions period will be held with
MATROX Quality Management Group.
Address: 1055 St. Regis street, Dorval, P.Q.
(located on the North side of the Trans Canada Hwy., between
exits to Sources boul. and H. Bourassa)

Date: October 13th, 1990
Time: 8:00 - 3:00 PM.
Place: Chateau Vaudreuil
Activity: 1990 ALL DAY FORUM
See details on flyer.
Address: Trans Canada Hwy, exit 35.

Date: November 1990
Time & Place T.B.A.
Activity: Round table discussion on Total Quality Management and Good
Manufacturing practices, together with S.R.E and A.Q.Q.

Date: December 1990
Time & Place T.B.A.
Activity: Wine and Cheese Party in conjunction with A.Q.Q, S.Q.Q and S.R.E.

Date: January 1991
Time & Place T.B.A.
Activity: Koality Kid Program update.

Date: February 1991
Time & Place T.B.A.
Activity: A Presentation on ISO 9000 Procedures.

Date: March 1991
Time & Place T.B.A.
Activity: Plant tour of PHILLIPS ELECTRONICS

Date: April 1991
Time & Place T.B.A.
Activity: Plant tour of PEERLESS CARPETS INC.

Date: May 1991
Time & Place T.B.A.
Activity: Panel on P.P.M. (Parts per Million)

Date: June 1991
Time: T.B.A
Activity: Visit to LABBATT BREWERY

JOIN US and PARTICIPATE

Business World Exhibition

From 27-30 September 1990 the 6th Business World Exhibition will be presented at Place Bonaventure. This is an important Exhibition to the Montreal area.

The ASQC will be participating in this exhibition. We will have a booth during the event and we will be advertising the benefits of membership to attendees.

The organizers expect 25,000 visitors and 500 exhibitors. Place Bonaventure is Montreal prime conference centre. The participation in the event is part of our program to reach out to the community.

For information call (514) 288-5951

ASQC EXAMS

If you are interested in becoming an ASQC certified professional please take note of the following dates:

CERTIFICATION	EXAM DATE	APLY BY
CRE / CQT / CMI	October 20, 1990	August 24, 1990
CQE / QEIT / CQA	December 1, 1990	October 5, 1990
CRE / CQT / CMI	March 2, 1991	January 11, 1991
CQE / QEIT / CQA	June 1, 1991	April 5, 1991

SATELLITE BROADCAST OF NATIONAL QUALITY FORUM
Don't miss it!

On October 2, 1990, the premier event of Quality Month in North America, the National Quality Forum VI, will be beamed live from New York City to Le Grand Hôtel (Salon Régence - C) in Montréal.

Experts on quality and business leaders -- among them Mr. Jean C. Monty, chairman of Canadian Quality Month 1990 -- will discuss the latest quality issues. (See the attached program.)

Following Mr. Monty's remarks to the National Quality Forum, we will break from the live satellite broadcast and open the Montreal session to a panel discussion on "Service Excellence -- the Human Connection". The panel will consist of leading Quebec quality experts.

For further information, please contact: Lyn Martin (870-7867) or Gabriel Lemire (870-2211).

REGISTRATION: \$30.

I wish to participate in the session at Le Grand Hôtel on October 2.

Name: _____ Signature _____

Address: _____

Telephone: _____

Please make your cheque payable to ASQC/Montreal Section (in trust) and mail it to:

ASQC/Montréal Section 401
Attn: Forum VI
P.O. Box 444, Pointe Claire/Dorval
Quebec, H9R 0P3

SEE PROGRAM ON NEXT PAGE

SPACE IS LIMITED. RESERVE EARLY

PROGRAM

9:00	Breakfast Buffet	
9:50	Opening Remarks	Gilles Bélanger, Associate Vice President, Purchasing, Quality and Outside Technology Research, Bell Canada
SATELLITE BROADCAST OF THE NATIONAL QUALITY FORUM VI		
10:00	Welcome	James B. Hayes Publisher, Fortune Magazine
10:05	Keynote Address	Frederick W. Smith Chairman and CEO, Federal Express, Chairman, National Quality Month
10:20	Results of ASQC/ Gallup Survey	John Knappenberger President, ASQC
10:35	Case Study	Roger Milliken Chairman and CEO, Milliken & Co. (a 1988 recipient of the Malcolm Baldrige National Quality Award)
10:50	Case Study	Randall L. Tobias Vice Chairman, AT&T
11:05	Video Break	
11:10	A Word From Canada	Jean C. Monty President and CEO, Bell Canada Chairman, Canadian Quality Month
11:20 - 12:15	PANEL DISCUSSION - SERVICE EXCELLENCE: THE HUMAN CONNECTION (IN FRENCH)	